

Cancer Journey

Guide Book

This Guide Book is meant to help you:

- Find resources and information at Princess Margaret Cancer Centre and in your community
- Understand your treatment
- Help you speak with your cancer care team



UHN

Princess
Margaret
Cancer Centre

Cancer Journey

The Cancer Journey Guide Book

At Princess Margaret Cancer Centre, we know that finding out you have cancer can make you feel overwhelmed, afraid, numb or anxious.

This Guide Book was made to help you find:

- Information to help guide you throughout your cancer journey
- Tips from other cancer patients
- Details about resources you can find at Princess Margaret Cancer Centre and in the community

Did You Know?

You can get the **Cancer Journey** resources online or on your smartphone.

Smartphone/Tablet App



Use the **Princess Margaret Cancer Journey App**.
Visit **App.PMCancerJourney.ca**
or scan the QR code on the right.



Website

Get the Cancer Journey info on the Princess Margaret Website. Visit **PMCancerJourney.ca** or scan the QR code on the right.



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Use this section to learn about services, programs and resources that may be helpful to you. It is a good overview of what the Princess Margaret Cancer Centre and the community has to help you.



Just Diagnosed

When you are first diagnosed (told you have cancer), you may have a lot of questions. You may also feel overwhelmed by the amount of information you are getting.

This section has tips to help you:

- Cope with all the information you will get
- Talk with your cancer care team
- Prepare to call Princess Margaret Cancer Centre
- Prepare for appointments



How Much Do I Need to Know?

How much information should I get from my oncologist (cancer doctor)?

This is a hard question, and the answer very much depends on you.

There is no perfect amount of information for every person. Each person wants to learn a different amount about their cancer and treatment.

Some people like to know the details. Other people prefer much less. In most cases, the amount of information you want will change over time. You might not want to know much to start with, but later you might want to know more.

Bring a family member or friend with you to your appointments. A family member or friend can help you recall or write down information that you get. It can be hard to absorb all of the information on your own.

Although clinics can be very busy, your cancer care team is here to support you. To get the details that you need:

- ✓ Ask for the information that you most want to know right now.
- ✓ Know that you will have many chances to get more information. You do not have to get all the information at once.

For a good general picture of your cancer and treatment, the most important details may be:

- Your type of cancer
- The grade of your cancer (what your cancer cells look like under a microscope and how fast they are growing)

- The stage of your cancer (how large the cancer tumour is and how much it has spread)
- Whether your cancer has spread to any other parts of your body
- What treatment your oncologist (cancer doctor) recommends for you (for example, chemotherapy, radiation, surgery or a mix of these treatments)

You can write down these details in the **“My Diagnosis”** (page 18) and **“My Treatments”** (page 49) sections of your Cancer Journey Planner.

Talk With Your Cancer Care Team

Your cancer care team uses the information they have about your cancer and the information you give them to inform your treatment plan. You may only meet some members of your cancer care team one or two times (for example, in the blood lab or for a diagnostic test such as a biopsy). Or you may end up knowing members of your cancer care team for years after treatment ends (for example, your oncologist or clinic nurse). How well you are able to talk with your cancer care team is key to getting the care that is best for you.



Before being diagnosed with cancer, many people do not know much about cancer or its treatments. Many people also do not know much about the types of health care providers who work in cancer centres and what supports are available to them. This is normal.

As a patient, you may need to know about:

- The details of your cancer
- Your prognosis (outlook)

- Your treatment options
- Financial supports
- Support resources available to you (for example, support groups, classes)

Your cancer care team also needs to learn about you to best treat your cancer.

Your cancer care team needs to know:

- Your medical history
- How you are feeling
- Any financial concerns you may have related to your cancer treatment
- Your support needs, and more (for example, getting to your appointments, referral to other cancer care providers)

Remember that you and your cancer care team will always come back to the goal. This goal is to treat your cancer and help you get through treatment. More tips for talking with your cancer care team can be found in the **“Tips from Patients”** section of this book (page 50).

Tips for Calling Princess Margaret Cancer Centre

- ✓ For emergencies, go to your local emergency department or to the Emergency at the Toronto General Hospital. Be sure to tell the emergency staff that your cancer is being treated at Princess Margaret Cancer Centre. Note, Princess Margaret Cancer Centre does not have an emergency department.
- ✓ If you have a care or concern about how you are feeling, call the site telephone line to talk to the Specialized Oncology Nurse. Leave your OHIP number (found on your health card) or MRN (Medical Record Number), name, daytime phone number, and your concern on the answering machine. The answering machine is available Monday to Friday. You will be given the number and hours for the site telephone line on your first visit.
- ✓ For medical concerns on weekends and after hours, you can:
 - Call CareChart to talk to a Specialized Oncology Nurse. You can reach CareChart at 1 877 681 3057. Read more about CareChart on page 74 of this Guide Book.
 - Call your primary care provider's office (your primary care provider is your family doctor or nurse practitioner).
- ✓ Call your clinic if you need to change or cancel your appointment.
- ✓ Contact your oncologist (cancer doctor) at their office if you need:
 - Any forms or letters filled out
 - Access to your medical records or information sent to your primary care provider
 - A referral to another specialist

Tips for Coming in for a Clinic Visit

When you come in for a clinic visit, bring:



- ☐ Your OHIP card
- ☐ Your health care insurance or drug card



- ☐ The contact information of your pharmacist and primary care provider (family doctor or nurse practitioner)



- ☐ Any aids you need, such as a walker, glasses, or hearing aid
- ☐ A complete list of all your medicines. This includes over-the-counter drugs, herbals, minerals, vitamins, and eye, ear, and nose drops.



- ☐ All your current medicines in their original bottles. This includes over-the-counter drugs, herbals, minerals, vitamins, and eye, ear, and nose drops.



- ☐ Information about any allergies, family health history and your medical conditions



- ☐ A list of questions you have about your treatment plan and care
- ☐ A family member or friend to take notes and help you remember what was said in your appointments. You can also bring a family member or friend to keep you company.



- ☐ A snack or drink and something to read if you must wait (for example, a book or magazine)



- ☐ Your Cancer Journey Planner. You can write down your list of questions and list of medicines in your Planner. You can also use your Planner to take notes at appointments.

myUHN Patient Portal

myUHN is a secure website for patients of University Health Network (UHN). UHN is a health care and research organization made up of four health care centres. These centres are Princess Margaret Cancer Centre, Toronto General Hospital, Toronto Western Hospital, and the Toronto Rehabilitation Institute.

The myUHN website lets you see your appointments and results from all UHN hospitals and clinics as soon as they are ready. With myUHN, you can access your personal health record anywhere, anytime on a computer, smartphone or tablet. Ask for an activation code when you check in for your next appointment or contact myUHN Support at 416 340 3777 and myUHN@uhn.ca.

What will I see in myUHN Patient Portal?

With myUHN, you can:

- ✓ See your UHN appointments and receive appointment reminders
- ✓ See your UHN lab results dating back to 2008 with the Ontario Lab Results viewer
- ✓ See your UHN reports, such as pathology and imaging reports and clinic notes dating back to January 1, 2017
- ✓ Update personal information such as your address, phone number and emergency contact
- ✓ Share your health information with others

Contact the myUHN Patient Portal Team

For questions about sign in, activation, or using myUHN:

Phone: 416 340 3777

Email: myUHN@uhn.ca

Hours: Monday to Friday, 9 am to 5 pm

My Cancer Care Team

Your cancer care team is the group of health care providers who treat your physical and emotional health when you have cancer. This team may include:

The “Star Player” – You

You are the most important member of your cancer care team. You have a central role in making choices about your care.

Your Oncologists (Cancer Doctors)

Oncologists are doctors who specialize in treating people with cancer. There are three main types of oncologists:

- **Medical oncologists** treat cancer with medicines, such as chemotherapy, immunotherapy and hormone therapy.
- **Radiation oncologists** treat cancer with radiation therapy.
- **Surgical oncologists** treat cancer using surgery.

You may have more than one oncologist on your cancer care team, depending on your treatment plan.

Oncology Nurses

Oncology nurses are nurses trained to provide care to people with cancer.

They:

- ✓ Teach you about the treatments you are having.
- ✓ Give chemotherapy or other medicines
- ✓ Help manage cancer-related symptoms
- ✓ Provide virtual or telephone care

Oncology nurses will play a large part in your care since they will likely be the health care professional you will see most. Oncology nurses can provide you with information, emotional support and practical support.

Clinical Nurse Specialist

A Clinical Nurse Specialist is a registered nurse who has an advanced degree (master's or doctoral) in nursing. Clinical Nurse Specialists have different roles including:

- Clinicians: provide you with expert care and help manage tough problems
- Consultants: use their knowledge to support and work with health care staff to improve patient care
- Educators: teach patients, nurses, students and other health care staff on the use of best medical practices
- Researchers: use leading research to make care better
- Leaders: make changes to help the field of nursing grow



Your Primary Care Provider (Family Doctor or Nurse Practitioner)

Your primary care provider manages your general health. Your primary care provider should do a complete physical check-up every year. They will also help you keep track of your physical, emotional and social needs after treatment.

Social Worker

A social worker can help you with your mental and social well-being. Social workers can help you and your family with:

- Emotional matters, such as dealing with fear, anxiety, sadness, anger and a sense of loss
- Financial matters, such as income support and disability benefits
- Practical matters, such as getting to appointments and referrals to community resources

Dietitian

A dietitian is a health care provider who can counsel you on matters of nutrition and diet.

Patient Flow Coordinator

A Patient Flow Coordinator (PFC) is often the first person you will meet when you arrive at the clinic. The PFC will check you in for your appointments. After your appointment, the PFC will book any future tests and follow-up appointments.

Psychiatrist

A psychiatrist is a doctor who treats mental and emotional health. A psychiatrist can design a treatment plan and prescribe medicine.

Psychologist

Psychologists treat mental and emotional health. A psychologist can also assess learning abilities and help people overcome thinking and memory problems. Psychologists do not prescribe medicine.

Pharmacist

Pharmacists are health care providers who know a lot about managing your medicine. Pharmacists can help you learn about your medicines, teach you how to take them safely and help you manage any side effects.

Medical Professional Trainees

The Princess Margaret Cancer Centre and the other hospitals of the University Health Network are teaching hospitals. Medical professional trainees who are gaining experience may be part of your cancer care team.

- **Students** are people who are training to become medical professionals such as doctors, nurses, or pharmacists. Most students will be in their final year of school

- **Residents** are doctors who are qualified to practice medicine but are training to become specialists, such as pediatricians. Residents can spend between 1 and 5 years training to become specialists after graduating from medical school.
- **Fellows** are specialists who have finished residency. Fellows go through further training to become experts in their chosen area – for example, pediatric oncology.

Volunteers

Many people volunteer their time to work at Princess Margaret Cancer Centre. Volunteers can help you find information you need.

Other Members

There may be many other people on your cancer care team. Find out about the resources available to you in the “**My Resources and Support**” section of this book (page 68). Visit the **Princess Margaret Patient & Family Library** to learn more about different cancer care providers.



During Treatment

In this section you can find information to help you when you are going through treatment.



This section has tips to help you:

- Understand your medicine
- Care for yourself
- Cope when you are waiting for test results
- Understand common cancer treatments

Understanding My Prescription Medicine

It is important to keep your cancer care team informed about any medicines you are taking. Ask questions about how different medicines can interact with one another. Use the practical tips below to better understand your medicines.

Tips for Understanding Your Medicines

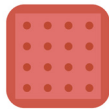
- ✓ Be ready with questions. Write down as many questions as you can before seeing your cancer care team. Be sure to have all your questions about your medicines answered during your appointments. Questions to ask about your medicines include:
 - Have any medicines been added, stopped or changed, and why?
 - What medicine do I need to continue and why?
 - How do I take my medicine and for how long?
 - What side effects should I watch out for?
 - How will I know if my medicine is working?
- ✓ Use the tables in the **“My Medicines”** section (page 43) of the Planner to list your prescription and non-prescription medicines. Include:
 -  ☐ Prescription medicines (medicines ordered by a doctor)
 -  ☐ Over-the-counter medicines (medicines you can buy in a pharmacy or drug store without a prescription)



☐ Vitamins, minerals and herbals



☐ Eye, ear and nose drops



☐ Patches



☐ Inhalers



☐ Sprays



☐ Cannabis

Tell your doctors, nurses and pharmacists about any medicines you take and if you have any allergies.

- ✓ Update your doctors, nurses and pharmacists about any changes to medicines you take. This includes telling them if you have stopped taking a medicine and why. Tell them how and when you are taking your medicines.
- ✓ If you get your medicines from your local pharmacy, give your cancer care team the pharmacy's contact information.



Caring for Myself

As well as the physical effects of cancer and treatment, there are also emotional and practical effects. When you are first diagnosed with cancer, there tends to be a focus on the medical side of the illness. But a cancer diagnosis also affects other parts of your life. This can include your family, finances, friendships, household tasks, and being able to sleep.

Many cancer survivors who finished treatment said it is important to notice these areas throughout your cancer journey. You need to take care of yourself and ask for extra support as you need it. Adjust your commitments to account for the time and energy it takes to go through treatment. There is nothing wrong with asking for help. It simply reflects how much a cancer diagnosis demands.

Refer to the **“My Resources & Support”** section (page 68) to find the support and programs offered at Princess Margaret Cancer Centre and in your community. The **Princess Margaret Patient & Family Library** has many resources and information. Learn about rides to appointments by the Canadian Cancer Society, or free childcare at Princess Margaret Cancer Centre during your appointments. There are even free house cleaning services while you are getting chemotherapy.

Read the **“Tips from Patients”** section of this book (page 50) for advice from other cancer patients on how to care for yourself.

Waiting for Results

At different stages in your cancer journey, you may have to wait to hear the results of a test. It could be a blood test, CT scan, x-ray, biopsy, nuclear medicine image, or one of many other tests used to detect cancer and the side effects of treatment. This waiting period can be very hard. Some patients refer to this feeling as “scanxiety,” a blend of the words “scan” and “anxiety.”



“Scanxiety” is a very real and very normal feeling. You may notice that the feeling changes based on the type of results you are waiting for. If you are just being diagnosed, you may fear the unknown. This fear may be greater if you do not know about treatment options or how cancer affects your life.

During treatment, you may worry about test results that tell you if your treatment is working or not. After treatment, your concerns may focus on cancer coming back or side effects. These results can often have a big impact on you. This includes the chance of celebrating remission (that your cancer has gone away) or the relief of knowing what is causing symptoms.

In any case, waiting for results can be a hard time for many people. You may find that the following tips help:

1. Acknowledge your “scanxiety”

- ✓ Notice your feelings. Sometimes, trying to ignore your feelings takes more energy than being aware of your feelings.
- ✓ Try talking to a friend or family member who listens well. They may feel anxious too, and relieved that you are talking about it.
- ✓ You may want to write in a journal instead of talking about your “scanxiety”. This way you can express your thoughts without having to go anywhere or share them with anyone.

