



Your Guide

To CancerCare Manitoba

Cancer Patient Information and Resources:

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

● **Part 1: Your Guide to CancerCare Manitoba**

This brochure can help you to prepare and plan for your first appointment, and has basic information and contact numbers.

● **Part 2: My Cancer Notebook**

A notebook where you can record and organize your cancer treatment and care.

● **Part 3: My Cancer Handbook**

A large handbook, which is a combination of Part 1 and Part 2 and more. **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 resources you can:

Go to the CancerCare Manitoba website at:
www.cancercare.mb.ca under the Patient and Family section.

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,

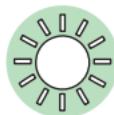
A handwritten signature in black ink, appearing to read "Sri Navaratnam".

Dr. Sri Navaratnam
PRESIDENT AND CEO
CANCERCARE MANITOBA

Table of Contents

- | | |
|--|---|
| <p>3 Preparing for My Appointments</p> <p>6 Preparing for Appointments and Treatment</p> <p>8 Getting to CancerCare Manitoba</p> | <p>14 Winnipeg & Rural Cancer Care</p> <p>16 Navigation Services</p> <p>20 Helpful Support Services</p> <p>22 Acknowledgments</p> |
|--|---|

Hours of Operation



Regular Business Hours for the Main Sites:

MacCharles

CancerCare Manitoba at 675 McDermot Avenue,
Winnipeg, MB (next to Health Sciences Centre)
204-787-2197 Toll-free 1-866-561-1026
8:00 a.m. to 4:00 p.m. Monday to Friday

St. Boniface

CancerCare Manitoba at the
St. Boniface Hospital in Winnipeg, MB
204-237-2033 Toll-free 1-866-561-1026
8:00 a.m. to 4:00 p.m. Monday to Friday

Western Manitoba Cancer Centre

300 McTavish Avenue East, Brandon, MB
204-578-2222
8:00 a.m. to 4:00 p.m. Monday to Friday

Cancer Helpline at CancerCare Manitoba

204-787-8900 Toll-free 1-866-561-1026
and ask for the Cancer Helpline
8:00 a.m. to 6:00 p.m. 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 after regular
business hours or it is a holiday, please contact:

Health Sciences Centre paging at 204-787-2071

Ask for Medical Oncology, Radiation Oncology,
Hematology, Gyne Oncology.

St. Boniface paging at 204-237-2053

Ask for Medical Oncology, Radiation Oncology,
Hematology, Gyne Oncology.

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 medicated drops or creams 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, allergies and illnesses.



- Bring a family member or friend to your appointment.



- Bring something to do while you wait.

Feeling Anxious?

You can talk to a counsellor at Patient and Family Support Services at CancerCare Manitoba.
Phone 204-787-2109
Toll-free 1-866-561-1026

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?
- Can my treatment affect my ability to have children? Do I have any fertility options?
- What will happen to me?

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

Clinical trials test new medicine, and new ways to do surgery or radiation therapy. When you enroll in a clinical trial, you help researchers find 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.

The health care team:

- May ask to look at the area of your body where your tumour (lump) or illness is located.
- Will 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:

CancerCare Manitoba

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 Appointments and Treatment

How can I be ready for my appointments?

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 of 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?

COMPASS stands for **C**omprehensive **P**roblem and **S**ymptom **S**creening.

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.

Can I get treatment at other times?

- Some treatments are available after 4:00 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 is available:

675 McDermot Avenue

Monday to Friday 8:00 a.m. to 8:00 p.m.

Saturday, Sunday and statutory holidays 8:00 a.m. to 4:00 p.m.

St. Boniface Hospital site. 409 Taché Avenue

Monday to Friday 8:00 a.m. to 5:30 p.m.

Radiation therapy is only available:

675 McDermot Avenue

Monday to Friday 8:00 a.m. to 5:00 p.m.

Ask Us!

