Coping with Gastrointestinal Cancer

Hospital and community resources to help you make informed choices about your treatment and care.

Prepared by Gastrointestinal & Oncology Social Workers

January 2012
Introduction

You have recently been diagnosed with gastrointestinal (GI) cancer. Your doctors will be talking with you about the best treatment for you. Your health care team is here to guide and support you and your family or caregivers.

The GI program at Princess Margaret Hospital (PMH) is multidisciplinary and dedicated to patients who are having treatment for all GI cancers, including colon, pancreas, stomach, liver, gallbladder, bile duct, anal canal, small intestine and esophageal cancers.

There are many services available for you and your family or caregivers. Information in this guide will help you make informed choices about your treatment and care.

Stress and Coping

Coping with cancer can be very stressful and overwhelming at times. Cancer is often linked with uncertainty and the experience of loss. For many patients and families, this may be a new and frightening experience. Your life, as it was before, may change a lot. To adjust to the diagnosis and treatments, you and your family may have to deal with new challenges that may impact many parts of your life.

Living with cancer can seem challenging at times. It is normal to feel worried, anxious, angry or frustrated. You may also notice changes in eating, sleeping, and your ability to concentrate. Some people may even experience very strong emotions. The stress you may feel is your response to the physical, emotional, social or practical changes resulting from your cancer experience.

Unmanaged stress may make you feel like you have lost control. You may feel distracted and have difficulty completing things that need to get done. There are things that you can do to regain a sense of control. Coping is a way to reduce and manage the stress you may feel. Effective coping can help you to feel more hopeful and improve your ability to function.

People have different ways of coping. It is important to do things that make sense to you. Remember how you may have handled stress in your life before and consider those ways to help you cope now. You may need to use different coping ideas at different times and stages of illness because issues and emotions may change.

This guide has activities, actions, and ways that may help you to cope with cancer. You may want to share this information with your family and friends, as these ideas might be helpful for them as well.
Try to Figure Out What May Be Causing Your Stress

Each day may be different, and some days may be more stressful than others. There may be many reasons for your anxiety, frustration or anger. You may have concerns about your family, finances or your future. There are supports available both in the hospital and in the community to help with your concerns. If you are worried about your treatment and the possible side effects, you should ask your health care team for more information. Finding out why you feel the way you do can be a helpful way to respond to stress.

Organize a Support Network to Help You

Asking or accepting help is a sign of strength, not weakness. It may be hard for you to ask for help. Family and friends often want to help, but they may not know what you need. Providing help with meal preparation, childcare or driving to medical appointments helps people feel useful, and this may relieve you of some tasks. If you want more support, look at resources in your community such as homemaking agencies, volunteer organizations, survivorship programs and cancer support organizations. You may find it helpful to talk to others who are living with cancer. If you need help finding support, check the community resources listed in this booklet or ask a member of your health care team.

Take Part in Activities That You Enjoy

Taking part in activities that interest you can reduce your level of stress because they take your mind off your illness and may help you to relax. Try to do physical, social, and recreational activities as much as you can. Being active and involved is a good way of improving your mood and reducing stress.

Ways to Organize Medical Information

After a diagnosis of cancer, you will have to remember a lot of information:
- names and phone numbers of the doctors, nurse case managers, other members of your health care team
- appointment times and locations
- type and stage of your cancer
- treatment procedures
- names of medications
- instructions for taking medications and possible side effects to watch for

Writing this information down helps you stay organized and reduce your stress level. Try to visit the Patient & Family Library on the main floor of PMH to get a free organizer. It is very helpful to have someone go with you to your medical appointments to take notes and to help you remember what was talked about.
Quick Tips To Consider:

- It is okay to put the needs of you and your family first.
- Say “no” to what you don’t need to do. This can help you to save your energy for what you really have to do.
- When people start telling you a cancer story, it is okay to tell them it makes you uncomfortable and to stop.
- Professional counselling is available to you and your family if needed.
- Working towards small, achievable goals may help to manage your cancer related stress.
- Friends and family will want to know how you are doing. To save time and energy you may consider having someone contact others for you. You can also set up a distribution list of your friends and family and send updates by e-mail, or explore setting up a personal webpage, also known as a "carepage" that lets you post updates online. Two examples of "carepage" websites for you are [http://www.carepages.com/](http://www.carepages.com/) or [http://www.caringbridge.com/](http://www.caringbridge.com/)

More Resource information

For more information and help, you can check the table of contents (What’s Inside) of this booklet and also speak to a member of your health care team.

