



Trillium Health Partners

Better Together

Trillium Health Partners' Cancer Program Patient and Caregiver Handbook

Due to COVID-19, some information in this handbook may have changed.
*Talk to your health care team for the most up-to-date information.
Ask them any questions you may have.*



We have made this handbook for you with feedback from our patient and family advisors, staff and volunteers. It has key information to help you throughout your cancer journey. Please look through it often and bring it to your appointments. Use this handbook to write down your questions and notes.

Trillium Health Partners is a partner hospital of the Mississauga Halton Central West Regional Cancer Program, providing exceptional, compassionate care to patients and their caregivers. As partners in your care we will support your physical, emotional, social, spiritual and practical needs.

If you want more details about any topic in this handbook, please ask a member of your health care team.

To learn more, visit our website:

www.thp.ca/patientservices/cancerservices



This handbook belongs to:

Name: _____

Contact Information: _____

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Virtual Appointments

During the COVID-19 pandemic, you **may not** need to come to the hospital for your appointment. Your Oncologist (cancer doctor) may suggest that you have a virtual appointment instead. This means, for example, that you may speak to your Oncologist or primary nurse over the phone.

How will I know if I have a virtual appointment?

Based on your test results and other factors, your appointment could change to a virtual appointment. We will tell you if you will have a virtual appointment by calling you and/or by sending you a letter.

What should I have with me for my appointments?

- Prescriptions** that you need to renew from your Oncologist
- Medications** you usually take during the day (including all prescriptions, over-the-counter medications, herbals and supplements)
 - Keep an up-to-date list of all medications you take and have it with you.
- Questions** you want to ask your doctor, nurse or any member of your health care team
- Care Partner** (family member, friend, or partner) to help you keep track of the information and provide you support

If your first appointment is a virtual appointment, you will also need:

- Your local pharmacy's information** such as the name, address and phone number, so we can send them any prescriptions
- Your drug insurance or coverage** information for any medications that are not covered by OHIP

If you do not have private drug insurance or coverage, talk to your health care team so they can help you.

Who can I talk to if I have questions/concerns about virtual appointments?

If you have any questions or concerns about having a virtual visit or appointment, please talk to your health care team.

In-Person Appointments

What should I have with me for my appointments?

- Prescriptions** that you need your cancer doctor (Oncologist) to renew
- Medications** you usually take during the day (including all prescription, over-the-counter, herbals and supplements)
 - Keep an up-to-date list of all medications you take and bring it with you
- Questions** you want to ask your doctor, nurse or any member of your health care team
- Money** to pay for parking, buy food, or to buy any medications that your doctor asks you to take at home
- A snack** from home, in case you feel hungry

Please stay 2 metres (6 feet) away from others while eating. Put your mask back on as soon as you are done eating.

- Something to watch, listen to, or read** to help you pass the time.

Please respect the people around you. If you want to watch or listen to something while you wait, please wear earphones.

If it is your first appointment, and it is an in-person appointment:

- Your family doctor's** name, address and phone number
- Your local pharmacy's information** such as the name, address and phone number, so we can send them any prescriptions
- Your drug insurance or coverage** information for any medications that are not covered by OHIP

If you do not have private drug insurance or coverage, talk to your health care team so they can find a way to help you.

Can I bring someone with me to my in-person appointment?

For the most up-to-date information about our visitor policy, please visit our [Visiting THP & Connecting with Patients](#) webpage.

- Go to www.trilliumhealthpartners.ca/covid-19
- Click on “Visiting THP & Connecting with Patients”

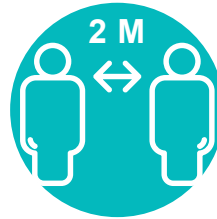
What can I expect when I come to the hospital for my appointment?



Wear a mask



Clean Your
Hands Often



Practice physical
distancing

Arrive 30 minutes early for your in-person appointments. Come early to:

- Find parking
- Go through COVID-19 screening
- Register



Register

- Show your Ontario Health (OHIP) Card

If you have the red and white health card, please also bring government-issued picture identification such as:

- a passport
- driver's license or
- Permanent Resident card
- Tell the registration clerk if any of your personal information has changed. This includes:
 - Your telephone number
 - Address
 - Emergency contact
 - Family doctor

Where do I register for Radiation Therapy?

All Radiation Therapy happens at the Carlo Fidani Regional Cancer Centre (Credit Valley Hospital). If you have a radiation treatment appointment, please register at the Radiation Therapy Reception Desk (Level 1).

You know how you are feeling.
We know how to help.



Your Symptoms Matter



What is 'Your Symptoms Matter'?

- Your Symptoms Matter' is a tool that helps you tell your health care team how you are feeling on that day.



Why should I complete 'Your Symptoms Matter'?

- When your health care team knows about your symptoms, they can help you manage them better.
- It will also help you and your health care team keep track of the changes in your symptoms over time.



When do I complete 'Your Symptoms Matter'?

