

Information for
patients and families



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.hamiltonhealthsciences.ca

To our patients and their family members:

Welcome to the Juravinski Cancer Centre (JCC). We are right next door to the Juravinski Hospital in Hamilton, and we are part of a larger team with the Hamilton Health Sciences family of hospitals. The Juravinski Cancer Centre provides cancer services along with our regional partners:

Walker Family Cancer Centre and Niagara Health
Joseph Brant Hospital
Brant Community Healthcare

As a patient at the Juravinski Cancer Center, you become a member of a team working with health care professionals who are dedicated to treating you and your cancer. Patients and their caregivers are involved in every step and are empowered to make decisions. We'll work together to develop a treatment plan tailored specifically to you and your goals so that you can make informed decisions and take an active part in your care.

You are the most important part of your team, and you can expect high quality, evidence-based treatment and compassionate care from your cancer specialists. Please feel free to talk with us about your health and any concerns that you may have. We welcome your questions at any time.

Hamilton Health Sciences participates in the Ontario Hospital Association's program, "Your Health Care – Be Involved". The program offers five 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 the hospital or from your medical appointment.

We hope this handbook tells you what to expect when you come to the JCC for your cancer care and answers many of your questions. You can also visit our website:

www.hamiltonhealthsciences.ca Click on *Patient and Visitors* and then go to *Cancer Care*.

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Throughout this handbook you will see these features:



Use the QR (Quick Response) Codes to access websites. Open your smartphone camera or download and use a free QR code reader app. Focus on the black square then click the link that appears.



The checkmarks throughout the handbook show important information.

Getting Started

When you first get started with your cancer care and treatment, 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 guide you.

If you require assistance or directions, please go to the Juravinski Cancer Centre Information Desk, located in the main lobby on Level 1.

Parking Information

Poplar Parking Garage – beside Juravinski Cancer Centre, enter from Poplar Avenue.

Concession Parking Garage – across from Juravinski Hospital, enter from Concession Street.

Daily Parking: Each 30 minutes or less costs \$3.75, with a daily maximum of \$20.00. There is no charge for the first 15 minutes of parking.



Long Term Rate Options	Details	Rate
	All passes include 24 hour in/out privileges	
5 Day Pass	Valid for 5 days within a 1 year period from the time of purchase	\$50
10 Day Pass	Valid for 10 days within a 1 year period from the time of purchase	\$100
14 Day Pass	Valid for <i>14 consecutive days</i> from the date of purchase (only available from Parking Office)	\$48.50
30 Day Pass	Valid for 30 days within a 1 year period from the time of purchase	\$250

**Prices are subject to change. Please contact the Parking Office for details.

Parking Office

Location: Concession Parking Garage, Level 1

Phone: 905-521-2100, ext. 42354

Email: parkingoffice@hhsc.ca

Hours: Monday - Friday, 8:00 AM – 4:00 PM, closed weekends/holidays

Website: www.hhsc.ca Click on Patients & Visitors, then Getting Here, then Parking & Directions.



There is limited metered parking around the Cancer Centre.

Transportation

Service	Notice Required	Cost	Phone Number	Website
Wheels of Hope – Canadian Cancer Society Program	At least 3 business days	Annual registration fee. Compassionate program available for financial assistance.	1-800-263-6750	https://www.cancer.ca/en/support-and-services/support-services/transportation/?region=on
Cancer Assistance Program (CAP)	At least 3 business days. Must live in the Hamilton area.	No cost	905-383-9797 ext. 106	cancerassist.ca
DARTS	At least 5 days	Call to confirm fee schedule	905-529-1717 ext.3847	hsr-bus-schedules-fares">www.hamilton.ca>hsr-bus-schedules-fares

Patient Transportation Service or Ambulance

There may be a time when you need to come to an appointment using a non-urgent ambulance or a patient transportation service. If you require this service, please contact your team, the clinic or treatment area to let them know, so they can plan for your arrival and see you early in the day. If you are coming from home, there is a charge for this service.

