



Your Guide to CancerCare Manitoba

Cancer Patient Information and Resources:

Your Guide to CancerCare Manitoba is Part 1 of a cancer information and resource series for cancer patients and their families.

Part 1: Your Guide to CancerCare Manitoba

This brochure can help you to prepare and plan for your first appointment, and has basic information and contact numbers.

Part 2: My Cancer Notebook

A notebook where you can record and organize your cancer treatment and care.

For a copy of any of these resources you can:

Go to the CancerCare Manitoba website at: cancercare.mb.ca under the Patient and Family section.

Call or visit the Patient and Family Resource Centre located at:

CancerCare Manitoba
Room 1016-675 McDermot Avenue, Winnipeg, MB
Phone: 204-787-4357 or toll-free 1-866-561-1026.

What Language Do You Speak at Home?

It is important that you and your family can ask questions and have answers in your own language.

Please ask for an interpreter for you or your family when your appointments are made. This service is free.

Welcome to CancerCare Manitoba

CancerCare Manitoba (CCMB) is here to provide excellent cancer services and support to you and your family. We understand that your first appointment is often a time of many questions.

Your Guide to CancerCare Manitoba will assist in preparing you for your first appointment at CCMB.

The CCMB health care team and volunteers are here to help you. We encourage you to ask questions of any member of our team, at any time.



On behalf of the CCMB
Health Care Team,

A handwritten signature in black ink, appearing to read 'Sri Navaratnam', written in a cursive style.

Dr. Sri Navaratnam
PRESIDENT AND CEO
CANCERCARE MANITOBA

Hours of Operation

McDermot Site

675 McDermot Avenue
Winnipeg, MB (beside Health Sciences Centre)
204-787-2197 Toll-free 1-866-561-1026
8:00 a.m. to 4:15 p.m., Monday to Friday

St. Boniface Hospital Site

O Block - 409 Taché Avenue
Winnipeg, MB
204-237-2033 Toll free 1-866-561-1026
8:00 a.m. to 4:15 p.m., Monday to Friday

Grace Hospital Site

300 Booth Drive
Winnipeg, MB
204-837-0246
8:00 a.m. to 4:15 p.m., Monday to Friday

Victoria Hospital Site

(Buhler Cancer Centre)
2340 Pembina Highway
Winnipeg, MB
204-477-3328
8:00 a.m. to 4:15 p.m., Monday to Friday

Cancer Helpline

204-787-8900 Toll-free 1-866-561-1026
8:00 a.m. to 5:00 p.m., Monday to Friday

A registered nurse can give you advice on how to take care of symptoms at home, or advise if you should go to the Urgent Cancer Care Clinic or to an Emergency Department.

After Hours:

If you have an emergency after regular business hours or it is a holiday, please contact:

Health Sciences Centre paging at 204-787-2071
or

St. Boniface paging at 204-237-2053

Ask for Medical Oncology, Radiation Oncology, Hematology, Gyne Oncology.

Preparing for Appointments

Before your appointment

- Make a list of all medicines you take (or bring the bottles of medicine with you). Tell us about any herbs, traditional medicine, vitamins and supplements you take, including any medicated drops or creams you use.
- Tell us about any complementary therapies you use, like massage and naturopathy.
- Bring your Manitoba Health Card
Don't have a Manitoba Health Card?
Call 204-786-7101 or toll-free 1-800-392-1207.
- Bring any forms you need to be filled out by the doctor or nurse.
- Make a list of your past surgeries, allergies and illnesses.
- Bring a family member or friend to your appointment.
- Bring something to do while you wait.

Feeling Anxious?

You can talk to a counsellor at
Patient and Family Support Services.

Phone 204-787-2109

Toll-free 1-866-561-1026

Preparing for Appointments

What will happen at my appointment?

- Find the clinic where your appointment is and tell the clerk that you are there.
- A unit assistant or nurse will measure your height and weight, and take you to an exam room.
- You may be asked to change into a gown.
- You will be asked questions by more than one member of the health care team.

