



# Welcome

## Walker Family Cancer Center Orientation

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# Indigenous Land Acknowledgment

As part of our continued commitment to diversity, equity and inclusion, we would like to share our updated organizational Indigenous Land Acknowledgment that was developed in partnership with local Indigenous partners:



Niagara Health is honoured to provide care on lands where Indigenous Peoples have lived for thousands of years with their own unique cultures, identities, traditions and languages. These lands are steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, the Anishinaabe and the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit peoples from across Turtle Island who live and work in Niagara today.

We are committed to listening and learning more about the history and current experiences of Indigenous Peoples and acknowledge our responsibility to take meaningful action towards reconciliation in the healthcare system.

# Hospital Privacy Policy

Use of photography,  
video/audio devices  
not permitted.



To protect the privacy of all patients, visitors and staff, the use of cameras or video/audio recording devices is not permitted on hospital property without prior written consent.

**Thank you for your cooperation.**

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# Virtual Learning Etiquette

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- Be respectful of everyone's privacy
  - Use first name & first initial of last name only
- Avoid talking about diagnosis and treatment details
- Mute your microphone when not speaking
- Raise a “hand” when you have a question
- It is ok to keep your camera off



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## Patient and Family Bill of Rights

**As a partner in your healthcare, your participation is important.**

### We need you to:

Be an active participant in your own care.

Ask questions until you believe you have all of the information you need to make informed healthcare decisions.

Partner with us in developing a safe and timely discharge plan.

Provide accurate personal health information to inform your healthcare team.

Respect staff and physicians according to Niagara Health's Code of Conduct.

Understand Niagara Health will not tolerate verbal or physical abuse of staff, physicians, patients or visitors.

Consider that the needs of other patients may sometimes be more urgent than your own and that we are doing our best to meet everyone's needs.

Choose someone in advance to act or make decisions for you, should the need arise.



**Niagara Health will work with you to provide:**

- Safe, Quality Care
- Respect and Dignity
- Meaningful Communication
- Empathy and Compassion
- Person-Centred Care
- Valued Care Team



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# WFCC Orientation

Preparing for your first appointment




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## What will you learn?

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- General information about the Walker Family Cancer Centre (WFCC)
- Clinic team members who can support you
- Cancer and supportive care resources
- Virtual tour



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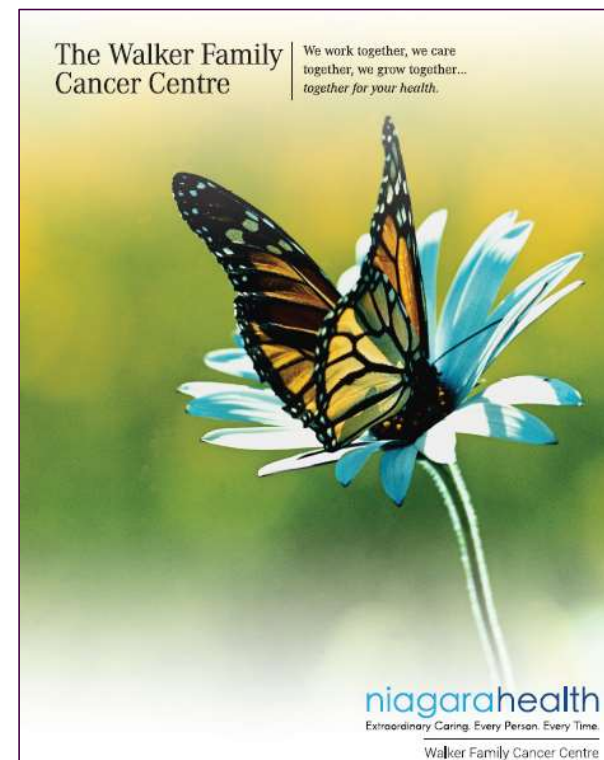


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- You will be given a folder with helpful information
- Bring your folder to each visit
- Ask to review the information
- Some resources may be e-mailed



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# Where do I get information?