- When you come to the cancer centre for an appointment (for example: appointment with your doctor or nurse, or treatment).



How do I complete 'Your Symptoms Matter'?

- Please ask your health care team



What if I don't have any symptoms?

- Even if you do not have symptoms, please fill out 'Your Symptoms Matter'.
- If you start to have symptoms later, your health care team may look back at 'Your Symptoms Matter' scores over time. This will help them find out what caused the change in your health.



What do I do if my health care team doesn't talk to me about 'Your Symptoms Matter'?

- Your health care team should talk to you about 'Your Symptoms Matter'.
- If your health care team does not ask you about 'Your Symptoms Matter', you can hand them your printout and talk to them about it.



What happens after I complete 'Your Symptoms Matter'?

- Your health care team will review your scores and give you personalized support
- Tell your health care team about any symptoms you have that are not part of 'Your Symptoms Matter'



'Your Symptoms Matter' is available in more than 30 different languages.

- 'Your Symptoms Matter' is available in more than 30 different languages
- If you would like to fill out 'Your Symptoms Matter' in a language other than English or French, ask your health care team during your appointment

Places You May Visit during Your Cancer Treatment

Ask a staff member if you need help getting to any of these places below.

COVID-19 Pandemic Update: Most cancer services have been restored to Queensway Health Centre

	Carlo Fidani Regional Cancer Centre Credit Valley Hospital	Betty and Buster Lockwood Cancer Detection & Treatment Centre Queensway Health Centre
Lab for Patients with Cancer	Level 2 <ul style="list-style-type: none"> • Take a right from the Deer elevators. • Take the stairs from Level 1 and go straight across the waiting area. 	Check in at clinic and wait at the top of the stairs outside of clinic doors
*Diagnostic Imaging	Level 2, close to the Emergency Department	See information under “**Diagnostic Imaging” section below
** Pharmacy	Call: 905-813-3970 Monday to Friday (9:00am – 6:00 pm)	Call 416-521-4111 Monday to Friday (9:00am – 5:00pm)
Cardiopulmonary Diagnostics	The Cardiopulmonary Diagnostics department will provide you with directions when they give you your appointment.	

*Diagnostic Imaging

You will need to go to the Diagnostic Imaging department for tests such as:

- Ultrasound
- MRI
- Bone scan
- Regular CT scan

You may need to go to the Diagnostic Imaging department at Credit Valley Hospital, Mississauga Hospital, or Queensway Health Centre. We will let you know which of these sites you need to go to for your test(s).

X-Rays:

If you have an X-ray, your health care team will let you know where the test is going to be.

CT Simulator:

The CT scan we do to plan your radiation therapy is called a CT Simulator.

Go to the radiation therapy area at the Carlo Fidani Peel Regional Cancer Centre (Credit Valley Hospital) for your CT Simulator.

**Pharmacy

We have two pharmacies to serve you:

- The Guru Nanak Dev Pharmacentre (Credit Valley Hospital)
- The Queensway Health Pharmacentre (Queensway Health Centre)

How can the Pharmacentre help me?

Both Pharmacentres have cancer treatment medications, as well as other supplies and medications you may need.

The pharmacists at the Pharmacentre are:

- Experts in cancer medications
- Connected to your health care team
- Able to help you with co-payment support programs.
- Able to answer your questions about your cancer medications

Parking

Please arrive early for your appointments. Finding parking can take up to 15 minutes.

You can buy daily or multi-use parking passes at a pay station inside the hospital, or at the Parking Office.

For more information about parking fees and payment options, you can:

- Go to the Parking page on our website at:
<https://trilliumhealthpartners.ca/ineed/visitorinformation/Pages/Parking.aspx>
- Ask your health care team for a Parking brochure



Trillium Health Partners Shuttle Bus Service

Trillium Health Partners provides a free shuttle bus service between its three hospital sites. Please ask your health care team for the “**Trillium Health Partners Shuttle Bus Service**” pamphlet for details about schedule and location of the shuttle bus stops.

Community Support for Getting to Your Appointments

Please ask us for the “**Where to Start...Transportation**” handout to learn about transportation services that may be an option for you.

Food

For some of your appointments, you may be at the hospital for a long time. You may bring food, snacks or drinks from home, or you may buy food in the hospital.

Please make sure you are 2 meters (6 feet) away from others when you are eating. Please put your mask back on as soon as you have finished eating.

Health and Safety

Our health care partnership begins with our commitment to your safety. By working with your health care team, you can lower the risk of harm and make your hospital visit safe.

Preventing Infections:

Prevent infection by washing your hands with soap and water or using hand sanitizer often. You can remind your health care team to keep their hands clean too.