Safety Reminders

To protect everyone at the JCC:

- Please clean your hands at the front door
- Family and visitors that feel unwell should not come to the JCC

Call ahead of your appointment if you have been required to self-isolate, been placed in isolation at any facility or are experiencing any of the following:

- shingles
- a cold
- flu
- sore throat
- runny nose
- viral infections
- diarrhea
- chickenpox
- fever
- cough
- upset stomach
- vomiting
- open wounds
- sores or rashes

Fragrance restricted

When you come to your appointments, 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 health care team know.



When to call the JCC at 905-387-9495:

The Cancer Program is available to take your calls from Monday to Friday between 8:30 AM – 4:30 PM. Please call if you have questions or concerns about your:

- cancer care
- cancer diagnosis
- treatment
- symptoms
- medications related to your treatment



When you call, you will be asked to provide the information below. The team will give this to you at your first visit:

Your Doctor: _____

Your chart number: _____

Based on the urgency of the call you will receive a call back from your team within 30 minutes, or if non-urgent, it may be within 1-2 business days.

Urgent problems: Call us first

If you have an urgent problem or have any of the symptoms listed below, call the JCC and speak with your team by 4:30 PM. After 4:30 PM, call CAREchart@home at 1-877-681-3057.

Urgent problems are any changes in your condition, such as:

- fever of 38.0°C (100.0°F) or higher
- new onset bleeding
- shortness of breath/breathlessness
- severe anxiety and/or depression
- chills
- nausea and/or vomiting
- new or increased pain
- diarrhea



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

	Monday to Friday	Saturday and Sunday	Statutory Holidays
Juravinski Cancer Centre 905-387-9495	8:30 AM – 4:30 PM	CLOSED	CLOSED
CAREchart@home 1-877-681-3057	4:30 PM – 8:30 AM	Available 24 hours	Available 24 hours

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

JCC Directory

Level 1 (Main Entrance)	Information Desk
	Volunteer Desk
	Clinic A
	Clinic B
	Clinic C
	Clinic D
	Patient & Family Resource Centre
	Out Patient Lab
	Release of Information
	New Patient Referrals Office
Level 2	Clinic E
	Clinic F
	Chemotherapy Suite
	JCC Pharmacy
	Supportive Care Services
Level 0	Radiation Treatment (MRI, CTSIM, Mould Room and Brachytherapy Suite)
	Clinic G / Patient Review
	Patient Assessment Office
	Pediatric Patient Waiting Room (The Pod)
	RESSCU (Rapid Evaluation and Symptom Support Cancer Unit)
	Hummingbird Café

Health Care Team

You are the most important member of the team. We encourage you and your family to take part in your care. There may be many health care staff involved in your care, including:



- Oncologists(Cancer Doctors)
- Nurses
- Registered Dieticians
- Psychologist
- Health Care Aides
- Advance Nurse Practitioners
- Indigenous Patient Navigator
- Psychiatrists
- Physicists
- Social Workers
- Pharmacists
- Volunteers
- Clerks
- Residents
- Clinical Trials Staff
- Radiation Therapists
- Pharmacy Technicians
- Child Life Specialist
- Drug Access Facilitators
- Clinical Nurse Specialist
- Students from McMaster University and Mohawk College, etc.

Staying in touch with your family doctor

As your JCC health care team treats your cancer-related health problems, regular check-ups for your overall health needs should be with your family doctor. For example, if you have diabetes or high blood pressure, continue to visit your family doctor according to your usual routine.

MyChart

Ask your cancer care team about this secure website that provides safe, free access to some of your medical records and test results and allows you to share them. Register online at www.healthrecordsonline.ca/register or when you check in for a clinic visit, let your JCC Clinic Clerk know that you would like to sign-up for MyChart. You will need to provide your email address. For MyChart technical support, please email: mychartontariowest@hhsc.ca

Appointments

Your appointments may be quite long; please allow yourself a few hours. We do our best to avoid delays, however some appointments take longer than others. If we need to change your appointment, we will give you as much notice as possible.

Appointments may include a visit to:

- A Clinic
- Radiation Therapy
- JCC Pharmacy
- Out Patient Lab
- Chemotherapy Suite
- Juravinski Hospital (for tests)
- Supportive Care Services
- Other Health Care Facilities in our region (for tests)



Virtual Appointments

Your health team may schedule a virtual appointment with you. This is a meeting with your doctor or health care team that does not require an in-person visit. It offers a convenient way for you both to communicate. A virtual visit may occur over the phone or through an electronic device that will allow you to see each other while you discuss your care needs.



