

niagarahealth

Extraordinary Caring. Every Person. Every Time.

Welcome

Walker Family Cancer Centre Orientation





What will you learn?

- General information about the Walker Family Cancer Centre (WFCC)
- How the Patient Education Binder can help you
- Clinic team members who can support you





Partnering with Patients

Niagara Health is:

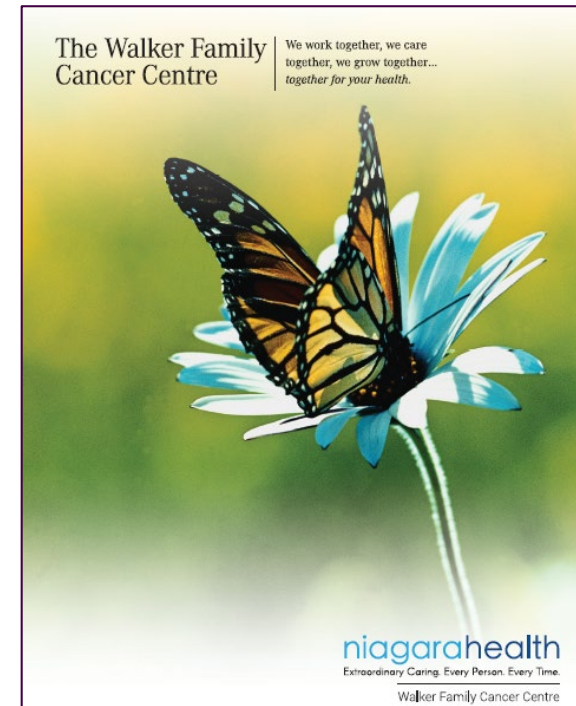
- dedicated to providing compassionate and sensitive care
- committed to working with patients, families and alternative decision-makers to deliver quality patient care





Patient Education Binder

- You will be given a binder with helpful information
- Bring your binder to each visit
- Ask to review the information when you need to





Walker Family Cancer Centre

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

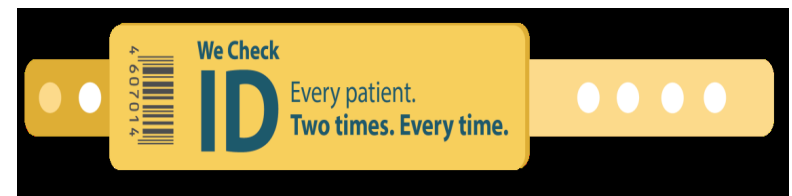




Your safety is top priority

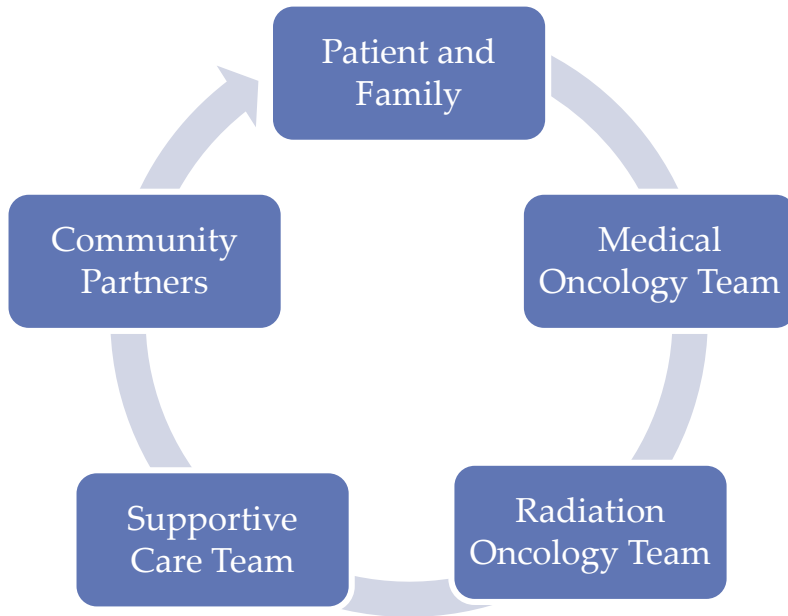
Let's work to keep everyone safe

- Check for your name on armbands and papers
- Wash your hands often
- Ask for help if you feel weak, dizzy or short of breath