- ✓ Talk to counsellors, social workers or support groups about how you are feeling. See the **“My Resources & Support”** section (page 68) for more information.

2. Prepare for getting your results

- ✓ Mark your calendar when you expect to get your results. Note if you will get the results by phone or in a follow-up appointment with your doctor. This gives you something to focus on. If you are not sure when or how you will get your results, ask your doctor or nurse.

You can also see your results online on the myUHN Patient Portal. myUHN is a secure website for patients of University Health Network (UHN). The website lets you safely see your appointments and results from all UHN sites as soon as they are ready. Read more about myUHN on page 11 of this Guide Book.

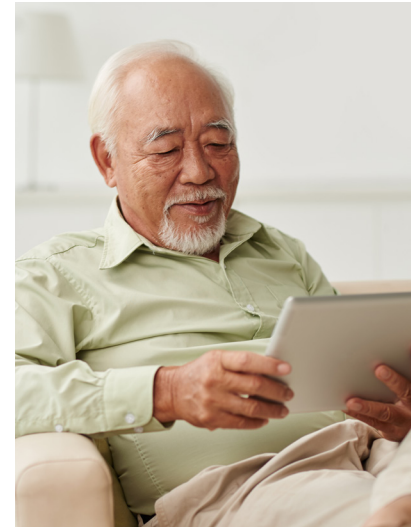
To see your results on myUHN Patient Portal:

- Ask for an activation code when you check in for your next appointment
 - Contact myUHN Support at 416 340 3777 or myUHN@uhn.ca
- ✓ Prepare a list of questions that you think you may have when you get your results. What information do you need? Try to remember what you needed to know the last time you got a result. This can help you make sure you get the information you need this time.
 - ✓ Think about who you want with you when you receive your results. Would you like to bring a friend or family member? What would you like them to do to help? For example, they could:
 - Give you a ride to the appointment
 - Write questions and answers down
 - Give you some time to process the results you receive

Make sure you tell your family and friends what you need. Understand that they may need to seek support too.

3. Do what has helped you before

- ✓ It may help to keep busy with work or other activities while you are waiting. Try and plan to have something to do during this time.
- ✓ It can be hard to sleep while you are waiting for results. Speak to your primary care provider (family doctor or nurse practitioner) if it is hard to get enough sleep.
- ✓ “Scanxiety” can make it hard to focus on work or other things. Do what works best for you during this time. Care for yourself as much as possible. Caring for yourself can include:
 - Getting more rest
 - Light exercise
 - Talking or writing about how you are feeling
 - Seeing a show
 - Listening to music
 - Reading
 - Sharing a laugh
 - Watching a game with friends
 - Whatever you like best
- ✓ Think about what has worked for you before while waiting for something important or ask others for ideas.



As tough as the waiting period can be, the results will come. In the meantime, help yourself get through the waiting the best way you can. It may help to:

- ✓ Notice and accept your feelings
- ✓ Prepare for the results
- ✓ Use coping methods that have worked in the past
- ✓ Try new ways to deal with the wait

Common Cancer Treatments

How is cancer treated?

Each type of cancer is different. The way cancer is treated is based on the cancer type as well as details about your health. These details include:

- Your cancer type.
- The size of your cancer.
- The location of your cancer. This means if the cancer involves a solid organ in your body like the breast or lung. Or if it involves blood or other tissues, like lymph nodes.
- If your cancer has spread.
- Your age and how healthy you are.
- If it is best to:
 1. remove the cancer (aim for cure)
 2. control or slow the growth of the cancer
 3. manage symptoms of the cancer

There are 3 main types of cancer treatment

1. Systemic therapy: Systemic therapy is medicine that travels through your body to treat cancer cells wherever they are. Systemic therapies include:

- **Chemotherapy:** Chemotherapy uses different kinds of medicines to kill cancer cells.
- **Hormone therapy:** Some cancers need hormones to grow. A hormone is a chemical in your body that helps different parts of your body know how to work or grow. Hormone therapy is a way to slow down the growth of your cancer.
- **Targeted cancer therapy:** Targeted cancer therapies use medicine to block the specific molecules that help cancer cells grow and spread.
- **Immunotherapy:** Immunotherapy uses your own immune system to find and kill cancer cells.

- **Biological therapy:** A biological therapy is a medicine that is most often made by living cells, instead of chemical processes. Biological therapies are used to kill cancer cells or stop them from growing.
2. **Radiation Therapy:** Radiation therapy, also called radiation treatment, uses high energy x-rays to kill cancer cells.
 3. **Surgery:** Surgery is a type of treatment in which an area of the body is cut open to remove cancer.

For some types of cancer, people may get 1 or 2 types of treatment or all 3 types of treatments. Ask your cancer care team to explain details about your treatment plan. The **Cancer Journey Planner** Includes a section called **My Treatments** (page 49) to help you track your treatments.

Chemotherapy

What is chemotherapy?

Chemotherapy is a type of systemic therapy and is a common type of cancer treatment. You may hear chemotherapy referred to as “chemo”. Chemotherapy uses different kinds of medicines to kill cancer cells.

There are more than 100 types of chemotherapy medicines. Depending on your cancer, your chemotherapy treatment may include one medicine or combine many chemotherapy medicines.

Many people may be worried about getting chemotherapy. But learning about what chemotherapy is, how it works and what to expect may help you feel less fearful. Chemotherapy can be used on its own or with other treatments like radiation therapy. The treatments you get, and in what order you get them, are based on details about your cancer.

Chemotherapy can be used to:

- ✓ Kill cancer cells



- ✓ Slow the growth of cancer
- ✓ Keep cancer from spreading
- ✓ Help manage cancer symptoms, like pain
- ✓ Cure cancer

The goal of your chemotherapy treatment will depend on details about your health and your cancer. Ask your medical oncologist (a cancer doctor trained in giving systemic therapies) what the goal of your treatment is.

How does chemotherapy work?

Chemotherapy kills cells that multiply or grow quickly, like cancer cells. Unlike radiation therapy and surgery, which can target specific areas, chemotherapy works throughout the whole body. That is why chemotherapy is called a systemic therapy. Chemotherapy travels through your blood to reach cells over your entire body, or system.

Chemotherapy destroys cancer cells, but it also damages normal, healthy cells. These are the normal cells most likely to be damaged from chemotherapy:

- Blood cells
- Cells in the gut
- Cells in the mouth
- Hair cells
- Reproductive cells (cells that are needed to produce children)

The damage to normal, healthy cells is the reason for many of the side effects of chemotherapy. Normal cells that are damaged can be repaired or replaced when new healthy cells grow. Because normal, healthy cells can be replaced, most side effects are short-term and will go away after chemotherapy ends.

What side effects might I have?

Each person reacts in their own way to chemotherapy. Even people who

are taking the same kind of chemotherapy may react in different ways. Talk to your medical oncologist (cancer doctor) or nurse about what side effects to expect.

Side effects depend on:

- The type of chemotherapy you will get
- The dose (amount) you get
- How your body reacts to the chemotherapy

The most common side effects of chemotherapy are:

- Cancer related fatigue
- Low blood counts
- Nausea (feeling like throwing up) and vomiting (throwing up)
- Diarrhea (loose or watery poo)
- Constipation (trouble having a poo)
- Mouth sores
- Hair loss
- Skin and nail changes
- Brain fog (trouble thinking)

There are many ways to prevent or reduce some of these side effects.

Speak to your cancer care team about what you can do to manage the side effects of chemotherapy. Visit the **Princess Margaret Patient & Family Library** for more information. You can also find information on our website: www.UHN.ca/PrincessMargaret.

Radiation Therapy

What is radiation therapy?

Radiation is a common treatment for cancer. Radiation therapy uses high energy x-rays to kill cancer cells.



Radiation therapy is called a local treatment. Local means the radiation affects the part of the body that is being treated. Radiation may be combined with other types of treatment.

Radiation therapy can be used to:

- ✓ Kill the cancer cells
- ✓ Slow the growth of the cancer
- ✓ Help manage cancer symptoms, like pain

The goal of your radiation treatment will depend on details about your health and your cancer.

How will I get radiation therapy?

There are 3 ways to get radiation therapy:

1. **External beam radiation therapy:** External beam radiation therapy uses machines that aim radiation beams directly at the cancer.
2. **Internal radiation therapy:** Internal radiation therapy, also called brachytherapy, places radiation inside your body or close to your cancer.
3. **Ingested or injected radiation therapy:** Ingested or injected radiation therapy uses a pill (ingested) or a needle (injected) to deliver the radiation.

What side effects might I have?

The side effects you may get from radiation treatment depend on the type of treatment you have and where the treatment is done in your body. Ask your cancer care team what side effects you can expect from your radiation treatment. The **Cancer Journey Planner** includes a **Side Effects Tracker** (page 69) to help you track your side effects.

Surgery

Surgery is a type of treatment in which an area of the body is cut open to

remove cancer.

Cancer surgery can be used to:

- ✓ Prevent cancer
- ✓ Diagnose cancer
- ✓ Stage cancer
- ✓ Treat cancer

Preventing cancer

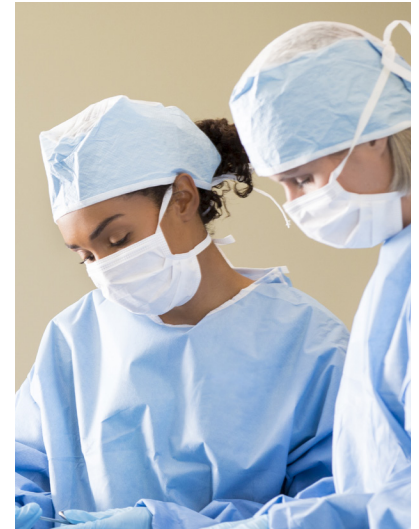
Some people may have a high risk for cancer. If you are at high risk, your doctor may suggest surgery to help reduce and prevent the risk of cancer. This type of surgery is called preventative or prophylactic surgery. During surgery, a surgical oncologist (a surgeon trained in cancer surgery), may remove the body tissue or body part that is likely to develop cancer. Even though there is no sign of cancer at the time of surgery, removing the tissue or body part before it can develop cancer helps prevent or reduce the chance of cancer.

Diagnosing cancer

Diagnosing cancer means finding the cause of an illness or disease. In some cases, surgery may be the only way to find out if someone has cancer and the kind of cancer. This is called surgical biopsy. During surgical biopsy, the surgeon removes a small piece of tissue called a sample. The sample is sent to the lab where it is tested to find out if the sample contains cancer and what type of cancer it is.

Staging cancer

Staging cancer means finding out how much cancer there is and how far it has spread in the body. During surgery, the surgeon will remove tissue and lymph nodes near the cancer. The surgeon will have these tissue samples and lymph nodes examined in a lab to learn about the cancer. Knowing the stage of the cancer is vital to deciding treatment plans.



Treating cancer

Surgery may be your main treatment if:

- The cancer is only in one part of the body
- The tumour or cancerous tissue can be totally removed

However, you may have other treatments like chemotherapy or radiation as well. During surgery, the surgeon will remove the tumour or cancerous tissue. The surgeon will also remove a small amount of normal tissue around where the cancer was (called the surgical margin). By removing some of the normal tissue, the surgeon can ensure that no cancer cells are left behind.

Sometimes, if not all the cancer can be removed, surgery is still done. The surgeon will try to remove as much of the cancer as possible. This is called debulking surgery. Your doctor may then treat the cancer that remains with radiation, chemotherapy or other treatments.

What side effects might I have?

The side effects and risks you may have from surgery depend on:

- Where the surgery is done in your body
- The type of surgery
- Your overall health and fitness for surgery

Most side effects will go away after surgery, but some may be long term or permanent.

Possible side effects of surgery include:

- Sore throat
- Pain
- Nausea (feeling like you might throw up)
- Vomiting (throwing up)
- Bruising or bleeding
- Swelling

- Fatigue
- Scarring
- Impaired movement

It takes time to recover from surgery. You may feel tired or weak after having surgery. Before your surgery, your cancer care team will talk to you about how to deal with pain, and they may give you a prescription (medicine ordered by a doctor) for medicines to take afterwards. Tell your cancer care team if you have any side effects you think may be from surgery. Your cancer care team can help improve many side effects with treatment.

Complementary Therapies

What are complementary therapies?

Complementary therapies are used with standard cancer treatments. Standard cancer treatments are proven methods of treating cancer (for example, chemotherapy, radiation therapy, and surgery). Complementary therapies most often do not involve surgery or medicines. These therapies tend to be a natural approach to improving health and well-being.

Many people use complementary therapy during and after cancer treatment. People treated for cancer may use complementary therapy to:

- ✓ Relieve side effects of cancer treatment and stress
- ✓ Take an active role in improving their health and wellness

There are many types of complementary therapies. Some examples of complementary therapies include:

- Music therapy
- Natural and herbal products
- Acupuncture

Some complementary therapies can make your side effects worse or prevent your treatment from working. Talk to your doctor before you use

complementary therapies. Your doctor can help you find a complementary therapy that is right and safe for you.

What about alternative therapies?

Alternative therapies are different than complementary therapies.

Complementary therapies are used **with** standard cancer treatments.

Alternative therapies are used **instead of** standard cancer treatments.

Alternative therapies have **not** been proven to treat cancer. If you delay standard treatment to use an alternative therapy, the standard treatment may not work as well. Talk to your cancer care team if you are thinking about taking an alternative therapy.

Clinical Trials

What are clinical trials?



Princess Margaret Cancer Centre is a research hospital. You may be asked if you would like to join a research study. This includes clinical trials. Cancer clinical trials involve people and are done to learn new ways to:

- Treat cancer
- Find and diagnose cancer
- Prevent cancer
- Manage symptoms and side effects of cancer or cancer treatment

How can I find a clinical trial that's right for me?

Ask your doctor if there are any clinical trials you could be involved in. There may be a trial that is right for you. Being in a clinical trial or research study is always your choice.

Clinical trials follow rules to decide who can join the study. These rules are called “eligibility criteria”. The rules vary for each clinical trial.

Eligibility criteria may include your:

- Type of cancer
- Stage of cancer
- Specific features or characteristics of your tumour
- Your past treatments

Eligibility criteria make sure that:

- The research results are from a similar group of patients to help researchers understand the results
- You are not put at increased risk for side effects
- The research will include populations that are more likely to benefit

For more information about clinical trials, and what to consider when you join, visit: www.uhn.ca/PrincessMargaret/PatientsFamilies/Patient_Family_Library/About_Clinical_Trials

Find a Clinical Trial

There are many websites that list current clinical trials. If you find a clinical trial you want to join, tell your doctor. Your doctor can help you know if the clinical trial might be a good fit for you.

- **At Princess Margaret Cancer Centre:** www.uhn.ca/PrincessMargaret/PatientsFamilies/Patient_Family_Library/About_Clinical_Trials
- **In Canada & Worldwide:** <https://clinicaltrials.gov>



Managing Side Effects

Cancer treatments can cause side effects. There is much that you can do to manage your side effects while you are getting treatment. Ways that you can manage side effects include things like:

- Drinking water to stay hydrated
- Being sure to eat enough to keep up your strength
- Noticing symptoms to report to your cancer care team

How I Am Feeling

You may be dealing with physical side effects of your cancer or treatment. You may be feeling emotions that you are unsure how to handle. Be aware of any physical issues you have and note how your emotions and feelings change over time.