References

Canadian Mental Health Association and the Heart and Stroke Foundation of Canada (1997). Coping with Stress. Canadian Mental Health Association, Metropolitan Toronto Branch.


Nail, L. (2001). I’m coping as Fast as I can: Psychological Adjustment to Cancer., Oncology Nursing Forum; Jul 2006; 33, 4; ProQuest Nursing & Allied Health Source
What’s Inside

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Stress and Coping</td>
<td>1</td>
</tr>
<tr>
<td>1. What if English is not my first language?</td>
<td>6</td>
</tr>
<tr>
<td>2. How can I find information about my type of cancer and treatment?</td>
<td>6</td>
</tr>
<tr>
<td>3. How will I cope with my emotions?</td>
<td>9</td>
</tr>
<tr>
<td>4. How will I cope with advanced disease?</td>
<td>11</td>
</tr>
<tr>
<td>5. Are there support services that can help?</td>
<td>11</td>
</tr>
<tr>
<td>6. What if my appearance changes?</td>
<td>14</td>
</tr>
<tr>
<td>7. What if I lose my hair?</td>
<td>15</td>
</tr>
<tr>
<td>8. How can I manage my nutrition during my treatment?</td>
<td>16</td>
</tr>
<tr>
<td>9. Who can help me at home with daily living?</td>
<td>16</td>
</tr>
<tr>
<td>10. What if I have questions about my ostomy care?</td>
<td>19</td>
</tr>
<tr>
<td>11. What if I need transportation to my medical appointments?</td>
<td>20</td>
</tr>
<tr>
<td>12. What if I need medical equipment or supplies?</td>
<td>21</td>
</tr>
<tr>
<td>13. What if I need childcare?</td>
<td>23</td>
</tr>
<tr>
<td>15. Is there financial help available if I cannot work?</td>
<td>26</td>
</tr>
<tr>
<td>16. What programs can help me pay for prescription drugs?</td>
<td>27</td>
</tr>
<tr>
<td>17. How can I find resources in my community?</td>
<td>27</td>
</tr>
<tr>
<td>18. Which books might be helpful?</td>
<td>28</td>
</tr>
<tr>
<td>19. Which Internet sites might be helpful?</td>
<td>30</td>
</tr>
<tr>
<td>Index</td>
<td>32</td>
</tr>
</tbody>
</table>
1. What if English is not my first language?

University Health Network Interpretation Service
• No fee

Interpretation service is available if you are a non-English speaking patient of Princess Margaret Hospital. Medical interpreters are provided free of charge at UHN. Please let staff know what language you prefer to speak with your doctor, nurse or other health care worker.

Centre Medico-Social Communautaire
416-922-2672 Ext. 226
1-800-268-1697
• No fee

Interpretation service is available if you are a French-speaking patient.

2. How can I find information about my type of cancer and treatment?

Patient & Family Library
Princess Margaret Hospital, Main Floor Atrium
416-946-4501 Ext. 5383
www.uhn.ca/pmh/services/resource_centres.asp?nav=1;1
• No fee
• Monday through Friday, from 9:00 a.m. to 4:00 p.m.

The library offers health and cancer related books, videos and pamphlets for you and your family. The computer based Patient Education Program, available at computers throughout the hospital, provides you with information about your cancer. Volunteers can help you.

Patient Education Centre
Princess Margaret Hospital, GI Clinic 4th Floor
• No fee

This resource centre offers written information relating to gastrointestinal cancers and their treatments, coping with illness and related topics.