- Your Team
  - Oncologist (Cancer Doctor)
  - Nurse
- Internet
  - Reliable websites  
(eg. Canadian Cancer Society,  
Cancer Care Ontario)



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## Making Contact

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- Main Clinic: 905-682-6451
- Available Monday to Friday between 8:30am – 4:30pm
- Urgent calls will get a call back first
- Let us know if it is ok to leave you a message



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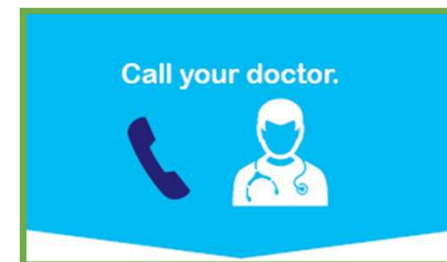
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## Need help before your first appointment?

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- Call your family doctor for routine care
- Call your surgeon if it is related to surgery
- Call 911 if it is an emergency



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## Need a family doctor?

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- Call Health Care Connect  
1-800-445-1822



- Call Niagara Health Information Line (for local physicians)  
905-378-4647 x 44773



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# What do I do when I get to WFCC?

- Screening
  - Visitor policy
  - Masks are available
- Check in at Patient Registration on Level One
  - Bring your health card
  - Update your contact information
- For your first appointment
  - Bring an up-to-date medication list
  - Bring your Self-Reporting History form



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- Check for your name on armbands and papers

- Wash your hands often
- Ask for help if you feel weak, dizzy or short of breath



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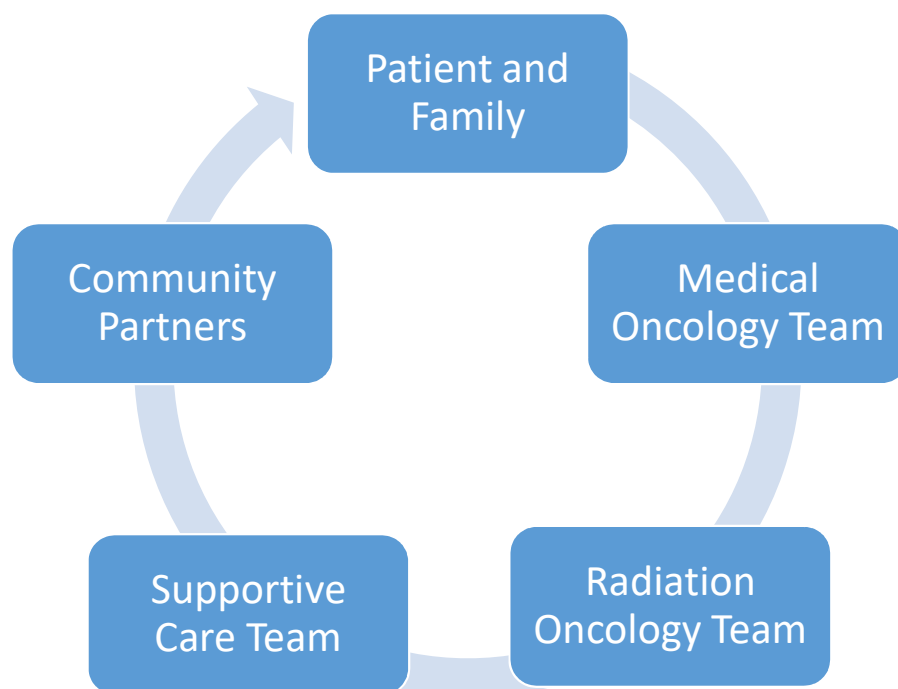


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# Who is my team?



- Your team is everyone involved in your care
- The members of your team can change if your needs change
- You will see the same health care professionals when possible



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# What treatments are offered at WFCC?

