

Information for
patients and families



Juravinski
Cancer Centre
HAMILTON HEALTH SCIENCES

Welcome to the Juravinski Cancer Centre

Patient and Family Handbook



"Riding the Dragon" A Cancer Journey | by Conrad Furey

Thank you to our patients and families, staff and volunteers who provided comments and suggestions for this handbook.

Juravinski Cancer Centre
699 Concession Street
Hamilton, Ontario L8V 5C2
www.jcc.hhsc.ca

Hearing that you have cancer brings with it fear and uncertainty. These feelings may make it difficult for you to know what to expect and what to do.

This handbook is a guide for you during this stressful time. In it you will find information about what to expect when you come to the Juravinski Cancer Centre (JCC) for your cancer care. We hope that the handbook answers many of your questions. Please visit our website: www.jcc.hhsc.ca for more information.

We are here for you and your family, and encourage you to take an active part in your care. As you go through your treatments and appointments here at the JCC, be sure to ask any questions you may have along the way.

As part of the Hamilton Health Sciences' family of hospitals and in partnership with the Walker Family Cancer Centre, St. Joseph's Healthcare Hamilton, McMaster University and Mohawk College, the Juravinski Cancer Centre is a world leader in education, research and cancer care. Our health care providers, staff and volunteers are the people you can turn to for information, treatment, care, and most importantly, hope.

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Getting started

There is a lot to learn when you first get started with your cancer care and treatment. Before you begin it is a good idea to get to know a bit about the JCC, the types of treatments and services for cancer, and the health care team who will help you through this journey.

The JCC is right next door to the Juravinski Hospital in Hamilton. It is part of the Hamilton Health Sciences' family of hospitals. See the website: www.hamiltonhealthsciences.ca

You may need to go to the Juravinski Hospital for tests and other needs. Within the Juravinski Hospital and Cancer Centre it can be confusing to get to the right place. Do not worry. We have maps, directions and many volunteers to help and direct you.

The JCC works closely with the Walker Family Cancer Centre, other community hospitals and clinics to provide cancer care and services throughout the region. These hospitals and clinics are located in Brant, Burlington, Haldimand, Hamilton, Niagara and Norfolk.

Getting to the JCC

Driving and parking

You may not be able to get to your appointment on your own. This is a time to ask a family member or friend to help you. Not only can they drive you, but can be with you during your appointments.

Parking locations

- **Poplar Parking Garage** – located beside Juravinski Cancer Centre, parking entrance located off Poplar Avenue.
- **Concession Parking Garage** – located across from Juravinski Hospital, parking entrance located off Concession Street.

For current information about parking rates and long term parking options go to www.hhsc.ca and click on “Parking & Directions”.

Any questions contact the Parking Office, 905-521-2100, ext. 42354, located on Level 1 of the Concession Parking Garage.

You can buy long term parking passes at the Parking Office.

Phone: 905-521-2100, ext. 42354
Email: parkingoffice@hhsc.ca
Office Hours: Monday to Friday, 8 am to 8 pm
Closed weekends and holidays

Map, directions and parking information are on pages 38 to 44.

Volunteer drivers

The Canadian Cancer Society offers a transportation service called Wheels of Hope to those who have no other means of getting to cancer related appointments. To support this growing program a registration fee is charged. If you feel that you are unable to pay and have no other way to get to your appointments, there is a compassionate program available.

For more information about this service, please call 1-800-263-6750. You can also check their website <http://www.cancer.ca>.

Transportation is a busy service, so please give at least 3 full business days notice.

Ambulance

You may need to come to your appointment in an ambulance. This does not happen often, but if it does please have a family member or friend call your JCC doctor's office, clinic or treatment area and let us know. This is important. We need to make sure that you are seen as early as possible in the day so that you can be on your way home before 5:00 pm.

If you arrive by ambulance you will be cared for by nurses in the ambulance care area while you wait for your appointment.

Health care team

While at the JCC many health care staff will be involved with your care, however your oncologist (cancer doctor) and primary nurse will coordinate your care during clinic appointments. Students from McMaster University and Mohawk College may also be involved in your care. There is space on page 47 to write down the names of your health care team.

Your oncologist will work together with your family doctor to ensure you receive the care you need. You are the most important member of the team. We encourage you and your family to take part in your care. We also advise that you stay in touch with your family doctor regarding your treatment and overall health.

Staying in touch with your family doctor

While you are a patient of the JCC, stay in touch with your family doctor about your overall health. As your JCC health care team treats your cancer related health problems, regular check-ups for your overall health needs need to be with your family doctor. For example, if you have diabetes or high blood pressure, continue to visit your family doctor as per your usual routine.

After cancer treatment is completed at the JCC, many of our patients have routine cancer follow-up care with their family doctor.

Benefits and medical expenses

Applying and being approved for benefits can take time so we suggest that you start right away.

Some medical expenses, such as drug and travel costs, can be claimed on your income tax return. This handout may be helpful: “Applying for financial benefits – money concerns and cancer”.

<http://www.hamiltonhealthsciences.ca/documents/Patient%20Education/BenefitsJCC-th.pdf>

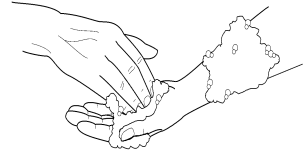
Listed below are websites that may be helpful:

www.servicecanada.gc.ca

www.cra-arc.gc.ca

Prevent infection

When you arrive at the JCC, please clean your hands at the front door. Call ahead of your appointment at the JCC:



- if you have recently been in isolation in the hospital, or
- if you have flu-like symptoms

Many of our patients have weakened immune systems. This means that their body's defense systems are weak and that they can get infections easily.

Any family members, friends or visitors who feel unwell should not come to the JCC. This includes having:

- shingles, chicken pox – viral infections
- a cold, flu, sore throat, runny nose
- upset stomach, vomiting, diarrhea
- open wounds, sores or rashes

Smoking

If I smoke, should I quit? This is a common question that many patients ask. We recommend that you quit, but realize this is difficult. There are health benefits to you from quitting. Quitting smoking can:

- make your cancer treatments work better
- reduce your side effects
- improve your healing and overall health

If you want to quit, there is a lot of help and support available for you. You may want to talk with your family doctor or pharmacist about quitting and discuss what medications may help you quit.

For support or help to stay smoke-free:

- talk with a member of your health care team
- contact Smokers' Helpline toll free at 1-877-513-5333 or www.smokershelpline.ca

Appointments

Your appointments could be in:

- a clinic
- the Chemotherapy Suite
- Radiation Therapy
- the lab
- Supportive Care
- the Juravinski Hospital for tests

You may have to go to a few areas on the same day.

What to bring to your appointments

- Health card (you will need to show this card at every appointment)
- Family doctor's name and phone number (will be confirmed at each appointment)
- Your address and phone number (will be confirmed at each appointment)
- The name and phone number of at least 2 people to contact if we cannot reach you about an appointment change. To protect your privacy, we will not leave a message on an answering machine unless it identifies you by your name.
- Reading glasses, if needed
- Portable oxygen if you need it to travel to and from the JCC
- Notebook, pen, this book – you may want to write down information that has been discussed
- Medications (see next page)



Please tell the clinic clerk at the JCC who the JCC should call in case of an emergency. Always make sure that we have the most current contact information.