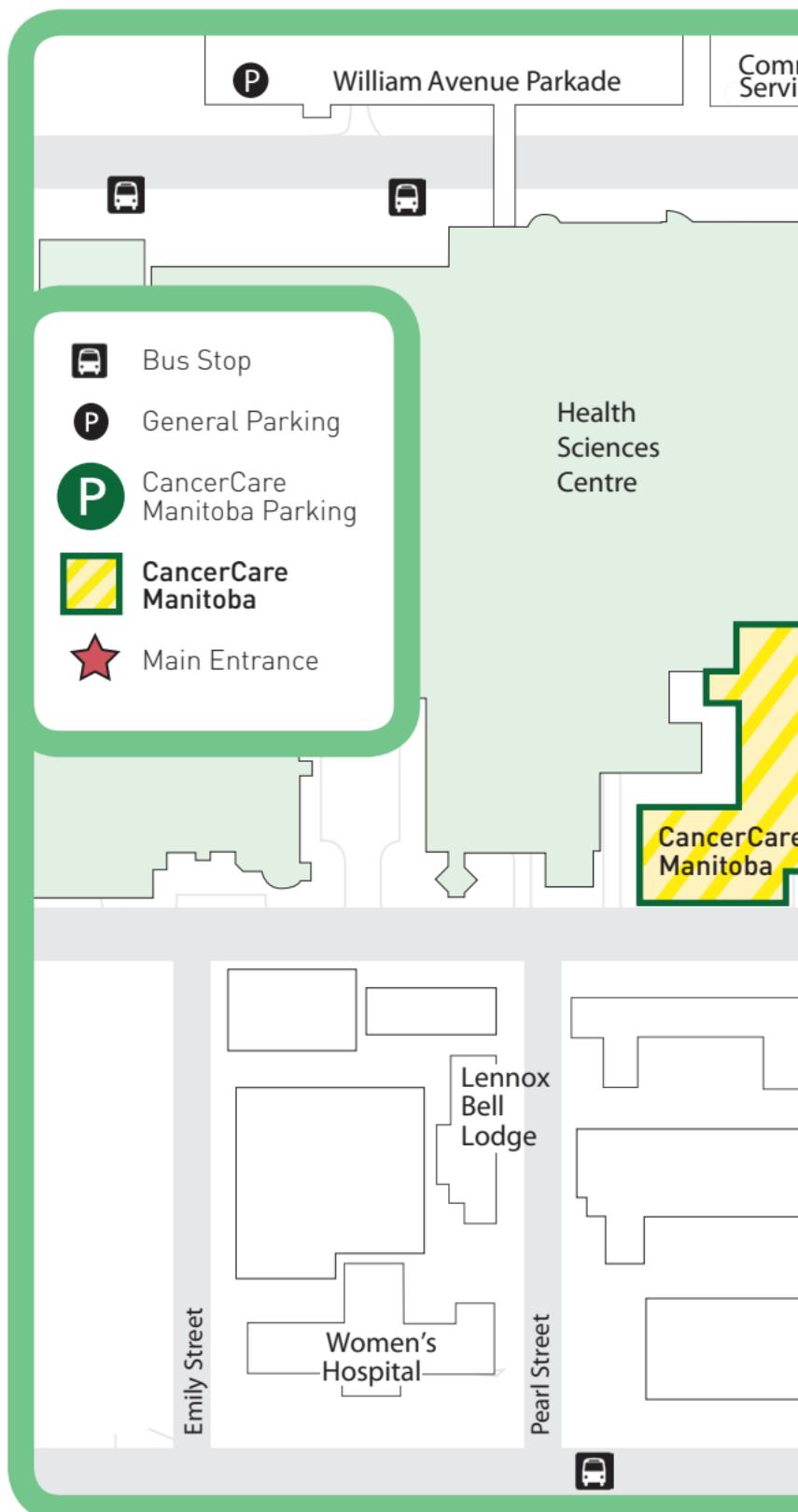
If you don't understand a word that has been used, ask your health care provider.

You can ask for a copy of your test results.