For a virtual visit, you will require the use of a phone, smartphone, computer or laptop that has a camera and microphone. Your health care team will work with you and discuss options to determine which appointment type best meets your needs.

What to bring to your appointments (in-person or virtual):

- Health card (you will need to show this card at every appointment)
- 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
- Current medications in their original containers.

These include:

- Prescription medications
- Vitamins, herbal products and alternative therapies
- Over-the-counter or non-prescription medications
- Any medication you need during the day such as pain or diabetes medications

- Quit smoking medications (we want you to be as comfortable as possible while you are at the JCC so if you smoke, use your nicotine patch, gum, spray or lozenges).

Bring your medications to every appointment.

What you will be asked:

- Your 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 voicemail message unless the system identifies you by name.

Tell the clinic clerk whom we should call in case of an emergency.
 Always make sure that we have the most current contact information.

Smoking

Quitting or cutting back on smoking is one of the best things you can do for your health and we recommend that you quit.

This will:

- make your cancer treatments work better
- reduce treatment side effects
- decrease chances of a recurring or new cancer developing
- improve healing and overall health



For support and help to stay smoke-free:

- talk with a member of your health care team including the supportive care team
- go to the JCC Pharmacy for free nicotine replacement therapy and support
- for online programs and text message support visit the Smokers' Helpline at www.smokershelpline.ca

For free confidential individualized support and information about nicotine replacement therapy, call Telehealth Ontario at 1-866-797-0000 or the number on your cigarette pack.

Your Symptoms Matter

At each JCC clinic appointment, you will:

- complete a symptom screening assessment either on your personal device or on a computer or tablet in the clinic waiting area
- rate the different symptoms that you may have

You can also complete the assessment at home on the day of your in-person or virtual appointment:

<https://isaac.cancercare.on.ca>

Please discuss your symptoms with your health care team so they can understand how you are feeling and help you.



Symptom Screening



Your Voice Matters Patient Survey

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

This survey will take 3 to 5 minutes to complete and is your opportunity to tell us about your experience. This survey is 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 your overall patient experience.

Privacy

At Hamilton Health Sciences, protecting our patients' privacy is a fundamental part of providing excellent care. It is also our responsibility to provide access to certain types of information for those entitled to it. If you would like more information about your privacy rights please ask your primary care team or ask for our handout on privacy.

Privacy Office: 905-521-2100, ext. 75122

Email: privacy@hhsc.ca

Website: <https://www.hamiltonhealthsciences.ca/patients-visitors/privacy/>



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 and Feedback:

Phone Number: 905-521-2100, ext. 75240.

E-mail: patientexperience@hhs.ca

Website: <https://www.hamiltonhealthsciences.ca/patients-visitors/patient-experience-feedback/>



Meeting your primary team

You will meet with an oncologist and a nurse. They are the members of your healthcare 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 and talk about your concerns. Before your appointment, we encourage you to write down your 3 most important questions. At the end of this booklet, there is space to write down your questions/notes.

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 may need to make decisions to help your healthcare team plan your care. You will be given written information and your healthcare team can help you with any consent forms you may need to sign.

More appointments may be needed to figure out the best treatment options and care for you. If you do not need treatment, you may be asked to come for a follow up appointment.

Out Patient Lab

Our lab is on Level 1, to the right of the front doors of the JCC. To decrease the wait times for you and all patients, please arrive at the scheduled time for your lab appointment. We will do our best to work with you to arrange appointment times that meet your needs, which keeps everyone running on time.



- 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.

Test and lab results

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

Medications

Any prescription needing a refill, 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 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.

If you use tobacco, nicotine replacement products will make you more comfortable during your visit. If you need support, please speak with a member of your health care team or the JCC 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 on the 2nd level of the JCC. It is just to your left as you exit the main elevators.

Hours: Monday to Friday, 8:00 AM – 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, as not all pharmacies may stock the medications you need. If you get these drugs first at the JCC, then we can transfer the prescription to your regular pharmacy. In some cases, our pharmacy can deliver your medications free of charge.