Questions that you may want to ask about your diagnosis:

- What does my diagnosis mean?
- What test and test results confirmed this?
- What choices will I have about my treatment?
- Can my treatment affect my ability to have children? Do I have any fertility options?
- What will happen to me?

Can I take part in current research (clinical trials)?

Clinical trials test new medicine, and new ways to do surgery or radiation therapy. When you enroll in a clinical trial, you help researchers find better ways to treat, prevent, diagnose and understand cancer. Not all cancers have a clinical trial available, so ask your doctor if you are eligible for one.

A Question for You:

What does the team at CancerCare Manitoba need to know about you, to give you the best care possible?

Take the time to tell us.

The health care team:

- May ask to look at the area of your body where your tumour (lump) or illness is located.
- Will talk to you about a plan for your care and what you will do next.

Your health care team will also answer your questions.

Make sure the health care team has:

- Your phone number and mailing address.
- Up-to-date information about your regular health care provider (family doctor, walk-in clinic, or nursing station). Updates about your cancer care are sent to your regular health care provider.
- Information on how to contact you if you are staying in Winnipeg for appointments or treatments. Leave the address and a telephone number.

Before you leave, ask the nurse or clerk about your next appointment.

Accommodation and Financial Assistance

If you need information on where to stay in Winnipeg or Financial Assistance, call:

CancerCare Manitoba
204-787-2109 or toll-free 1-866-561-1026

Preparing for Appointments

Ask Questions

At each appointment, you will have a chance to talk about your concerns and ask questions. Here are a few tips to help:

- Plan the questions you want to ask and write them down.
- Don't feel rushed and ask if you don't understand something.
- Take someone with you who can help take notes and ask questions.

Ask questions about treatment and after treatment is finished

- How long will the treatment take?
- What are the usual side effects of treatment?
- What do I do if I have side effects?
- What tests will be done to monitor my condition? How often?
- How successful will the treatment be?
- What will happen if I don't have this treatment?

COMPASS stands for **C**omprehensive **P**roblem and **S**ymptom **S**creening.

Your health care team wants to hear about any concerns or problems you are having.

At your appointments, you may be asked to complete a short form with questions called COMPASS.

After you complete the COMPASS form, your nurse will talk to you about it and connect you with the information, care and support you may need.

Systemic Therapy treatment is available:

McDermot Site

675 McDermot Avenue

8:00 a.m. to 8:15 p.m., Monday to Friday

8:00 a.m. to 4:15 p.m., Saturday, Sunday and statutory holidays

St. Boniface Hospital Site

409 Taché Avenue

8:00 a.m. to 5:30 p.m., Monday to Friday

8:00 a.m. to 4:15 p.m., statutory holidays

Grace Hospital Site

300 Booth Drive

8:00 a.m. to 4:15 p.m., Monday to Friday

Victoria Hospital Site

2340 Pembina Highway

8:00 a.m. to 6:15 p.m., Monday to Friday

8:00 a.m. to 4:15 p.m., statutory holidays

Radiation Therapy is available:

675 McDermot Avenue

8:00 a.m. to 5:00 p.m., Monday to Friday

Ask Us!

If you are unsure about any words, ask your health care provider.

You can also ask for a copy of your test results.

An Inside View of CancerCare Manitoba Sites

Explore the sites through a 360° Virtual Tour to get a firsthand feel for the spaces before you arrive.

[Take the 360° Tour](#)



What is the *MyCare* App?

The *MyCare* App is an application (app) created for patients to connect with their CCMB health care team virtually and securely. The tools available through the *MyCare* App can help you take a more active role in your care.

The *MyCare* App allows you to:

- Communicate with your health care team
- View your upcoming appointments
- Receive notification on educational events
- Receive educational documents
- Track your symptoms
- Access your personal library
- Complete questionnaires and ongoing assessments

How do I get the *MyCare* App?

- Download the *MyCare* Noona App on the [App Store](#) or [Google Play](#)



- Follow the steps in the email or text message to activate your account
- Sign in to the *MyCare* App and explore

Note: You can only use the app once your account has been activated using the link sent to you by your health care team. If you don't receive an email and/or text with the link, call your health care team to register by phone.