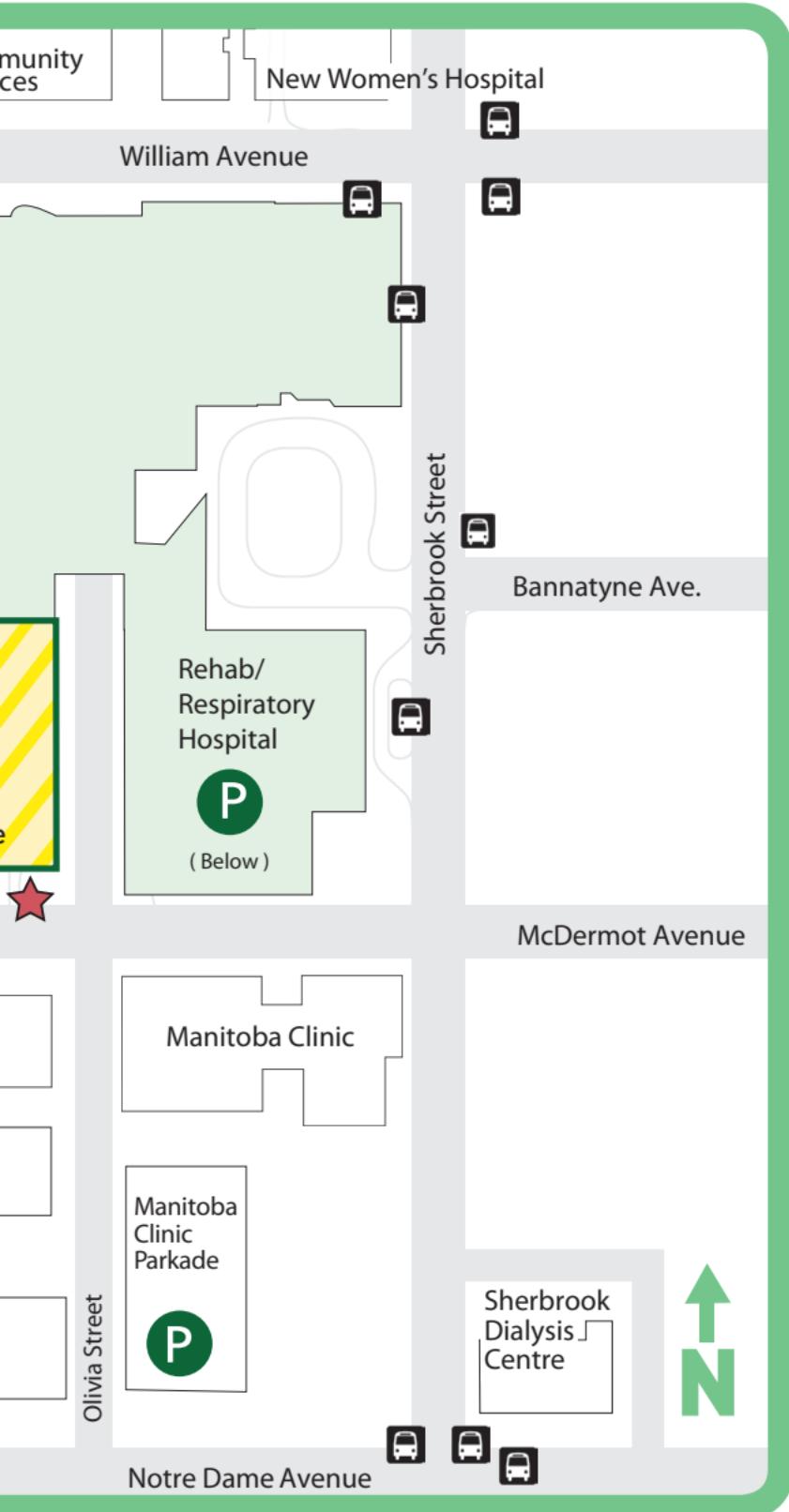
Getting to CancerCare Manitoba



CancerCare Manitoba
675 McDermot Avenue
(Beside the Health Sciences Centre)



 For bus routes visit the Winnipeg Transit website at www.winnipegtransit.com.

