



## Your Safety Matters

How cancer programs are keeping you safe during COVID-19

## Cancer Care During COVID-19 for Patients

You may have concerns about your cancer care during COVID-19 and this is normal. You may feel nervous about coming to the hospital for treatments or tests. You may also be worried about your ability to fight off infections. These feelings are normal.

**Keeping you safe and giving you high-quality care during COVID-19 are the top goals of your team.**

### Safety at the Grand River Regional Cancer Centre

Your cancer team has made changes to keep you safe when you come for appointments. Across Ontario the safety plan is to:

- Create space and keep people apart as much as possible. You may notice fewer chairs or markings on the floor to remind people to distance. This is also why we have limited how many people can come to your appointments with you
- Screen staff and patients coming into the hospital
- Make sure patients and staff are wearing masks. You will be provided with a mask when you arrive
- Have hand washing stations and signs to remind people around the hospital to wash their hands
- Have some patients get a COVID swab before their treatments

If you feel worried about coming to the cancer centre for your cancer care, contact your healthcare team to talk about your options. Your healthcare team will do their best to help you feel safe coming to your appointment or treatment.

There are some cases where you might be able to have your appointment over the phone or by video. This may let you have others people, such as a family member or support person, join your appointment. Talk to a member of your healthcare team about how your appointment will take place.

## Go to your tests and treatments

If your healthcare team suggests that you have a test or treatment, please go to these appointments when they are booked. Putting off cancer treatment can be unsafe if your healthcare team feels you need it right away.

Please call your clinic or healthcare team before coming to your appointment if you:

- feel unwell with symptoms that could be from COVID-19 (e.g. chills, fever or new cough)
- are waiting for results of a COVID-19 test
- have been in close contact with someone who has symptoms of COVID-19
- have been in close contact with someone who has recently travelled outside the count

Sharing this information with your team will help to keep you and everyone in the centre safe.

Be sure to report any new symptom to the screener at the front door of the cancer centre. **You will not be turned away.** You will be seen by a nurse who will work to ensure your safety and that of others while you are in the cancer centre. This area is called Clinic E and is located on the main floor of the cancer centre.

## If you need support

We know that it is hard not to be able to bring a family member or support person with you to your appointment. It can be scary coming in for appointments alone. Our staff and health care team is here to help make sure your needs are met.

### *Physical Support.*

Let your team know so they can support if you:

- need help getting to an appointment. Wheelchairs are found at each main entrance
- need help to get to and from different areas within the hospital
- have trouble getting to and from your appointment.

### *Social Supports*

- You can call or video chat with your family, friend or support person during your appointment. If you do not have a cell phone or tablet to use let your healthcare team know before your appointment starts
- Appointments may take place over the phone, video chat, or in person
- See the chart below for community and hospital supports available

## Need more information?

For more information about <b>COVID-19</b> visit	For more information or to speak with someone about <b>cancer</b>	For more information or to speak with someone about your <b>emotional well-being or mental health</b>
<p>Ontario Ministry of Health: <a href="https://ontario.ca/coronavirus">ontario.ca/coronavirus</a></p> <p>Health Canada: <a href="https://canada.ca/covid-19">canada.ca/covid-19</a></p>	<p>Contact the Canadian Cancer Society's Cancer Information Service:</p> <p>Visit <a href="https://cancer.ca/cis">cancer.ca/cis</a> or call 1-888-939-3333</p>	<ul style="list-style-type: none"> <li>• Visit <a href="https://bouncebackontario.ca">bouncebackontario.ca</a> or call 1-866-345-0224 (for help with managing low mood, mild to moderate depression, anxiety, stress or worry)</li> <li>• Visit <a href="https://connexontario.ca">connexontario.ca</a> or call 1-866-531-2600 (for a mental health and addiction crisis helpline)</li> <li>• Search CCS's Community Services Locator <a href="https://csl.cancer.ca/en">https://csl.cancer.ca/en</a></li> <li>• Call HopeSpring to talk to a Cancer Care Counsellor: 1-519-742-4673</li> <li>• Talk to your team about speaking to a Cancer Social Worker about cancer related concerns</li> </ul>