Medications

Bring all of your current medications with you in their original containers to each appointment with your oncologist and primary nurse. These include:

- prescription medications
- vitamins, herbal products or treatments
- over-the-counter or non-prescription medications
- any medication you need during the day such as pain, diabetes and quit smoking medications Bring these medications to **all appointments**.

Complementary or alternative therapy

If you are taking complementary or alternative therapy such as herb treatments and other products, tell your health care team. This is important to make sure that these therapies do not interfere with your cancer treatment.

For more information about complementary therapy call the Canadian Cancer Society at 1-888-939-3333 and speak with an information specialist.

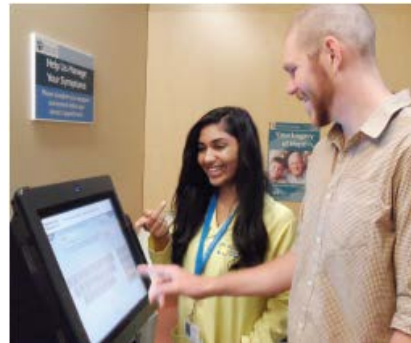
Your first clinic appointment

Your first appointment could be quite long, so allow yourself a few hours. We do our best to avoid delays but some appointments take longer than others.

Food

A refreshment service is provided by the Canadian Cancer Society. Feel free to bring snacks. There is the Hummingbird Café on Level 0 of the JCC.

Help Us Help You – Symptom Assessment



“Help Us Help You”, before each visit with your health care provider please complete a symptom assessment. You will be asked to rate different symptoms about how you are feeling along with your activity level. You can complete the symptom assessment at home on your computer on the day of your appointment at: <https://isaac.cancercare.on.ca> or at one of the computer stations located throughout the JCC in the main lobby or each clinic.

Step-by-step instructions are posted at each touch screen computer station. A staff person or volunteer will be available to help you. You will receive a printout of your results to hand to the clerk as you check in for your appointment in the clinic.

By completing a symptom assessment, you will help us understand how you are feeling each time you come in. It will also show us how you feel compared to your last visits. We can identify problems and offer help by providing you with information, referring you to other health care providers with the expertise you need or connecting you other supports and services related to any of your high rated symptoms. Symptom assessment is an important first step for you to “Help Us Help You.”

Your Voice Matters Patient Survey

After you have completed your symptom assessment at a JCC computer station you will be asked to complete a survey about your experience during your last visit to the JCC.

There are 11 questions to answer which will take 3 to 5 minutes to finish. This is your opportunity to tell us about your experience. This survey is totally confidential and not shared with your health care team.

We appreciate listening to what you have to say, and will continue to work hard to improve the overall patient experience.

Clinics

There are 6 clinics at the JCC with many examination rooms. They are identified by letters A to F. Clinics A, B, C and D are located on the main floor or Level 1. Clinics E and F are upstairs on Level 2.

Information desk

When you arrive at the JCC please go to the information desk located in the Main Lobby on Level 1. The receptionist will welcome you and confirm your appointment and contact information. From there, you will go to the clinic. Canadian Cancer Society volunteers (dressed in yellow jackets) will help you find your way.

At the clinic, the clinic clerk will ask you for your health card and confirm your health and personal information. After checking in, please make yourself comfortable in the waiting area.

Our volunteers provide newspapers, knitting and magazines. Please look around. There are posters and brochures on information about our services, treatments and supportive care throughout the JCC.

Meeting your primary team

You will meet with an oncologist and primary nurse. They are your primary team and will be with you throughout your cancer treatment and follow-up. With you, they plan your treatment and co-ordinate any diagnostic tests and services you need.

The oncologist and nurse will ask questions about your present and past health. This is the time to talk about your concerns. **Before your appointment, we encourage you to write down your 3 most important questions.** On page 48 there is space to write down your questions/notes. During your appointments you may meet with advanced practice nurses and advanced practice radiation therapists.

Planning your treatment

Although your doctor or surgeon has sent your medical information to the JCC, the oncologist may need more information, tests or blood work to plan your treatment. You may also need to see other team members for more discussion and review of treatment options.

There is a lot of information to absorb and think about. You will be given written information. You may need to make decisions to help your primary team plan your care. We recommend that you bring a family member or friend with you to all of your appointments to listen and take notes.

You may need to sign consent forms. If you find the forms too confusing, please let us know.

More appointments may be needed to figure out the best treatment options and care for you. These appointments will be made before you leave.

If you do not need treatment, you may be asked to come for a follow-up appointment.

Future appointments

Always bring your health card to each appointment. Your oncologist and primary nurse will ask questions about your health, how you are doing and may do a physical examination. You may have other appointments within the JCC.

Staff and volunteers are here to help you during any appointment. Please ask us questions and let us know your concerns.

The clinic clerk will ask you to confirm your address, phone number and family doctor.

Please tell the clinic clerk at the JCC who the JCC should call in case of an emergency. **Always make sure that we have the most current contact information.**

Appointment changes

We try hard to make sure that your appointments go ahead as planned but changes can happen. We will give you as much notice as possible if your clinic appointment needs to be changed.

If you need to change an appointment call the clinic of your scheduled appointment. If possible, please call at least 24 hours ahead of time. We have long wait lists, so if you cannot make it, then someone else may be able to.

Tests and lab results

Test and lab results are usually given during clinic appointments, unless you were told to call. We understand that waiting for these results is difficult, but we feel it is important to discuss them in person with your doctor.

Lab

Our lab serves thousands of patients with cancer. It is located on Level 1, just inside the front doors of the JCC.

In order to decrease the wait times for you and for all patients, please arrive at the scheduled time for your lab appointment. We will do our best to work with you to select a time that meets your needs and that keeps us running on time.

If you are going to the Chemotherapy Suite, lab work may be done on a different day than the day of treatment. If you have a special intravenous device such as a PICC or PORT, your lab work will be done by a nurse in the Chemotherapy Suite.

Please note that this lab is only to be used for tests ordered by your JCC doctor. Tests ordered by your family doctor must be done at a community lab.

Medications

At each appointment your medications will be reviewed. Please bring them in their original containers. Prescriptions will be renewed as needed. Any prescription ordered by your family doctor or other specialist needs to be reordered by them. If you need a prescription refilled before your next JCC appointment, call your community pharmacy. Allow at least 2 business days for a prescription to be refilled.

If your current medications change or if your health condition has changed, let your nurse and doctor know during your next appointment. If you have concerns about paying for medications, please discuss with your primary team.

We want you to be as comfortable as possible while you are at the JCC. If you smoke, use your nicotine patch, gum or lozenges. Please talk with staff, visit the pharmacy or connect with Smokers' Helpline to find out about no-cost nicotine replacement therapy.

Cancer treatments

There are 3 major ways to treat cancer:

Chemotherapy (anticancer drugs):

- **Chemotherapy** are drugs which kill or damage cancer cells.
- **Biologic therapy** are drugs which kill or damage cancer cells. Some encourage the immune system to attack cancer cells.

Radiation therapy – uses high-energy radiation rays or particles to damage or destroy cancer cells.

Surgery – removes the tumour or area with cancer.

You may need one of these treatments or a combination of them. You and your health care team will work together to develop a treatment plan that is best for you.

Cancer care is not just about treatment, there are other services that are available to help you. They are described throughout this handbook.

Classes

There are two different classes for new patients receiving chemotherapy treatment at the Juravinski Cancer Centre.