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

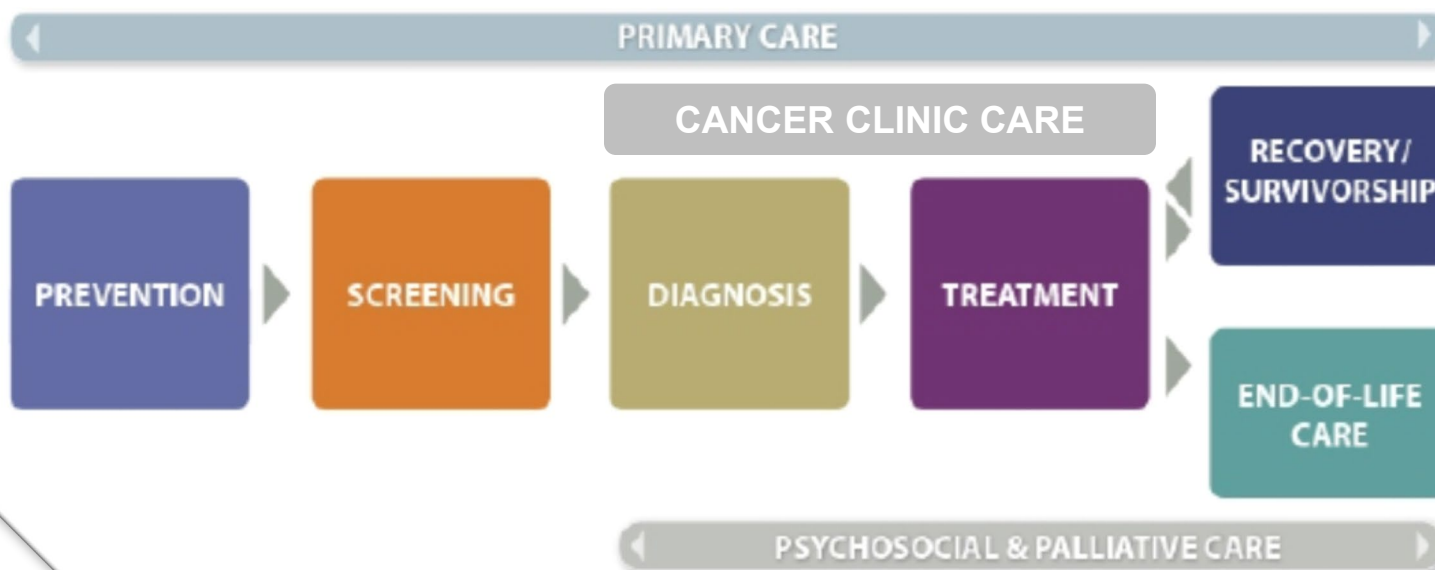




How cancer patients are cared for

The cancer journey

Better cancer services every step of the way





Need a Family Doctor?

Call 905-378-4647 extension 44773

Niagara Health – list of doctors taking new patients

Health
Care
Connect

Looking for a family doctor?

ontario.ca/healthcareconnect



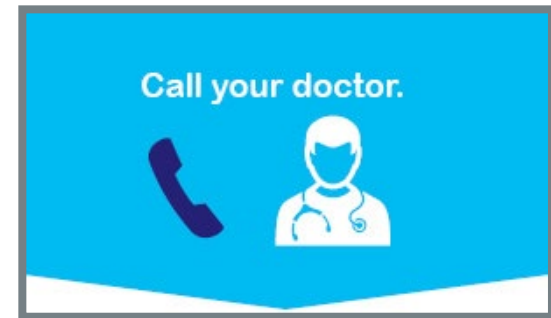
**Call
1-800-445-1822**





Need help before your first doctor's appointment at WFCC?

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





Medical Records

MyChart™

Connecting **YOU** to YOUR health record



Visit healthrecordsonline.ca/register

- Register for **MyChart** to access your hospital records for free
- You can also get records from Health Information Management (HIM) at Niagara Health
 - Please check with HIM about fees for records





If you self-identify as Aboriginal or have Aboriginal ancestry and you have cancer

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?



905-387-9711 ext. 63312



klodtdee@HHSC.ca



Or ask your family physician to refer you

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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Cancer

Where do I get information?