Do I need to use the *MyCare App*?

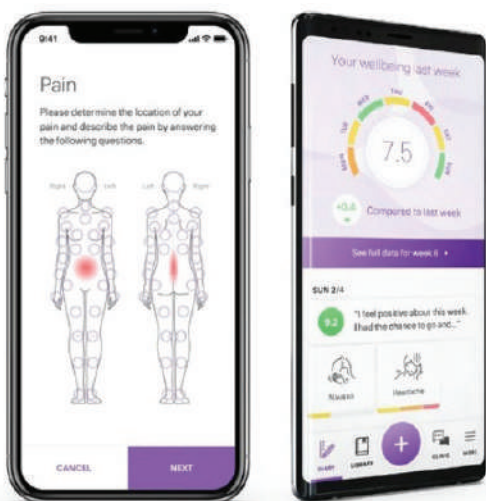
Our goal is to have all patients connected to the *MyCare App*. The app helps our patients get information about their cancer and communicate with their health care team.

What if I don't have access to the internet?

We will still enroll you in the *MyCare App* and your health care team will contact you to answer any questions that will be entered into the *MyCare App* on your behalf. In the future if you do get a device, please let your health care team know.

For more information, visit:

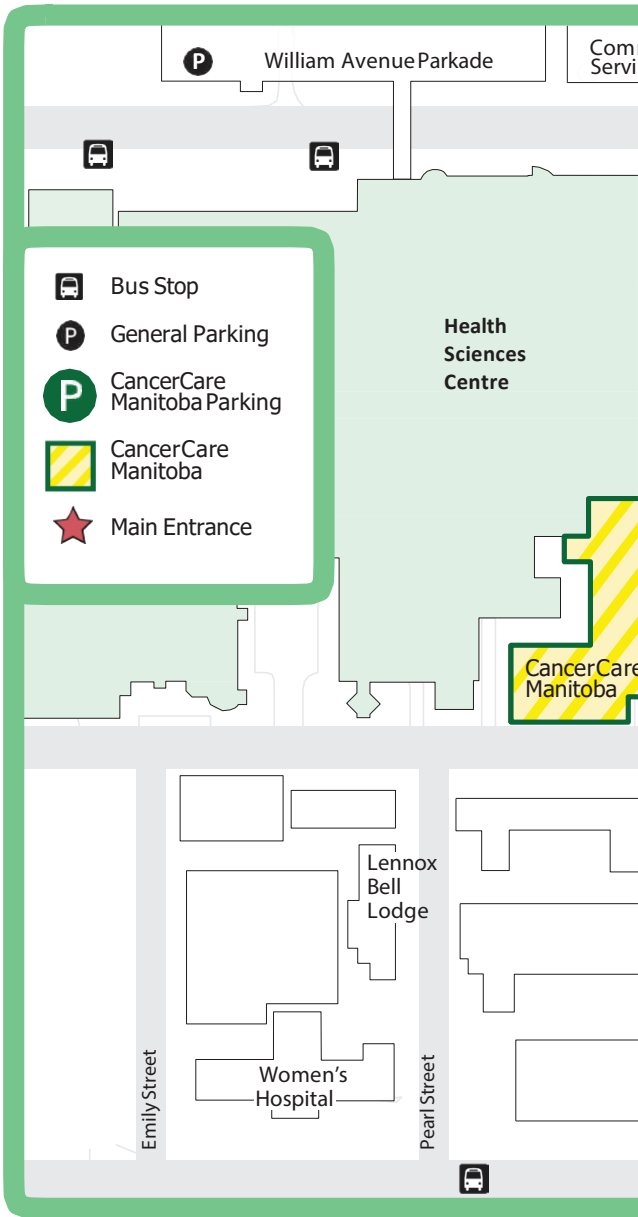
cancercare.mb.ca/Patient-Family/noona



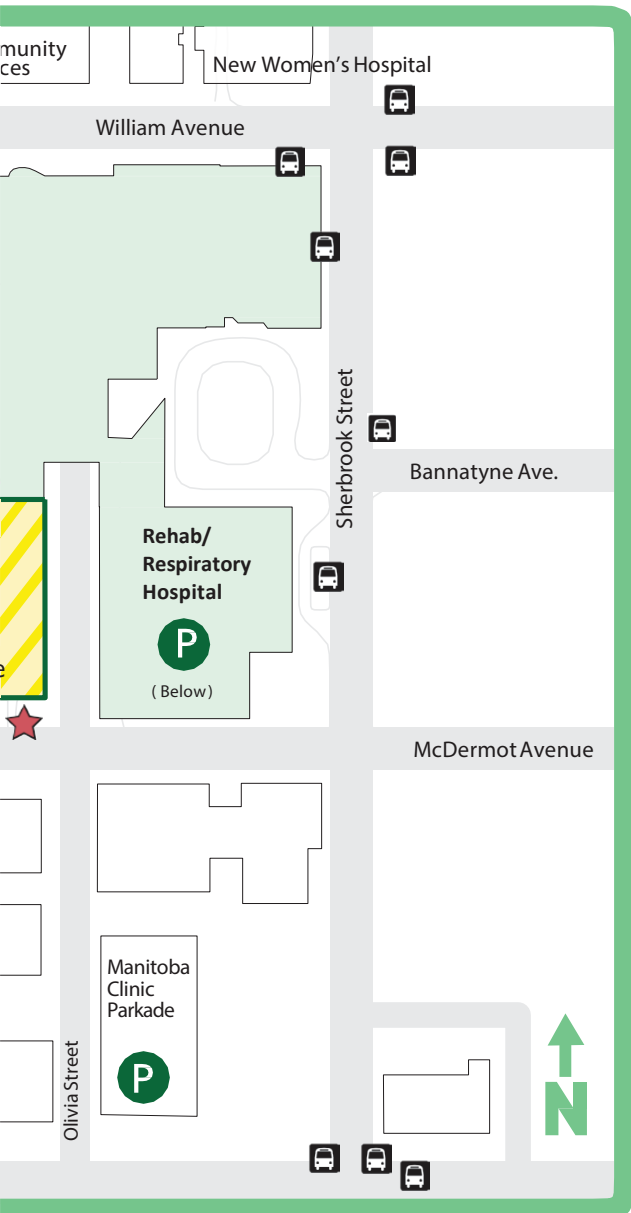
Getting to CancerCare Manitoba



CancerCare Manitoba
675 McDermot Avenue
(beside Health Sciences Centre)



