Sample of Size and Design
(4 inches wide x 8 ½ inches in length)

Your guide
To CancerCare Manitoba

This will be provided as a brochure
Your guide
To CancerCare Manitoba
Cancer Patient Information and Resource Series:

Your Guide to CancerCare Manitoba is Part 1 of a cancer patient information and resource series to help cancer patients and their families.

Part 1: Your Guide to CancerCare Manitoba will help you prepare and plan for your first appointment.

Part 2: My Workbook 
work sheets where you can record and organize your cancer treatment information.

Part 3: My Cancer Handbook 
a large handbook with information on cancer, treatment, side effects, your health care team, support services and workbook sheets. Copies or topics from the handbook can be printed from the CCMB website at www.cancercare.mb.ca

For a copy of any of these materials you can:
Call or visit the Patient and Family Resource Centre
Located at: CancerCare Manitoba, Room 1016 - 675 McDermot Avenue, Winnipeg, MB
Phone: 204-787-4357 or Toll-Free 1-866-561-1026.

What Language Do You Speak at Home?

It is important that you and your family can ask questions and have answers in your own language.

Please ask for an interpreter for you or your family when your appointments are made. This service is free.
Welcome to CancerCare Manitoba

CancerCare Manitoba (CCMB) is here to provide excellent cancer services and support to you and your family. We understand that your first appointment is often a time of many questions. 

Your Guide to CancerCare Manitoba will assist in preparing you for your first appointment at CCMB.

The CCMB health care team and volunteers are here to help you. We encourage you to ask questions of any member of our team, at any time.

On behalf of the CCMB Health Care Team,

Dr. Sri Navaratnam
President and CEO
Cancercare Manitoba

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Regular Business Hours for the Main Sites:

**MacCharles**
CancerCare Manitoba at 675 McDermot Avenue, Winnipeg, MB (next to Health Sciences Centre)
204-787-2197
8:00am to 4:00pm Monday to Friday

**St. Boniface**
CancerCare Manitoba at the St. Boniface Hospital in Winnipeg, MB
204-237-2559
8:00am to 4:00pm Monday to Friday

**Western Manitoba Cancer Centre**
300 McTavish Avenue East, Brandon, MB
204-578-2222
8:00 am to 4:00pm Monday to Friday

**Cancer Helpline at CancerCare Manitoba**
204-787-8900
8:00 am to 6:00 pm Monday to Friday
A registered nurse can give you advice on how to take care of symptoms at home.
Or advise if you should go to the Urgent Cancer Care Clinic or to an Emergency Department.

After Hours:

If you have an emergency outside of regular business hours or it is a holiday, please contact:

**Health Sciences Centre paging at 204-787-2071**
Ask for Medical Oncology, Radiation Oncology, D6, Hematology, Gyne Oncology, or Surgical Oncology.

**St. Boniface Paging at 204-237-2053**
Ask for the oncologist on-call.
Preparing for My Appointments

Before your appointment:

☐ Make a list of all medicines you take (or bring the bottles of medicine with you). Tell us about any herbs, traditional medicine, vitamins and supplements you take, including any drops or lotions you use.

☐ Tell us about any complementary therapies you use, like massage and naturopathy.

☐ Bring your Manitoba Health Card (purple and white card). Don’t have a Manitoba Health Card? Call 204-786-7101 or toll-free 1-800-392-1207

☐ Bring any forms you need to be filled out by the doctor or nurse.

☐ Make a list of all your past surgeries and illnesses.

☐ Bring a family member or friend to your appointment.

☐ Bring something to do while you wait.

Ask Us!

If you don’t understand a word that has been used, ask your health care provider.

You can ask for a copy of your test results.
Preparing for My Appointments

Questions that you may want to ask about your diagnosis:

- What does my diagnosis mean?
- What test and test results confirmed this?
- What choices will I have about my treatment?
- What will happen to me?

Can I take part in current research (clinical trials)?

Clinical trials test new medicine, new ways to do surgery or radiation therapy. When you enroll in a clinical trial, you help researchers uncover better ways to treat, prevent, diagnose and understand cancer. Not all cancers have a clinical trial available, so ask your doctor if you are eligible for one.

What will happen at my appointment?

- Find the clinic where your appointment is and tell the clerk that you are there.
- A unit assistant or nurse will measure your height and weight, and take you to an exam room.
- You may be asked to change into a gown.
- You will be asked questions by more than one member of the health care team.

A Question for You:

What does the team at CancerCare Manitoba need to know about you, as a person to give you the best care possible?

Take the time to tell us.
Preparing for My Appointments

The health care team may:

- Ask to look at the area of your body where your tumour (lump) or illness is located.
- Talk to you about a plan for your care and what you will do next.