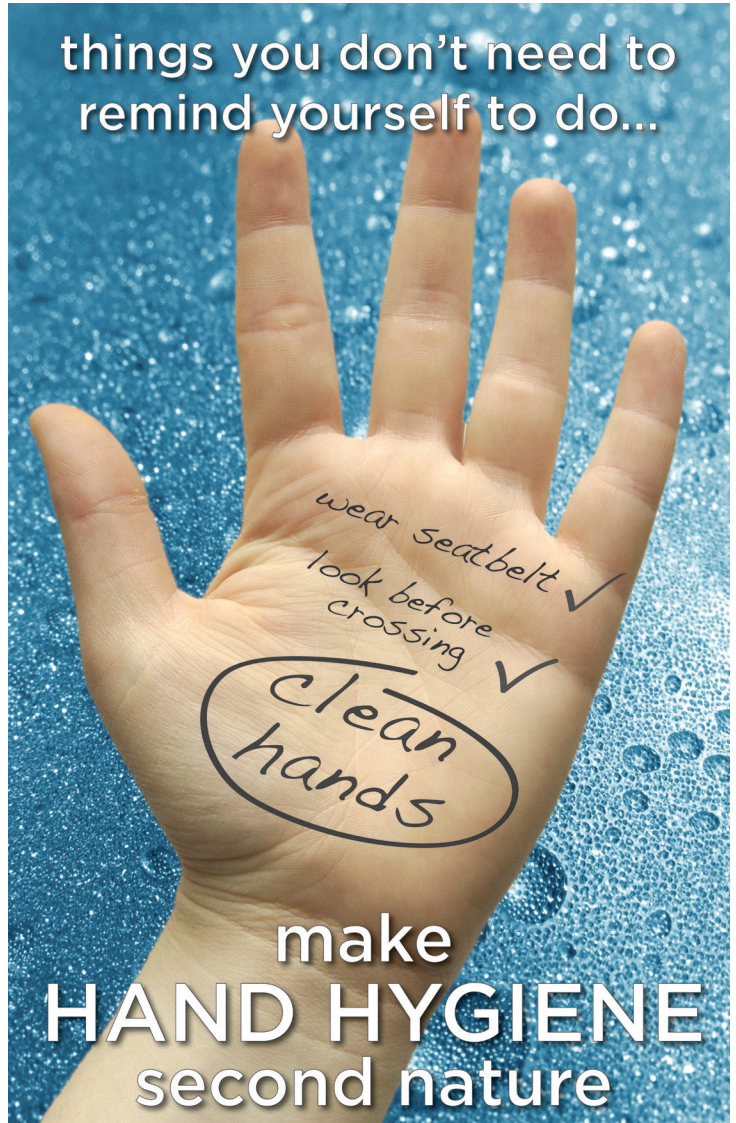
Have your family and visitors wash or sanitize their hands before and after seeing you.



Use Sanitizer



Wash hands frequently



Cover your mouth and nose with a tissue or your elbow when sneezing or coughing.

No Smoking/Vaping:

Smoking or vaping is not allowed on Trillium Health Partners' property.

Scent-Free:

We are a scent-free organization. Please do not wear perfume/cologne or other scented products when you are coming to Trillium Health Partners.

Important Contact Numbers

	Carlo Fidani Regional Cancer Centre (Credit Valley Hospital) 905-813-1100	Betty and Buster Lockwood Cancer Detection & Treatment Centre 416-521-4110
To Rebook a Cancer Clinic Appointment	905-813-1100 Ext. 5159	416-521-4110
To Rebook a Systemic Therapy Appointment	905-813-4400	416-521-4110
To Rebook a Radiation Therapy Appointment	905-813-1100 Ext. 4411	905-813-1100 Ext. 4411
Diagnostic Imaging	905-813-4517	905-813-4517
Oncology Clinic Pharmacist	905-813-1100 Ext. 5687	416-521-4110
Dietitian	905-813-1100 Ext. 4862	416-521-4110 Ext. 5879
Social Worker	905-813-1100 Ext. 4862	905-813-1100 Ext. 4862
Medication Access Specialist or Drug Navigator	905-813-1100 Ext. 5059	416-521-4110
Clinical Trials Nurse	OncologyClinicalTrials@thp.ca	

You can call the people or areas above between 8:30 a.m. to 4:00 p.m., Monday to Friday.

If you need help with cancer or treatment related symptoms on evenings (4:00 p.m - 8:30 a.m), weekends and holidays, call CareChart at 1-877-681-3057.