 For bus routes, visit Winnipeg Transit at winnipegtransit.com

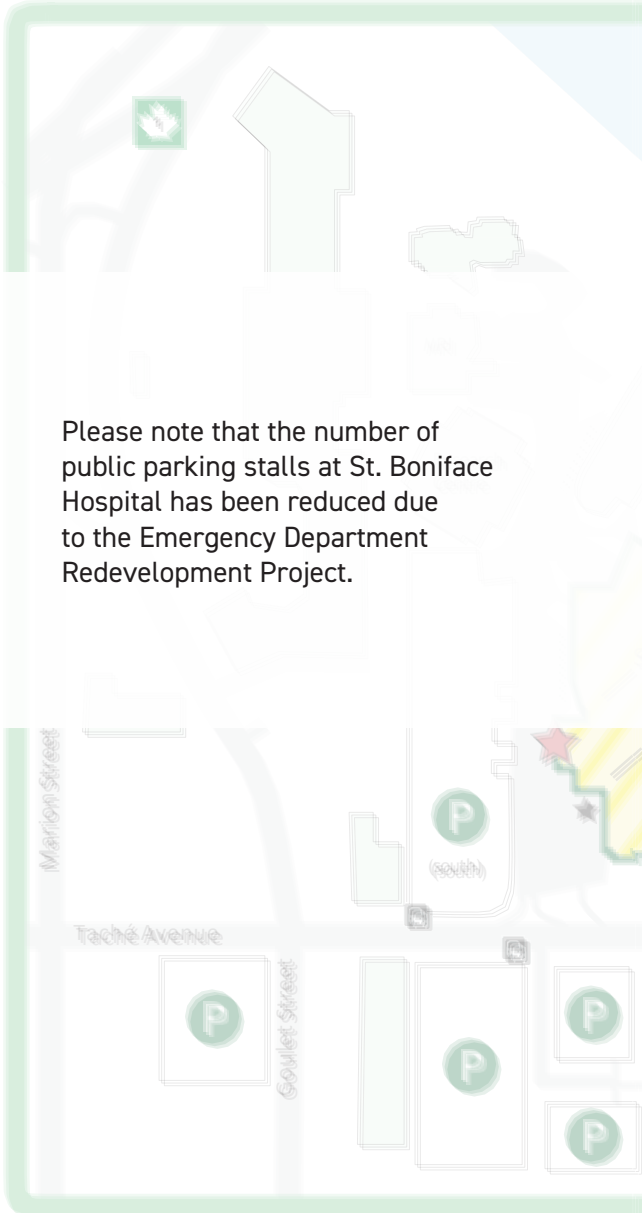


Check street signs for parking information.

Getting to CancerCare Manitoba



St. Boniface Hospital
409 Taché Avenue



Please note that the number of public parking stalls at St. Boniface Hospital has been reduced due to the Emergency Department Redevelopment Project.

Red River



Metered Parking

Metered Parking
Disabled Permit Only



South Entrance
(enter here)



Emergency Entrance



Main Entrance

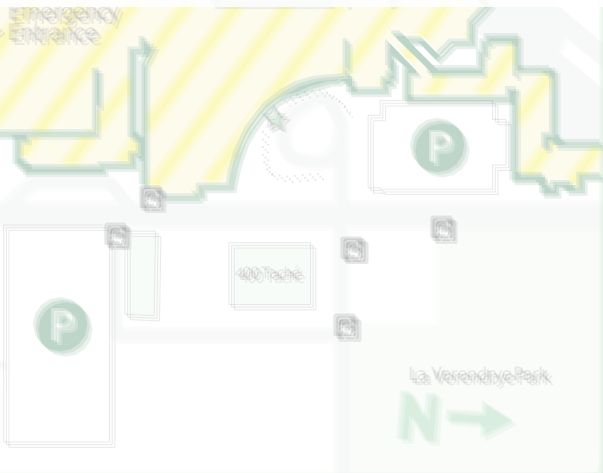


Public Parking

View the latest parking information at
stbonifacehospital.ca/visitors/parking

South Entrance

Emergency
Entrance



Getting to CancerCare Manitoba

Parking

- All parking in front of CancerCare Manitoba at 675 McDermot Avenue is pre-pay Disability Permit parking.
- You can use change, credit card or use the PayByPhone App.
- There is a drop-off and pick-up zone at the main entrance.

Disability Permit Parking (limited space)

- 675 McDermot Avenue: on the street near the main entrance.
- Underground parking at Health Sciences Centre. Entrance is on Sherbrook Street.
- St. Boniface Hospital: near the CancerCare Manitoba entrance.

Street Parking

- Metered parking is available around 675 McDermot Avenue and St. Boniface Hospital.

Parking Tips:

- Give yourself extra time to get to your appointment.
- Use change or credit card for the pay station, or download the PayByPhone App.



- Tell your health care team if you have to leave the clinic area to pay for more parking.

Parkades

- 675 McDermot Avenue:
 - The Manitoba Clinic Parkade at 790 Sherbrook Street.
 - Underground parking at Health Sciences Centre. Entrance is on Sherbrook Street.
- Across Taché Avenue, on the south side of St. Boniface Hospital, CancerCare Manitoba's entrance is located in the southwest wing of the hospital.