Keeping track of how you feel helps you and your oncologist (cancer doctor) notice patterns. This helps your oncologist know if they should make changes to your treatment or do something to reduce side effects. It is also good to track how you are feeling over time. This way, you can let your cancer care team know if any conditions worsen or improve. The **Cancer Journey Planner** includes a **Side Effects Tracker** (page 69) to help you track your side effects.

Physical Side Effects

There may be short and long term physical side effects as a result of your treatment. Every patient has different side effects. Talk to your doctor or nurse about what side effects you can expect. Make sure your cancer care team is aware of how you are feeling so that you can get the care that you need.

Some common side effects include:

- Fatigue (feeling of tiredness that lasts a long time and that does not go away with sleep)
- Aches and pains
- Nausea (feeling like you might throw up)
- Vomiting (throwing up)
- Hair loss

If you notice any new or different symptoms, tell your oncologist as soon as possible. Attend all of your scheduled check-ups. This is to make sure that your oncologist is aware of any changes that may be related to your cancer.

Cancer-Related Fatigue

Cancer-related fatigue is the most common symptom felt by people with cancer. Since most people with cancer feel fatigue, read below for tips to manage fatigue.

What is cancer-related fatigue?

Cancer-related fatigue is a feeling of being tired that can last a long time and does not go away with rest or sleep. Most of the time, fatigue is worse during treatment. For some patients, it can last for months or even years after treatment is over. Fatigue can make you feel:

- Very tired, weak, heavy or slow
- Like you cannot think or remember things
- Worn out
- Like you do not have the energy to see people or do things you love

What causes cancer-related fatigue?

Cancer-related fatigue may be caused by:

- Cancer itself
- Cancer treatments
- Anemia (low number of red blood cells in your body)
- Nausea (feeling like you might throw up) and vomiting (throwing up)
- Pain, depression or anxiety
- Not enough physical activity and exercise
- Not getting the right nutrients
- Other medical problems
- Fatigue before treatment
- Medicines
- Emotional distress
- Sleep problems



How Can I Manage Cancer-Related Fatigue?

- ✓ **Be active.** Exercise is the best way to make your fatigue better. Try to get 30 minutes of moderate (not too easy or too hard) exercise on most days. Talk to your cancer care team about how to exercise safely.
- ✓ **Improve your sleep.** Talk to your cancer care team about problems that may disturb your sleep, like depression, anxiety and stress.
- ✓ **Manage stress and emotions.** You can help manage your fatigue by talking to someone about your feelings or doing activities to relieve stress and anxiety.
- ✓ **Pace Yourself.** Use your energy wisely to do the things that are most important to you.
- ✓ **Eat well.** Eat healthy foods and lots of variety to have more energy. To stay hydrated, drink at least 6 glasses of water or other liquids every day (unless your doctor told you to drink more or less).

When should I talk to my cancer care team?

Tell your cancer care team how you are feeling at every appointment. They want to know about your fatigue. Do not be afraid to ask about your questions and concerns.

Tell your cancer care team right away if you have any of these symptoms:

- Feeling dizzy, loss of appetite or falls
- Fatigue that is suddenly much worse
- Sudden shortness of breath or a fast heart beat
- Bleeding that cannot be explained or bleeding that does not stop
- Anxiety, depression or feelings of not coping well

For more information, visit the **Princess Margaret Patient & Family Library** to get pamphlets relating to cancer-related fatigue. Read how cancer survivors have dealt with the effects of cancer and fatigue in the “**Tips from Patients**” section of this Guide Book (page 50).

Find Information on Managing Physical Side Effects

Each person’s cancer journey is different, and each person will have different side effects. Use the resources below to find information on the side effects of:

- Chemotherapy
- Radiation
- Surgery
- Many other therapies

Resources

Princess Margaret Cancer Answers

Princess Margaret Cancer Answers is an online special search engine designed for people with cancer. It can help you find trusted health information from Princess Margaret Cancer Centre and other organizations around the world. Find pamphlets, websites, videos and more by typing in keywords such as “chemotherapy side effects.”

Website: www.pmcanceranswers.ca

Princess Margaret Patient & Family Library

The Patient & Family Library has a large collection of print and digital materials about cancer. These materials are available for you, and your family to borrow free of charge.

To contact the Library:

Phone: 416 946 4501 ext. 5383

Email: patienteducation@uhn.ca

Cancer Education Class Calendar

Find classes, events, and activities for patients and family in the Cancer Education Class Calendar. See the calendar for times and dates of the sessions.

Pick up a monthly calendar:

- In your clinic
- In the Patient & Family Library
- On the Princess Margaret Cancer Centre website at:
www.uhn.ca/PrincessMargaret/PatientsFamilies/Pages/events_calendar.aspx

You can also take many cancer classes online at www.pmcancerclasses.ca.

Contact the **Princess Margaret Patient & Family Library** for more details:

Phone: 416 946 4501 ext. 5383.

See the “**My Resources & Support**” section of this Guide Book on page 68 for a full list of resources available at Princess Margaret Cancer Centre.

Find a list of recommended websites on page 121.

Dealing With My Emotions

Everyone has different emotions and emotional needs relating to their cancer journey. Some people keep feeling anxious after treatment, and worry about their cancer coming back. This is normal, as are all of the other emotions you are feeling. You and your family and friends should take note of these emotions. You may want to talk to others who have been through cancer treatments and may be feeling the same thing.

There are many ways to get the support that you and your family and friends need as you are dealing with these emotions. Some examples are listed below.

See the **“My Resources & Support”** section (page 68) for more information. You can find tips from cancer survivors on coping with cancer in the **“Tips from Patients”** section (page 50) of this book.

Keep track of your daily physical and emotional side effects in the **“Side Effects Tracker”** section (page 69) of your Planner.

How to Manage Your Emotions

- ✓ Speak to your cancer care team
- ✓ Request a referral to Psychosocial Oncology to speak with social workers or Psychiatrists
- ✓ Talk to a counsellor through your Employee Assistance Program
- ✓ Connect with a cancer support agency such as Gilda's Club or Wellspring to speak with trained peer counsellors
- ✓ Join a support group
- ✓ Volunteer
- ✓ Get involved with the cancer community
- ✓ Keep a journal
- ✓ Attend a workshop or use videos and apps to learn about: meditation, yoga, writing



After Treatment

The effects of your treatment can last long after the treatment has finished. This section contains information on how to get the best care possible after you have finished treatment.



Charting Your Course: Seeking Information

Some people who have been through cancer treatment feel like they cannot get enough information. After their treatment is over, they have time to think. They often have questions about what has happened to them. On the other hand, some people would rather not focus on what has happened. They prefer to let their cancer care team advise them as needed.

Refer to the “My Resources & Support” section (page 68) to look up programs at Princess Margaret Cancer Centre and in your community to support you.

After Treatment Questions

You may have many questions about life after cancer treatment. You may have questions about:

- How to deal with your emotions
- Diet and exercise
- Practical issues such as going back to work

You will need to work with your cancer care team to find answers to these questions. Remember: no question is silly or not important.

Below are some sample questions to ask your cancer care team. These questions can help you know what you can expect once cancer treatment ends.

What treatments and medicines have I been given?

Ask your oncologist to provide a written record of:

- The type of cancer you had
- The treatments and medicines you had
- The side effects of these treatments

You can record this information in your **Cancer Journey Planner**.

Do I need any follow-up care?

Ask your oncologist about screening or tests you need once your treatment is complete. Ask for a schedule of when you should follow up with your primary care provider (family doctor or nurse practitioner) or oncologist to have these tests done. Add these dates to your calendar to remind yourself about follow-up care.





Will I get cancer again?

Ask your oncologist about the risks of getting a secondary cancer (another type of cancer) or recurrent cancer (the same type of cancer). What signs or symptoms should you look for?

What should I do to maintain my health and well-being?

Ask your cancer care team about eating a healthy diet and exercise.

Even though I survived cancer, will I feel different physically?

Cancer treatment has a different effect on everyone. For some people, there are severe side effects from treatment. Be aware of the possible short and long-term effects that may arise.

Some treatments can affect a person's heart, energy, or fertility (being able to get pregnant or to get someone pregnant). Ask your oncologist how your treatment could affect your long-term physical and mental health.

There may be a program in your community to help you manage these side effects. See the **"My Resources & Support"** section (page 68) for more information.

Will I have trouble getting health insurance or keeping a job because of my cancer?

Having cancer can affect:

- Access to health insurance or life insurance
- The ability to keep a job
- How easy it is to move between jobs

Ask your cancer care team for information about resources available to you if you are:

- Treated unfairly in your job due to your cancer
- Treated unfairly when applying to jobs due to your cancer
- Unable to access or keep health insurance and life insurance
- Looking for support for going back to work

Are there support groups I can join?

A member of your cancer care team can provide a list of organizations or groups that can offer information on issues you may face after treatment. Visit the **Princess Margaret Patient & Family Library** to get information about support groups.

Now that I have finished treatment, who on the team will monitor my care?

Find out from your cancer care team who will be in touch with your primary care provider. This team member will arrange follow-up care related to your cancer treatment. Follow-up care is the health care you have after cancer treatment has finished. Follow-up appointments will involve regular check-ups with your oncologist or primary care provider.

My Cancer Care Team After Treatment

Until now, doctors, nurses and other cancer care providers have guided you on your cancer journey. From your earliest tests, through your diagnosis and treatment, these people gave you information and helped you make choices. You probably learned to trust them and may have made some friends along the way.

Now that your cancer treatment is over, you are entering a new stage in your journey. It is normal to worry about your future. You may not want to give up your connection to your cancer care team. You may feel that you need the expert advice of your cancer care team to guide you further.

Everyone on your cancer care team is still there to support you, if you need them. In fact, most will tell you to call them with any questions about side effects after treatment, new symptoms, or other issues. Your cancer care team can also help you connect with other health care providers who can help you move forward after treatment.

However, a few things will change now that you have finished your treatment.

You will see your cancer care team less often

You will still need to have medical appointments with your cancer care team, but these visits will be fewer. This is because you do not need active treatment. Now your oncologists and primary care provider will share the job of giving you your check- ups. You may not need to see all of these cancer care team members as often, but they will be available if you need them.

The size of your team will become smaller

You will not see as many cancer care providers as you did during treatment.

Your primary care provider will coordinate your care

You will need to have a primary care provider (family doctor or nurse practitioner). Your primary care provider is the one person you will see on a regular basis rather than seeing a few different doctors. Your primary care provider will look after your health with your cancer care team. If needed, other cancer care providers are there for you.

Your relationship with team members may change

Your Specialized Oncology Nurses may become a more important source of information after your cancer treatment ends. Your Specialized Oncology Nurses will be available by telephone and at your follow-up clinic visits. Your nursing team can assist you in getting the help that you need. To speak to a Specialized Oncology Nurse, call the site telephone line. You will be given the site telephone line number on your first visit.

Get Your Cancer Information to Your Primary Care Provider

Keep up-to-date records of all the medical care you get for cancer and other conditions. Future decisions about your care may depend on your past treatments. Notes from your clinic visits should be sent to your primary care provider (family doctor or nurse practitioner). Check with your cancer care team to ensure that this happens. If you move or go to several different doctors, you are the only one who will have your complete health history.

Share your health records on myUHN Patient Portal

Share Everywhere is a way for you to share your health records with a community health care provider who does not have direct access to your records. Using your myUHN account, you can create a temporary share code and give it to the provider you want to share your records with. The code allows the recipient one-time, limited access (until the provider logs out) to your health information.

To grant Share Everywhere access from the portal:

1. Go to Your Menu > scroll to Sharing > click Share Everywhere.
2. Enter the name of the person who will receive temporary access to your health records and click Request share code.
3. Give the generated share code to the provider and ask them to go to www.shareeverywhere.com to enter the code and your date of birth

The code must be used within 60 minutes of requesting it. To learn more, go to <https://shareeverywhere.epic.com/FAQ>

Keep your primary care provider up-to-date on:

- Any medicines that you are taking now. This includes over-the-counter medicines such as pain killers, laxatives (medicine to help

you poo), as well as nutritional supplements, vitamins, minerals and herbals.

- When your next check-up test is due (for example: a mammogram, PSA test, Pap test).
- Which specialists you are still seeing.
- Any fears or concerns that you have.
- Any lifestyle changes you have made (for example: quitting smoking, changing your diet, changing how you exercise).
- How you feel. Do you have any symptoms or changes that are worrying you?



Tips from Patients

This section has been shortened and adapted from the **Toolkit by Patients for Patients**.

The content of this section is based on the experiences of cancer survivors (patients, their families and friends). Find out what has helped other survivors in their journey with cancer.

Find the full toolkit in the Princess Margaret Cancer Journey app or webpage (https://www.uhn.ca/PrincessMargaret/PatientsFamilies/Cancer_Journey/).

Access Services

Many people rely on the hospital to take care of them when they are most ill but the hospital may not provide everything people need when facing a serious disease like cancer. In the sections below, cancer survivors provide insight into what you and your support circle can do to access the supports and services you might need at different stages through your cancer journey.

Get Access to the Best Health Care

Many survivors talk about the tension they felt when they asked their doctor for a second opinion or referral to a specialty cancer hospital like Princess Margaret Cancer Centre. Survivors have explained that some doctors may take offense at these requests and this made them feel awkward and sometimes prevented them from getting answers.

You have the right to ask questions and talk about access to quality treatment. If your cancer care team does not seem to respect your right to ask questions and express your concerns, think about finding a doctor who shares your views. You should be at ease speaking with your doctor about any doubts in your cancer care. It is best to do this before treatment begins because once treatment starts, changing cancer care providers or hospitals can interrupt or delay your treatment.



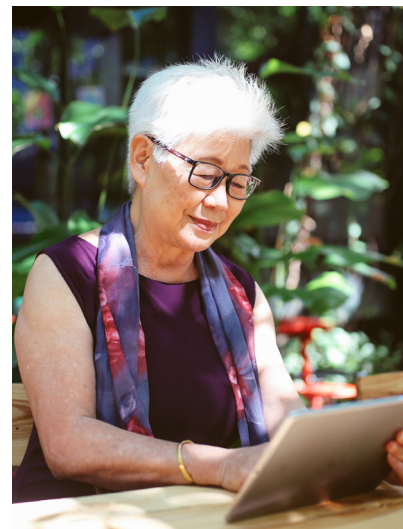
Find Resources

Community services and other survivors (peers) have helped many people during and after their cancer treatment. You can find support through classes and programs for cancer survivors. Survivors have shared the positive effects that yoga, laughing, being around good friends or meeting other survivors had on them. What will help you is up to you to explore because everyone is different. Do not be afraid to try something new.

Many resources for financial help, health information and support classes and programs can be found through the **Princess Margaret Patient & Family Library**. Read about the Library on page 106 of this Guide Book.