Members Of The Cancer Care Team

Your health care team may include any of the following:

Health Care Provider	Function
Treatment Nurse	<ul style="list-style-type: none"> • Gives systemic therapy medication • Teaches you how to manage side effects of your therapy
Triage Nurse	<ul style="list-style-type: none"> • Checks your health to make sure it is safe to give systemic treatment
Medical Oncologist	<ul style="list-style-type: none"> • Specialist doctor who treats cancer using systemic therapy
Clinic Clerical Assistant	<ul style="list-style-type: none"> • Books appointments, medical tests and patient education sessions
Clinical Trials Nurse	<ul style="list-style-type: none"> • Helps you and the Oncologist if you are part of a clinical trial
Medication Access/ Drug Navigator	<ul style="list-style-type: none"> • Helps you understand drug coverage
Pharmacist	<ul style="list-style-type: none"> • Prepares medications prescribed by the Oncologist • Helps you understand how the medication works • Explains how the medication may interact with other medications you are taking
Primary Nurse	<ul style="list-style-type: none"> • Works with the Oncologist • Teaches you about cancer treatment and side effect management • Gives you information about support services
Radiation Oncologist	<ul style="list-style-type: none"> • Specialist doctor who treats cancer using radiation
Radiation Therapist	<ul style="list-style-type: none"> • Plans and delivers radiation therapy treatment • Teaches you how to manage side effects during radiation treatment
Registered Dietitian	<ul style="list-style-type: none"> • Gives you guidance on eating habits to meet your needs • Helps you manage side effects of treatment by making suggestions about the foods you eat
Social Worker	<ul style="list-style-type: none"> • Helps you manage the impact of cancer on your life and provides support for emotional and financial needs
Surgical Oncologist	<ul style="list-style-type: none"> • Specialist doctor who treats cancer using surgery
Volunteers	<ul style="list-style-type: none"> • Answer your questions and help you find where you need to go
<p>Your health care team may also include a nurse practitioner, clinical nurse specialist, medical physicist, medical residents and students.</p>	

My Health Care Team

	Name	Telephone Number
Surgical Oncology		
Doctor		
Primary Nurse		
Medical Oncology		
Doctor		
Primary Nurse		
Radiation Oncology		
Doctor		
Primary Nurse		
Other Members of My Team		
Social Worker		
Dietitian		
Family Doctor		
Pharmacist		
Home and Community Care Coordinator		
Emergency Contact		
Clinical Trials Nurse		



A patient talks to their primary nurse during the COVID-19 pandemic.

During your cancer journey, you will work with many health care professionals. You will also get a lot of information about your diagnosis, treatments, and how to manage your symptoms. You will also get information about resources and ways to help you live with cancer. Some tips that may help you are:

- Write down the information you get.
- Ask questions and ask for help at any time.
- Share information about your cancer treatment with your family doctor and other health care providers who are giving you care.

Diagnosis

Your Oncologist and primary nurse will share details of your cancer diagnosis with you. Let your health care team know how much information you want.

You do not need to get all the information at your first appointment. You will be able to ask more questions over time.

Here are some details you may want to know about your diagnosis:

- Type of cancer
- Location of cancer
- Grade of cancer
- Stage of cancer
- If cancer has spread to any other part of your body
- Other tests needed
- Treatment options and plan

Ask your health care team questions and for help as you go through your journey.

Treatment

What are the most common methods of treating cancer?

Common methods of treating cancer are:

- Surgery
- Systemic Therapy
- Radiation Therapy

You may receive only one type of treatment or a combination of treatments. Your health care team will talk with you about your treatment options and will work with you to create your treatment plan.

Cancer and cancer treatments can have side effects. Your health care team will help you understand your treatment, possible side effects, and how you can manage these side effects.

You may have a COVID-19 test before you start treatment. Talk to your Oncologist or primary nurse if you have any questions about this.

What is the purpose of my treatment?

The purpose for your cancer treatment may be different from someone else. Ask your health care team about whether the goal of your treatment is to:

- Cure your cancer,
- Control your cancer by stopping it from growing or spreading to other parts of your body, or
- Manage symptoms

Systemic Therapy

Systemic therapies use medication to destroy cancer cells. Different types of systemic therapies include:

- Chemotherapy
- Immunotherapy
- Hormonal Drug Therapy
- Targeted Therapy

Systemic therapy may include one type of medication or a mixture of two or more medications. Your medical Oncologist will offer the treatment that is right for you based on your type of cancer.

How will I get systemic therapy?

You may get systemic therapy in any of the ways below.

- **In a pill**, which is called oral therapy
- **Through a vein in your body**, which is called intravenous or IV
- **By injection** under the skin or into the muscle



A patient gets systemic therapy from a treatment nurse during the COVID-19 pandemic.

Will I always get my systemic therapy medication at the Cancer Centre?

No. Your Oncologist may prescribe systemic therapy medication that you may take at home. Follow your health care team's instructions closely for taking and handling this medication safely.

Does systemic therapy affect other medications that I take?

Tell your health care team about **all medications** you take. This includes:

- Prescription medications
- Over-the-counter medications
- Natural health products (e.g., vitamins, minerals, herbal remedies, homeopathic medication)
- Health supplements (e.g., vitamins, minerals such as calcium or iron, herbs, fish oils)

Your health care team will let you know if any of these medications could interact with your systemic therapy medication. They will explain any possible interactions to you.

How long does chemotherapy treatment take?

Your Oncologist and primary nurse will tell you how many treatments you need. They will explain how long each treatment will take and your appointment schedule for the treatments.