- You will be asked to attend the Chemotherapy class if you are receiving intravenous (IV) chemotherapy alone or in combination with pills/capsule chemotherapy.
- You will be asked to attend the Anticancer Drug class if you are receiving only pill/capsule chemotherapy.

Chemotherapy class

This class is for our patients who will be receiving their chemotherapy at the Juravinski Cancer Centre. Your oncologist and primary nurse will give you information about your chemotherapy. You will be scheduled into a one-hour chemotherapy class before you begin treatment.

You will learn what to expect during treatment, how to manage side effects and how to care for yourself while on chemotherapy. Keep in mind that “chemo” has changed over the years. There are many ways for patients to cope with chemotherapy side effects. The class will give information about anti-vomiting medication and lifestyle management skills to help prevent side effects that you may know about, such as nausea or feeling sick to your stomach.

Anticancer drug class

This class is for our patients who will be taking all their anticancer drugs at home. Your oncologist and primary nurse will give you information about the drugs. You will be scheduled into a one-hour anticancer drug class around the time you start to take your anticancer pills. The class is an hour long. These drugs are taken by mouth as a pill, tablet or capsule. It is very important that you take these drugs as prescribed for treatment.

The class is similar to the Chemotherapy class and also provides ways to keep you on track with these treatment drugs. Your oncologist and primary nurse will provide you with information about your anticancer medication.

We encourage you to bring your questions and a family member or friend with you when you attend either one of these classes. The classes are informal and our staff are here to answer your questions.

Chemotherapy

Chemotherapy nurses

Chemotherapy nurses are registered nurses who have specialized training to give chemotherapy. These nurses will teach you how to care for yourself while on treatment and manage chemotherapy-related side effects.

Chemotherapy Suite

The Chemotherapy Suite is the place where many of our patients receive chemotherapy treatment. It is on Level 2 of the JCC.

Treatment is different for everyone. It can last just a few minutes or take several hours. Wear comfortable clothes and bring a book or activity. The Chemotherapy Suite may be very busy and crowded. For safety reasons, please have only one family member or friend who is over the age of 16 with you in the Chemotherapy Suite.

Be sure to:

- bring your health card
- bring your medications for the day, especially pain, diabetes and quit smoking medications
- bring a current list of your medications
- bring food or money to buy lunch
- take your regular medications unless you have been told otherwise

Arriving at the Chemotherapy Suite

Please register at the reception desk. The clerk will place an identification wristband on your arm. Please wait in the waiting area until your nurse calls your name for treatment.

Chemotherapy is prepared by our pharmacy technicians. Before you begin your treatment, you will meet with a pharmacist to review your blood work and talk about any side effects of chemotherapy that you might have.

The chemotherapy nurse will check your identification wristband, the doctor's order and the type and amount of chemotherapy you are to receive before beginning treatment.

After your treatment, please remember to stop by the reception desk for your next appointment. You may also need to get your prescription medications to take home from the pharmacy.

JCC Pharmacy

Our pharmacy staff have expert knowledge about cancer drugs. If you have questions about your drugs, please ask them.

The JCC Pharmacy is located on the 2nd level of the JCC. It is just to your left as you exit the main elevators. The hours are:

Monday to Friday, 9:00 am to 5:00 pm

Closed on weekends and statutory holidays

Phone: 905-575-6320

We recommend that all patients get their first drug prescriptions filled at the JCC Pharmacy. We carry the drugs your oncologist will prescribe. Some of these drugs may not be stocked at your local pharmacy. If you get these drugs first at the JCC, then we can transfer the prescription to your regular pharmacy. This will allow time for your pharmacy to get a supply of your medications added to their regular stock and prevent treatment delays.

The pharmacy also sells supportive medications that you may need during your treatment; usually at prices lower than what you would find in your local stores.

Patients and families may want to talk with a pharmacist about quit smoking medications, such as low or no-cost nicotine patches, gum or lozenges while at the JCC.

Radiation therapy

Radiation therapy uses high-energy radiation rays or particles to damage or destroy cancer cells.

Normal cells are able to recover from this damage better than most cancer cells. Radiation given from outside your body is called external radiation. Radiation given to inside your body is called internal radiation or brachytherapy.

If you need brachytherapy, information will be provided on how to prepare for this treatment. The Brachytherapy Suite is on Level 0.

The type of radiation you may need and how to care for yourself while receiving radiation will be discussed with you by your treatment team. Written information will also be provided.

Radiation therapists

Radiation therapists work with your oncologist and physicist to plan, coordinate and deliver your radiation therapy treatments. These therapists are trained to support you during your radiation treatments and can teach you how to care for yourself and manage side effects.

Arriving for radiation therapy

Radiation treatment machines and services related to the Radiation Therapy Program are located one floor below the main entrance on Level 0.

The Radiation Therapy Program includes:

- Radiation treatment planning
- Radiation treatments
- Patient Review Clinic
- Patient Assessment Office

When you arrive at the JCC for any of these services you must check in at the Level 0 reception desk with your health card. The receptionist can then direct you to your appointment.

Radiation treatment planning

Before your treatments can begin, your radiation therapy team will plan every part of your treatment. You will get a phone call with the date and time of your appointment for treatment planning.

It may be necessary for a mask or body mould to be made for you. Depending on where the radiation will be directed, the first step may be making a facemask (shell) or body mould (cradle). These will be used to hold your head or body in the proper position during your treatments. If you do not need a mask or mould, your first step will be a simulation appointment. A simulation appointment is like a practice session or dry run before the actual radiation treatment begins.

When you arrive for your appointment, a radiation therapist will explain the planning procedure and will take you to a special type of machine called a simulator. The radiation therapist, along with other team members, takes measurements needed for the detailed planning of treatment.

The treatment area on your skin may be tattooed and marked with an ink marker. This is the area that will be used when setting up for daily treatments.

This appointment usually takes between 30 minutes to 1 hour to complete. If a treatment plan is complex, more than one visit to the simulator may be needed before starting treatment.

Radiation treatments

Once treatments begin, your appointments may be every day, Monday through Friday. A treatment may be over several days or weeks and may start on any day of the week. There are no scheduled treatments on weekends or statutory holidays.

A treatment appointment may be 15 to 30 minutes long. Most of this time is spent getting ready for the treatment. The actual amount of time that the radiation beam is on may be only 1 or 2 minutes.

While on treatment, the radiation therapists leave the room but will watch you on a TV screen and listen by intercom. The radiation can be stopped at any time to allow staff to enter the room and will switch off once the treatment has been given.

Patient Review Clinic

While you are on radiation therapy, you will meet with your oncologist and primary nurse on a regular basis to check how you are doing.

Patient Assessment Office

Nurses who specialize in radiation oncology are available to meet you while on radiation treatment if you have questions or concerns. You can come on your own on a drop in basis (no appointment is needed) or by referral from your radiation therapists.

Pediatric radiation therapy

The JCC provides a warm, safe and playful area for children who receive radiation treatments. A separate waiting room called The Pod has DVDs, music and toys for children and their families.

The pediatric team is made up of radiation oncologists, a pediatric nurse, a pediatric radiation therapist and staff from McMaster's Children Hospital.

Surgery

Surgery does not take place at the JCC even though surgeons are on staff. If surgery is needed it will be arranged in one of the hospitals in Hamilton or closer to your home.