Canadian Cancer Society - National Office
55 St.Clair Avenue West
Suite 500
Toronto, Ontario
M4V 2Y7
416-961-7223
1-888-939-3333 (toll-free information service)
www.cancer.ca
• No fee
• English and French
• Call us to have information mailed to your home

This service will answer your questions about all types of cancer as well as community resources. It also offers access to the National Cancer Institute’s computerized database (PDQ). You can use the database to learn about your cancer, new treatments, and clinical trials.

**Carcinoid-NeuroEndocrine Tumour Society Canada**

4103-3219 Yonge Street  
Toronto, Ontario  
M4N 3S1

416-544-8467  
www.cnetscanada.org

This organization provides information and support for patients with carcinoid cancer and neuroendocrine tumours.

**Colorectal Cancer Association of Canada**

60 St. Clair Avenue East, Suite 204  
Toronto, Ontario M4T 1N5  
416-920-4333  
1-877-502-6566  
www.colorectal-cancer.ca

This non-profit organization offers information and support for patients with colorectal cancer. Their programs include a Cancer Coach Program and Patient Information/Support Groups. Call for information regarding these programs, including where to locate the information/support groups in your community.

**Pancreatic Cancer Canada**

2446 Bank St., Suite 656  
Ottawa, Ontario K1V 1A8  
1-888-726-2269  
www.pancreaticcancercanada.ca

This national volunteer-driven organization offers information on pancreatic cancer, treatment and supports.
Toronto Public Library Canadian Health Information
Toronto Reference Library
789 Yonge Street, 3rd Floor
Toronto, Ontario M4W 2G8
416-395-5577
http://chis.wikidot.com
• No fee

This service is run by the Toronto Public Library to support people in gaining greater control over their own health by providing them with up-to-date information on cancer and other health issues.

Wellspring
www.wellspring.ca

Women’s College Hospital
76 Grenville Street,
Toronto, Ontario
M5S 1B2
416-323-6400 x 4240

Downtown Toronto
2 Adelaide Street West
Suite 300
Toronto, Ontario
M5H 1L6
416-961-1928

Newmarket: 905-967-0259
Stratford: 519-271-2232
Sunnybrook: 416-480-4440
Halton-Peel: 905-257-1988
Niagara: 905-684-7619 (Thorold)
905-382-6121 (Stevensville)
London: 519-438-7379
Brampton: 905-792-6480
Oakville 905-257-1988

• No fee
The different Wellspring support centres in Ontario run support groups, discussions and programs on cancer topics that you and your family/ caregivers can attend. You can also borrow from their libraries. Please contact the location nearest you for more information.

3. How will I cope with my emotions?

When you are diagnosed with cancer, it is not unusual to feel afraid, sad, angry, and numb (no feelings). It is okay to talk to us about how you are feeling. We are here to help. These services are available to help you:

**Psychosocial Oncology and Palliative Care**
Princess Margaret Hospital, 16th Floor
416-946-4525
- No fee
- Call us to make an appointment or for more information

**Spiritual Care**
Princess Margaret Hospital, Main Floor

- No fee
- To reach a Spiritual Care Professional, please page 416-719-1234 between 8:30 am to 11:00 pm.

This service provides an opportunity to explore the spiritual significance and meaning of illness, suffering, and life transitions and provides an opportunity to express feelings, concerns and receive support for loss and grief. Opportunities are also provided for prayer, meditation and reflection.

**The Healing Journey Program**
Princess Margaret Hospital
416-946-2062
[www.healingjourney.ca](http://www.healingjourney.ca)

- Fee (subsidy available)
- Call us for registration information

This program helps cancer patients and family members cope with the stress of cancer and its treatment. Dr. Alastair Cunningham, a psychologist, mind-body researcher, and cancer survivor, leads sessions. There are 3 levels to this program: Coping with Cancer Stress, Skills for Healing, and Steps towards a Spiritual Healing.
Relaxation Training
Princess Margaret Hospital
Occupational Therapy
416-946-4501 Ext. 5580

- No fee
- Call us to make an appointment or for more information
- Interpreters available upon request
- Family and friends are welcome

This program teaches methods of relaxation and stress management.