Your health care team will also answer your questions.

Make sure the health care team has:

- Your phone number and mailing address.
- Up-to-date information about your regular health care provider (family doctor, walk-in clinic, or nursing station). Updates about your cancer care are sent to your regular health care provider.
- Information on how to contact you if you are staying in Winnipeg for appointments or treatments. Leave the address and a telephone number.

Before you leave, ask the nurse or clerk about your next appointment.

Accommodation and Financial Assistance

If you need information on where to stay in Winnipeg or Financial Assistance call or visit:

CancerCare Manitoba
Patient and Family Resource Centre
Room 1016 – 675 McDermot Avenue, Winnipeg, MB
Ph: 204-787-4375 or toll free 1-866-561-1026

Patient and Family Support Services
Room 1018 – 675 McDermot Avenue, Winnipeg, MB
Ph: 204-787-2109 or toll free 1-866-561-1026
Preparing for Treatment

How can I be ready for my treatments?
At each appointment, you will have a chance to talk about your concerns and ask questions. Here are a few tips to help:

• Plan the questions you want to ask and write them down
• Don’t feel rushed and ask if you don’t understand something
• Take someone with you who can help take notes and ask questions

Ask Questions about Treatment and After Treatment is Finished

• How long will the treatment take?
• What are the usual side effects or treatment?
• What do I do if I have side effects?
• What tests will be done to monitor my condition? How often?
• How successful will the treatment be?
• What will happen if I don’t have this treatment?

Patient Consultation Recording – recording your first appointment.
You will be asked if you would like to record the meeting with your cancer doctor and health care team.
You will be given a memory stick of the appointment that you can listen to on a computer. You can also have recordings of other appointments at CancerCare Manitoba.
Can I get treatment at other times?

• Some treatments are available after 4 p.m. or on a weekend, which may better fit your schedule.

• Ask your nurse or doctor if this is possible for your treatment.

After hours treatment is only offered at CancerCare Manitoba 675 McDermot Avenue in Winnipeg.

Chemotherapy treatment hours are available:
Monday-Friday 8:00 a.m. to 10:00 p.m.
Saturday and Sunday 8:00 a.m. to 4:00 p.m.

Radiation therapy is only available
Monday-Friday 8:00 a.m. to 5:00 p.m.

**COMPASS stands for Comprehensive Problem and Symptom Screening.**

Your health care team wants to hear about any concerns or problems you are having.

At your appointments in CancerCare Manitoba, you may be asked to complete a short form with questions called COMPASS.

After you complete the COMPASS form, your nurse will talk to you about it. We will connect you with the information, care and support you may need.
For bus routes visit the Winnipeg Transit website at www.winnipegtransit.com.
CancerCare Manitoba
St. Boniface Hospital Site
409 Tache Avenue

Getting to CancerCare Manitoba
For bus routes visit the Winnipeg Transit website at www.winnipegtransit.com.

Check street signs for parking information.
Getting to CancerCare Manitoba

Parking

• All parking in front of the CancerCare Manitoba is pre-pay handicapped parking.
• There is a drop-off and pick-up zone at the main entrance (675 McDermot Ave.)

Parking Tips:
Parking at CancerCare Manitoba can be a challenge.
• Give yourself extra time to get to your appointment
• Bring money for the parking meter or pay station

Tell us if you have to leave the clinic area to pay for more parking so we can manage your appointment.

Handicap Parking (limited space)

• 675 McDermot Avenue: on the street at the main entrance to CCMB.
• St. Boniface Unit: near the CancerCare Manitoba entrance.
• Underground parking at Health Sciences Hospital entrance on Sherbrook Street.

Street Parking

• Metered parking for four hours is available around 675 McDermot Avenue.
• Metered parking is available around the St.Boniface unit.

Parkades

• The Manitoba Clinic Parkade at 790 Sherbrook Street
• Across Tache Avenue, on the south side of St. Boniface Hospital. CancerCare Manitoba’s entrance is located in the southwest wing of the hospital.
• Underground parking at Health Sciences Hospital entrance on Sherbrook Street.

For more information regarding parkades and weekly passes, please call during regular working hours:
**Health Sciences Centre:** 204-787-2715  
**St. Boniface General Hospital:** 204-237-2319

Transportation Services

**Canadian Cancer Society – Transportation Service**

The Canadian Cancer Society (CCS) provides safe, reliable, and subsidized transportation services for cancer patients. A volunteer driver can pick you up and take you to your appointments.

**Who can use the service?**

• Living within one of the Canadian Cancer Society service areas  
• Receiving cancer related treatment  
• Able to walk to and from an automobile  
• Not using oxygen

You must register and give a minimum of three working days’ notice. You will be charged a daily user fee.