Clinical trials

Clinical trials help us learn more about how well new drugs, treatments, interventions or devices work. All cancer therapies go through clinical trials before becoming the standard of care.

When you first learn that you have cancer, joining a clinical trial may not be the first option that comes to mind. Your primary care team will discuss your options with you – one of these may be a clinical trial.

What is a clinical trial?

Clinical trials provide us with new ways to prevent, diagnose, treat and control cancer, as well as improve quality of life.

To do this, cancer clinical trials may test:

- New ways of doing surgery or the timing of when to do surgery.
- New drugs or combinations of drugs, or using drugs in new ways.
- New radiation techniques, devices and technology.
- Newer treatments, such as:
 - Immunotherapy – treatments to boost or suppress the immune system in fighting cancer.
 - Vaccines – using inactive viruses that help your immune system to attack and destroy cancer cells.
 - Personalized targeted therapies – drugs that target specific molecules on the surface or inside cancer cells.

By joining a clinical trial you have an opportunity to:

- Access the newest ideas about cancer care.
- Take control of decisions affecting your cancer journey.
- Directly contribute to the knowledge in the fight against cancer and shape the future of cancer care.

Your participation in a clinical trial is completely voluntary and you can stop participating at any time for any reason.

If you are interested in learning more about clinical trials or whether one of our trials is right for you, speak with your doctor and primary care team.

Find a trial

For more information and to view a list of our current clinical trials, please visit www.cancertrialshamilton.ca.

For other clinical trials in Ontario, please visit <http://www.ontario.canadiancancertrials.ca/>.

Supportive Care

Supportive Care services are available for patients and families going through treatment and after treatment for cancer. Supportive Care is located on Level 2 of the JCC.

Like many people facing cancer, you and your family may have questions or concerns about:

- your job and finances
- talking to your family and friends about your cancer
- helping young children understand what is happening
- accessing available community and government resources

- managing day-to-day activities
- healthy eating
- coping with weight loss or changes in your appetite
- the pain or symptoms associated with your cancer and its treatment

- feeling worried or sad
- your spiritual or religious needs
- grief and death and dying
- understanding the health care system and how to access necessary resources

We will work with you, your family and your primary team to help identify and respond to your supportive care needs. Based on your needs, you may meet one or more members of the Supportive Care team.

Supportive Care team members

Aboriginal patient navigator

The aboriginal patient navigator helps aboriginal patients and their families by:

- providing support at clinic visits
- helping patient and families communicate with doctors and nurses
- arranging language and cultural translation
- helping patients and families find services
- helping connect with traditional aboriginal healers

Chaplain

The chaplain is available to patients and families whether or not they follow a particular religious belief or tradition. The chaplain is available to:

- listen and offer spiritual guidance and emotional support
- accompany those in crisis or grief
- share prayers

The Chapel/Spiritual Centre is a place for rest, quiet reflection, prayer and/or meditation. It is located on the Main Floor (Level 1) of the Juravinski Hospital just off the west elevators in the G Wing.

Genetic Counselling Services

The genetic counselor provides services to patients who are concerned about their personal and/or family history of cancer. The genetic counselor reviews a patient's family history to see if their cancer might have a hereditary cause. This information can be helpful when making medical decisions and managing cancer risk for patients and families.

Mental Health Services

For many patients with cancer, the experience can be very difficult. Patients may experience:

- a low mood
- problems sleeping
- tearfulness
- anxious feelings
- panic attacks
- difficulty making decisions
- feeling hopeless

A clinical nurse specialist and psychiatrist provide services to patients experiencing these kinds of difficulties.

Registered Dietitians

Sometimes cancer and/or treatment cause problems with nutrition. Registered dietitians are experts in the nutritional care of patients with cancer. Dietitians can help with:

- problems with appetite and weight loss
- nausea and vomiting
- constipation and diarrhea
- difficulty in swallowing
- special dietary needs
- health eating and weight management

Dietitians help patients in eating as well as possible.

Social Workers

Social workers can help patients and their family members with the emotional, social and practical concerns they may experience in dealing with cancer. Social workers are professionally trained counselors who can provide:

- individual, couple or family counselling
- help with money matters
- help in communicating with the health care team
- information on community resources
- help talking with children
- help with future planning
- help talking about concerns and questions about sexuality and cancer

Pain and Symptom Management Team

The Pain and Symptom Management Team can help you learn ways to manage pain and symptoms caused by cancer and/or treatment such as:

- pain
- constipation
- nausea and vomiting
- fatigue
- depression and anxiety
- shortness of breath
- difficulty in coping

How to contact Supportive Care

A referral to Supportive Care can be made through your oncologist, primary nurse or radiation therapist. You can also call us:

905-387-9495, ext. 64315

Monday through Friday

9:00 am to 5:00 pm

Resources and Services

The Patient and Family Resource Centre

The Patient and Family Resource Centre is a lending library located in the main lobby of the JCC just to the left as you enter the main doors. The JCC in partnership with the Canadian Cancer Society and Wellwood provide information and supportive programs for people with cancer. Staff and volunteers are happy to work with you to find any information you need.

Resources include books, CDs, DVDs and other useful brochures. To support you along your cancer journey information is provided about:

- diagnosis and treatment
- nutrition, stress management, coping, relaxation techniques
- physical activity, survivorship and more

Three computers with internet access are also available for public use. We are more than happy to help you to find more health information on the web.

Feel free to contact us:

Phone: 905-387-9495, ext. 65109

Website: www.jcc.hhsc.ca



Like us on facebook at

<https://www.facebook.com/JCCPFRC>

Out of the Shadows - Moving from patient to survivor

This wellness program, offered by the JCC Supportive Care team, is for people (along with their friends and family) recovering from cancer and moving back to everyday life and routines. Come to meet, listen and chat with the experts from the JCC.

Sessions are in the evening at the Wellwood Juravinski House, 501 Sanatorium Road, Hamilton. Parking is free. Watch for notices on the patient education boards for specific dates and topics. For more information contact Supportive Care at 905-387-9711, ext. 64315.

Wellwood

Wellwood is a community service that provides information and support programs to people with cancer and their families, caregivers and health care providers.

Some of the services include:

- peer support programs/services
- creative expression programs
- information navigation services
- moving and coping programs

Wellwood has two locations, both of which are open to you for free programs. The hospital location is on the first floor (near the west elevators) of the Juravinski Hospital. The community location is at 501 Sanatorium Road (where Rice meets Sanatorium), near Chedoke Hospital. The community site has free parking.

A staff member or volunteer from Wellwood is also available daily in the JCC Patient and Family Resource Centre.

Hospital 905-389-5884 or Community 905-667-8870
wellwood@hhsc.ca

Please feel free to drop in, email or call us for more information.

Durand Residence

The JCC has a limited number of rooms for patients to stay overnight at the Durand Residence located in Hamilton. These rooms are available to patients receiving cancer treatment who:

- are independent in their daily activities
- live greater than 50kms from the Cancer Centre

For more information, please contact the Supportive Care Department at 905-521-2100, ext. 64315 or go to www.jcc.hhsc.ca and in the search box type in Durand Residence.

Community Care Access Centre (CCAC)

If you need nursing or health care services at home, please discuss with your primary team. A CCAC co-ordinator is available to talk with you about your needs.