Mindfulness-Based Stress Reduction Program
Princess Margaret Hospital
416-946-4525

- Fee
- Call us to register or for more information
- 1-hour orientation session required
- 2 hours a week for 8 weeks

This structured program focuses on relaxation, stretching and meditation techniques to reduce tension and distress.

4. How will I cope with advanced disease?

Palliative care for advanced disease aims to improve the quality of life for patients and their families or caregivers. The focus of palliative care is pain and symptom management, relief of suffering and support for patients and their families.

Psychosocial Oncology and Palliative Care
Princess Margaret Hospital
416-946-2135

- No fee
- Call us for more information

Temmy Latner Centre for Palliative Care
Mount Sinai Hospital
416-586-4800 Ext. 7884

- No fee
- Call us for more information

This centre is dedicated to improving your quality of life.
5. Are there support services that can help?

Wellspring
www.wellspring.ca

Women’s College Hospital
76 Grenville Street,
Toronto, Ontario
M5S 1B2
416-323-6400 x 4240

Downtown Toronto
2 Adelaide Street West
Suite 300
Toronto, Ontario
M5H 1L6
416-961-1928

Newmarket:  905-967-0259
Stratford:  519-271-2232
Sunnybrook:  416-480-4440
Halton-Peel:  905-257-1988
Niagara:  905-684-7619 (Thorold)
905-382-6121 (Stevensville)
London:  519-438-7379
Brampton:  905-792-6480
Oakville  905-257-1988

• No fee
• Support groups for children and adults

Wellspring centres offer a variety of cost-free services, including coping and relaxation skills, one-to-one peer support, support groups and various information sessions.

Gilda’s Club Greater Toronto
24 Cecil Street
Toronto, Ontario M5T 1N2
416-214-9898
www.gildasclubtoronto.org

• No fee
• Families and friends are welcome
Gilda's Club has peer support, support groups and different information sessions for individuals and families affected by cancer. Please call for more information.

**Canadian Cancer Society**
[www.cancer.ca](http://www.cancer.ca)
- No fee

The Canadian Cancer Society provides various information and support services for individuals and families affected by cancer, including a colorectal cancer support group in Toronto. Visit the website or call 1-888-939-3333 for more information about units in your area.

**Toronto Area:**
55 St.Clair Avenue West
Suite 500
Toronto, Ontario
M4V 2Y7
416-480-7901

**Colorectal Cancer Association of Canada**
60 St. Clair Avenue East, Suite 204
Toronto, Ontario M4T 1N5
416-920-4333
1-877-502-6566
[www.colorectal-cancer.ca](http://www.colorectal-cancer.ca)

This non-profit organization offers information and support for patients with colorectal cancer. Their programs include a Cancer Coach Program and Patient Information/Support Groups. Call for information regarding these programs and how to access the information/support groups in your community.

**United Ostomy Association of Canada Inc.**
344 Bloor St. West
Suite 501
Toronto, Ontario
M5S 3A7
[www.ostomycanada.ca](http://www.ostomycanada.ca)
1-888-969-9698

- Fee
- Contact UOAC for time and dates of local chapter meetings

This organization provides an opportunity for persons who have had or may have ostomy surgery and their families, partners,
caregivers and friends to meet, provide support, understand and share information. Health professionals are often invited to speak at chapter meetings.

**Wellwood**  
711 Concession Street  
Hamilton, Ontario L8V 1C3  
905-389-5884

501 Sanatorium Road  
Hamilton, Ontario L9C 0C3  
905-667-8870

[www.wellwood.on.ca](http://www.wellwood.on.ca)  
*No fee*

This community-based organization gives information and support to cancer patients and their families/caregivers. Programs include a cancer education series, support groups and classes on coping skills. Call for more information.

**Hearth Place**  
86 Colborne Street West  
Oshawa, Ontario L1G 1L7  
905-579-4833  
[www.hearthplace.org](http://www.hearthplace.org)  
*No fee*

This is a support centre for cancer patients and their families/caregivers that provides cancer education, peer support and programs to help with coping.