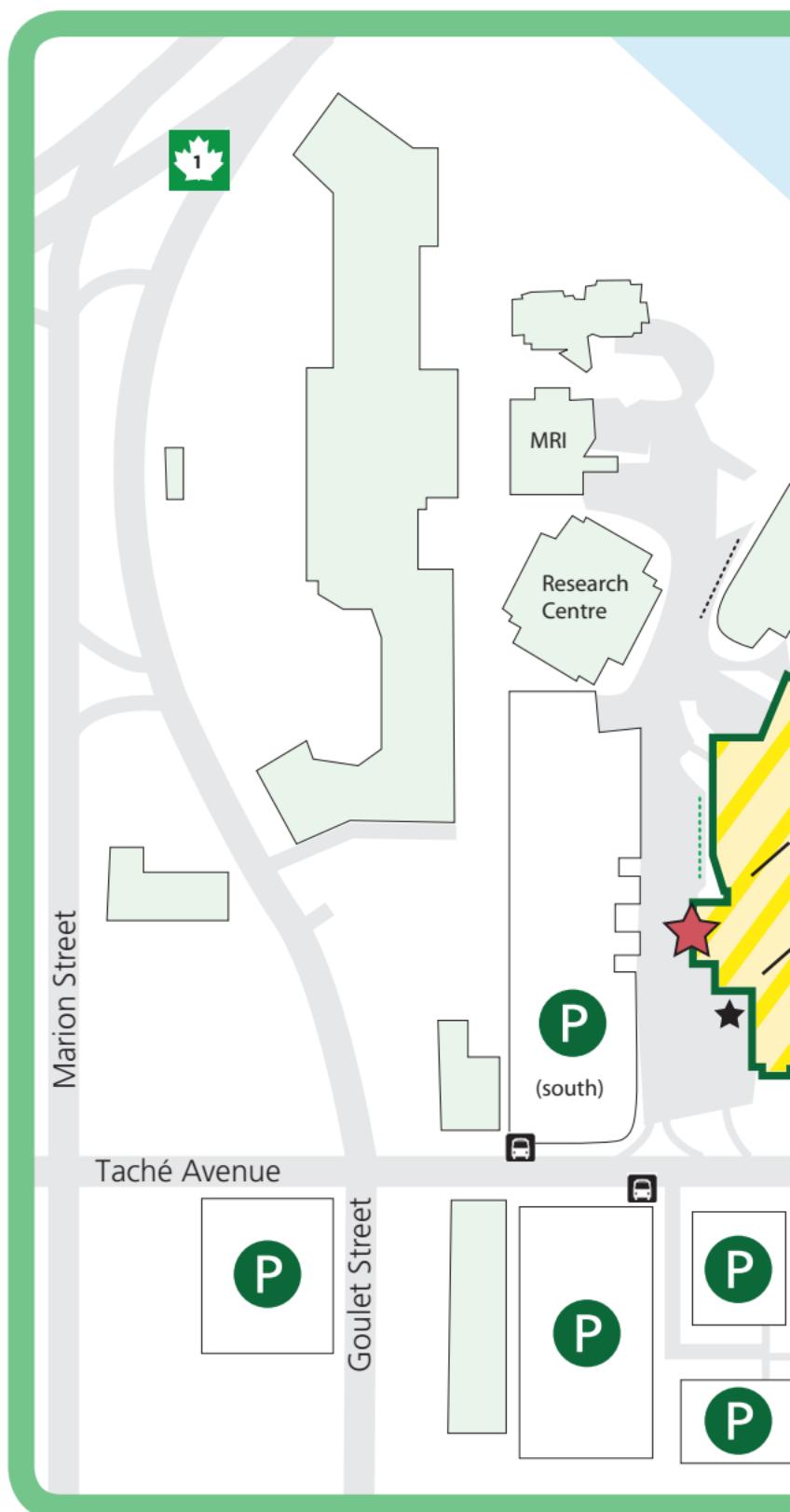


Check street signs for parking information.