Telephone: 905-523-8600 or toll free 1-800-810-0000
Phone the JCC: 905-387-9495, ext. 64137 or 64306
Website: www.hnhb.ccac-ont.ca

The Canadian Cancer Society

The Canadian Cancer Society (CCS) works very closely with the JCC. You will see CCS volunteers in their yellow jackets helping patients throughout the JCC. The CCS does research, offers support programs and provides information related to cancer. All these services and more are possible because of generous donors and volunteers. For more information visit their website: www.cancer.ca

The Cancer Information Service

Cancer can be difficult to understand and coping can be stressful. It helps to have someone you can talk to and trust for reliable information.

The Cancer Information Service is for all people with cancer, their families, the public and health care workers. Service is across Canada and in French and English. Interpreters are available for other languages.

The information you receive is confidential and tailored to your needs. A direct phone line is available in the JCC Patient and Family Resource Centre or call toll-free 1-888-939-3333, TTY: 1-866-786-3934 or contact cis@ontario.cancer.ca

Cancer screening

Cancer Care Ontario offers screening programs for 3 types of cancer: breast, cervical and colorectal. To learn more about these programs talk to your oncologist and/or visit the website: www.cancercare.on.ca

Canwell Program, Hamilton, Ontario

This is an exercise and education program for people who have cancer.

Telephone: 905-667-1515

Website: www.canwellprogram.ca

Lymphedema Information Session

Come and learn more about cancer-related lymphedema

Lymphedema is most commonly caused by the removal of or damage to your lymph nodes as a part of cancer treatment.

This session will show that while there is no cure for lymphedema it can be well managed. There is support in your community to help!

Ask your Clinic Booking Clerk to book an information session for you.

When: Second Friday of every month

Time: 11:00 am to 12:00 pm

Where: Juravinski Cancer Centre, Room 1-231
(Level 1, past Clinic D, at the end of the hall)

General information

Fragrance restricted

We are a fragrance restricted hospital and cancer centre. Please do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.



Latex-free environment

Please do not bring latex balloons into the JCC. If you have a latex allergy, please let your nurse know.



Privacy

At Hamilton Health Sciences we promise to protect and keep your health information private. We have rules on how health care providers can collect, use and share your health information. If you would like more information about your privacy rights please ask your primary care team and/or ask for our handout on privacy.

You can contact the Privacy Office at 905-521-2100, ext. 75122 or email privacy@hhsc.ca

Patient Experience

At Hamilton Health Sciences we welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the **Office of Patient Experience at 905-521-2100, ext. 75240.**

Your Health Care – Be Involved

Hamilton Health Sciences takes part in the Ontario Hospital Association's program, "Your Health Care – Be Involved". The program provides 5 tips to encourage patients to be more involved in their health care:

1. Be involved in your health care. Speak up if you have questions or concerns about your care.
2. Tell a member of your health care team about your past illnesses and your current health condition.
3. Bring all of your medicines with you when you go to the hospital or to a medical appointment.
4. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.
5. Make sure you know what to do when you go home from hospital or from your medical appointment.

Calendar – Treatment plan

Month: _____	Month: _____
Month: _____	Month: _____
Month: _____	Month: _____

Month: _____	Month: _____
Month: _____	Month: _____
Month: _____	Month: _____

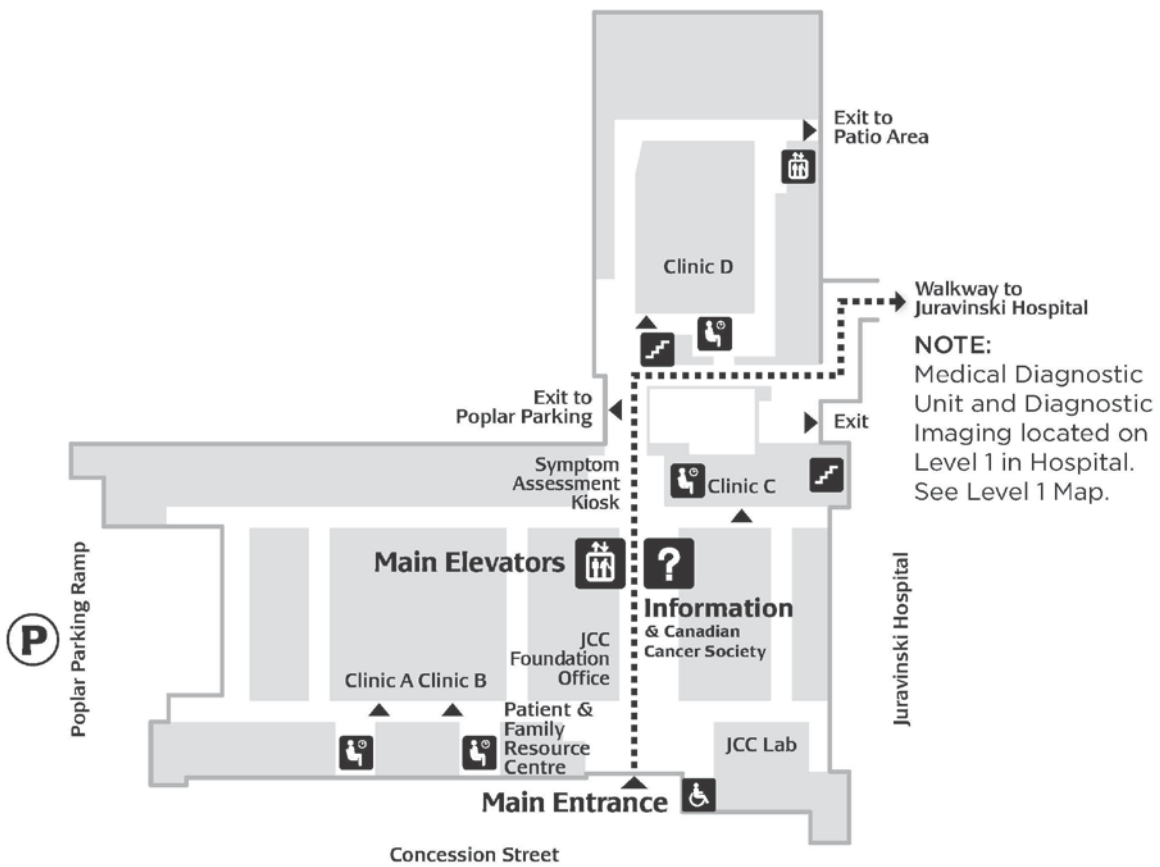
Maps and directions

Visitor Map

Juravinski Cancer Centre Level 1 - Main Floor



Visitor Path	Reception Desk	Waiting Area
Elevators	Stairway	Wheelchair Pick-up Area