- Your Team
 - Oncologist (Cancer Doctor)
 - Nurse

- Internet
 - reliable websites
(eg. Canadian Cancer Society,
Cancer Care Ontario)





Advance Care Planning

- Start talking about your values and wishes early

Speak Up

Start the conversation
about end-of-life care

**It's about conversations.
It's about decisions.
It's how we care for each other.**

Learn more: www.advancecareplanning.ca

- Find helpful resources and tools online





What treatments are offered at WFCC?

Systemic Therapy

- Chemotherapy
- Biotherapy
- Immunotherapy
- Hormonal therapy

Radiotherapy

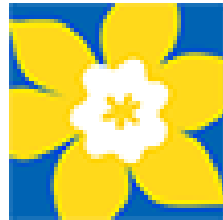
Clinical Trials

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





Coping When You're First Diagnosed



Canadian
Cancer
Society

[Click here to watch a video from the
Canadian Cancer Society](#)





Wellness - caring for yourself



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





Exercise – why?



- **Increase** energy, strength and independence
- **Decrease** side effects and symptoms of cancer





What is exercise?

Walking



Housework



Gardening



Playing with kids



Grocery shopping



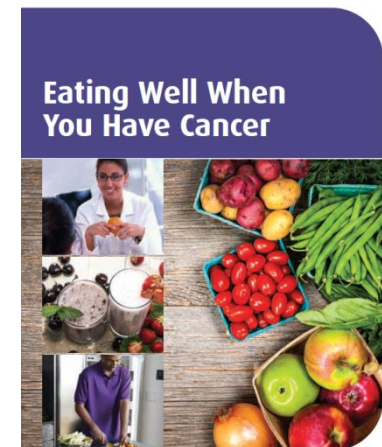
***Keep it easy!
Keep it fun!***





Nutrition

- Resources:
 - “Canada’s Food Guide”
 - “Eating Well When You Have Cancer”
- Questions?
 - Ask your team





How am I feeling?

- Take care of your emotional health
- Speak with:
 - Social Work
 - Spiritual Care
 - Psychotherapist





Arts in Medicine



- For patients, family and caregivers

A creative way to enhance the patient experience

- Includes:

Currently during COVID-19, virtual classes are available, from painting to poetry to a book club to music and more! In-person one-on-one options are also available.

- Examples:

Request a creative experience while waiting for the oncologist

Register for a painting class with a skilled artist

Choose materials for making thank you cards during chemotherapy

And more!





Parking rates

- \$3.00 per ½ hour
- \$6.00 per 1½ hours
- \$8 for up to 12 hours (no in/out privileges)
- \$16.00 Daily Pass (in/out privileges)
- \$80.00 per month (31 days)
 - This is less than \$3.00 a day for people who come daily

For more information, please call 1-888-783-7275





Parking rates

H Pass

- 5 Day H Pass - \$40
- 10 Day H Pass - \$70
- 30 Day H Pass - \$180

For more information, please call 1-888-783-7275

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What do I do when I get to WFCC?

Check in with patient registration
on **Level One**

- Bring your **health card**
- Tell them about changes to your contact information
- Bring an up to date medication list





Where do I go next?

The Registration Clerk will direct you to the proper place:

Clinic or Systemic Therapy

- Level 2

Radiation Therapy or Supportive Care

- Level 1





Your Symptoms Matter

Tell us your symptoms so we can help.

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



**Your Symptoms
Matter**





Family and Friends

Your family and friends are important

- Most people like to have a support person with them
- Visitor policies may change in order to keep everyone safe
- Ask your clinic team about the visitor policy





FOOD ALLERGIES



***No Mangoes or Cashews
allowed at WFCC***





Scent Free Environment



Avoid wearing:

- × Perfume
- × Aftershave
- × Any scented products





Before you leave your appointment

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



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Community Resources





Resources in the community





Community and Home Services

Home and Community Care

**Hamilton Niagara Haldimand Brant
Local Health Integration Network**

Treatments

- Medications, Intravenous (IV) therapy, dressing changes

Services

- Physiotherapy, Occupational therapy, Nursing, Personal Support Worker





wellspring

Niagara

www.wellspringniagara.ca

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





Canadian
Cancer
Society

- Cancer Information Service
- Peer Match Program
- Our online community – [CancerConnection.ca](https://cancerconnection.ca)
- Community Services Locator
- Transportation – Wheels of Hope





Located in the
St. Catharines Site hospital

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





Questions ?