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.

Pharmacists are available to support patients and families with quitting smoking. This includes the offer of low or no cost nicotine patches, gum or lozenges while at the JCC.

Cancer Treatments

There are 3 major ways to treat cancer:

Systemic Therapy:

- Chemotherapy (anti-cancer drugs) are drugs that kill or damage cancer cells.
- Targeted therapy are drugs that attack certain types of cancer cells.
- Biologic therapy (often called immunotherapy) are drugs that 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. Even though surgeons are on staff, surgery does not take place at the JCC. If surgery is needed, it will be arranged in one of the hospitals in Hamilton or closer to your home.

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

Chemotherapy

Your oncologist and primary nurse will give you information about your chemotherapy, how to manage side effects and how to care for yourself while on chemotherapy. Please feel free to ask them any questions.

Chemotherapy Suite

The Chemotherapy Suite is on Level 2 of the JCC. The chemotherapy team will monitor you while you receive your treatment and provide education about your treatment, home management, and possible side effects. Treatment is different for everyone; it can last a few minutes or take several hours.

Be sure to:

- bring your health card
- bring your medications for the day, especially pain, diabetes and quit smoking medications
- take your regular medications as you normally would unless told otherwise
- bring a current list of your medications
- wear comfortable clothes
- bring food or money to buy lunch
- bring a book or activity



Arriving at the Chemotherapy Suite

Please register at the reception desk on the 2nd floor. The clerk will place an identification wristband on your arm. Please wait in the waiting area until your nurse calls your name for treatment.

Before you begin your first treatment, you will meet with a pharmacist to review your blood work, medications and talk about any side effects of chemotherapy that you might have.

At each visit, the chemotherapy nurse will check your identification wristband, the doctor's order and the type of treatment you are to receive.

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

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 the inside of your body involves the use of radioactive seeds; this is called internal radiation therapy or brachytherapy.

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 and you will be provided with written information.

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 will teach you how to care for yourself and manage side effects.

Radiation treatment planning

Before your treatments, your radiation therapy team plan every part of your treatment. You will receive 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 your radiation will be directed, the first step may be making a facemask (shell) or body mould (cradle). These will 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 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 take you to a machine called a simulator. The radiation therapist and other team members take measurements needed for the detailed treatment planning.

The treatment area on your skin may be tattooed and marked with a small ink marker. This marks the area that will be used when setting up your 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.

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 clerk can then direct you to your appointment.

Radiation treatments

Once treatments begin, your appointments may be every day, Monday through Friday. Treatments 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 screen, listen and talk to you by intercom. The radiation can be stopped at any time to allow staff to enter the room and will switch off once the treatment is finished.

Patient Review Clinic

While you are on radiation therapy, you will meet with your oncologist and nurse regularly to see how you are doing.

Patient Assessment Office

Nurses who specialize in radiation oncology are available to meet with 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 team.

RESSCU

Rapid Evaluation and Symptom Support Cancer Unit
Monday to Friday, 8:30 AM to 6:00 PM.

If you feel your symptoms are getting worse or more urgent, call your primary care team. Your team may refer you to RESSCU, our same-day clinic for assessment and management of symptoms related to cancer and its treatment. Appointments in RESSCU can be several hours long.



You will need to be referred and have an appointment in RESSCU to attend.

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.

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.
- Participate completely voluntarily and stop at any time for any reason.
- Directly contribute to the knowledge in the fight against cancer and shape the future of cancer care.

Find a trial

For more information and to view a list of current clinical trials taking place at the JCC, please visit www.cancertrialshamilton.ca



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

Supportive Care Services

Psychosocial Oncology Team

We believe that taking care of your emotional health is as important as caring for your physical health. The Psychosocial Oncology Team has many services that can help you and your family cope with the emotional, physical, social and practical needs that you may experience before, during and after your treatment. They can help you and your family/caregiver(s) with:

- The emotional impact associated with cancer
- Developing coping strategies for managing stress and other concerns

- Talking to young children and adolescents so they understand and can cope with what is happening
- Learning about and applying for income replacement options



We understand that being diagnosed with cancer affects family members as well. Please contact Supportive Care to see how we can help.