Get Informed

Cancer and its treatment are complex. Cancer care providers do not always provide the answers you need in a way you can understand, or when you are ready to hear or absorb it. Getting informed means learning what information you want (and do not want) and knowing how to find it.



Manage Information Overload at Your Appointments

Survivors explain that a lot of important medical information is given to patients when they first learn that they have cancer. You are not alone in feeling rushed or that you cannot manage the amount of information you are getting in your appointments.

How to Manage Information

- 1. Get as much information as you can in writing. Bring a notepad and pen to every appointment.** Use the “Appointment Notes” (page 20) in your Planner if you think this would be useful. Ask for pamphlets or handouts to read later.
- 2. Ask your health care provider to slow down or repeat information and do not be afraid to ask questions.** If you do not know what to ask, then ask your cancer care provider to tell you what other people have asked about the topic.

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- 3. Take time to read through the pamphlets your cancer care team gives you.** If you have questions after reading the pamphlets, call your cancer care team to discuss or leave a message for a call back.
- 4. You are entitled to a second opinion if you feel you need one.** Since some health care providers may take offense to this, you can ask your family doctor to organize the second opinion instead of your cancer care team.
- 5. Bring family or friends to your appointments to help you digest information.** Sometimes having a family member or friend present can also remind your cancer care team that you are a person who is loved and cared for by others.

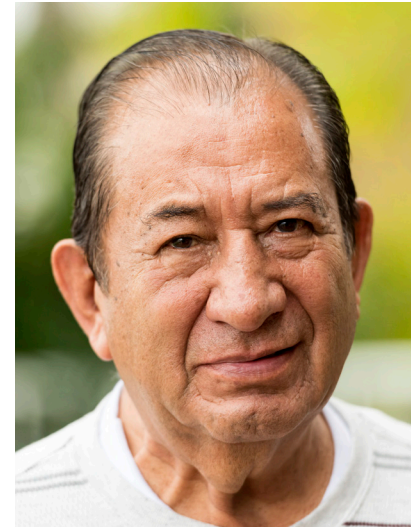
Find Information from Other Cancer Survivors

Health related information can often be found in clinics, in pamphlets in waiting areas, in patient and family libraries and on the Internet. Information about living with cancer in the context of everyday life is often the biggest information gap because it is not addressed by the health care system. For many people, other survivors are the best source of information about everyday life with cancer.

Some survivors view support from other survivors as the best way of being informed. Places like the Canadian Cancer Society (CCS) and Gilda's Club offer a peer matching program where you can connect with other survivors that have things in common with you. Some other ways of meeting with other survivors are through various online community networks of cancer survivors on X (formerly known as Twitter) and Facebook.

Find Strength

Finding strength is moving forward even when you feel afraid, sad and unsure. Strength can come and go; it is not constant. Finding strength is being able to live with feeling scared or uncertain about what will happen next. Finding strength is not forcing an upbeat viewpoint. It is accepting that the cancer experience is hard and that it can feel like too much to deal with at times.



Finding strength can also mean letting go of control and being open. For friends and family members, finding strength may be coping with the health care of a loved one while sometimes feeling sad and helpless.

Ways to Find Strength

People find the strength to face cancer in diverse ways. You can find strength in yourself, in others, or in things you can do.

Some ways to find strength are:

Be aware of your feelings and needs

- ✓ Get to know yourself and share your feelings with others
- ✓ Work through your feelings of frustration or fear
- ✓ Believe in and be honest with yourself
- ✓ Set limits for yourself and others
- ✓ Tell others what you are thinking and feeling
- ✓ Use humour
- ✓ Find new meaning in life based on what you have been through
- ✓ Know that cancer is not a failure; you did not cause your disease

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Reach out to people around you

- ✓ Ask for help and support when you need it
- ✓ Build a support circle of family, friends, work colleagues, fellow survivors or health care providers
- ✓ Attend support groups to meet people going through cancer
- ✓ Make a bond with other survivors so you feel less alone and can learn from each other

Do things you enjoy or that make you feel good

- ✓ Read, paint, watch TV, play a game: do something you enjoy that helps you feel normal or distracts you from cancer
- ✓ Learn to relax during times of stress by trying meditation, exercise, yoga, breathing techniques, or massage

Finding strength can help protect you from everyday stress, anxiety and depression. Caring, positive relationships and sharing with others can be helpful during a time of stress and can relieve some of the pressure on you. Simple acts, such as making meals, being social and being active can be healing and help you feel more like yourself.

Many people who find strength after a cancer diagnosis feel a sense of growth and new meaning in life after they have gone through the hardest of times.

Focus on Yourself

There are “little things” you can do that can help you cope during difficult times. These “little things” can include everything from small actions to certain ways of thinking. Cancer survivors have found that the following things help.

Listen to Yourself

After a cancer diagnosis, other people may offer you help and advice. You may also feel like others expect you to act or feel a certain way. It is important for you to learn to listen to yourself and your needs.

Although learning to listen to yourself sounds simple, many survivors find it hard. With many demands like work and family-life, we often leave little time for our own needs. Give yourself time to learn how to put your needs first by taking time for regular “check-ins” with yourself. Block off some personal time so you can get in touch with yourself, your needs, and the little things that matter to you.

Form Special Connections

Many survivors describe someone or something that they formed a special connection with and turned to when taking time for themselves. This special connection can help you cope with changes and any challenges you may experience. Taking time for yourself can bring a sense of feeling normal or an escape when things get difficult. It can also help make the good times better.

Special connections can be made through:

- **Others**, such as your family, friends or another person who is in a similar situation as you
- **A place**, like your backyard or any other part in your home you call your own or your “safe place”



- **An object**, such as a comb and the routine of combing that can be a symbol of hair growing back after treatment
- **An activity or routine**, like painting, listening to music or doing a familiar routine like waking up and making coffee
- **Nature**, like a nature reserve or park
- **Spirituality or faith**, such as beliefs, values, or religion

Accept What You Can't Control and Slow Down

Most people like being in control of their lives. After a cancer diagnosis, many things can be out of your control, from your everyday routine to changes to your mind and body. Many survivors say that their first reaction was to try taking back control. This meant forcing themselves to do things that were too much. In retrospect, they say the better approach is to: “...Let go of the things you cannot control and control the things you can.”

Accepting what you cannot control takes time, but letting go of the need for control can help you slow down and allow you to find inner peace. Survivors explain that simple things they do but often take for granted or little things they look at every day but do not really “see” or appreciate, become clearer and more meaningful.

See a Positive Change in Yourself

A cancer diagnosis can seem to “flip your life upside down”. It can also lead to great personal growth and change. Some people may not see the positive changes in themselves or feel how empowering this change can be until later in their cancer experience. This growth can happen over a short or long period of time.

One survivor said, “**Amidst a chaotic schedule of treatments and a bevy of family and friends, we had to learn to be self-reliant and fend for ourselves.**” This independence can foster self-confidence and a deep sense of spirituality and can be empowering.

Build Your Support Circle

Complex treatments, side effects and appointments can be hard to manage when you feel weak or stressed. You may find that having a support circle of people to help you can make a difference in how you feel. Your support circle can help fill in the gaps when you are not feeling your best and can make things easier.



You may be surprised by who becomes part of your support circle. You can choose people to be in your support circle from any part of your life. Sometimes, family members are a good choice but for some people it is simpler to get support from people who are less close to you. People who are close to you may be feeling concerned about you. This can make it hard for them to provide support. Sometimes, a cancer diagnosis can cause a feeling of distance between loved ones. It may take time for those closest to you to be able to help.

You can have a support circle with just a few people or your circle could include many people but perhaps with smaller roles. Some people like their support circle to be planned with clear roles, while others prefer to let it grow naturally.

What Should I Look for in a Support Person?

Who is able to help depends on many things. This includes their personality and level of empathy, and the amount of free time they have or if they have a skill, like being a good cook or being able to drive.

You may also meet people in your cancer care team who may help you with your needs. These people may play a special role in helping you talk about and understand your needs and can connect you to the right resources.

How Do I Build a Support Circle?

There are 5 steps to building a support circle:

- 1. Make a list of your needs.** Take some time early on to think about what you really need. Make a list of all the support you will want or need. You may want to include a “gatekeeper” on your list. This is a person who can help you politely answer emails and phone calls, and send updates to your friends and family on days when you are not feeling up to it.
- 2. Match people with your needs.** Once you have a list of needs written down, match your needs with what you think each person will be good at. Some people have found it helpful to create 2 support groups – 1 for emotional support and 1 for practical support.
- 3. Share with your support people.** Sharing your feelings and needs with people can be hard. Some survivors found it easier to share with others during activities that are part of their normal routines, like visits to the gym or over a cup of coffee.
- 4. Set up an easy way to connect with the whole group.** This may be really helpful for times when you have less energy. Your gatekeeper may be able to help you with these ideas:
 - Regular group emails to all caregivers. Weekly or monthly emails are helpful to update everyone. This will allow everyone to know how you are doing without adding more to your to-do list.
 - Group calendars, like Outlook or Google. Set up a calendar with all the appointments and tasks that you need help with. Allow everyone in your support circle access so they can sign up for tasks.

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- Create an interest group (for example, knitting) with your support circle. This will allow you and your support circle to spend time together without always focusing on your health.
- 5. Give thanks.** Many survivors note that it is important to thank the people who are helping you. Small things go a long way. For example, writing a card or making extra soup to share are great ways to show you care about them too.

What Should I Do When a Loved One Has Trouble Showing Support?

Feeling like you have a loved one who does not want to be there for you can be very hard. But some survivors find it helpful to try to understand why loved ones may be having a hard time showing their support. People may stay quiet for many reasons. Your relationships with people may change, but if or when it feels right, you can try to connect again after a while.

Caregiving is a special kind of skill. Not everyone copes well with being uncertain about a loved one's well-being. They may avoid the topic to lessen the pain. It may take them a while to work through their feelings.

Partner in Your Care

Being a partner can be summed up by the phrase: **“Do not do anything to me without including me.”** Being a partner means that you are involved in all decisions about your care. Your cancer care team tells you what to expect, answers your questions using language that you understand, and respects your wishes about your care.

Partnering in your care can:

- ✓ Help you feel more comfortable and in control
- ✓ Lead to better outcomes
- ✓ Help solve problems faster



Benefits of Partnering

The benefits to having a strong partnership with your cancer care team include:

- **Better communication.** Being a partner in your care makes it easier to tell your cancer care team about how you are feeling. It also makes it easier for them to tell you about things that can help you.
- **Higher level of comfort.** People who are partners in their care feel more comfortable because they know that they can talk to their cancer care team and that they will listen to and respect what they say.
- **Problems are solved more quickly.** Most people experience side effects or other difficulties during cancer treatment. If you have a strong partnership with your cancer care team, you can tell them about these difficulties and find a solution more quickly.
- **Greater sense of control.** When you are a partner in your care you know that the other members of your cancer care team will respect your wishes. This gives a greater sense of control and helps you feel more comfortable at a difficult time in your life.

How to Partner in Your Care

To build a strong partnership with your care team:

- ✓ **Be open about what you want.** Let your cancer care team know that you want to be involved. When your team members see that you want to be a partner, they will start to work with you and involve you more.
- ✓ **Try something different.** Each person has their own way of dealing with other people. If you find it difficult to work or communicate with one of the members of your cancer care team, try a different approach instead of repeating the same thing.
- ✓ **Keep trying.** Some members of your cancer care team may not respond when you first reach out. Don't give up. If you can't get an answer from one person, try asking someone else and build a connection with that person.
- ✓ **Communication is key.** Open communication is the key to being a partner in your care. Talk to your cancer care team about what you are experiencing. Ask questions, and keep asking questions until you get an answer you understand. Do not be afraid to ask people to explain or repeat something as many times as you need.

Handle Barriers to Partnering

Although it is good to have a strong partnership with your cancer care team, it can be difficult to create one. There may be barriers you need to overcome, including:

- **Medical appointments are often very short.** Many people feel rushed during their appointments. Doctors may not have the time to listen to questions or concerns. Try talking to nurses or other health care providers if you have questions that your doctor has not answered.

- **Medical information can be very complex.** Some cancer care providers use medical language when they talk to patients. This language can be hard for people to understand without a medical background. If you cannot understand what anyone on your cancer care team is saying, ask him or her to use simpler language.
- **There are different styles and schools of thought about how health care providers should work with patients.** Some cancer care providers are happy to partner with patients and work with them. Others feel that patients should simply do what they are told. In the end your ability to get what you need from your cancer care team comes down to communication and cooperation.

Give Back

Giving back can have a wide-reaching impact on you, those around you and cancer care overall. Giving back can be driven by a desire to help, by things you are grateful for in your life, or by something you had to struggle through.

For some, giving back is viewed as a way of repaying a “debt” for what they have been fortunate to receive. Some find that giving back is a way to address gaps in their own cancer care like being overwhelmed with the news of having cancer, not knowing what to expect or wanting

more information and not knowing where to find it. For others, it is a source of hope and courage in overcoming cancer and a sense of purpose in helping others.

Giving back can be helpful to the giver and the receiver. Many people give back to help others, but find that they have also gained. For some, it allows them to be more open about what they went through and get in touch with their feelings. For others, giving someone



else hope helps them gain control over their life and look at their experience in a different way.

How to Give Back

- ✓ Get involved in volunteer organizations.
- ✓ Give your time to help create support groups.
- ✓ Join a committee or panel. This can be a useful way to connect, inform, and make lasting changes that will help those in need.
- ✓ Share your story. The success and challenges you faced are an important source of information for others. This can include supporting others in advocating, sharing what worked and did not work for you and services and support you found helpful.
- ✓ Support others. Connect one-on-one with others living with cancer to develop a relationship and support system. In the words of one survivor: “You are not walking alone. There is a special kind of support that only other cancer survivors can provide.”

Survivors have said that telling their story took away the feeling that their life is defined by their cancer experience. They explained that giving back asserts that “You are more than your cancer” and that “I had cancer, but the cancer doesn’t have me.”

Make Healthy Choices

When it comes to healthy living, there is no single meaning. One of the first things to come to mind when people think of “healthy living” is eating healthy foods and getting exercise. But healthy living also includes other things you do that make you feel good. Cancer survivors describe what a healthy lifestyle means to them in the following sections.



How to Live a Healthy Lifestyle

Put yourself first

When you have cancer, it is important to take care of yourself first. When you're feeling tired or overwhelmed, don't try to "work through" it. Take the time to rest and relax so you don't wear yourself out.

Some cancer survivors found it helpful to:

- ✓ Give yourself permission to stop and relax.
- ✓ Make time for yourself.
- ✓ Say "no" to things that would create more stress in your life.
- ✓ Ask for help to get things done.
- ✓ Find activities that give you peace of mind, like meditation, deep breathing, yoga, or art.

Enjoy life

It is OK to feel sad, angry or frustrated, but it is also OK to feel happy, pleasure, or joy. As one cancer survivor put it: "Find ways to have fun even when you're in a miserable place."