In most cases, patients have each systemic therapy treatment over two days. This helps to make sure systemic therapy drugs are given in the safest way.

Day 1	Day 2
1. Blood test 2. Meet your nurse and/or medical Oncologist	1. Get your systemic therapy

Come 30 minutes early for your appointments to:

- Find parking
- Go through COVID-19 screening
- Register
- Check-in at the reception desk in the treatment area

Radiation

Radiation therapy is another type of cancer treatment. It uses high doses of radiation to destroy or damage cancer cells. Our radiation therapy program is located at the Carlo Fidani Regional Cancer Centre at Credit Valley Hospital.

Does radiation therapy hurt?

No, radiation is like getting an x-ray.

Will I be radioactive?

You will not be radioactive for most types of radiation therapy. You can have normal contact with your family and friends.

Some specific types of radiation treatments (Brachytherapy) use radioactive sources that go into your body permanently. Your radiation therapy team will tell you if this is the type of treatment you will have and will let you know how to keep you and your family and friends safe.

How long does radiation therapy take?

Radiation Therapy:

A radiation therapy appointment is usually about 15 minutes.

Brachytherapy:

The length of your Brachytherapy depends on the type of treatment you have, and where the cancer is in your body. Brachytherapy appointments can take anywhere from 30 minutes to 6 hours.

How many appointments will I have?

Radiation Therapy Appointment:

You will get radiation therapy over multiple days and weeks. Your radiation therapy team will tell you how many treatments you will get and your appointment schedule for these treatments.

Review Clinic Appointment:

Once a week, while you are getting radiation therapy, you will see your Radiation Oncologist and/or Radiation Nurse in the Review Clinic.

This is a walk-in appointment.

Each Radiation Oncologist has a morning or afternoon that they spend in Review Clinic. The schedule is on the Review Clinic door. Use the schedule to know when you can see your Radiation Oncologist in Review Clinic.

Review Clinic Wait Times:

Every person who is getting radiation therapy needs to go to Review Clinic once a week. This means that the Review Clinic can be busy. You may need to wait to see your Radiation Oncologist or your nurse.

Even if you need to wait, it is very important to see your Radiation Oncologist or nurse in Review Clinic.

If you go to Review Clinic before your radiation therapy appointment, and the clinic is busy, do not worry about being late for your treatment. Even if you are late, the radiation therapists will make sure you get your treatment.

Always come 30 minutes early for your appointments to:

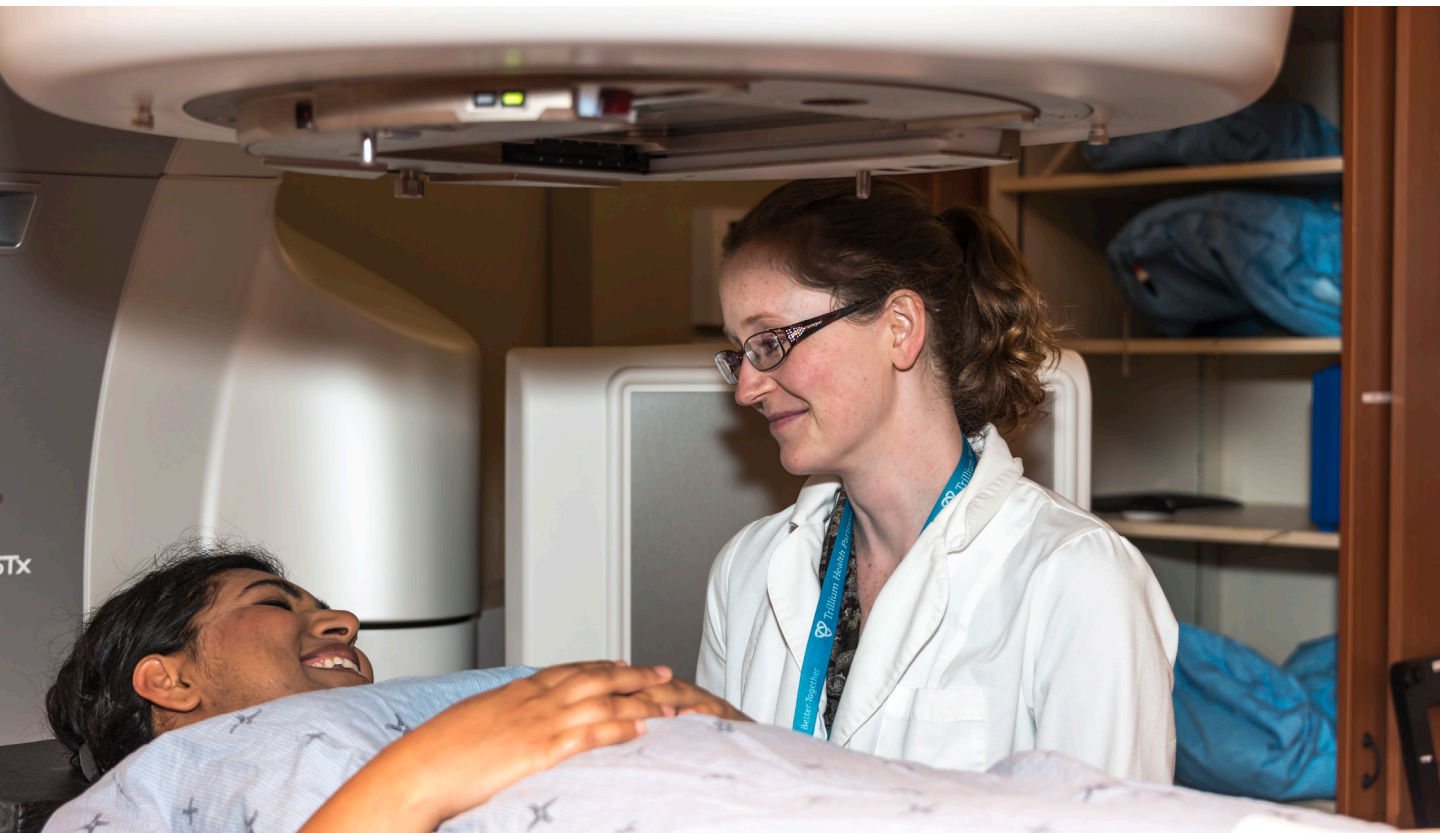
- Find parking,
- Go through COVID-19 screening
- Register at the Radiation Therapy Reception Desk