**Register by phone:**

Winnipeg and surrounding area: 204-787-4121  
Brandon and Western Manitoba: 204-571-2805, Toll-free: 1-888-857-6685

**Northern Patient Transportation Program**

1-800-290-1098  
Provide reimbursement for transportation costs to patients who live: North of 53 degrees on the west side of Lake Winnipeg or Nor of 51 degrees on the east side of Lake Winnipeg. You may need to get a doctor’s note.
Winnipeg & Rural Cancer Care

Winnipeg Regional Health Authority Oncology Program

You may be offered the option to have your chemotherapy and clinical care at one of the four WRHA Community Hospitals:

**Concordia Oncology Clinic**
1095 Concordia Avenue – Main Level
Winnipeg, MB
Main Reception Phone: 204-661-7228

**Grace Hospital**
300 Booth Drive, Winnipeg, MB
Main Reception Phone: 204 – 837-0246

**Seven Oaks General Hospital**
2300 McPhillips Street, Winnipeg, MB
Main Reception Phone: 204-632-3677

**Victoria General Hospital – Oncology**
Buhler Cancer Centre
2340 Pembina Highway, Winnipeg, MB
Main Reception Phone: 204-477-3328

Information for the Rural Patient

Cancer Care Closer to Home – You may be able to have care for your cancer closer to home.

Community Cancer Program Network (CCPN) Sites

The Community Cancer Programs Network (CCPN) is a Cancer Care Manitoba program for patients living outside of Winnipeg. The CCPN works with the Health Regions in Manitoba to provide care “closer to home”.

The CCPN is made up of:

- 15 cancer program hubs
- The Western Manitoba Cancer Centre in Brandon.
- The Community Cancer Program & Support Centre in Eriksdale.

For more information visit [www.cancercare.mb.ca/ccpn](http://www.cancercare.mb.ca/ccpn) or call 204-787-5159

<table>
<thead>
<tr>
<th>Community Cancer Program hubs</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Boundary Trails (Morden/Winkler)</td>
<td>1-204-331-8850</td>
</tr>
<tr>
<td>Brandon WMCC (Western Manitoba Cancer Centre)</td>
<td>1-204-578-2222</td>
</tr>
<tr>
<td>Dauphin</td>
<td>1-204-638-2182</td>
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<td>Deloraine</td>
<td>1-204-747-1836</td>
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<td>Flin Flon</td>
<td>1-204-687-9626</td>
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<td>Gimli</td>
<td>1-204-642-4520</td>
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<tr>
<td>Hamiota</td>
<td>1-204-764-4203</td>
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<td>Neepawa</td>
<td>1-204-476-7822</td>
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<td>Pinawa</td>
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<td>Portage</td>
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<tr>
<td>Russell</td>
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<td>Selkirk</td>
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<td>Steinbach</td>
<td>1-204-346-5160</td>
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<tr>
<td>Swan River</td>
<td>1-204-734-6671</td>
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<tr>
<td>The Pas</td>
<td>1-204-623-9241</td>
</tr>
<tr>
<td>Thompson</td>
<td>1-204-677-5397</td>
</tr>
</tbody>
</table>
Navigation Services

Navigation Services are available in all regions of Manitoba.

**Navigation Services:**
- Helps you meet your needs and make informed decisions
- Provides support to you and your family in your cancer journey
- Works closely with your family doctor and health care team to manage your care.

If you have a suspicion of cancer or have a diagnosis of cancer, you may be referred to Navigation Services within your health region.

**What can I do if I do not live near a cancer centre?**

CancerCare Manitoba has “Telehealth” for patients. You can see and hear your health care team by video on a television screen while you are at a health centre closer to your home. Ask if you can see your cancer doctor by Manitoba Telehealth.

**When should I call the Cancer Helpline?**

Call the **Cancer Helpline** if you have symptoms from your cancer or blood disorder, or your treatments.
- You can talk to a registered nurse and ask questions about your health condition.
- The nurse can give you advice on how to take care of your symptoms at home, or advise whether you should go to the Urgent Cancer Care Clinic or to an Emergency Department.
Cancer Helpline
Phone: 204-787-8900
Call Toll-free at 1-866-561-1026 and ask for the Cancer Helpline
Hours Open: Monday to Friday from 8:00 a.m. to 6:00 p.m.

When should I go to the Urgent Cancer Care Clinic?
The Urgent Cancer Care Clinic is there to help your regular health care team in your on-going care.

• You may go to the Urgent Cancer Care Clinic if you are a CancerCare Manitoba patient experiencing new symptoms that may be related to your cancer or blood disorder, or for side effects from your treatment for your cancer or blood disorder.

• Call the Cancer Helpline if you are not sure if you should go to the Urgent Cancer Care Clinic.