Find small ways to add a little joy to your day:

- ✓ Find ways to laugh and smile every day, like wearing a goofy wig or dancing around your home. You may even make other people laugh too.
- ✓ Learn to appreciate every moment, even the winter.
- ✓ Do something you enjoy – reading, bird watching, working on your computer, ceramics, singing, anything – to take your mind off what you are going through.
- ✓ Try something new that you have never had the courage to try before.

- ✓ Get outside and play.
- ✓ Find time to smell the flowers and notice the world around you.

Take care of your body

Knowing what to do to eat right and stay active can be confusing. Instead of following the trends, or feeling guilty, take a more balanced approach and enjoy everything in balance and do things that make your body feel good. You can also get information from a health care provider that has knowledge and experience working with people with cancer.



Some cancer survivors found it made them feel better to:

- ✓ Eat balanced amounts of a wide variety of food and savour every bite.
- ✓ Eat as many vegetables as you can, but leave a little room for treats every now and then (and do not feel guilty about eating them).
- ✓ Take your fitness routine to the next level, no matter if you are a beginner or an expert.
- ✓ Try using deep breathing techniques to relieve pain or energize yourself.
- ✓ Lower your exposure to chemicals, like those in cleaning and personal care products.
- ✓ Know that you did not cause your cancer. Taking care of yourself is not about making up for the past, it is about getting through cancer and feeling healthy in mind, body and spirit.

Get support from other people

Do not feel like you need to manage cancer by yourself. You are not alone. Family, friends, and cancer care providers can offer you support by helping you through tough times or helping you with everyday tasks.

Some cancer survivors found it helpful to:

- ✓ Accept offers of help from family, friends, and even well-meaning strangers.
- ✓ Surround yourself with the people who make you feel loved and good about yourself. Spend less time with those who do not.
- ✓ Join a support group for people affected by cancer. No matter how supportive your family and friends may be there are some things about living with cancer that they will not be able to understand.
- ✓ Talk to a counsellor, social worker, or psychologist, even if you do not think you need the extra support. You can share your deepest, darkest thoughts with a professional without worrying about upsetting them.

Let go

Give yourself permission to let out your feelings. This can help you feel like a weight has been lifted off your shoulders. Another part of letting go is realizing that some things are not worth worrying about. As one survivor said, “I do not stress if the household chores were not done properly. After what I have been through, it is not important to me anymore.”

Some cancer survivors found it helpful to:

- ✓ Give yourself permission to cry and let your feelings out.
- ✓ Try using art or writing to express yourself.
- ✓ Let go of worries about the things you cannot control.
- ✓ Know what is really important to you and let go of the rest.

No matter what choices you make, pursue the healthy lifestyle choices that feel right for you.



My Resources & Support

Use this section to find out what services, programs and resources are available for you. This section provides a good overview of what Princess Margaret Cancer Centre and the community has to offer. You can find information here that will help you make the contacts that will be most useful.

My Resources & Support

We are all different. How each of us gets support is as unique as all other things in life. Just as we all have different tastes when it comes to music, food and books, we all have different ways of getting help when we need it.

Perhaps the most important thing to realize is that there is nothing wrong in asking for help. Most people have some trouble coping with any diagnosis that has the word 'cancer' in it. That is not a sign of weakness. It is simply due to the connections drawn from the word 'cancer' in our world today.

Review the list of services and resources available to you on the next few pages, and find out how to contact them.

Services

For complete descriptions of each service and contact information, see pages 69-105

Service	Page #
Information Desk.....	73
Staff can help you with general information about Princess Margaret Cancer Centre.	
eCheck-In & Pre-Appointment Questions.....	73
A survey that records information about your overall health, well-being and symptoms each time you come into Princess Margaret Cancer Centre.	
CareChart.....	74
CareChart is an after-hours telephone service that allows you to speak with an oncology (cancer) nurse.	
Care & Connect.....	75
Care & Connect Volunteers are available to support you throughout your cancer journey.	
Clinical Nutrition Services.....	76
A Registered Dietitian can help you to find more appetizing food to eat in a healthier way.	
CommunityResources.....	79
There are many resources available in your community. This section lists a few agencies and programs that might be helpful to you.	
Department of Supportive Care.....	83
The Department of Supportive Care team can help you and your family cope with cancer and maintain your quality of life.	
Drug Coverage and Financial Help.....	92
Find out what drug coverage options are available for you.	
ELLICSR: Health, Wellness and Cancer Survivorship Centre.....	95
A comfortable place to get information, participate in a class or program, meet other survivors or sit and relax.	

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Service	Page #
Ethics Services at UHN.....	97
Ethics at UHN can help you work through difficult decisions about your care.	
Genetic Testing.....	98
Genetic counselling can help you know if your cancer is inherited and help family members reduce their risk of getting cancer.	
Interpretation Services.....	99
Speak with an interpreter if you need medical information translated into another language.	
Medical Imaging.....	99
Find out who to contact about your medical imaging tests and appointments.	
Patient Relations.....	101
Contact Patient Relations to share feedback about the care you or your loved one received at UHN.	
Pharmacy Services.....	101
Pharmacy services can help you understand your medicines and make sure that they are safe for you.	
Physiotherapy Services.....	103
A physiotherapist can help you if you have mobility problems as a result of your treatment.	
Princess Margaret Caregiver Education, Support & Skills Program.....	104
If you are a caregiver to a person with cancer, this free online program can help you find education and support.	
Princess Margaret Lodge.....	104
The Princess Margaret Lodge is a place to stay for Princess Margaret Cancer Centre patients getting active cancer treatment.	
Princess Margaret Patient & Family Library.....	106
The Patient & Family Library is here to help you and your family find reliable and up-to-date information about cancer.	

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Regional Indigenous Patient Navigator.....101

The Regional Indigenous Patient Navigator supports patients and families in the cancer system who identify as First Nations, Inuit or Métis.

Sexual and Gender Diversity in Cancer Care.....111

The Sexual and Gender Diversity in Cancer Care Program is available to support you, your caregivers and your chosen family.

Smoking Cessation.....112

Find resources and programs to help you quit smoking.

Speech Language Pathology.....115

A Speech Language Pathologist can help you with swallowing and communication difficulties.

StaxiChairs.....116

Staxi chairs (wheelchairs) are available for you during your visit to Princess Margaret Cancer Centre.

Urgent Care Clinic & Procedures Clinic.....117

The Urgent Care Clinic provides care to very ill patients at Princess Margaret. The Procedure clinic sees patients who need certain procedures, such as paracentesis.

Wig Salon & Accessories Boutique.....118

Provides a valuable service to patients in a supportive, private atmosphere.

360° Clinic Tours.....120

Tour the clinic spaces online before you come to Princess Margaret Cancer Centre.

Recommended Websites.....121

Recommended websites for online information and support.

Information Desk

The Princess Margaret Cancer Centre Information Desks are located on the Main Floor across from the Murray Street entrance and across from the University Ave entrance. Staff at the desks can help you with general information about programs and support services at the Princess Margaret Cancer Centre.

Contact the Information Desk

Phone: 416 946 4501 ext. 4558 or 4559

Hours: Monday to Friday, 8 am to 4:30 pm

eCheck-In and Pre-Appointment Questions

eCheck-In is a tool that:

- Lets your care team know up-to-date information about your health
 - Helps save you time when you register for your appointments

You will get an eCheck-In email or text two days before your appointment that will ask you to answer some questions about your health and your symptoms.

These Pre-Appointment Questions will ask you about:

- Your common physical symptoms (such as pain, tiredness, nausea)
- Practical concerns (such as smoking cessation support)
- Emotional concerns (such as anxiety, depression)

Complete the Pre-Appointment Questions at every visit. Completing the

survey will help your cancer care team:

- Talk to you about your most important concerns and symptoms
- Plan care that is right for you
- Find the help you and your family need

All your information will be kept private and will only be shared with your cancer care team.

For help with eCheck-In Contact

Email: myUHN@uhn.ca

Hours: Monday to Friday, 9 am to 5 pm

Phone: 416 340 3777

CareChart

If you need help managing symptoms of cancer treatment after clinic hours, call CareChart. CareChart is an after-hours telephone service that allows you to speak with an oncology (cancer) nurse. The oncology nurse can help you better manage your symptoms at home.

Your cancer clinic will give you a one-page sheet with information about your cancer treatment and diagnosis (details about your cancer). The oncology nurse will need this information to help you. This one sheet contains your personal information so keep it in a safe place.

CareChart is only available when Princess Margaret Cancer Centre clinics are closed. To talk to an oncology nurse:

1. Call CareChart at 1 877 681 3057.
2. An operator will answer your call.
3. Your call will go through to an oncology nurse.

If the nurse is not able to take your call, you will get a call back within 15

to 20 minutes. After your call, the nurse will send a note to your clinic. If you need to follow-up with your cancer clinic, your clinic will have all the information about your call. If you have any questions about CareChart, ask a member of your cancer care team.

Contact CareChart

Phone: 1 877 681 3057

Hours:

- Monday to Friday, 5 pm to 8:30 am
- Saturday, Sunday and Holidays: available 24 hours (all day and all night)

Care & Connect

Care & Connect is a navigation program that consists of a team of trained volunteers who work directly with Princess Margaret patients and their caregivers. The program aims to reduce the negative impact of cancer on the lives of patients and caregivers.



Care & Connect Volunteers offer:

- Virtual, personalized connections by phone or video chat for up to 6 months
- Support in over 20 different languages
- Emotional support
- Information and resources
- Help in navigating the cancer care system

You can self-refer to the program or ask a member of your cancer care team for a referral .

Contact Care & Connect

Phone: 416 946 4501 ext. 3311

Email: care.connect@uhn.ca

Clinical Nutrition Services

Good nutrition is an important part of your recovery from cancer treatment. But eating well can be difficult. Cancer and cancer treatment can change how and what you are able to eat. A Registered Dietitian can help you maintain or improve your nutrition.

Nutrition concerns may include:

- Losing weight without trying
- How to eat to manage symptoms (such as, loss of appetite, taste and smell changes, nausea, or swallowing problems)
- Whether you need to follow a special diet (such as, a diabetic diet, low fat diet, low potassium diet, low sodium diet)
- If it is safe to stay on certain alternative diet therapies
- How to prepare food safely when your immune system is weak.



Services Offered by Registered Dietitians

Group Classes

There are several nutrition and cancer classes available. You can find them on the Princess Margaret Cancer Classes webpage. Go to the Nutrition and Lifestyle section.

https://www.uhn.ca/PrincessMargaret/PatientsFamilies/Specialized_Program_Services/Patient_Education_Classes

You can also pick up a monthly calendar:

- In your clinic
- In the Patient & Family Library

You can also take many cancer classes online at www.pmcancerclasses.ca. Contact the **Princess Margaret Patient & Family Library** for more details at 416 946 4501 ext. 5383.

Individual Counselling

During cancer treatment, you may have problems that make it hard to eat or drink. Your health care team can refer you to a Registered Dietitian

Additional Resources

“Goes Down Easy: Recipes to Help You Cope with The Challenge of Eating During Cancer Treatment.”: This is a practical cookbook for people living with cancer and their caregivers. It was co-written by the Registered Dietitians at Princess Margaret. You can borrow it from the Patient & Family Library or buy it online at www.amazon.ca.

Nourish: This website provides nutrition and cancer information written by Registered Dietitians working in cancer. It also has easy recipes developed by a wellness chef. <https://www.nourishonline.ca/>

ELLICSR Kitchen: A program designed to support people with cancer by providing skills and information to manage diet. They host healthy cooking demonstrations led by a Wellness Chef and Registered Dietitian. This website also includes recipe ideas for different side effects. https://www.ellicsr.ca/en/clinics_programs/ellicsr_kitchen

Wellspring - Nourish Program: Wellspring provides a variety of supportive care programs and services to anyone living with cancer. Wellspring's Nourish program provides many different sessions on cancer and nutrition using the latest research to teach the fundamentals of good nutritional practices for cancer patients. Workshops often include cooking demonstrations.

<https://wellspring.ca/how-wellspring-works/centre-of-innovation/nourish/>

Contact a Registered Dietitian at Princess Margaret Cancer Centre

Patients at the Princess Margaret Cancer Centre can talk to a Registered Dietitian working in cancer. The dietitian will help decide if a group class or a one-on-one counselling session is best for you. **Ask a member of your cancer care team to refer you.**

Community Resources

There are many organizations that can support you and your family. Visit the **Princess Margaret Patient & Family Library** to find out about them. Browse the library collection or ask a staff member for help.

Wheels of Hope Transportation Service, Canadian Cancer Society



**Canadian
Cancer
Society**

If you are getting treatment at Princess Margaret Cancer Centre, you can get transportation to and from your cancer-related appointments. If there are not enough drivers, service may be limited. This service can also be arranged if you live out-of-town. A telephone with a direct line to the transportation office of the Canadian Cancer Society is located at the Information Desk on the Main Floor across from the Murray Street entrance.

Contact Wheels of Hope

For more information or to book transportation:

Phone: 1 800 263 6750

Website: <https://www.cancer.ca/en/support-and-services/support-services/transportation-on/>

Gilda's Club Toronto



**GILDA'S CLUB
GREATER TORONTO**
An Affiliate of the
CANCER SUPPORT COMMUNITY

Gilda's Club Toronto is a place where men, women, teens and children with cancer – along with family and friends – can come together to share social and emotional support. Gilda's Club also welcomes long-term cancer survivors and those who have lost someone to cancer.

Gilda's Club offers the following in a home-like setting:

- Support and networking groups
- Lectures
- Workshops
- Social activities

The Gilda's Club philosophy is based on the belief that a diagnosis of cancer affects the whole family, as well as friends. They believe that no one should have to face cancer alone. Gilda's Club programs are free of charge.

Contact Gilda's Club Toronto

Location: 70570-2938 Dundas St. W., Toronto ON M6P 1Y0

Phone: 416 214 9898

Website: www.gildasclub.org

Email: info@gildasclubtoronto.org

Wellspring



Wellspring is a place that provides high-quality cancer support, education and coping skills to patients and family members. Wellspring programs are free and open to patients and caregivers coping with any type or stage of cancer.

Wellspring programs include:

- Individual and group support
- Coping skills
- Expressive therapies
- Energy work
- Educational workshops and presentations

These programs are housed at warm and inviting Wellspring centres.

Contact Wellspring

Phone: 1 877 499 9904

Website: www.wellspring.ca

CancerConnection.ca, Canadian Cancer Society

CancerConnection.ca is a free online peer support community for Canadians diagnosed with cancer or caregivers of someone with cancer. Join the online community and connect with others.

Contact CancerConnection.ca

Website: www.cancerconnection.ca

Meals on Wheels

Meals on Wheels is a service that delivers meals to people who are unable to buy or prepare their own meals. There are more than 180 places in Toronto and Greater Toronto Area that provide this service. There is a fee.