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## Systemic Therapy

Chemotherapy  
Biotherapy  
Immunotherapy  
Hormonal therapy

## Radiotherapy

## Clinical Trials

Your team will help you decide on the best treatment plan for you



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- Body – physical health
- Mind – mental health
- Spirit – emotional health



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## Tell us your symptoms so we can help

- Complete the symptom assessment online before each doctor visit
- Instructions are at the top of your appointment slip
- It tells us how you are feeling
- Have your health card ready
- Ask your team if you need help



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- You will be asked to rate your symptoms on a scale from **0 to 10**

Progress : 0 %

## Your Symptoms Matter - General Symptoms Pain

Please select the number that best describes how you feel **NOW**:

😊 No Pain

😞 Worst Possible Pain

0	1	2	3	4	5	6	7	8	9	10
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# How am I feeling?

## Take care of your emotional health

- Social Work
- Spiritual Care
- Psychotherapist



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# Indigenous Patient Supports

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Cancer care: the journey brings with it  
many questions and concerns.

Where to start?  
Pay for treatment?  
My traditions?  
So many doctors?  
Chemotherapy?  
Radiation?  
Help at home?

What does this all mean for my family?

The Aboriginal Patient Navigator  
can help you to:

- get started on the journey and move through the healthcare system
- communicate your needs with doctors and nurses
- understand the medical language of cancer
- arrange language and cultural translation services
- connect you with traditional Aboriginal healers and elders
- understand your Health Benefits



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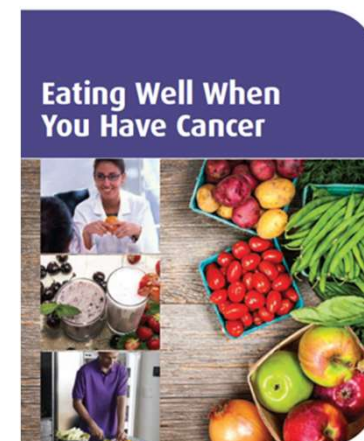
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- Proper nutrition can help keep you healthy during treatment, and combat side effects and illness
- Resources for general information:
  - Eating Well When You Have Cancer (Canadian Cancer Society website or print version)
  - Canada's Food Guide



- Here to help if you have problems eating during cancer treatments
- Your nurse or doctor may refer you to the WFCC dietitian
- For non-cancer related nutrition questions, you can call **Health811** to speak with a dietitian (dial **811**)



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- Patients are expected to arrange their own transportation to and from the WFCC
- A brochure of resources is available



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### Paid parking options:

- Hourly rates
- Day passes
- Monthly passes
- Multi-day H pass

### For more information:

- Refer to parking info slip in your folder
- Call 1-888-783-7275



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# FOOD ALLERGIES



*No mangoes or  
cashews allowed*



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### **Avoid wearing:**

- × Perfume
- × Aftershave
- × Any scented products



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- Do you have your next appointment?
- Do you have any requisitions (slips) for any tests you need?
- Do you have your prescriptions?



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# Community Resources



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### **HOME AND COMMUNITY CARE SUPPORT SERVICES**

Hamilton Niagara Haldimand Brant

Treatments:

- Medications, Intravenous (IV) therapy, dressing changes

Services:

- Physiotherapy, Occupational therapy, Nursing, Personal Support Workers



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- Peer Support
- Coping Skills
- Expressive Arts Programs
- Support Groups
- Financial Programs
- Health Restoring Programs
- Nutrition
- Education



[wellspring.ca/niagara](https://wellspring.ca/niagara)



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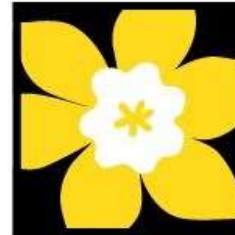
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- Cancer Information Service
- Online community: [CancerConnection.ca](https://cancerconnection.ca)
- Community Services Locator

- Wheels of Hope



**Canadian  
Cancer  
Society**



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- Help to quit smoking
- Oncology (cancer) medications in stock
- Mastectomy products
- Lymphedema services
- Medical supplies and skin care products
- Ostomy supplies
- Specialty dressings



Located in the St. Catharines Hospital



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# Virtual Tour



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# Entrance

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# Where do I go?