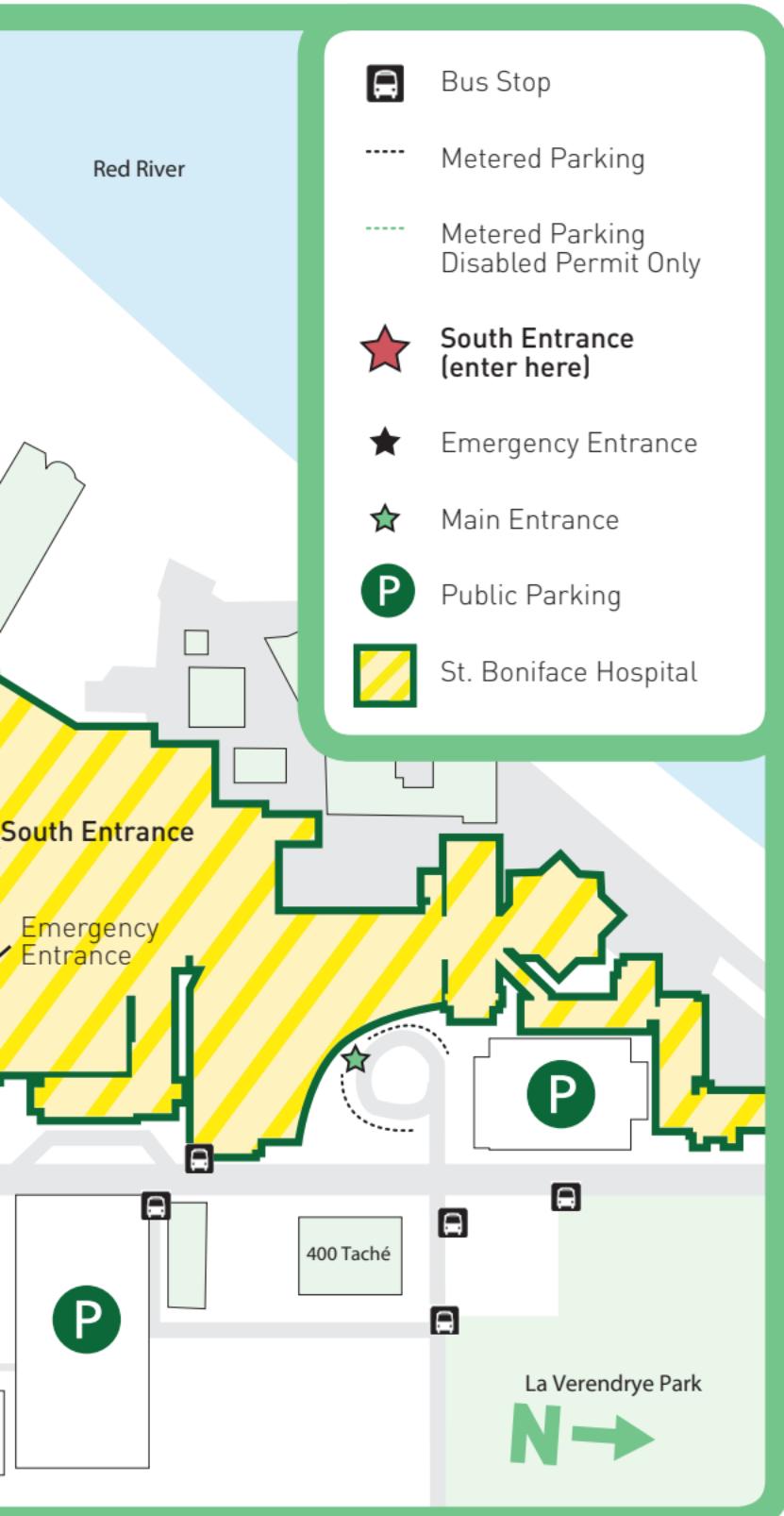
Getting to CancerCare Manitoba



CancerCare Manitoba
St. Boniface Hospital Site
409 Taché Avenue



 For bus routes visit the Winnipeg Transit website at www.winnipegtransit.com.



Check street signs for parking information.

Getting to CancerCare Manitoba

P Parking

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

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 keep your appointment for you.

Handicap Parking (limited space)

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

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.
- Underground parking at Health Sciences Hospital entrance on Sherbrook Street.