Contact Meals on Wheels

Website: www.mealsonwheels.ca

Nankind

Nankind provides free in-home childcare for mothers with cancer. For four hours a week, professional childcare providers volunteer their time, so mothers can rest, go to appointments or simply have some time for themselves. The Nankind service is free and open to all mothers in the GTA diagnosed with cancer with children aged 12 and under.

Contact Nankind

Phone: 416 730 0025

Email: info@nankind.com

Discounted Parking Passes

Princess Margaret Cancer Centre does not have its own parking lot. You are eligible to buy a discounted parking pass for the Sinai Health System parking lot, at 40 Murray Street, if you:

- Are a Princess Margaret Cancer Centre patient
- Have a family member who is getting treatment in Princess Margaret Cancer Centre
- Are a visitor to Princess Margaret Cancer Centre

The price of the pass* depends on the number of days you would like a parking pass for:

- 5 Days Pass
- 10 Days Pass
- 30 Days Pass

*Parking pass prices are valid for one year from the date of purchase, provide in and out privileges, and are transferable to a family member or caregiver.

<https://www.uhn.ca/corporate/Directions/Pages/parking.aspx>

Department of Supportive Care

The Department of Supportive Care team can help you and your family cope with cancer and maintain your quality of life. All services are free. The Department of Supportive Care team includes:

- Physicians
- Psychiatrists
- Psychologists
- Social workers
- Oncology nurses
- Physiotherapists
- Occupational therapists
- Kinesiologists
- Registered massage therapists
- Dietitians
- Expressive arts therapists
- An early childhood education specialist

For some services, you may need a medical referral.

Cancer Rehabilitation and Survivorship (CRS)

The Cancer Rehabilitation and Survivorship (CRS) program provides many services to support you during and after your cancer treatment. The CRS program is an outpatient program. This means you will not stay at Princess Margaret Cancer Centre overnight to access the program.

Below is a list of reasons you may be referred to the CRS program:

- Loss of range of motion
- Weakness
- Feelings of pain, tingling, numbness

- Balance issues and falls
- Fatigue (feeling tired)
- Lymphedema (swelling)
- Changes in appetite and diet concerns
- Trouble with activities of daily living
- Help with returning to work or school
- Sexual health (less interest in sex, vaginal dryness, pain with sex, body image issues)
- Psychosocial-help (emotions and coping, relationship changes, fear of cancer recurrence)
- “Brain fog” (poor memory, attention or focus)
- Help with exercise

The CRS program services can help you:

- ✓ Live with the late and long-term effects of your cancer treatment
- ✓ Improve your function
- ✓ Improve your health and quality of life
- ✓ Get better with help from a large rehabilitation team

The CRS team provides 3 different types of care:

1. Cancer Rehabilitation and Exercise Program (CaRE)
2. Specialized Rehabilitation
3. Community and Wellness Programs

You must be referred to the CRS program by a doctor or nurse practitioner who cares for you. However, the reason you are referred must be cancer-related. Your doctor or nurse practitioner at UHN can send this referral in EPIC. They will complete the “Outpatient Referral to Cancer Rehab and Survivorship” referral form.

For family doctors or nurse practitioners outside UHN, a paper referral can

also be filled out. The form can be found online at: <https://bit.ly/2HNWepq>. Your doctor or nurse practitioner must fill out this form and send your referral by fax to 416 946 4549.

The Caregiver Clinic

Caring for a family member with cancer can be very stressful. Research studies have shown that family caregivers often report the same emotional distress as cancer patients themselves, if not more. The Caregiver Clinic helps to address the needs of family caregivers.

You need a referral from a Princess Margaret Cancer Centre health care provider to be seen in the clinic. You can request a referral from a member of the patient's cancer care team. Family caregivers of patients who are treated outside of Princess Margaret cannot be referred to the Caregiver Clinic.

Contact the Caregiver Clinic

Location: 5th floor

Hours: Monday to Friday, 9 am to 5 pm

Email: caregiverclinic@uhn.ca

Phone: 416 946 4525

Older Adults with Cancer Clinic

The Older Adults with Cancer Clinic (OACC) identifies the unique needs of older adults with cancer. The goal of the OACC is to help you maintain function, independence and quality of life as much as possible before, during, or after cancer treatment.

If you are receiving cancer care at Princess Margaret Cancer Centre or Mount Sinai Hospital, you can get referred to the OACC. You need a referral

from your physician (family doctor or specialist).

Once referred, you will have a consultation with a member of the OACC team. The team may speak to you about:

- Help with your cancer treatment decision making
- Falls or difficulty walking
- Your medications
- Nutrition and diet
- Memory and mood concerns
- Social supports
- How to manage personal care and other daily activities at home
- Bowel and bladder issues
- Fatigue
- Any other health issues you may need help with

At the end of the consultation, the OACC team will provide recommendations to you and your cancer care team.

Contact the Older Adults with Cancer Clinic

Location: 5th floor

Hours: Monday, 9 am to 12 pm

Thursday, 9 am to 12 pm

Friday, 9 am to 5 pm

Email: oacc@uhn.ca

Phone: 416 946 4501 ext. 3075



Palliative Care

Palliative care treats the whole person: body, mind and spirit. The Palliative Care team helps patients and families improve their quality of life when facing cancer. Palliative care is active, total care. Palliative care aims to prevent and treat pain and other physical symptoms. This care also addresses your mental, emotional, spiritual and social needs.

Palliative care can be helpful through all stages of illness. Early on, it can help make cancer treatments and side effects easier to manage. The program can also provide emotional and social support. At later stages, it can:

- Reduce suffering
- Help you carry on with daily life
- Help you plan for care at the end of life

Psychosocial Oncology

The Psychosocial Oncology Clinic can help you and your family maintain the best possible quality of life.

Counselling and Emotional Support

At the Psychosocial Oncology Clinic, the team includes:

- Social workers
- Psychiatrists
- Music therapists (for inpatients)
- Psychologists (for specific types of care)
- Clinical Nurse Specialists (for severe mental illness)

The team provides counselling and therapies to help you and your family:

- ✓ Cope with cancer
- ✓ Reduce stress
- ✓ Improve emotional well-being

The clinic offers many services to help you and your family while you are a patient at Princess Margaret Cancer Centre.

The staff are trained to help people facing cancer. They can help you and your family cope with the emotional distress of a cancer diagnosis and treatment. The clinic offers counselling for patients and caregivers, assistance in accessing community resources and medication for management of mood (if needed).

Income Support

The provincial and federal governments offer programs for financial (money) support to those who qualify. Princess Margaret Cancer Centre has created a booklet called **“Coping with Cancer: Financial Programs for Patients with Cancer and their Caregivers.”** In this booklet, you can find information about private options like workplace insurance, government programs, and how to apply. You can find this booklet in the Patient & Family Library (416 946 4501 ext. 5383). You can also get this booklet online by going to www.pmcanceranswers.ca and typing in **“Coping with Cancer: Financial Programs for Patients with Cancer and their Caregivers.”**

Discharge Planning

Discharge planning ensures you leave the cancer centre safely and at the right time. Discharge planning can also help arrange transfers to a different level of care. Social workers can help you with discharge planning along with the other members of your hospital cancer care team. This may include going home or a transfer to:

- A long-term care facility
- An inpatient rehabilitation (rehab) program
- A continuing complex care facility
- A palliative care unit

Resource Counselling

Resource counselling can help you:

- ✓ Make decisions about practical concerns
- ✓ Find your way through the health and community systems
- ✓ Arrange services you need at Princess Margaret Cancer Centre and the community

Child Care Support Services – The Magic Castle

The Magic Castle is a free of charge childcare support service for families of patients who are receiving care at Princess Margaret Cancer Centre. This service is for infants to children aged 12. Our Mothercraft Early Childhood Educator (Family Support Worker) engages in meaningful interactions with each child who attends the Magic Castle. They support each child's individual needs, strive for their well-being while considering the impact of cancer. The program allows children to engage and express themselves by making the Magic Castle their own safe place.

The Magic Castle is located on the main floor of the Cancer Centre in a beautiful area with natural light.

Contact the Magic Castle

Location: Main floor

Hours: Monday to Friday, 9 am to 4 pm

To register, phone: 416 946 4501 ext. 5157

Spiritual Care

Spiritual care is care of individuals, focusing on personal beliefs, core values, significant relationships, meanings, and behaviours around which we understand our lived experience. Spirituality refers to that part in each of us which seeks to find meaning and purpose in our lives.

Spiritual Care Practitioners are part of the health care team providing care to patients and families at UHN, as well as offering spiritual care to staff.

We offer you:

- An opportunity to explore the spiritual significance and meaning of illness, suffering, and life transitions
- An opportunity to express feelings and concerns
- Encouragement and solace
- Support for loss and grief
- Opportunities for prayer, meditation, and reflection
- Facilitation of religious or spiritual rituals when requested
- Support through one-to-one visit

When to ask for spiritual care

- In response to a request from a patient, family member, or friend
- When faith, spirituality, meaning-making, or all of these together, is obviously important
- When a patient, loved one, or staff member seeks a religious or spiritual ritual
- When a patient, their family members or everyone involved, is struggling with impending surgery, prognosis or diagnosis, death and dying, or significant loss
- When a patient or their family's spirit seems troubled
- When the treatment team requires a religious or spiritual assessment

of a patient

- When a patient is separated from or has few visible supports
- When a patient is close to death or has died
- When staff seek support to identify internal or external resources when faced with work place challenges

Contact a Spiritual Care Practitioner

Phone: 416 597 3014

Contact the Department of Supportive Care

Cancer Rehabilitation & Survivorship

Location: 2nd floor

Phone: 416 946 4501 ext. 2363

Fax: 416 946 4549

Palliative Care

Location: 5th floor

Phone: 416 946 2135

Psychosocial Oncology

Location: 5th floor

Phone: 416 946 4525



Drug Coverage and Financial Help

How Drug Coverage Works: A Guide to Your Drug Coverage Options

Knowing your drug coverage options as early as possible can help you plan ahead and prevent delays in your treatment. Use the chart on the next page to find out what you need to know before your doctor gives you a prescription.

How can a Medication Reimbursement Specialist help?

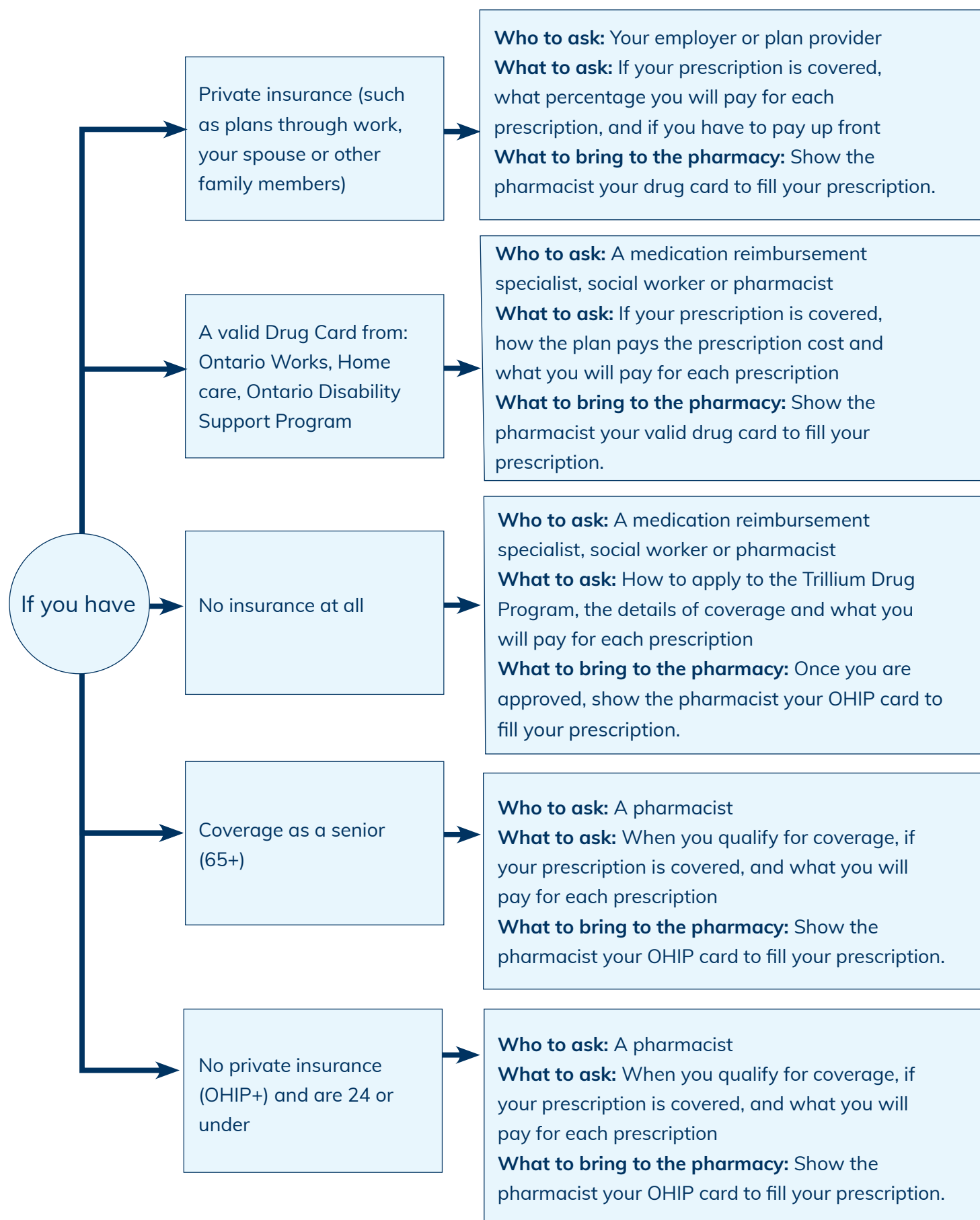
A Princess Margaret Medication Reimbursement Specialist is a drug coverage expert who can help you understand how your coverage works and what your options are. Make an appointment with a Medication Reimbursement Specialist if you need:

- Help knowing how your coverage works
- Advice on how to move forward with planning
- More information about patient assistance programs

Contact the Medication Reimbursement Specialist Office or Princess Margaret social workers with questions.

Type of Insurance You May Have

What You Need to Know



Contact a Medication Reimbursement Specialist

Medication Reimbursement Specialist Office

Hours: Monday to Friday, 9 am to 4 pm

Phone: 416 946 2830

Email: pmh-mrs@uhn.ca

Contact a Princess Margaret Social Worker

Psychosocial Oncology & Palliative Care

Location: 16th Floor, Room 718

Phone: 416 946 4525

(by appointment only)

Other Resources

Wellspring Money Matters Resource Centre

Wellspring's Money Matters Resource Centre gives patients access to individual financial counselling, and helps direct patients through government and agency income and support programs (by appointment only).

In person: Contact your local Wellspring centre at www.wellspring.ca

Website: www.wellspring.ca/mmonline

Trillium Drug Program

The Trillium Drug Program helps people who have high prescription drug costs but a low household income. It covers all drugs approved under the Ontario Drug Benefit (ODB) program. Learn how to apply online or through a Princess Margaret Cancer Centre Medication Reimbursement Specialist.