Pain and Symptom Management Team

These specialized health care providers can help you learn ways to manage pain and symptoms caused by cancer and/or treatment.

Registered Dietitians

These health care providers are experts in the nutritional care of patients with cancer and can help with problems such as appetite problems, weight loss, difficulty swallowing, special dietary needs, healthy eating and weight management.



A referral can be made by your healthcare team.

You can also refer yourself to supportive care services by calling:

905-387-9495, ext. 64315

Monday to Friday

8:30 AM to 4:30 PM

Medication Coverage

If you are employed, check with your employer whether you will have continuing medication coverage while off. If you do not have coverage for medications, the Drug Access Facilitators may be able to assist you to obtain coverage.

Ask your oncology team to refer you to the Drug Access Facilitators.

Costs Associated with Treatment

Some expenses, such as medications and travel to appointment costs (mileage, gas, parking), can be claimed on your income tax return as medical expenses. If you have questions, please speak with a Social Worker.

Income Changes While Receiving Treatment

If you are employed, please check with your employer about what benefits you are entitled to while receiving treatment. You may need to access other income replacement programs and the JCC Social Workers can help you determine which benefits are available to you.

The handout “Applying for financial benefits – money concerns and cancer” may be helpful:

<https://www.hamiltonhealthsciences.ca/wp-content/uploads/2019/08/BenefitsJCC-th.pdf>



Paper copies are available at the Patient and Family Resource Centre (Level 1).

Here are other websites that may be helpful:

www.servicecanada.gc.ca

www.cra-arc.gc.ca



Other Resources and Services at JCC

Cancer Screening

Cancer screening tests help find cancer early before you start to feel symptoms. Cancer screening is important because cancer is easier to treat when it is found early.

There are three free cancer screening programs in Ontario for breast, cervical and colon cancers. You can find out more about what tests are right for you on the Hamilton Niagara Haldimand Brant Regional Cancer Program website: www.hnhbscreenforlife.ca



The Patient and Family Resource Centre

The Patient and Family Resource Centre (PFRC) is a lending library and information hub located in the JCC, just to the left as you enter the main doors. Founded with support from the Canadian Cancer Society and Wellwood, the PFRC provides information and support programs for people with cancer.



To support you along your cancer journey we provide resources about:

- diagnosis and treatment
- nutrition and physical activity
- mental wellbeing and relaxation
- caregiving and community resources
- survivorship and life after cancer



We also offer:

- Computers with internet access
- Quiet and comfortable space
- Qualified and helpful staff

Phone: 905-387-9495, ext. 65109

Email: jccpfrcentre@hhsc.ca

Website: <https://www.hamiltonhealthsciences.ca/areas-of-care/cancer-care/patient-family-resource-centre/>



Lymphedema Information Session

Cancer-related lymphedema is a swelling due to a build-up of lymph fluid caused by cancer or cancer treatment. We offer a teaching session that will help you understand what lymphedema is, how it can be managed and who can help. Ask your JCC clinic clerk to book an information session for you. Lymphedema information is also available on the HHS website:

<https://www.hamiltonhealthsciences.ca/areas-of-care/cancer-care/community-services/>



Indigenous Patient Navigator

The Indigenous Patient Navigator helps Indigenous patients and their families by:

- providing culturally appropriate resources for patients from cancer centre to home
- providing support at clinic visits, ensuring open lines of communication between patients and health care providers
- providing linkage and liaison between healthcare system and community services
- supporting patient and family members to understand and participate in the plan of care
- helping patients and families find supportive services both Indigenous and non-Indigenous
- connecting to traditional healing programs and services

For further information, please call 905-387-9711 ext. 64315
<https://www.hamiltonhealthsciences.ca/patients-visitors/while-youre-here/patient-and-family-services/indigenous-care-services>



Cancer Genetics Clinic

The genetic counsellor provides information and services to patients with a strong 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. To connect with the Cancer Genetics Clinic please call 905-387-9711 ext. 64636.

Psycho-Spiritual Practitioners (Chaplains)

The Psycho-Spiritual Practitioners are available to patients and families whether they follow a particular religious belief or tradition.