**HopeSpring Cancer Support Centre**  
43 Allen Street West  
Waterloo, ON N2L 1C9  
519-742-4673  
[www.hopespring.ca](http://www.hopespring.ca)

This is a support centre for cancer patients and their families/caregivers that provides cancer education, peer support and programs to help with coping.
6. What if my appearance changes?

**Look Good…Feel Better Program**
Princess Margaret Hospital
3rd Floor, Room 642
416-946-2075

- No fee
- Call us to register
- Wednesday mornings and Thursday afternoons
- 2-hour workshops

This program offers helpful tips on managing the appearance related effects of cancer and its treatments. If you are unable to visit this hospital location please call 1-800-914-5665 for a location nearest you.

7. What if I lose my hair?

**The Wig Salon**
Princess Margaret Hospital
3rd Floor, Room 642
416-946-6596
- Fee for wigs
- Call us for a free, private consultation
- English speaking

We have a large selection of wigs and headwear. Your private consultation with a certified wig specialist will include colour, style and custom shaping.

**Wig/Head Wear List**
Princess Margaret Hospital
416-946-4525

A comprehensive list of wig salons and boutiques is available. Please call us for more information.

**The Princess Margaret Hospital Lodge Wig Boutique**
545 Jarvis Street
Toronto, Ontario M4Y 2H8
416-413-7412
www.pmhlodge.org
- No fee
- Call us to make an appointment
This is a volunteer-run program through the Canadian Cancer Society that offers attractive used wigs and turbans free of charge.

8. How can I manage my nutrition during my treatment?

**Personal Nutritional Counseling**
Princess Margaret Hospital, Dietitian
416-946-4501 Ext. 5549

We can help you cope with treatment symptoms like nausea. We can also offer suggestions to help improve your diet and nutrition during treatment.

9. Who can help me at home with daily living?

The following agencies provide a variety of in-home support services. Please call for more information.

**Ontario Association of CCAC**
416-750-1720
[www.oaccac.on.ca](http://www.oaccac.on.ca)

This association can tell you where your nearest CCAC (Community Care Access Centre) is.

Toronto CCAC: 416-506 9888
North York CCAC: 416-222 2241
Scarborough CCAC: 416-750 2444
Mississauga Halton CCAC: 905-855 9090
Burlington CCAC: 905-639 5228
Hamilton CCAC: 905-523 8600
Niagara CCAC : 905-684-9441
Brampton CCAC: 905-796 0040
Newmarket CCAC: 905-895 1240
Richmond Hill CCAC: 905-763 9928
Whitby CCAC: 905-430 3308

CCAC in-home services give you the health and personal support services you need to live independently in your home. Anyone can make a referral for in-home services. If you are eligible, there is no fee for the services. Once a referral is made, a CCAC coordinator will speak with you, your family and your doctor to find out how to best meet your needs. Professional staff (for example: nurses, social workers, physiotherapists, occupational therapists, dietitians and/or personal support workers) may visit you in your home. The services
provided will be adjusted to meet your changing needs. The Home Care Program only provides a limited number of hours of service.

**Personal Medical Alarms and Telephone Systems**
First Call: 416-516-0088  
Homelink Response Systems Inc: 905-764-8187  
Life Call: 1-800-661-5433  
Lifeline: 1-800-784-1992  
- Fee  
- Immediate help

These professionally monitored home alarm systems let you call for help any time day or night. Trained emergency dispatchers speak to callers over two-way speaker phones, assessing their needs and contacting the most appropriate form of assistance.

**10. What if I Have Questions About My Ostomy Care?**

**Toronto General Hospital – University Health Network**  
**Enterostomal Therapy**

Enterostomal therapists give practical help and education to help you care for your ostomy. Ask your doctor for a referral.

**United Ostomy Association of Canada**
344 Bloor St. West, Suite 501  
Toronto, Ontario M5S 3A7  
416-595-5452  
1-888-969-9698  
[www.ostomycanada.ca](http://www.ostomycanada.ca)

This organization provides an opportunity for persons who have had or may have ostomy surgery and their families, partners, caregivers and friends to meet, provide support, understand and share information. Health professionals are often invited to speak at chapter meetings.