You can find more helpful Questions and Answers about Radiation Therapy by visiting Trillium Health Partners' Cancer Services webpage.

Clinical Trials

Cancer Clinical Trials are research studies that test new ways to prevent, find, treat or manage all stages of cancer. When you take part in a clinical trial, you add to the knowledge about cancer and help improve cancer care for future patients. Being in a clinical trial is voluntary. Ask your Oncologist whether there are any clinical trials that may be a good fit for you. You can also visit the It Starts with Me website (www.itstartswithme.ca) for more general information about clinical trials.

For more information about clinical trials at the Carlo Fidani Regional Cancer Centre, e-mail the Oncology Clinical Trials team (OncologyClinicalTrials@thp.ca)



Before the COVID-19 pandemic, a patient is lying down in a radiation therapy machine, and is smiling at a radiation therapist standing next to them.

Each person's experience with cancer is different. It is normal to need help to manage and cope with this experience.

Your health care team understands this and is here to support you at every step of your cancer journey. Talk to us if you have any worries or concerns. We can help. We are partners with you in this journey.

Support Resources

Psychosocial Oncology Team

This team of health care professionals provides physical, emotional, social and spiritual support throughout your cancer journey. This team includes social workers, registered dietitians, and a medication access specialist or drug navigator.

Update: Our psychosocial oncology team can help you and your family over the phone or in-person

Social Workers

Our Social Workers offer counselling for individuals, couples and families for cancer-related issues.

Speak with a Social Worker about:

- Anxiety or fears related to cancer or cancer treatments
- Stress management
- Trouble sleeping
- Feelings of depression or feeling sad
- Sexual health and body image
- Loss and grief
- Speaking to children about your cancer
- Concerns about money
- Changes in your relationships, priorities and purpose in life

Talk to us if you have any worries or concerns. We can help. We are partners with you in this journey.

Registered Dietitians

Talk to a Dietitian about the importance of healthy eating during cancer treatment, and how you can continue to meet your nutritional needs. Dietitians can tell you about changes you can make to your diet to help manage some side effects of cancer treatment. This includes:

- Poor appetite
- Unplanned weight loss
- Nausea and vomiting
- Changes in sense of taste
- Heartburn and reflux
- Constipation or diarrhea
- Difficulty chewing or swallowing
- Gas or bloating

You can speak with an Oncology Dietitian over the phone to ask questions about nutrition and diet. You can also get information about nutrition services in your community from your health care team.

Medication Access Specialist or Drug Navigator

Medications for cancer treatment can cost money at a time when you may have less money.

Speak with the Medication Access Specialist or Drug Navigator if:

- You do not have a drug plan
- You need to understand how your extended health benefits medication coverage works
- Your drug plan does not cover the costs of certain cancer treatment drugs
- You would like information about programs that can help with the cost

Quit Smoking

Research shows cancer treatments work better and have less side effects if you are smoke free. We understand that quitting smoking is hard, and we are here to help you.

If you want to quit smoking, you can get free help over the phone from **Telehealth Ontario** by calling **1-866-797-0000 (TTY: 1-866-797-0007)**.

You can also do the following:

- Talk to your primary care provider (family doctor)
- Look at self-help materials on SmokersHelpline.ca
- Visit SmokersHelpline.ca to connect with Quit Coaches and other people who are quitting smoking
- Text the word iQuit to the number 123456 for text message support
- Find a quit smoking counsellor or group in your community by going to QuitMap.ca

Palliative Care

What is Palliative Care?