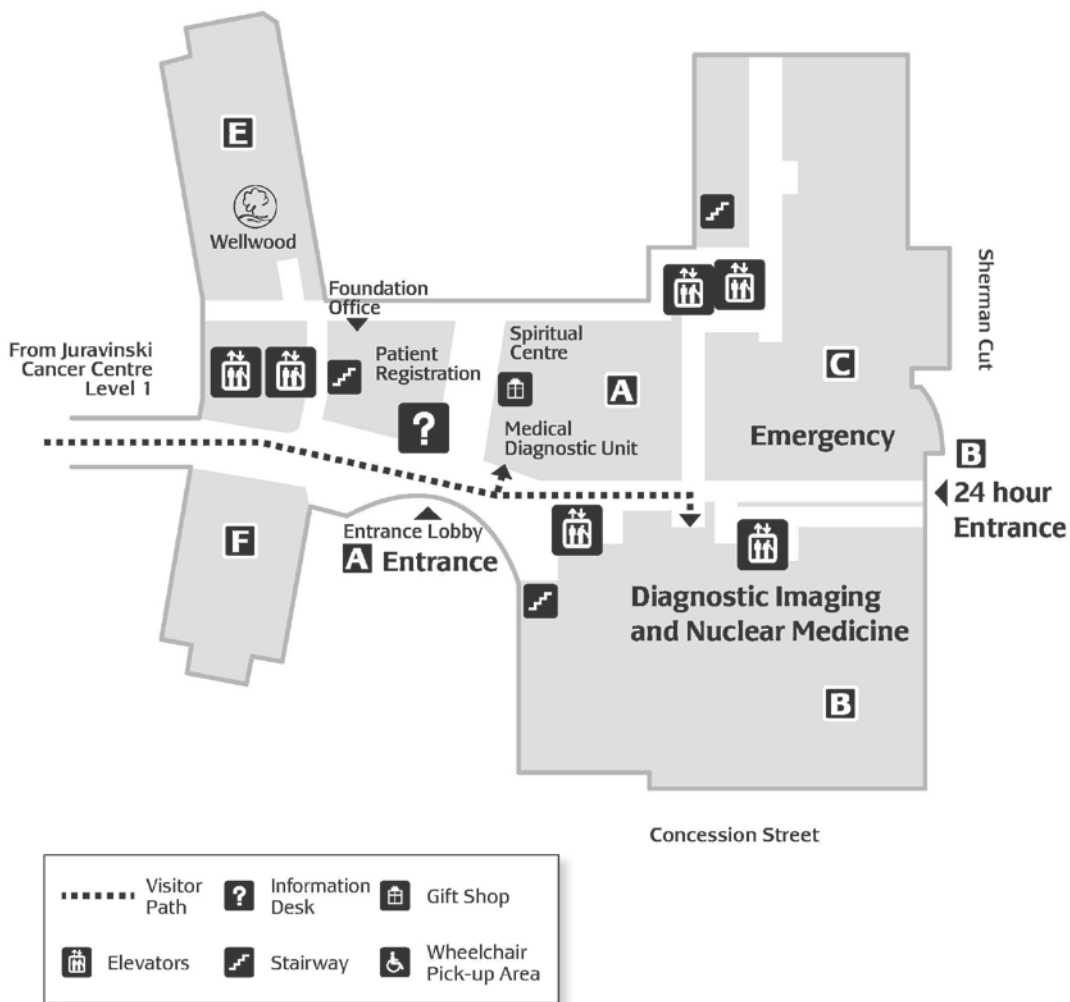


2013-11



Visitor Map

Juravinski Hospital Level 1 - Main Floor



2013-11

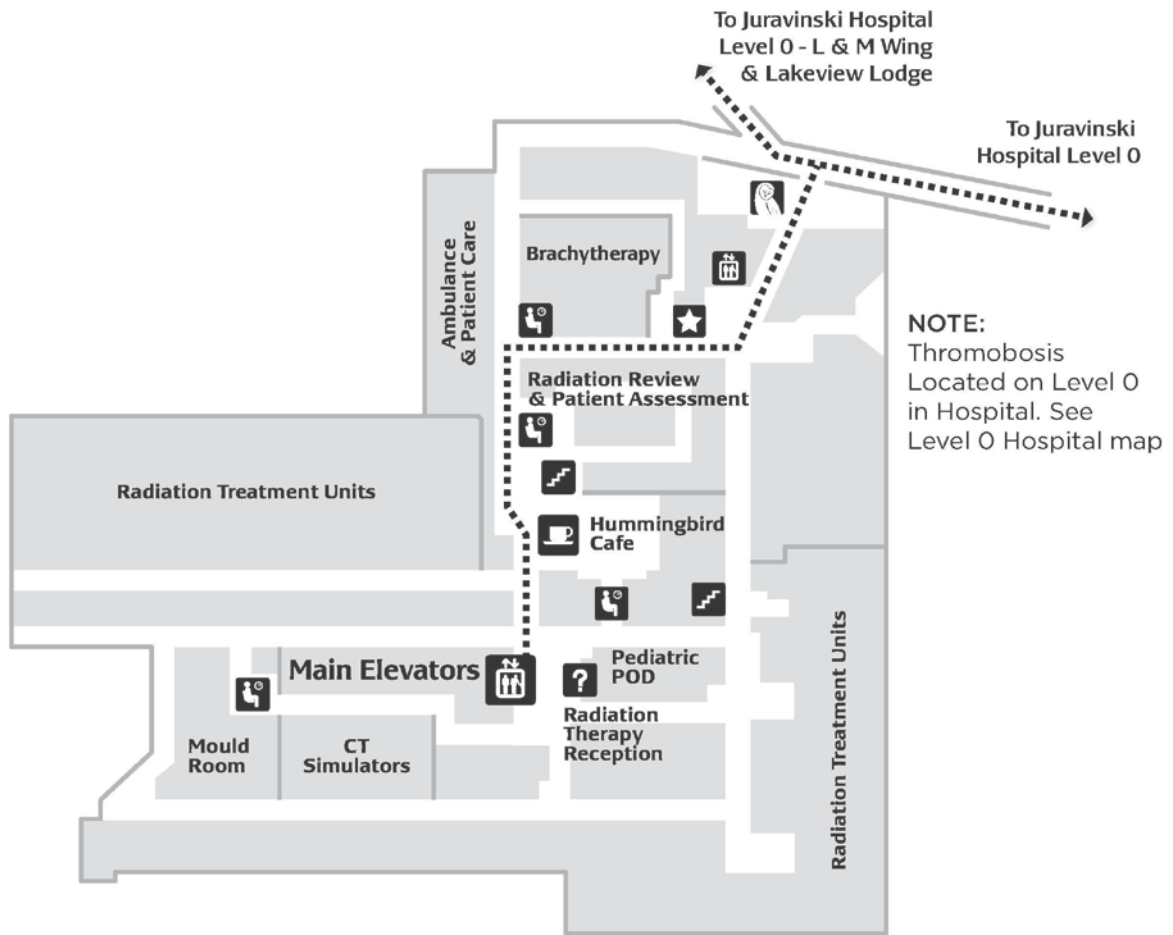


Visitor Map

Juravinski Cancer Centre

Level 0

Visitor Path	Reception Desk	Waiting Area	Pediatric Radiation Waiting Room	Hummingbird Cafe
Elevators	Stairway	Owl Sculpture	Slight elevation between levels	