Urgent Cancer Care Clinic at CancerCare Manitoba
675 McDermot Ave., 1st Floor
Hours Open: Monday to Friday from 8:00 a.m. to 4:00 p.m.

“Your Safety and Taking Cancer Medications at Home”

Attend an Education Class
You and your family can attend an education class to learn more about safety when taking cancer medications at home. Classes are held at CancerCare Manitoba and taught by nurses or pharmacists.

Ask your clinic staff for more information.
Is there help to pay for my medication?

The Manitoba Home Cancer Drug Program is for Manitobans with cancer. The program pays the cost of approved oral cancer medications (those in pill form) and some specific support drugs (like medicines to help with nausea).

For information on the Manitoba Home Cancer Drug Program call:

CancerCare Manitoba Pharmacy at 204-787-4591
Monday to Friday – 8:30 a.m. to 4:30 p.m.

Registration Information – to find out if you are registered in the Manitoba Home Cancer Drug Program and/or the Manitoba Pharmacare Program call: 204-786-7141 or toll-free at 1-800-297-8099
Monday to Friday – 8:30 a.m. to 4:30 p.m.

Patient Safety

Working Together to Keep You Safe

We want you to feel safe and be safe at all times. Learn more about staying safe at www.mips.ca.

Your Identification – “The right patient every time”

- You will be asked for your name and birth date at every appointment or treatment. You will be asked to show your Manitoba Health card at every visit, so keep it with you at all times. We use this information to make sure you are the right person.
- Please check your name, birth date and all personal information on your appointment letter. Tell your nurse or a clerk if incorrect.
- Tell your nurse or clerk if your address, telephone or contact numbers change.
- If you are not asked these questions, please tell your health care provider your name and date of birth.
Prevent Infection – “Protecting you and preventing the spread of infection”

- Wash your hands to prevent infection. Use hand cleanser if not near soap and water.
- Always wash your hands before eating, after using the bathroom, or contact with pets.
- Ask your family and visitors to wash their hands.
- It is okay to ask staff if they have cleaned their hands.
- Use a tissue when you cough or sneeze, then clean your hands. If you don’t have a tissue, use your upper sleeve.
- If you have a cold, cough, flu, rash or fever, please call your nurse. You may need to wear a mask for your next appointment.
- Tell your family and visitors not to come to the cancer centre if they are sick. If they must come, they will have to wear a mask.

Prevent Falls – “Most falls can be prevented”

- Be aware of wet floors, spills, furniture and equipment that may cause a slip or fall.
- Wear non-slip well-fitting shoes.
- Move slowly when you get up. Tell your nurse if you feel sleepy or dizzy.
- During future visits, bring someone with you, use a cane or walker, or use a wheel chair.
- Tell your cancer doctor and your family doctor if you have had a fall.
- If you fall in a clinic area, please let staff know.
- If you fall in the bathroom or change area, pull the cord and staff will come to help you.
Helpful Support Services

Patient Representative at CancerCare Manitoba
Talk to the Patient Representative if you have questions, complaints, concerns or compliments about your care.
Ph: 204-787-2065 or Toll-free 1-866-561-1026

Nurse Navigator
A Nurse Navigator is a nurse that has extra training in cancer and works at one of the Community Cancer Hubs. A Community Cancer Hub is a group of cancer experts that diagnose, treat, and care for cancer patients. They help patients and caregivers connect to the next step in the cancer patient journey.

Patient Access Coordinator (First Nations, Metis & Inuit Cancer Control)
Call if you have concerns about your treatment plan or delays, problem-solving with FNIHB, questions about your care and what will happen next.
Ph: 204-787-4986 or Toll-free 1-855-881-4395

Patient Assistance Coordinator
Call ahead for any special needs. You can arrange a wheelchair to meet you at the door or a guide to take you to any appointment (including tests in the hospital).
Ph: 204-787-4767
Patient and Family Support Services
Skilled professionals can help and support you or your family if you have cancer.

- Counselling for patients and their families
- Spiritual health services
- Support groups and programs
- Nutrition Services
- Speech Language Pathology
- Patient Information and Resource Centre
- Breast and Gyne Cancer Centre of Hope
- Guardian Angel Caring Room (wigs and headwear, Look Good Feel Better programs)

For more information about these programs and services call:
Ph: 204-787-2109 or 1-866-561-1026 (toll-free)

The Navigator
See a copy of the Navigator Newsletter for a monthly calendar of cancer-related support groups, information sessions and other programs. This newsletter can be found in waiting rooms or online at www.cancercare.mb.ca, click on Patient and Family tab and go to Support Services.
CancerCare Manitoba Foundation is honoured to support the production of the Cancer Patient Information and Resource materials. It is our donors gift to you.