Palliative Care helps improve your quality of life when you have a serious illness. This type of care is focused on making you comfortable, and giving you and your caregivers support.

Palliative Care helps you to:

- Identify symptoms (like pain and shortness of breath) and get quick help to control them
- Identify what is important to you
- Access emotional, social and spiritual support for you and your family
- Make plans and decisions about your future care, and
- Find hope and meaning in challenging situations

When do I need Palliative Care?

If you have **advanced cancer**, palliative care may help you. You can get palliative care at the same time as treatments like chemotherapy or radiation. If there are no more treatments to control the cancer, palliative care may become the focus of your care.

Advanced Cancer - “Advanced cancer” is when cancer has spread to other parts of your body, or it has come back.

How do I get Palliative Care?

If you think palliative care may help you, speak to your health care team.

Our goal is to share helpful information with you to help you along your cancer journey. We also want to provide a safe and comfortable learning environment for you, your family and trusted ones.

One-on-One Teaching

Your health care team will discuss your treatment plan. They will answer your questions and discuss your concerns. They will make changes to your treatment plan with you. It is helpful to write down your questions and bring them to your appointments to ask your health care team. If you are not sure about what questions to ask, you can find resources in our patient resource areas.

Patient Education Resources

Visit our Patient Resource Area at the Carlo Fidani Regional Cancer Centre (Credit Valley Hospital) and at the Betty and Buster Lockwood Cancer Detection & Treatment Centre at Queensway Health Centre. In our Patient Resource Areas, you will find:

- Pamphlets or booklets about symptom management
- Support resources for life with cancer
- General information about cancer diagnosis and treatment

You can find Patient Education resources online at:

- Trillium Health Partners' Cancer Services website:
www.trilliumhealthpartners.ca/patientservices/cancerservices
- Canadian Cancer Society website:
<https://www.cancer.ca>
- Cancer Care Ontario website
<https://www.cancercareontario.ca/en/symptom-management>



Wellspring

Wellspring is offering many support programs online for cancer patients and their families and friends. You can:

- Join a support group, do live yoga, join relaxation sessions & more
- Practice safe exercise during and after cancer treatment
- Get help with financial concerns
- Learning about good nutrition
- Attend Be Well Educational Webinars
- Participate in Skills & Strategies Workshops
- Meet with a peer support volunteer by phone or video conference
- Meet with a volunteer using video conference to get help with moving beyond cancer treatment

To learn more about Wellspring:

- Go to Wellspring's website www.wellspring.ca
- Telephone: 1-877-499-9904



Canadian Cancer Society

The Canadian Cancer Society (CCS) offers support and information to patients, families, caregivers and friends living with cancer. The services are available in many languages and include:

- **Cancer Information Service:** provides answers to questions about cancer, diagnostic tests, treatments, side effects and clinical trials
- **CancerConnection.ca:** helps you share your experiences and build supportive relationships
- **Community Services Locator:** a searchable database of over 4,000 cancer-related services across Canada

To learn more:

- Go to the Canadian Cancer Society's website www.cancer.ca
- 1-888-939-3333



Home and Community Care

Some patients need help at home when they are living with cancer. Home and Community Care services may include nurses, personal support workers (PSW), physiotherapists, occupational therapists, dietitians, social workers and speech language therapists.

You can contact Home and Community Care directly or your health care team can refer you.

Home and Community Care services are funded by the government and the amount of service provided may be different based on where you live.

Mississauga Halton

Telephone: 905-855-9090

Toll free: 1-877-336-9090



www.healthcareathome.ca/mh/en

Central West

Phone: 905-796-0040

Toll Free: 1-888-733-1177



www.healthcareathome.ca/centralwest/en

Look Good Feel Better

Cancer and its treatment can be hard on how you feel about yourself and your body. The Look Good Feel Better online workshops are for women with cancer. They share information about beauty tips, skin care, cosmetics, sun care, hair and wigs.

For more information about Look Good Feel Better go to the Look Good Feel Better website www.Lgfb.ca.



**Ask your care team about other
Community Support Resources that are
available to you in this journey.**

The internet has a lot of information about cancer and cancer treatment. Information on any website doesn't replace medical advice from your health care team. Some information you find may not apply to your situation. Talk about the information you read online with your health care team. Below is a list of websites about cancer care, treatment and support that you can trust.

- Trillium Health Partners' Cancer Services website:
www.trilliumhealthpartners.ca/patientservices/cancerservices



- Cancer Care Ontario – Symptom Management
www.cancercareontario.ca/en/symptom-management



- Canadian Cancer Society
www.cancer.ca



- Wellspring
www.Wellspring.ca



- Ontario Ministry of Health
www.Health.gov.on.ca



- Ontario Institute for Cancer Research
www.Oicr.on.ca



- Canadian Cancer Clinical Trials Network
<https://3ctn.ca>



- Home and Community Care Services
www.Healthcareathome.ca

- Young Adult Cancer Canada
<https://www.youngadultcancer.ca>



Spiritual and Supportive Care

During your cancer journey, you may have questions like “Why is this happening to me?” or “What matters to me?” At Trillium Health Partners, spiritual and supportive care practitioners work as part of your health care team. They can connect with you and listen to you with care and empathy. Contact Spiritual Care at **(905) 813-3984** or ask a member of your health care team.