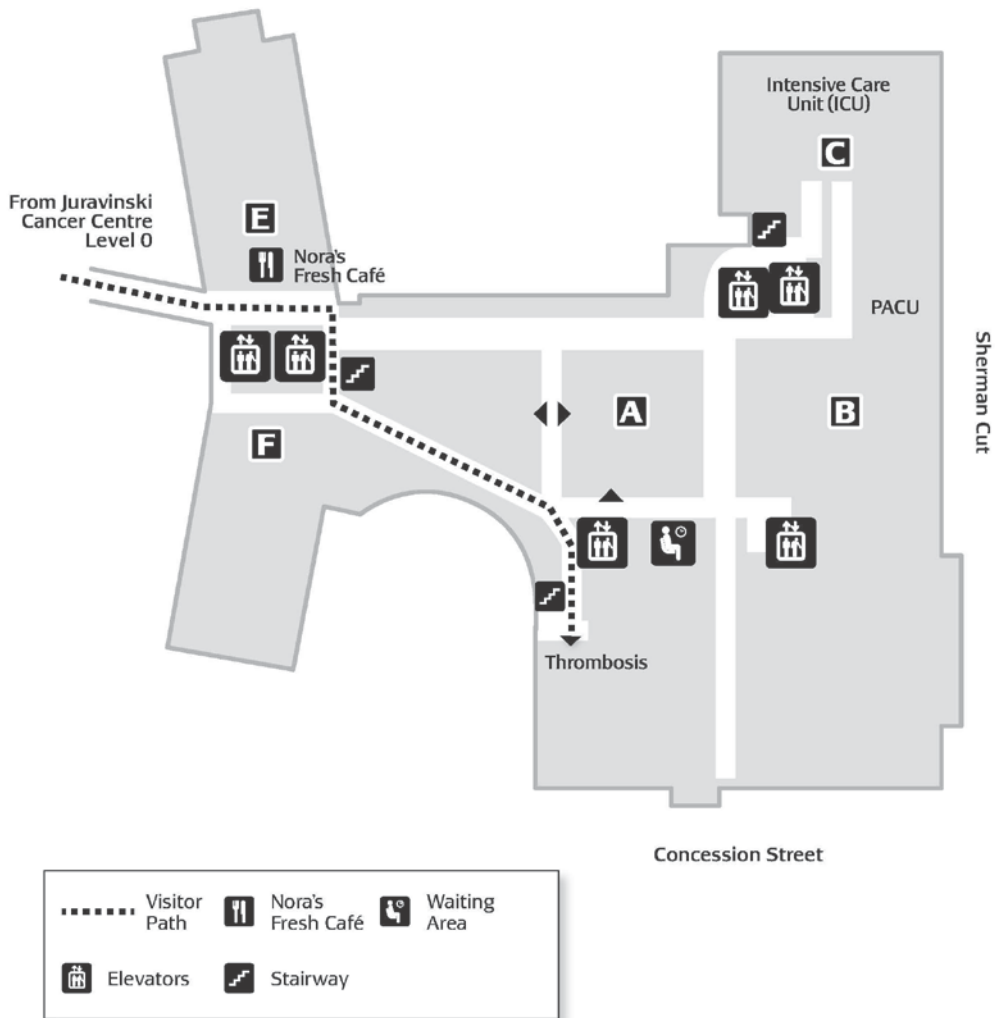
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Visitor Map