They are available to:

- listen and offer psycho-spiritual guidance or emotional support
- provide counsel to anyone undergoing crisis or experiencing grief
- offer prayer, meditation or reflection

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 next to the Give Shop and is open 24 hours a day 7 days a week.

Juravinski Cancer Centre Foundation



Foundation donors contribute to improved patient care, research and education at the JCC. Recent gifts have supported nursing education, research into new cancer treatment, and the creation of a new in-patient unit for stem cell transplantation and cellular therapy.

The Foundation is really about people. Some give their time; others donate money. All gifts are important in reaching our goal of bringing hope to patients with cancer.

The Juravinski Cancer Centre Foundation staff 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: JCC Level 1, across from the Information Desk

Website: <https://hamiltonhealth.ca>

Phone: 905-575-6380

Community Resources

Home Care Services - Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN)

If you need nursing or health care services at home, please discuss with your primary team.

Telephone: 905-523-8600 or toll free 1-800-810-0000

Website: www.hnhblhin.on.ca



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 offer free programs:

1) Juravinski Hospital location

1st floor (near the west elevators)

905-389-5884

2) Community location

501 Sanatorium Road (where Rice meets Sanatorium)

Free parking available

905-667-8870

Website: www.wellwood.ca

Email: wellwood@hsc.ca

Facebook: facebook.com/wellwood.ca

Twitter and Instagram: @wellwod_ca



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

The Canadian Cancer Society

The Canadian Cancer Society (CCS) works very closely with 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



Cancer Information Service

The Cancer Information Service is a confidential service for all people with cancer, their families, health care workers and the general public. The service is available in French and English. Interpreters are available for other languages. A direct phone line is available in the JCC Patient and Family Resource Centre.

Toll-free: 1-888-939-3333 TTY: 1-866-786-3934

Email: info@cis.cancer.ca

Canwell Program, Hamilton, Ontario

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

Telephone: 905-667-1515

Website: [https://www.ymcahbb.ca/Programs/LiveWell/CanWell-LiveWell-\(1\)?location=5f8d05a1-6a9e-4f60-b826-9930d667435d](https://www.ymcahbb.ca/Programs/LiveWell/CanWell-LiveWell-(1)?location=5f8d05a1-6a9e-4f60-b826-9930d667435d)



Resource Contact List

Canadian Cancer Society	www.cancer.ca	
Cancer Care Ontario	www.cancercare.on.ca	
Cancer Information Service	E-mail: info@cis.cancer.ca 1-888-939-3333	
Cancer Trials Hamilton	www.cancertrialshamilton.ca 905-387-9495, ext. 64417	

Hamilton Niagara Haldimand Brant Local Health Integration Network, HNHB LHIN (formerly CCAC)	www.hnhblhin.on.ca 905-523-8600 1-800-810-0000	
Hamilton Health Sciences (HHS)	www.hamiltonhealthsciences.ca 905-521-2100	
Juravinski Cancer Centre (JCC)	905-387-9495	
Ontario Cancer Trials	www.ontariocancertrials.ca	
Ontario Hospital Association	www.oha.com	
Patient & Family Resource Centre, JCC	Email: jccpfrcentre@hhsc.ca 905-387-9495, ext. 65109	
Patient Experience, HHS	905-521-2100, ext. 75240	
Parking, HHS	E-mail: parkingoffice@hhsc.ca 905-521-2100, ext. 42354	

Pharmacy, JCC	905-575-6320	
Privacy Office, HHS	905-521-2100, ext. 75122	
Smokers' Helpline	www.smokershelpline.ca	
Psychosocial Oncology, JCC	905-387-9495, ext. 64315	
Telehealth Ontario Quit Smoking Supports	1-866-797-0000	
Wellwood	www.wellwood.on.ca Email: wellwood@hpsc.ca 905-389-5884	

Questions / Notes / Contacts

Tell us what you think!

Your feedback about this Patient and Family Handbook is important and your responses will help us improve.

Please email us at jccpfrcentre@hhsc.ca to give us your opinion or visit the Patient & Family Resource Centre on Level 1 to fill out a paper survey.



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

Brant - Burlington - Haldimand - Hamilton - Niagara - Norfolk