**Ostomy Toronto**
344 Bloor Street West, Suite 501  
Toronto, ON M5S 3A7  
416-596-7718  
[www.ostomytoronto.com](http://www.ostomytoronto.com)
Ostomy Toronto is a chapter of the United Ostomy Association of Canada. It is a non-profit organization providing emotional support, experienced practical help and education.

11. What if I need transportation to my medical appointments?

Travelling to/from the hospital for your cancer treatments can be difficult, especially if you live far away or don't feel well enough to drive or take public transportation. There are some other options available to help you in these circumstances.

**Transportation Service**
**Canadian Cancer Society**
1-888-939-3333
[www.cancer.ca](http://www.cancer.ca)
  * No fee
  * Ask your local Canadian Cancer Society to arrange for transportation
  * 4 working days notice needed
This service transports patients to and from treatment centers in Ontario. Volunteers operate this service.

**Toronto Area:**
55 St.Clair Avenue West
Suite 500
Toronto, Ontario
M4V 2Y7
416-480-7901

**Canadian Red Cross Society**
905-890-1000
[www.redcross.ca](http://www.redcross.ca)
  * Call us for an office near you

This service provides vans and volunteer drivers to transport patients to and from medical appointments. There is a fee for this service.

**Accessible Parking Permits**
Ministry of Transportation
416-235-4686
1-800-268-4686
[www.mto.gov.on.ca/english/dandv/vehicle/app.htm](http://www.mto.gov.on.ca/english/dandv/vehicle/app.htm)

Call the Ministry of Transportation or ask your social worker for an application.
If you have any problems with transportation to and from medical appointments, please speak to your hospital social worker:

Princess Margaret Hospital
416-946-4525

12. What if I need medical equipment or supplies?

Canadian Red Cross Society
905-890-1000
www.redcross.ca
• Fee
• Call us for an office near you
• Rental equipment is available

This service offers rental of wheelchairs, walkers, commodes, raised toilet seats, bath seats, canes and crutches to patients at a reduced rate.

Assistive Devices Program
Ontario Ministry of Health & Long-Term Care
416-327-8804
1-800-268-6021
www.health.gov.on.ca/english/public/pub/adp/about.html
• Fee (ADP pays fixed grants or up to 75% of cost on certain equipment)
• Call to get application forms or contact social workers at your hospital
• Valid OHIP card required

The Ontario Ministry of Health and Long-term Care runs the Assistive Devices Program (ADP) to help people with long-term physical disabilities get needed equipment and supplies. ADP covers the following categories of equipment:

• Communication Devices
• Diabetes Equipment and Supplies
• Enteral Feeding Supplies
• Hearing Aids
• Home Oxygen
• Insulin Pumps and Supplies
• Orthotic Devices
• Ostomy Supplies
• Pressure Modification Devices
• Prosthetic Devices (Breast, Limb, Ocular, Maxillofacial)
• Respiratory Supplies and Equipment
• Visual Aids
• Wheelchairs, Positioning and Ambulation Aids
Other Resources

You may qualify for equipment and supplies through your local Community Care Access Centre (see page 15 for locations). You can also check in the yellow pages for a medical supply company in your area. Some private insurance plans cover the cost or partial cost of equipment and medical supplies. Check your own plan’s coverage before you buy.

13. What if I need childcare?

During your illness and treatment, you may need help with caring for your child or children. It is important that you and your child feel comfortable with the caregiving skills of the person you choose.

Child care in the City of Toronto is available in over 800 licensed child care centres and through various licensed private home care agencies working with over 2,000 approved home care providers. Children served in licensed child care settings range from infant to school age. Day care centres provide out-of-home group care for children. Home childcare is provided in a family-like setting.

Subsidies for Daycare Centres and Home Child Care

Toronto Children’s Services
416-392-KIDS (416-392-5437)
• Ask for an application to apply for a subsidy or apply online at http://www.toronto.ca/children/subsidy.htm

The cost of some childcare is partly paid by government to help lower income parents. Parents can use these subsidies at any licensed day care centre or home childcare agency that has an agreement with City of Toronto. Subsidies are based on financial need and are available on a first come, first served basis. Apply for a subsidy as soon as you know you will need child care.