Phone: 416 624 3038 or 1 800 575 5386 (toll free)

Website: www.ontario.ca/page/get-help-high-prescription-drug-costs

You can also visit the Patient & Family Library for information about your drug coverage options.

ELLICSR Centre for Health, Wellness & Cancer Survivorship



ELLICSR

What is ELLICSR?

ELLICSR is a comfortable health, wellness and cancer survivorship centre. Visit ELLICSR in the basement level of the Toronto General Hospital (TGH).



ELLICSR is a place where you, your family members, friends and caregivers can:

- ✓ Get information on health and wellness
- ✓ Join a class or program
- ✓ Meet other survivors
- ✓ Sit and relax before or after your appointments

ELLICSR has:

- A Library with books you can borrow, a computer, and wireless Internet access
- A Teaching Kitchen where you can watch cooking demonstrations and learn how to cook healthy foods.
- A Gym where you can get moving and have fun with other cancer survivors



Come find out how you can be part of the ELLICSR community.

Directions

ELLICSR is on the basement level of Toronto General Hospital (TGH) in the Peter Munk Building. To get to ELLICSR, enter TGH through the University Avenue entrance (585 University Avenue, Toronto). Take the Munk elevators (near Starbucks) down to the basement level (B). Turn right to walk down the hallway. ELLICSR is ahead on your right hand side.

Contact ELLICSR

Location:

Toronto General Hospital
585 University Avenue
Peter Munk Building, Basement, Room B PMB 130

Phone: 416 581 8620

Hours: Monday to Friday, 8:30 am to 4:30 pm

To find out about programs at ELLICSR, pick up the monthly Cancer Education Classes Calendar from the ELLICSR Patient & Family Library at Princess Margaret Cancer Centre. You can also call 416 581 8620.

Ethics Services at UHN

Patients, families, and staff make difficult decisions every day. Sometimes, these decisions are difficult because they involve tricky ethical questions.

Some examples of tricky ethical questions are:

- Am I making the right decision?
- Is the patient receiving appropriate care?
- Should treatment be continued?
- Who has the right to make health care decisions for a patient when the patient is not able to make their own health care decisions?

An ethicist can help you think through these kinds of questions and decisions. An ethicist can help:

- identify ethical issues
- make ethical issues clearer
- explore care options
- set goals and plans
- mediate to assist groups or individuals when there is a difference of opinion or values about a particular patient care situation.

While an ethicist can offer guidance with regard to these questions, patients, families, and staff always make the final decision.

Who can request Ethics Consultation Services?

Anyone at UHN can request an ethics consultation, including patients, families and staff. An ethicist will speak with anyone a patient wishes to have involved in their health care. Ethics services are free and confidential (private).

Contact the Princess Margaret Ethicist

Hours: Monday to Friday, 8 am to 4 pm

Phone: 416 597 3422 ext. 3613

Genetic Testing Services

What is genetic testing?

Genetic testing is a blood or saliva (spit) test that looks for mutations in your genes. A mutation is a change in a gene that stops the gene from working as it should. Some gene mutations can also be passed from one generation to another and may be present in other members of your family. This is called hereditary (inherited) cancer.



How can genetic testing help me?

Genetic testing can help you:

- ✓ Know why you have cancer
- ✓ Decide your cancer care
- ✓ Know your risk of getting other cancers
- ✓ Make choices about cancer screening and risk reduction. Risk reduction means lowering your risk of cancer.

How can genetic testing help my family?

If you have a gene mutation, your family members may also have this gene mutation. If your family members have the gene mutation, their health care team may suggest changes to their cancer screening.

What if I have more questions about genetic testing?

Talk to your doctor if you have any questions about genetic testing. Your doctor can refer you to a genetic counsellor at the **Bhalwani Familial Cancer Clinic**. A genetic counsellor can speak with you and your family members about genetic testing.

Interpretation Services

Medical Interpreters

University Health Network (UHN) aims to make sure that all patients understand their health information. This includes patients with limited English proficiency or who are deaf, deafened and hard of hearing.

The Department of Interpretation and Translation Services at UHN offers professional medical interpretation (in person, video and phone interpreters) in over 150 languages.

Access to remote, phone or video interpretation is available at all UHN sites (including Princess Margaret Cancer Centre), 24 hours a day, 7 days a week. Access to in person interpretation is available Monday to Friday from 8:30 am to 4:30 pm.

If you need an interpreter, ask a cancer care team member to contact Interpretation Services for you.

Medical Imaging

The Joint Department of Medical Imaging (JDMI) is a joint effort between University Health Network (UHN), Women's College Hospital, and Sinai Health System.



Note that not all Medical Imaging tests are done at Princess Margaret Cancer Centre.
Know which hospital your test will take place at.

Medical Imaging tests offered through JDMI include:

- Breast Imaging
- Computed Tomography (CT) Scans
- General Radiography (X-Ray)

- Magnetic Resonance Imaging (MRI)
- Positron Emission Tomography (PET) Scans
- Ultrasound
- Many more

Be sure to arrive on time and follow the instructions you are given for your test. Contact your oncologist's office or clinic directly for questions about your appointment or how to prepare for your test.

For more information about your test visit: www.uhn.ca/JDMI.

Contact Medical Imaging

To ask about, change, or cancel your Medical Imaging appointment, phone:

- **Princess Margaret Main Booking Office (CT):** 416 946 2889
- **Princess Margaret Breast Imaging Booking Office (Breast, BMD):** 416 946 2988
- **Princess Margaret Prostate Centre Booking Office:**
416 946 4501 ext. 5180
- **Medical Imaging Central Booking Office (Ultrasound, Biopsy, Interventional, Nuclear Medicine):** 416 340 3384
- **MRI Booking Office:** 416 946 2026
- **PET CT Booking Office:** 416 946 4501 ext. 3172

Patient Relations

Patient Relations is available to support you through your experience at UHN. We want to hear your feedback. Contact Patient Relations if you have a:

- Question
- Complaint
- Suggestion
- Compliment

Patient Relations can speak with any patient, family member or visitor of UHN.

Contact Patient Relations

Email: patientrelations@uhn.ca

Phone: 416 340 4907

Pharmacy Services

The Princess Margaret Cancer Centre pharmacy consists of inpatient, daycare and outpatient services.

Pharmacists are medication experts that can:

- ✓ Check medication orders to make sure they are correct for you
- ✓ Make sure your medicines are safe to take with each other
- ✓ Teach you about your medicines and how to take them



- ✓ Help you manage medication side effects
- ✓ Answer questions about medicine ranging from drug coverage to herbal products
- ✓ Give vaccines such as the flu shot to you and your family members
- ✓ Offer counselling and prescribe medicine to help you quit smoking (see pages 112 -115)

Contact the Pharmacy Services

Phone: 416 946 2000

Ask for the right department or personnel as required:

- **Inpatient pharmacy:** For inpatients who have questions about their treatment while staying at Princess Margaret Cancer Centre
- **Daycare pharmacy:** For patients receiving chemotherapy from chemo daycare
- **Outpatient Pharmacy:** For questions about your take home medicines (located on the main floor of Princess Margaret Cancer Centre, at the University Ave entrance)
- **Drug Information Pharmacist:** For drug specific questions
- **Medication Reimbursement Specialist:** For questions regarding drug coverage

Physiotherapy Services

Physiotherapy Services are available in the inpatient units. If you have mobility problems as a result of your treatment, speak to your nurse or a doctor about physiotherapy.

A physiotherapist can:

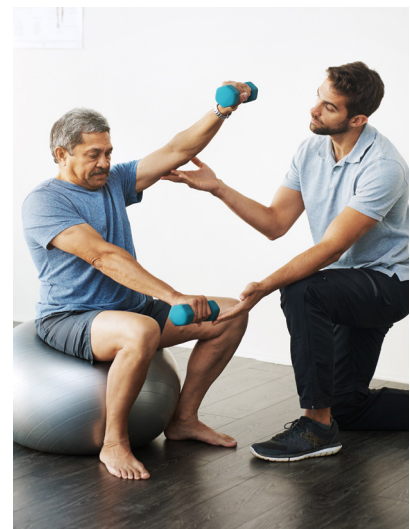
- ✓ Assess and give advice on movement, stretching, and strengthening
- ✓ Give tips to relieve common side effects of surgery and treatment.

Examples of these side effects are:

- Numbness
 - Feeling of tightness or “pulling” on movement
 - Poor balance
 - Changes in posture
- ✓ Provide information about exercise and activity guidelines, and recommend walking aids
 - ✓ Help provide access to personal assistive devices for any needs you have that are a result of your cancer or treatment (physiotherapists are Assisted Devices Program Authorizers)
 - ✓ Refer you to a specialized rehabilitation program to arrange more physiotherapy follow-up sessions, if needed

If you are an outpatient (you are not staying at Princess Margaret Cancer Centre overnight) you may be able to consult with a physiotherapist both during and after treatment at the Cancer Rehabilitation and Survivorship (CRS) Program.

You will need a referral from your doctor for these services. You can also visit a physiotherapist at a clinic in the community.



Princess Margaret Caregiver Education, Support & Skills Program

Are you a caregiver to a person with cancer?

The Princess Margaret Caregiver Education, Support & Skills Program is a free online program designed to help you:

- Understand the basics of cancer and treatment
- Learn skills to help the patient you care for
- Cope with the task of caregiving
- Access support resources at Princess Margaret and in the community

The Caregiver Program has many types of resources, including:

- Websites
- eLearning modules
- Brochures and pamphlets
- Animations
- Videos and interviews
- Audio

Visit the free, online Princess Margaret Caregiver Support, Education & Skills Program to learn more: www.PMCaregiver.ca

Princess Margaret Lodge

The Princess Margaret Lodge is a place to stay for out of town Princess Margaret patients getting treatment. Treatment includes chemotherapy, radiation therapy, imaging, consults, follow-ups and/or stem cell transplant. The Lodge offers



shared twin rooms, meals, and transportation to Princess Margaret Cancer Centre appointments at a low cost. Family members can stay at the Lodge with you, if space permits. There is a fee for family members who stay at the Lodge.

The Lodge is open on weekends. Note that rooms are not locked and you are advised not to bring valuables while staying at the Lodge. Talk to your cancer care team to learn how to register. A Booking Request Form will need to be submitted to the Lodge by your cancer care team if you are planning to stay at the Lodge during your treatment

Eligibility

To stay at the Princess Margaret Lodge, you must be:

- At least 17 years old
- Referred to the Lodge by a member of your cancer care team
- Able to manage your own personal care and medicines
- Able to attend appointments at Princess Margaret Cancer Centre on your own
- Able to walk up and down at least one flight of stairs without help
- Getting cancer treatment or attending appointments such as chemotherapy, radiation therapy, imaging, consults, follow-ups and/or stem cell transplant
- Living outside the Greater Toronto Area (GTA). The GTA includes Toronto, Mississauga, Brampton, Richmond Hill, Vaughan, Markham

Check-in Hours

- Monday to Thursday, 8 am to 8 pm
- Friday, 8 am to 5 pm
- Sunday, 12 pm to 8 pm

Transport to Princess Margaret Cancer Centre & Sunnybrook Health Sciences Centre

A free shuttle bus runs between the Lodge, Princess Margaret and Sunnybrook Monday through Friday during regular clinic hours. The shuttle schedule is available at the Lodge and on the UHN website.

Meals

If you stay at the Lodge, you are given 3 meals a day, Monday to Friday. These meals are included in the Lodge fee. Note that there is no meal service available on weekends or holidays.

Contact The Princess Margaret Lodge

Location: 545 Jarvis Street, Toronto, ON M4Y 2H8

Phone: 416 413 7414 ext. 8110

Email: pmlodge@uhn.ca

Princess Margaret Patient & Family Library

The Patient & Family Library is here to help you, your family and friends, staff and community members find reliable and up-to-date information about cancer.

Knowing this information can help you:

- ✓ Make informed health decisions
- ✓ Maintain healthy habits
- ✓ Better cope with your diagnosis and treatment

Library services are free and health information is available in multiple languages.

The Patient & Family Library can help you and your family:

- ✓ Find online and printed information about:
 - Cancer
 - Diagnostic tests (for example, biopsies)
 - Treatment options
 - Managing side effects
 - Recovery
 - Well-being
- ✓ Find free health education programs, social and emotional supports and wellness groups at Princess Margaret Cancer Centre and in your community.

The Patient & Family Library loans out resources about cancer to patients and their families. Resources include books, DVDs, and eBooks.

Anyone can borrow resources. You must show a valid piece of identification (ID) with your name and current address to register and borrow resources.

Patient Education Pamphlets

The Patient & Family Library has a very large number of free pamphlets and booklets on many types of cancer, health topics and support services. All resources in the library have been chosen to meet the needs of patients and family.

The Patient & Family Library has a list of up-to-date cancer websites and apps that have been approved by the Patient & Family Librarian. Pick up the list at the Princess Margaret Patient & Family Library.

The resources provided by the library should not replace a visit with your cancer care provider.

Information in Other Languages

Library staff will help you find health information and resources in any language.

Computers Available for Patient Use

Computers are in the Patient & Family Library for patient use. You can use the computers for personal use to connect with family and friends, to check the Patient Portal to see your appointments and test results and to browse for information about your health and other needs related to your hospital visit.

Patient iPad Lending Program

iPads are available for patients and families to use while waiting for an appointment or during a stay at one of the inpatient clinics at Princess Margaret Cancer Centre. The Patient iPad Lending Program is made possible thanks to a generous donation.

What can I do with an iPad?

Borrow an iPad while you are at Princess Margaret Cancer Centre to:

- Search for health information
- Listen to music
- Read an e-book
- Catch up on emails
- And more!

How can I borrow an iPad?

You can borrow an iPad from Monday to Friday, 9 am to 4 pm. To borrow an iPad, call 416 946 4501 ext. 5383 or visit the Patient & Family Library on the main floor.

Cancer Education Class Calendar

There are two types of online classes that you can take: **live instructor-led classes**, and **self-directed classes** that you complete at your own pace. For all online classes, you will need a device with Internet access (such as a computer, smartphone or tablet).

These classes offer support and guidance at diagnosis, during treatment and after treatment. Classes are for patients, friends and families.

See the monthly calendar for times and dates of the sessions. Pick up a monthly calendar from:

- your clinic
- the Patient & Family Library

To access self-directed classes any time, visit www.PMCancerClasses.ca. There are many classes available that cover these topics and more:

- Chemotherapy
- Radiation Therapy
- Allogeneic Stem Cell Transplant
- Smoking Cessation
- Cancer-Related Brain Fog
- Cancer-Related Fatigue
- Adult Cancer Survivorship
- Lymphedema Management

Contact the Princess Margaret Patient & Family Library

Phone: 416 946 4501 ext. 5383

Hours: Monday to Friday, 9 am to 4 pm

Regional Indigenous Patient Navigator



If you identify as First Nations, Inuit or Métis and are coming to Princess Margaret Cancer Centre for treatment, there are unique supports and team members available to help you.