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The Registration Clerk will direct you to the proper place:

## Level 1

- Radiation Therapy or Supportive Care

## Level 2

- Clinic or Systemic Therapy



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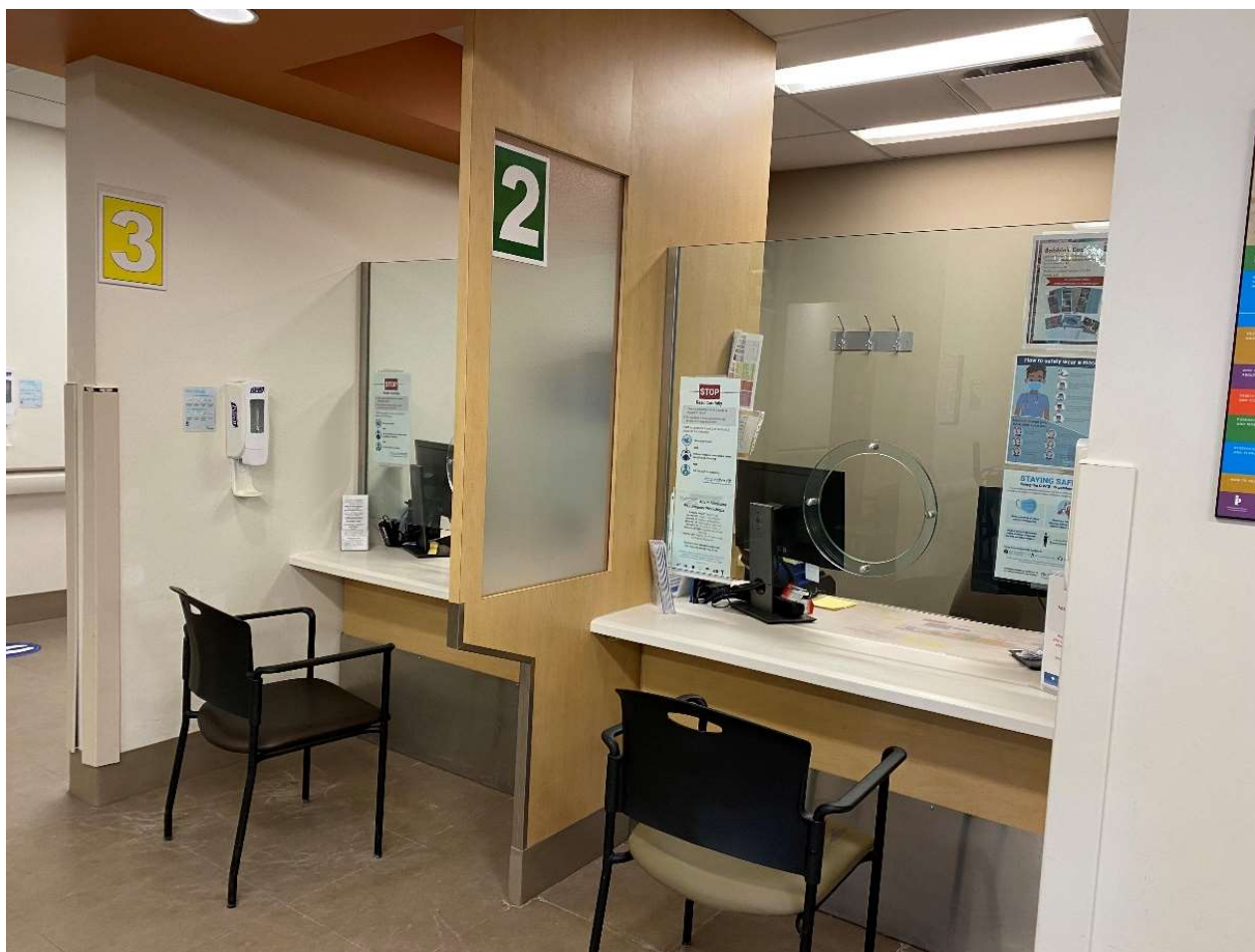


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## Registration

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## Waiting Area

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## System Therapy Suite

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## Radiation Treatment Suite

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# Radiation CT Simulator

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# Patient Education Landing

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# Questions?

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