Magic Castle
Princess Margaret Hospital, Main Floor
416-946-4501 Ext. 5157
• No fee
• Monday through Friday, from 9:00 a.m. to 4:00 p.m.
• Reservations required for children under 2 years of age
• This service is available to those with a Princess Margaret Hospital card. Call us for registration information.

We offer childcare when you have appointments and treatments at Princess Margaret Hospital. Unlike a typical daycare service, we provide care and support to children whose lives have been touched by cancer. We support children in a fun, caring and safe
environment. Children express themselves through play and creativity, making the Magic Castle their own safe place. Reservations recommended for all children.

**VHA Home Healthcare**  
416-489-2500  
- Fee (subsidies available)  
- Days, weekends, evenings and overnight  
- Call us for more information

This service provides care for newborns, special needs children and families in crisis.

**City of Toronto Children’s Services**  
416-392-5437  
[www.toronto.ca/children](http://www.toronto.ca/children)  
- Call us for day care providers near you

The City of Toronto has information about children's programs including licensed childcare programs, early learning for children, recreation and leisure activities for all ages.

**Other Resources**

Information about child care centres in your community is also available through:

- Yellow pages of the telephone directory under “Child Care” or “Day Care”  
- Newspaper ads, bulletin boards  
- Local offices of the Ministry of Children and Youth Services  
- Community information services (dial 211 -see page 22 for more information), Ontario Early Years Centres ([www.ontarioearlyyears.ca](http://www.ontarioearlyyears.ca)), libraries, churches  
- The human resources department at work  
- Friends, neighbours, relatives, co-workers

**14. How do I find accommodation in Toronto during my Treatment?**

**The Princess Margaret Hospital Lodge**  
416-413-7402  
545 Jarvis Street  
Toronto, Ontario M4Y 2H8  
[www.pmhlodge.org](http://www.pmhlodge.org)  
- Fee  
- 24-hours  
- Call us for reservations

The PMH Lodge offers a place for you to stay if you live outside of Toronto. They provide meals and shuttle bus service to and from...
Princess Margaret Hospital. Nurses are on staff 24-hours a day; however, patients are required to be independent with walking and daily care. If space permits, your spouse/guest can stay in the Lodge for a daily fee.

**Princess Margaret Hospital, Social Work**
416-946-4525
A list of well-located and affordable accommodation is available.

**15. Is there financial help available if I cannot work?**

If you are not able to work because of your illness, one of these programs may be able to help you and your family:

- Work Related Benefits
- Employment Insurance (EI) Sick Benefits 1-800-206-7218
- Employment Insurance (EI) Compassionate Care Benefits 1-800-206-7218
- Canada Pension Plan (CPP) Disability Benefits 1-800-277-9914
- Ontario Works (OW) 416-397-0330
- Ontario Disability Support Program (ODSP) 416-397-0330

Your hospital social worker has information about these programs and can help you arrange income assistance during your illness.

**Princess Margaret Hospital, Social Work**
416-946-4525

**16. What programs can help me pay for prescription drugs?**

There are several programs that can help you with the costs of prescription drugs:

- Work Related Benefits
- Ontario Drug Benefit (ODB) Program

Your hospital social worker has information about these programs and can help you arrange drug coverage assistance during your illness.
Princess Margaret Hospital, Social Work
416-946-4525

17. How can I find resources in my community?
For information on a wide range of community and social services in the Toronto area please dial either 211 or 416-397-4636 or visit www.211Toronto.ca. For information within the rest of Ontario please visit www.211Ontario.ca or dial 211.

18. Which books might be helpful?
The views expressed in the following resources are the opinions of the authors, and not necessarily those of your doctor or health care team.

Libraries
Princess Margaret Hospital
Main floor Atrium
Visit us for gastrointestinal cancer-related books, pamphlets and videos.

Information on Complementary Therapies


Self-Help Information


**Personal Stories**


**19. Which Internet sites might be helpful?**

The views expressed in these websites are the opinions of the authors, and not necessarily those of your doctor or health care team.