For more information on parkades and weekly passes, please call:

Health Sciences Centre: 204-787-2715

St. Boniface Hospital: 204-237-2319

Transportation Services

The Canadian Cancer Society - Wheels of Hope

The Canadian Cancer Society Wheels of Hope provides safe, reliable, and subsidized transportation services for cancer patients. A volunteer driver can pick you up, drop you off for your appointment, and take you back home.

How do I register?

You will need a referral to Wheels of Hope from a health care professional on your clinic team (e.g. Oncologist, Nurse, Social Worker, etc.).

Note: Patients are registered for one year at a time. A fee is charged for this service. Call 1-888-939-3333.

Northern Patient Transportation Program

Provides reimbursement for transportation costs to patients who live North of 53 degrees on the west side of Lake Winnipeg or North of 51 degrees on the east side of Lake Winnipeg. You may need to get a doctor's note. Call 1-800-290-1098 for information.

Information for Rural Patients

Community Cancer Programs Network (CCPN) Sites

You may be able to have cancer care closer to home. The Community Cancer Programs Network (CCPN) is a CancerCare Manitoba program for patients living outside of Winnipeg. The CCPN works with the health regions in Manitoba to provide care closer to home.

The CCPN is made up of:

- 15 cancer programs.
- The Western Manitoba Cancer Centre in Brandon.
- The Community Cancer Program & Support Centre in Eriksdale.

For more information, visit cancercare.mb.ca/ccpn or call 204-784-0224.

| Community Cancer Programs | Phone Number |
|-----------------------------------------------------|---------------------|
| Boundary Trails (Morden/Winkler) | 1-204-331-8850 |
| Brandon WMCC (Western Manitoba Cancer Centre) | 1-204-578-2222 |
| Dauphin | 1-204-638-2181 |
| Deloraine | 1-204-747-1836 |
| Flin Flon | 1-204-687-9626 |
| Gimli | 1-204-642-4520 |
| Hamiota | 1-204-764-4203 |
| Neepawa | 1-204-476-7822 |
| Pinawa | 1-204-783-3153 |
| Portage | 1-204-239-2276 |
| Russell | 1-204-773-7550 |
| Selkirk | 1-204-785-7400 |
| Steinbach | 1-204-346-5160 |
| Swan River | 1-204-734-6671 |
| The Pas | 1-204-623-9241 |
| Thompson | 1-204-677-5397 |

Navigation Services

CancerCare Manitoba offers patients and their family members the guidance and support they need.

Navigation Services:

- Helps you meet your needs and make informed decisions.
- Provides support to you and your family for your cancer journey.
- Works closely with your family doctor and health care team to manage your care.

You may contact Navigation Services directly or be referred by a primary care provider or any other health care professional.

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-557-2273

Northern Regional Health Authority

Toll-free: 1-855-740-9322

Prairie Mountain Health

Toll-free: 1-855-346-3710

Southern Health Santé-Sud

Toll-free: 1-855-623-1533

Winnipeg Regional Health Authority

Toll-free: 1-855-837-5400

Virtual Appointments/Manitoba Telehealth

- You may be able to have a virtual appointment using your own phone or computer using Zoom for Healthcare or Microsoft Teams.
- Manitoba Telehealth will allow you to see and talk with your health care team or cancer doctor by video conference on a television screen.

Cancer Helpline

204-787-8900 Toll-free 1-866-561-1026

8:00 a.m. to 5:00 p.m., Monday to Friday

When should I call the Cancer Helpline?

Call the **Cancer Helpline** if you have symptoms from your cancer or blood disorder, or side effects from your treatments.

- You can talk to a registered nurse and ask questions about your health condition.
- A registered nurse can give you advice on how to take care of symptoms at home, or advise if you should go to the Urgent Cancer Care Clinic or to an Emergency Department.

Urgent Cancer Care Clinic

1st Floor, 675 McDermot Avenue

9:00 a.m. to 5:00 p.m., Monday to Friday

When should I go to the Urgent Cancer Care Clinic?

- The Urgent Cancer Care Clinic is for patients experiencing new symptoms or side effects related to the treatment of cancer or blood disorders.
- Call the Cancer Helpline if you are not sure if you should go to the Urgent Cancer Care Clinic.