The Regional Indigenous Patient Navigator helps patients and families in the cancer system who identify as First Nations, Inuit or Métis.

The Indigenous Patient Navigator is here to help:

- Answer questions about what to expect with upcoming appointments or tests
- Support a patient at clinic visits (attends with patient and family)
- Introduce a patient to health care providers
- Find more information about cancer and treatment
- Connect a patient and family with spiritual support, as well as support in the community
- Assist with applications for financial and transportation services
- Advocate with and for a patient and family to equitably and rightfully conduct ceremonial practices and alternative options as expressed by the patient and family. Some examples are: smudging, cedar bath, pipe ceremony, qulliq/kudlik.

If you have questions, contact the Regional Indigenous Patient Navigator.

Contact Information

Phone: 647 309 1794 (Toronto Region)

If you live outside of Toronto, visit the Cancer Care Ontario website to find the Indigenous Navigator in your region.

<https://www.cancercareontario.ca/en/find-cancer-services/aboriginal-navigators>

Sexual and Gender Diversity in Cancer Care (SGDc)



The Princess Margaret Cancer Program takes pride in caring for patients who identify as 2SLGBTQIA+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual and (+) any gender identities or sexual orientations not included in this acronym) and their chosen families.

We understand that people use many words to describe sexual orientation and gender identity. The term we use to include all diverse expressions of gender identities and sexual orientations is Sexual and Gender Diversity (SGD).

The SGDc Program will work with you to understand:

- Your unique situation
- What is most important to you
- What could be helpful to you, your caregivers, and your chosen family

We are here to:

- ✓ Support you
- ✓ Provide an inclusive care experience
- ✓ Identify the ways your identity can be a positive influence in dealing with cancer
- ✓ Help you navigate the systems and challenges along your cancer journey

Contact the SGDc Program

Email: SGDc@uhn.ca

Phone: 416 946 4501 ext. 4728

Website: <https://bit.ly/SGDc-PM>

Smoking Cessation

For Patients Who Smoke: Quit Smoking to Get the Best from Your Cancer Treatment

Did you know that quitting smoking can help your treatment work better? When you quit smoking during your cancer treatment you will:

- ✓ Help your body respond to treatment better
- ✓ Help your body heal faster after treatment
- ✓ Improve some of your side effects
- ✓ Lower your risk of your cancer coming back
- ✓ Lower your risk of getting a second cancer

How can quitting smoking help your treatment?

- If you are having surgery, quitting smoking lowers your risk of infections. Quitting smoking can reduce complications during or after surgery.
- If you are getting radiation therapy, quitting smoking can help reduce side effects. When you smoke, the oxygen levels in your blood are lower. Radiation therapy works best when your blood oxygen level is normal.
- If you will be getting chemotherapy, quitting smoking can make chemotherapy drugs work better. Cigarette smoke has over 7000 chemicals and some of those can make chemotherapy drugs less effective.

Quitting smoking and tobacco can be hard, but the benefits start right away and can last a long time.

Get the support you need to help you quit smoking

Using both counselling and medicine works and can increase your chance of success.

UHN Outpatient Pharmacies

You can ask for help from a UHN pharmacist to quit smoking. Services include in person, telephone or email consults using tools, counselling and medicines (if needed) to help you quit. Tell your cancer care team if you are trying to quit. There are three outpatient pharmacies at UHN that you can choose from.

Princess Margaret Cancer Centre Outpatient Pharmacy

Location: 610 University Avenue Main Floor - Room M633

Phone: 416 946 6593

Toronto General Hospital Outpatient Pharmacy

Location: 585 University Avenue, 1st Floor Norman Urquhart Wing, Room 2

Phone: 416 340 4075

Toronto Western Hospital - Shoppers Drug Mart

Location: 399 Bathurst Street Atrium, Main Floor

Phone: 416 603 5686

Nicotine Dependence Clinic at CAMH

The Nicotine Dependence Clinic offers a variety of tobacco cessation treatment services delivered by a team of medical, nursing, pharmacy, social work and addiction therapy professionals. The services include individual assessment, group counselling, consultation on nicotine replacement therapy and cessation medication such as Zyban (bupropion) and Champix (varenicline).

Location: 1025 Queen Street West Toronto ON, M6J 1H1

Phone: 416 535 8501 ext. 2

Hours: 9 am to 5 pm (Monday to Friday)

Website: www.nicotinedependenceclinic.com

Health811 Ontario

Health811 Ontario's Smoking Cessation Program provides telephone support to help you quit smoking. Care Coaches provide smoking cessation support and coaching 24 hours a day, 7 days a week. Call the toll-free number if you want to quit smoking.

Health Connect Ontario's Smoking Cessation Program

Phone: 1 866 797 0000

For more information to help you quit smoking and using tobacco:

Quit Smoking to Improve Your Cancer Treatment (eLearning)

Access a 5-minute eLearning course about how quitting smoking improves your cancer treatment.

Website: www.theprincessmargaret.ca/quitsmoking

Smokers' Helpline Online Quit Program, Canadian Cancer Society

Sign-up at www.smokershelpline.ca to find a community of quitters and Quit Coaches to help you quit smoking. Visit their website for online support and resources including a personal Quit Plan, tailored e-mails and other online services.

Talk Tobacco, Indigenous Quit Smoking and Vaping Support, Smokers' Helpline Online Quit Program

Talk Tobacco is a free confidential program offering culturally appropriate support and information about quitting smoking, vaping, and commercial tobacco use to First Nations, Inuit, Métis, and urban Indigenous communities. Sign-up at www.smokershelpline.ca/talktobacco/home for free and personalized services to help you quit smoking.

Phone: 1 833 998 TALK (8255)

Princess Margaret Patient & Family Library

Visit the library to ask for more information about how to quit smoking or using tobacco.

Location: 610 University Avenue

Phone: 416 946 4501 ext. 5383

Princess Margaret Cancer Answers

Cancer Answers provides high quality cancer information that you can trust. Search for more information about how to quit smoking or using tobacco.

Website: www.pmcanceranswers.ca

Quitting smoking is one of the best things a patient can do to help their cancer treatment.

Speech Language Pathology

Speech Language Pathologists (SLPs) are health care professionals who assess, manage and educate patients and caregivers about swallowing and communication difficulties. These difficulties may happen because of your cancer or side effects from your cancer treatment. You may meet a SLP at any point in your cancer journey.

SLPs may be involved in your care if you have any of these swallowing problems when eating or drinking:

- coughing or clearing your throat
- “gurgly” or a wet sounding voice
- food sticking in your mouth or throat
- needing extra liquid or swallows to get food down
- trouble chewing
- liquid or food coming “back up” through your nose
- difficulty opening your mouth fully
- taking a long time to complete a meal

Tell a member of your health care team if you have any of these problems. You will need a referral from your doctor for SLP services.

Contact Speech Language Pathology

Hours: Monday to Friday, 8:30 am to 4:30 pm

Phone: 416 946 4501 ext. 2654

Staxi Chairs (wheelchairs)

Staxi chairs are available for use during your visit to Princess Margaret Cancer Centre. You can find a Staxi chair at both hospital entrances:

- Murray Street entrance
- 610 University Ave Entrance

Use of the Staxi chair requires a \$1.00 deposit. When you return the Staxi chair to either entrance, your \$1.00 will be returned to you.

Many people need to use a Staxi chair, but there are a limited number of them. Please return the Staxi chair when you are finished so someone else can use it.

Ask a staff member if you need help to access a Staxi chair.

Urgent Care Clinic

The Al-Hertz Urgent Care Clinic (UCC) provides care to complex and very ill Princess Margaret patients. The goal of the UCC is to reduce patient visits to the emergency department and reduce hospital admissions.

The UCC does not accept drop-ins or referrals from family doctors. Only Princess Margaret health care staff can refer patients to the UCC.

Contact the Urgent Care Clinic

Location: 2nd floor, Room 636

Hours: Monday to Friday, 9 am to 8 pm

Phone: 416 946 4501 ext. 4733

Procedure Clinic

The Procedure Clinic sees patients who need the following procedures:

- Paracentesis
- Thoracentesis
- Diagnostic and therapeutic lumbar puncture
- Hickman catheter central line removal
- Bone marrow biopsy

The Procedure Clinic does not accept drop-ins or referrals from family doctors. Only Princess Margaret health care staff can refer patients to the Procedure Clinic.

Contact the Procedure Clinic

Location: 2nd floor, Room 636

Clinic Hours: Monday to Friday, 9 am to 5 pm

Phone: 416 946 4501 ext. 3942

Wig Salon & Accessories Boutique

The Wig Salon & Boutique can help you in a supportive, private setting. As cancer treatment often changes how you look due to hair loss or cancer surgery, the Wig Salon staff and a Certified Fitter are here to support you through this time.

This boutique also offers many medical garments and accessories to support breast cancer patients in their treatment and recovery journey including:

- Post-surgical bras and camisoles
- Breast prostheses and shapers
- Breast care apparel
- Truncal lymphedema and other compression garments



Before starting treatment, you may want to start searching for a wig, hair alternatives (scarves, hats and wraps) or post-surgical products (compression bras, sleeves and stockings). This gives you time to find a qualified wig specialist or certified medical garment fitter you feel most at ease with. For example, during your wig search you may want to bring a favourite photo of yourself. You can also ask a family member or friend to help you visit the Wig Salon & Boutique. They can give you support and a valuable second opinion. When you choose, take your time to decide. Make

sure to choose a wig or medical garment that suits your lifestyle needs.

NOTE: For hygiene purposes sales are final.

Good to Know

Some insurance companies provide coverage for a “hair prostheses.” Get a prescription from your doctor for a wig if your insurance provides this coverage. If you do not have coverage through your insurance, you are able to claim the cost of the wig when you file your income tax (as a health expense). You will get a refund for a portion of the cost of the wig. Call 416 946 6596 to arrange for a free, private consultation with a wig specialist. Note that there is a charge for wigs, hats and accessories.

Some private and provincial insurance plans provide coverage for surgical bras, breast prostheses and compression garments that are prescribed for certain medical purposes, such as the Assistive Devices Program (ADP) in Ontario. Get a prescription from your doctor for the appropriate medical garment or breast prostheses to learn if your insurance provides this coverage. If you do not have coverage through insurance, you are able to claim the cost of these medical devices when you file your income tax (as a health expense). You will get reimbursed for a portion of the cost of the medical garment or breast prostheses.

Contact the Wig Salon & Accessories Boutique

Location: 3rd Floor, Room 642

Phone: 416 946 6596

360° Clinic Tours

Before you come to Princess Margaret Cancer Centre, you can tour the clinic spaces online. The Princess Margaret Online 360° Clinic Tour is a series of 360° images. This will let you see the clinics and the other nearby areas before you visit Princess Margaret Cancer Centre. These clinic tours were designed to make you and your family feel more comfortable and less nervous when visiting Princess Margaret Cancer Centre for the first time.

You can view the 360° tour by visiting the Princess Margaret Cancer Centre website. Search for the clinic you will visit – the 360° tour for the clinic will be on the clinic's webpage.

Recommended Websites for Information and Support

The following websites offer various resources that may be helpful to you and your family.

 = Canadian website

American Cancer Society

www.cancer.org

The American Cancer Society is a US health organization. Their website provides current information, new cancer treatment news, and detailed information on many different types of cancers.

American Institute for Cancer Research Online

www.aicr.org

The American Institute for Cancer Research is a leading charity in the field of diet, nutrition and cancer prevention. The information found here could help you reduce cancer risk for you and your family.

BC Cancer

www.bccancer.bc.ca

This website offers helpful information for patients, caregivers, and their families. There is a section on Complementary & Alternative Therapies that may be especially useful.

Canadian Cancer Society

www.cancer.ca

The Canadian Cancer Society (CCS) is a national community-based organization of volunteers. The French and English website offers information on types of cancer and support services. View recent news articles or statistics or link to the CCS provincial websites.

Cancer Care Ontario

www.cancercareontario.ca

Cancer Care Ontario (CCO) is the Ontario government's leading adviser on cancer issues. This French and English website offers information about:

- Prevention and screening
- Research
- Treatment
- Supportive care, and more

CancerConnection.ca by the Canadian Cancer Society

www.cancerconnection.ca

CancerConnection.ca is an online community for anyone facing cancer. You can post messages on the discussion board, respond to what others have written, add pictures, start a personal journal and speak with other cancer survivors and caregivers. To register for this online community, complete the registration on their website.

National Cancer Institute

www.cancer.gov

This service from the National Cancer Institute in the US provides up-to-date information on cancer. You can find information here on:

- Types of cancer
- Treatment
- Clinical trials
- Genetics
- Causes
- Risk factors
- Prevention
- Testing
- Coping, and more

Oncolink

www.oncolink.org

Oncolink was founded in 1994 by the University of Pennsylvania. This website provides information about specific types of cancer, updates on cancer treatments, news about new research, and more.

Princess Margaret Cancer Answers

www.pmcanceranswers.ca

Princess Margaret Cancer Answers is a search engine designed for cancer patients. It can help you find trusted health information from Princess Margaret and other organizations around the world.

University Health Network – Health Information

www.uhnpatienteducation.ca

This website offers health information from the hospitals of the University Health Network. The “Health Information” section allows you to search for information by topic, body part or system, type of treatment, and get information in other languages.

211 Ontario.ca

www.211Ontario.ca

211Ontario.ca gives you information about community, social, health and government services in Ontario. This website provides accurate and up-to-date information about:

- Child care
- Language classes
- Job searches
- Housing
- Emergency shelters
- Services for persons with disabilities
- Home support
- Legal help
- Financial help and much more



The Princess Margaret Cancer Foundation

For more than 70 years, The Princess Margaret has been lighting the way forward through discovery, illuminating new paths in cancer diagnostics, research and exceptional care. The Princess Margaret Cancer Foundation is committed to transforming cancer outcomes. Together with a world-renowned team of doctors, researchers, scientists, donors, sponsors, event participants and volunteers, we Carry The Fire to give cancer patients everywhere brighter tomorrows.

There are many ways to support The Princess Margaret, such as purchasing a Home Lottery ticket, participating in one of our many annual events, supporting an event team or participant, leaving a gift in your Will, or becoming a monthly donor. However you choose to support and give back, all efforts lead to the same finish line: creating a world free from the fear of cancer.

Honour Your Cancer Hero

One of The Princess Margaret Cancer Foundation's fundraising programs, Honour Your Cancer Hero, gives Cancer Centre patients the opportunity to recognize the staff members who have gone above and beyond for them. Our talented staff and volunteers are frequently recognized by patients for their empathy and expertise during their treatment.

If someone at the Cancer Centre has made a difference in you or a loved one's cancer journey, you can honour them by donating to The Princess Margaret through this program. They will receive your note of appreciation and a small pin to display your recognition.

For more information, go to <https://thepmcf.ca/ways-to-give/hero/>



For more information about The Princess Margaret Cancer Foundation, scan the QR code on the left.

The Cancer Journey resources are made
possible with funding from

The Princess Margaret
Cancer Foundation  **UHN**