Your Health Records

You, your Substitute Decision Maker or a legal representative can access your health records. You may need to pay a fee.

Please make your request through the Health Information Management department. To make your request, fill out a ROI Request Form. You can find this form online at

<http://trilliumhealthpartners.ca/patientsupport/Pages/Healthrecords.aspx>



Send the completed form to:

- Email: ReleaseOfInformation@thp.ca
- Fax: 905-848-7677
- Or mail to:

Trillium Health Partners
Health Information Management
100 Queensway West
Mississauga, Ontario. L5B 1B8

Please contact the Health Information Management department at **(905) 848-7181** for details or visit our website at www.thp.ca.

Translation Services and Sign Language Interpreter

If you need language help for your appointments, please tell your health care team before your appointment. We will get an interpreter who speaks your language for your appointment.

If you need a Sign Language Interpreter, please let us know before your appointment.

Personal Health Information and Privacy Office

Trillium Health Partners takes steps to protect your personal health information (PHI). PHI is information about your health and healthcare that can identify you. We collect and use your PHI to care for you and may share this information with other health care providers who are involved in your care and who need to know this information to give you medical care. If you do not want us to share your PHI with other health care providers, let us know. The law also allows us to collect, use and share your PHI for other purposes such as quality improvement and risk management (managing risks to patient safety and Trillium Health Partners).

You have the right to access your PHI and request corrections. If you have any questions or concerns, please contact the Privacy Office at **(905) 848-7580 ext. 7548**, or email **privacy@thp.ca**.

Patient Relations Office

If you have a compliment, complaint or concern, please share with us.

We want to provide you with the best quality of care and an exceptional patient experience.

To let us know what we have done well or how we can improve:

- Talk to a member of your health care team
- Contact the clinical leader or manager

If you need additional help, please contact our Patient Relations Team.

Credit Valley Hospital

Tel: 905-813-4109

Email: patient.relationsCVH@thp.ca

Queensway Health Centre

Tel: 905-848-7164

Email: patient.relationsMH@thp.ca

Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) began in 2013. It is a group of past and present patients and caregivers who have all experienced care at the Cancer Centre. The PFAC partners with health care teams in the Cancer Centre. Members of the council use their care experiences to help the Cancer Centre improve the experiences of all patients and caregivers.

How to join the Oncology PFAC:

If you want to use your experience in the Cancer Centre to help improve the experiences of other patients, families and caregivers, the Oncology PFAC may be a good option for you.

To fill out an application, please call **905-848-7164** or e-mail the Patient Relations team (patient.relations@thp.ca)

We are extremely grateful to all advertisers for helping to make this handbook possible.

Note: Advertisement in this handbook does not mean an official recommendation or support by Trillium Health Partners.

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HEALTH AND WELLNESS PROGRAMS

It is normal for all aspects of a person's life to be affected when they are diagnosed with a life-threatening illness or living with grief. Wellness includes emotional, mental, spiritual, social, psychological, and physical dimensions which can help to expand and improve your quality of life. These dimensions continuously overlap and connect and positive changes to one or more can improve overall wellness and quality of life.

To find out more about the health and wellness programs we offer or to schedule a wellness consultation, call 905-712-8119, ext. 237 or visit www.HeartHouseHospice.com



For children, youth and families who are facing the dying or death of a loved one, the H.U.U.G. program offers in-home support from one of our H.U.U.G team, regular bereavement events and an overnight Camp Experience.

For more information visit HeartHouseHospice.com or contact 905-712-8119

905-712-8119

VIDEO EDUCATION SERIES FOR CAREGIVERS

Dying is a natural part of life, but many people do not have experience caring for someone in their final months, and find themselves navigating through new and unfamiliar territory. These short 5 minute videos include information, education and tips about practical care and what to expect developed specifically with caregivers in mind. Videos available in multiple languages. For more information about caregiver support and available video topics visit our website:

www.HeartHouseHospice.com/videos

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June 2022

Our sincerest gratitude to Oncology Staff, Patient and Family Advisors,
and Volunteers for their support in creating this handbook.

We always welcome your feedback.

If you would like to share your comments about this handbook,
please contact the Psychosocial Oncology and Patient Education line
905-813-1100 ext. 4862.



**Trillium
Health Partners**

Better Together



**Mississauga Halton Central West
Regional Cancer Program**
in partnership with Cancer Care Ontario

**The Carlo Fidani Regional
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2200 Eglinton Avenue West
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100 Queensway West
Mississauga, ON L5B 1B8
905-848-7100

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