Call the Cancer Helpline 204-787-8900 or toll-free 1-866-561-1026 to book an appointment for the Urgent Cancer Care Clinic.

Manitoba Home Cancer Drug Program

The **Manitoba Home Cancer Drug Program** is for Manitobans with cancer. The program pays the cost of approved oral cancer medications (those in pill form) and some specific support drugs (like medicine to help with nausea).

For information on the Manitoba Home Cancer Drug Program, call:

The Manitoba Pharmacare Program
204-786-7141 or toll-free 1-800-297-8099
8:30 a.m. to 4:30 p.m., Monday to Friday

If you are not eligible for Pharmacare (and therefore the home Cancer Drug Program), please tell your clinic nurse or doctor which drug plan (if any) provides coverage for your medications.

Non-Insured Health Benefits (Manitoba) First Nations & Inuit Health Branch, Health Canada

Pharmacy/Medical Supplies & Equipment
1-800-665-8507

Registration Information

To find out if you are registered in the Manitoba Home Cancer Drug Program or the Manitoba Pharmacare Program, call 204-786-7141 or toll-free 1-800-297-8099
8:30 a.m. to 4:30 p.m., Monday to Friday

Patient Safety: Keeping You Safe

We want you to feel safe and be safe at all times.

Learn more about patient safety at cancercare.mb.ca/Patient-Family/keeping-you-safe

Your Identification

- Please check to make sure your name, birth date and all personal information on your appointment letter is correct. Tell your nurse or a clerk if it is not correct, or if your name, address or phone number has changed.
- You will be asked for your name, birth date and Manitoba Health card at every visit.

Prevent Infection

- Wash your hands often to prevent infection.
- Always wash your hands before eating, after using the restroom, or after contact with pets.
- Ask your family and visitors to wash their hands.
- Use a tissue when you cough or sneeze, then wash your hands. If you don't have a tissue, use your upper sleeve.
- If you have a cold, cough, flu, rash or fever, please call your nurse.
- Tell your family and visitors not to come to the cancer centre if they are sick.

Prevent Falls

- Be aware of wet floors, spills, furniture and equipment that may cause a slip or fall.
- Wear non-slip, well-fitting shoes.
- If you fall in the bathroom or change area, pull the emergency cord and staff will come to help you.
- For future visits, use a cane or walker, wheelchair, or bring someone with you.
- If you had a fall, tell your cancer doctor and your family doctor.

Helpful Support Services

Patient Representative

Talk to the Patient Representative if you have questions, complaints, concerns or compliments about your care.

204-787-2065 or 204-787-2055

Toll-free 1-866-561-1026

Education & Liaison Nurse - Health Equity

Call if you have concerns about your treatment plan or delays, problem-solving with Non-Insured Health Benefit Program, questions about your care and what will happen next.

204-799-0971 or Toll-free 1-855-881-4395

Patient Assistance Coordinator

Call ahead for any special needs. You can arrange a wheelchair to meet you at the door or a guide to take you to any appointment (including tests in the hospital).

204-260-9644

Patient and Family Support Services

Skilled professionals are here to help support you or your family.

- Counselling for patients and their families.
- Support groups and programs.
- Nutrition Services.
- Speech Language Pathology.
- Patient and Family Resource Centre.
- Centre for Hope.
- Guardian Angel Caring Room (wigs and head wear, Look Good Feel Better programs).

For more information about these programs, call 204-787-2109 or toll-free 1-866-561-1026.

The Navigator - Patient Newsletter

The Navigator Newsletter is a monthly patient newsletter that includes cancer-related support groups, information sessions and other programs.

The newsletter can be found online at cancercare.mb.ca/Patient-Family/support-services/patient-newsletter

If you would like to receive The Navigator by mail, call 204-787-2970.

Acknowledgments



All funds raised stay in Manitoba.

CancerCare Manitoba Foundation is honoured to support the production of the Cancer Patient Information and Resource materials.

It is our donors' gift to you.