- Across Taché Avenue, on the south side of St. Boniface Hospital. CancerCare Manitoba's entrance is located in the southwest wing of the hospital.

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 and take you back home.

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.
- Able to travel without supplementary oxygen (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: 204-789-0883

Toll-free 1-888-532-6982 ext. 239



Northern Patient Transportation Program

1-800-290-1098

Provides reimbursement for transportation costs to patients who live: North of 53 degrees on the west side of Lake Winnipeg or North of 51 degrees on the east side of Lake Winnipeg. You may need to get a doctor's note.

Winnipeg & Rural Cancer Care

You may be offered the option of having your chemotherapy and clinical care at one of these Community Hospitals:

Grace Hospital

300 Booth Drive, Winnipeg, MB

Main Reception Phone: 204-837-0246

Victoria General Hospital

Buhler Cancer Centre

2340 Pembina Highway, Winnipeg, MB

Main Reception Phone: 204-477-3328

Information for Rural Patients

Community Cancer Programs Network (CCPN) Sites

You may be able to have care for your cancer closer to home. The Community Cancer Programs Network (CCPN) is a CancerCare 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 programs.
- The Western Manitoba Cancer Centre in Brandon.
- The Community Cancer Program & Support Centre in Eriksdale.

For more information visit

www.cancercare.mb.ca/ccpn or call 204-787-5159

Community Cancer Programs	Phone
Boundary Trails (Morden/Winkler)	1-204-331-8850
Brandon WMCC (Western Manitoba Cancer Centre)	1-204-578-2222
Dauphin	1-204-638-2181
Deloraine	1-204-747-1836
Flin Flon	1-204-687-9626
Gimli	1-204-642-4520
Hamiota	1-204-764-4203
Neepawa	1-204-476-7822
Pinawa	1-204-753-3153
Portage	1-204-239-2276
Russell	1-204-773-7550
Selkirk	1-204-785-7400
Steinbach	1-204-346-5160
Swan River	1-204-734-6671
The Pas	1-204-623-9241
Thompson	1-204-677-5397

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.

Manitoba Telehealth

- You may be able to have your appointment by telehealth from a health centre closer to your home.
- Telehealth will allow you to see and talk with your health care team or cancer doctor by video conference on a television screen.
- Ask if you can use telehealth.

Cancer Helpline and Urgent Cancer Care

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 Avenue, 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.

Manitoba Home Cancer Drug Program

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 Phone: 204-786-7141 or Toll-free at 1-800-297-8099 Monday to Friday 8:30 a.m. to 4:30 p.m.

What if I am not eligible?

- If you are not eligible for Pharmacare (and therefore the Home Cancer Drug Program), please tell your clinic nurse or doctor which drug plan (if any) provides coverage for your medications.

Non-Insured Health Benefits (Manitoba)

First Nations & Inuit Health Branch, Health Canada

Pharmacy/Medical Supplies & Equipment 1-800-665-8507

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 it is not correct.

- Tell your nurse or clerk if your address, telephone or contact numbers change.

Prevent Infection – Protecting you and preventing the spread of infection

- Wash your hands to prevent infection. Use hand cleanser if you are 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 wheelchair.
- 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 emergency 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 204-235-3445

Toll-free 1-866-561-1026



Nurse Navigator

A Nurse Navigator is a nurse who 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 and Family Resource Centre.
- Breast & 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 Toll-free 1-866-561-1026

Sexuality Counsellor

A Sexuality Counsellor is available to help you with any concerns you may have. Many people with cancer experience problems with body image, sexuality or sexual functioning.

For more information call Dr. Anne Katz

Ph: 204-787-4495 (direct line).

The Navigator Newsletter

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**.

Acknowledgments



All funds raised stay in Manitoba.

CancerCare Manitoba Foundation is honoured to support the production of the Cancer Patient Information and Resource materials.
It is our donors' gift to you.



Music To My Ears Program



Guardian Angel Caring Room



Pediatric Play Room



Breakthrough Research



Future Scientists
and Oncologists

Notes

REVISED JANUARY 2022