Juravinski Hospital

Level 0

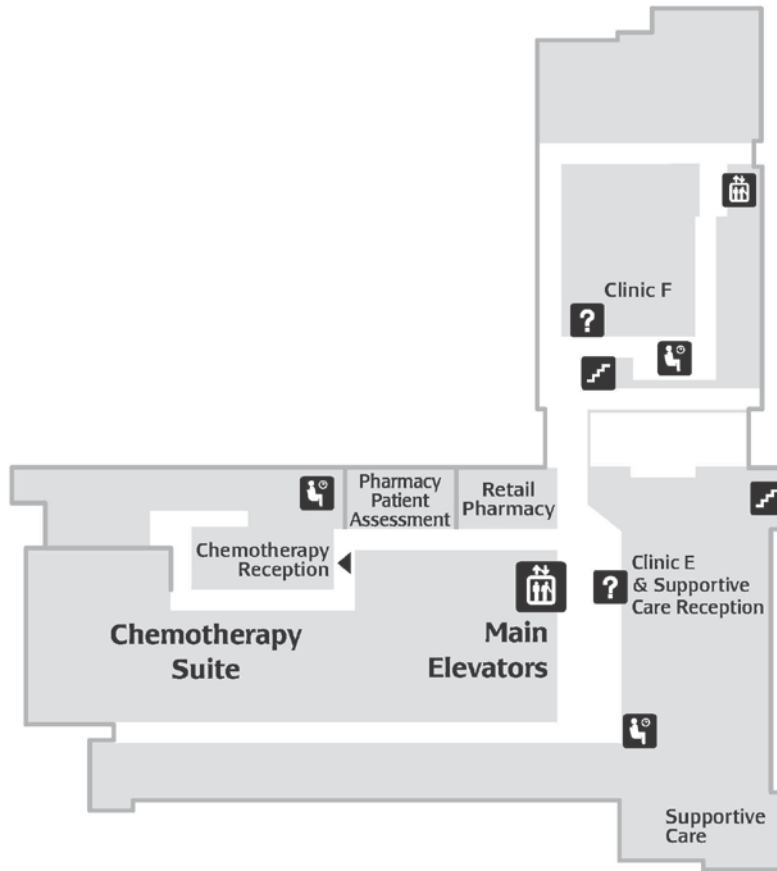


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Visitor Map

Juravinski Cancer Centre Level 2

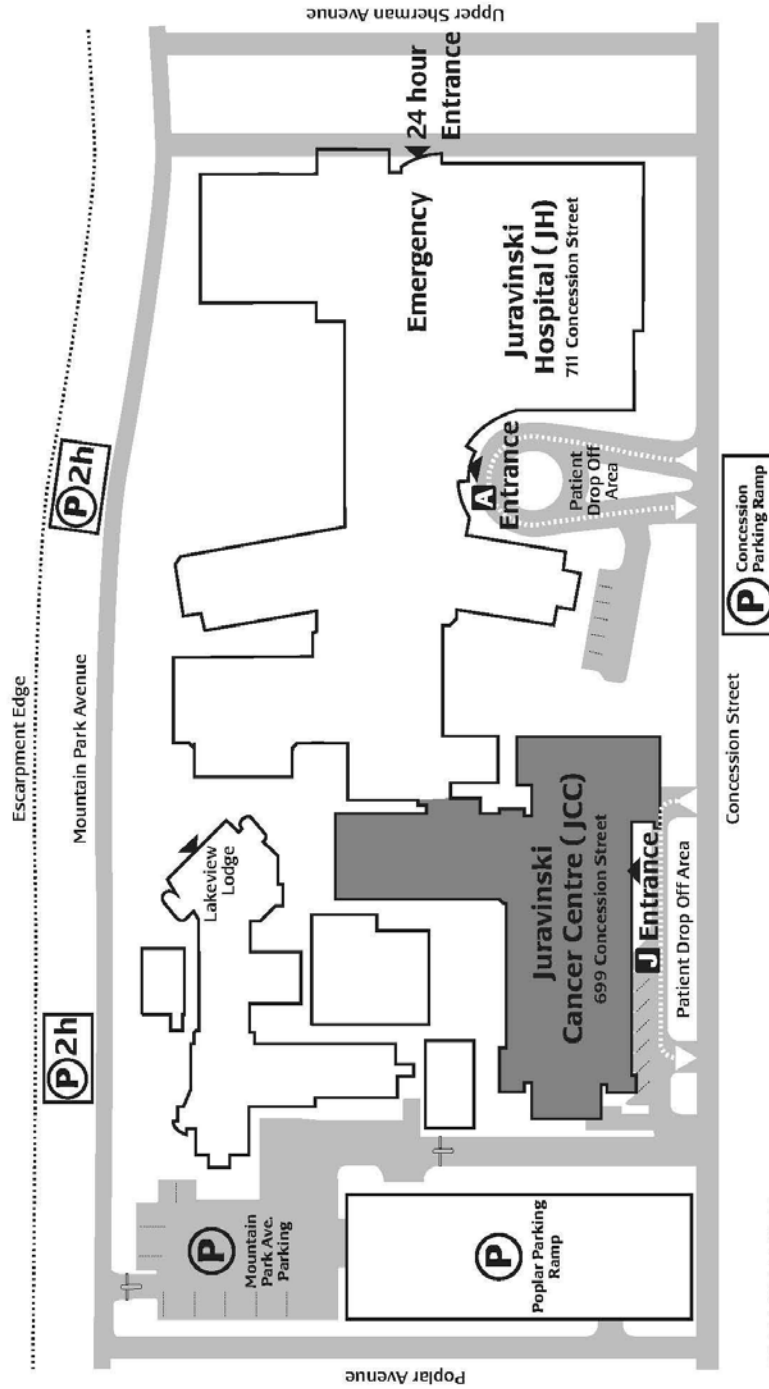


Reception Desk	Waiting Area
Elevators	Stairway

2013-11

Visitor Map

Roads and Parking Map



PLEASE NOTE:

Juravinski Hospital and Cancer Centre have 2 separate entrances on Concession St.

The Cancer Centre is Entrance J at 699 Concession St. and the Hospital is Entrance A at 711 Concession St.

2015-07

Directions to the JCC, 699 Concession Street

From St. Catharines

Take the QEW to the Centennial Parkway/Red Hill Valley Parkway exit. Then follow the sign for the Red Hill Valley Parkway exit. The parkway becomes the Lincoln Alexander Parkway. Exit onto Upper Gage. Turn right on Upper Gage and follow until you reach Concession Street. Turn left onto Concession Street. The JCC is on the right side of the street, a few blocks up.

From Cambridge

Take Hwy 52 to Hwy 403. Take the Lincoln Alexander Parkway (LINC) exit and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

From Brantford

Take Hwy 403. Take the Lincoln Alexander Parkway (LINC) exit east and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

From Toronto

Take QEW to Hwy 403. Exit from Hwy 403. Take the Lincoln Alexander Parkway (LINC) exit east and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

From Guelph

Take Hwy 6 to Hwy 403. Exit from Hwy 403. Take the Lincoln Alexander Parkway (LINC) exit east and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

Resources

Canadian Cancer Society	www.cancer.ca
Cancer Information Service	cis@ontario.cancer.ca 1-888-939-3333
Cancer Trials Hamilton	www.cancertrialshamilton.ca 905-387-9495, ext. 64417
Community Care Access Centre (CCAC)	www.hnhb.ccac-ont.ca 905-523-8600 1-800-810-0000
Hamilton Health Sciences, HHS	www.hamiltonhealthsciences.ca 905-521-2100
Juravinski Cancer Centre, JCC	www.jcc.hhsc.ca 905-387-9495
Juravinski Cancer Centre Foundation:	www.jccfoundation.on.ca 905-575-6380
Ontario Cancer Trials	www.ontariocancertrials.ca
Ontario Hospital Association	www.oha.ca
Patient and Family Resource Centre, JCC	905-387-9495, ext. 65109 www.jcc.hhsc.ca
Patient Experience, HHS	905-521-2100, ext. 75240 www.hhsc.ca
Parking	E-mail: parkingoffice@hhsc.ca 905-521-2100, ext. 42354
Pharmacy, JCC	905-575-6320
Privacy Office, HHS	905-521-2100, ext. 75122
Cancer Care Ontario	www.cancercare.on.ca
Smokers' Helpline	1-877-513-5333 www.smokershelpline.ca
Supportive Care	905-387-9495, ext. 64315
Wellwood	905-389-5884 wellwood@hhsc.ca

Juravinski Cancer Centre Foundation

The Foundation contributes to patient care, research and education at the JCC. Our donations are often used to buy equipment and support research projects. Most recently, we supported the expansion of the JCC.

The Foundation is really about people. Some give their time, while others donate money. Both are important in our goal of bringing hope to patients with cancer.

The staff of the Juravinski Cancer Centre Foundation is happy to meet and talk with patients and families who are interested in giving back.

If you would like to learn more about the Foundation or make a donation:

Foundation office: Located on the first floor of the JCC,
across from the information desk

Website: www.jccfoundation.on.ca

Phone: 905-575-6380



Health care team members

Name

Phone

_____	_____
_____	_____
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Questions / Notes




Tell us what you think!

After reading the new **Patient and Family Handbook**, please answer the following statements. Your responses will help us improve the information.

Please check:

- I am a patient of the JCC
- I am a family member or friend of a patient of the JCC

On a scale from 1 to 5, with 1 = strongly disagree and 5 = strongly agree, circle the number that best describes how you agree with the statement.

Statement	Strongly disagree 		Hard to decide 		Strongly agree 
The information helped me prepare for my visits at the JCC.	1	2	3	4	5
I learned about what the JCC has to offer patients with cancer.	1	2	3	4	5
The information answered my questions.	1	2	3	4	5
The words and sentences were easy to read.	1	2	3	4	5
The information is understandable.	1	2	3	4	5

What else would be helpful to know before coming to the JCC?

Comments:

Please return this survey to the JCC Patient and Family Resource Centre just beside the front door.

**Or mail to:
Juravinski Cancer Centre, Patient and Family Resource Centre,
699 Concession Street, Hamilton ON L8V 5C2**

Your type of cancer _____

Oncologist _____

Primary Nurse _____

Your chart number _____

When to call the JCC at 905-387-9495

Appointment change

If you need to change your appointment, call the JCC from Monday to Friday, between 9:00 am and 4:00 pm and press 1.

Urgent problems – Monday to Friday, from 9:00 am to 4:00 pm

If you have an urgent problem as listed below and need to speak with your doctor, call the JCC by 4:00 pm. Please have your chart number ready. Urgent problems are any changes in your condition, such as:

- fever of 38.0°C (100.0°F) or higher
- chills
- bleeding
- severe vomiting
- difficulty breathing
- pain

If you become very short of breath or develop severe chest pain, call 911 or go directly to the nearest Emergency Department.

RESSCU: the Rapid Evaluation and Symptom Support Cancer Unit

When you feel you cannot manage your symptoms, call your Primary Team for a referral before your symptoms get worse. RESSCU hours: Monday to Friday, 8:30 am to 6:00 pm.

Urgent problems after 4:00 pm or on the weekends

If you have an urgent problem, please call your family doctor or go directly to the nearest Emergency Department or urgent care centre.

E-mail and text messaging

For your privacy and safety, please do not contact your doctor by e-mail or text messaging. Please call as directed above.

**Front Mural: "Riding the Dragon"
by Conrad Furey**

Riding the Dragon is a 30 foot mural created in 2006 by renowned Hamilton Artist Conrad Furey. The images in the mural reflect Conrad's personal experience with cancer, his valued relationships with the staff who cared for him, and pays special tribute to the Knot-a-Breast dragon boat team. The mural hangs in the atrium of the cancer centre and provides, comfort and reflection to patients, staff and visitors.



Juravinski Cancer Centre
699 Concession Street
Hamilton, Ontario L8V 5C2
905-387-9495