**Association of Cancer Online Resources**

[www.acor.org](http://www.acor.org)

This is a free online lifeline for everyone affected by cancer and related disorders.

**Canadian Cancer Society**

[www.cancer.ca](http://www.cancer.ca)

This is a private non-profit organization that funds cancer research and has community services to help people living with cancer and their families and friends.

**Cancer Advocacy Coalition of Canada (CACC)**

[www.canceradvocacycoalition.com](http://www.canceradvocacycoalition.com)

Canada’s only grassroots organization dedicated to promoting better cancer care.
Colorectal Cancer Association of Canada
www.colorectal-cancer.ca
This organization has information, news and supportive resources about colorectal cancer.

University Health Network
www.uhn.on.ca
Information on colorectal cancer is available in the Health Information section.
# Index

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>22-23</td>
</tr>
<tr>
<td>Accessible Parking Permits</td>
<td>17</td>
</tr>
<tr>
<td>Assistive Devices Program</td>
<td>18</td>
</tr>
<tr>
<td>Canadian Cancer Society</td>
<td>6,12,17,23</td>
</tr>
<tr>
<td>Canadian Red Cross Society</td>
<td>17,18</td>
</tr>
<tr>
<td>Canada Pension Plan Disability Benefits</td>
<td>21</td>
</tr>
<tr>
<td>Carcinoid-NeuroEndocrine Tumor Society</td>
<td>6</td>
</tr>
<tr>
<td>Centre Medico-Social Communautaire - French Language Service</td>
<td>6</td>
</tr>
<tr>
<td>City of Toronto Children’s Services</td>
<td>19</td>
</tr>
<tr>
<td>Colorectal Cancer Association</td>
<td>24</td>
</tr>
<tr>
<td>Community Care Access Centre (CCAC)</td>
<td>15</td>
</tr>
<tr>
<td>Community Information Centres</td>
<td>22</td>
</tr>
<tr>
<td>Day Care Centres</td>
<td>19-20</td>
</tr>
<tr>
<td>Dietician</td>
<td>15</td>
</tr>
<tr>
<td>Employment Insurance (Compassionate Care Benefits)</td>
<td>21</td>
</tr>
<tr>
<td>Employment Insurance (Sick Benefits)</td>
<td>21</td>
</tr>
<tr>
<td>Gilda’s Club</td>
<td>11</td>
</tr>
<tr>
<td>Hearth Place</td>
<td>13</td>
</tr>
<tr>
<td>HopeSpring</td>
<td>13</td>
</tr>
<tr>
<td>Income Assistance</td>
<td>21</td>
</tr>
<tr>
<td>Internet Sites</td>
<td>33</td>
</tr>
<tr>
<td>Interpreter Services</td>
<td>6</td>
</tr>
<tr>
<td>Look Good…Feel Better Program</td>
<td>14</td>
</tr>
<tr>
<td>Nutritional Counseling</td>
<td>15</td>
</tr>
<tr>
<td>Ontario Disability Support Program</td>
<td>21</td>
</tr>
<tr>
<td>Ontario Drug Benefit Program</td>
<td>21</td>
</tr>
<tr>
<td>Ontario Works</td>
<td>21</td>
</tr>
<tr>
<td>Ostomy Association of Canada</td>
<td>12,16</td>
</tr>
<tr>
<td>Ostomy Care</td>
<td>16</td>
</tr>
<tr>
<td>Palliative Care</td>
<td>9,11</td>
</tr>
<tr>
<td>Pancreatic Cancer Canada</td>
<td>7</td>
</tr>
<tr>
<td>Personal Medical Alarms and Telephone Systems</td>
<td>16</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Magic Castle</td>
<td>19</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Mindfulness-Based</td>
<td>Stress Reduction Program</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Occupational Therapy</td>
<td>10</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Patient and Family Library</td>
<td>6</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Psychosocial Oncology and Palliative Care</td>
<td>9,10</td>
</tr>
<tr>
<td>Princess Margaret Hospital: Relaxation Training</td>
<td>10</td>
</tr>
</tbody>
</table>