



NOV 03 2017

MR. SHANE THOMPSON
MLA, NAHENDEH

Oral Question 937-18(2): Nahendeh Residents Accessing Cancer Treatment

This letter is in response to the Oral Question you raised on October 4, 2017 regarding Nahendeh Residents Accessing Cancer Treatment.

There are a number of resources available for a patient diagnosed with cancer, however, the Department of Health and Social Services does not maintain an exhaustive list as each patient is case specific. As discussed in the House, the Cancer Care Coordinator is the primary support resource for Northwest Territories (NWT) patients diagnosed with cancer.

Attached are resources for you to share with your constituents.

- *Navigating your Cancer Journey: A resource for cancer patients in the Northwest Territories*
- *Cancer Related Resources: Compiled from the NWT Medical Travel a Step by Step Guide*
- *Comprehensive Cancer Resource List*

Thank you.

Glen Abernethy
Minister of Health and Social Services

c Mr. Tim Mercer
Clerk of the Legislative Assembly

Mr. David Hastings
Legislative Coordinator, Executive

CANCER RELATED RESOURCES

Compiled From the Medical Travel Guide Book

Aboriginal Wellness Program

The Aboriginal Wellness program provides patient supports, healing practices, traditional northern foods, and traditional medicine.

Manager: 867-669-4382

Aboriginal Cultural Liaison Supervisor Phone: 867-669-4388

Tłı̄chō Cultural Liaison Relief Phone: 867-669-4388 **Cell:** 867-445-7991

Canadian Cancer Society – Alberta & NWT

Support programs available to cancer patients and their caregivers.

Address: #207, 4817 – 49th Street

Phone: 867-920-4428

Toll Free Phone: 1-877-920-4428

NWT Breast Health/Breast Cancer Action Group

Provides information, services, and support to individuals affected by breast cancer in the NWT.

Phone: 867-873-8089

Canadian Cancer Society – Alberta & NWT Division

Emotional, practical, and informational support programs available to cancer patients and their caregivers

Address: #201, 9452 51 Ave. NW

Phone: 780-455-7181

Canadian Cancer Society Volunteer Driver Program

Safe, reliable, free transportation between cancer care facility and your accommodations requires two business days advance notice.

Phone: 1-855-477-8998

Cross Cancer Institute (CCI)

Comprehensive cancer centre, and leader in innovative cancer research, prevention, treatment and care initiatives.

Phone: 780-432-8771

Address: 11560 University Avenue NW

Aboriginal Cancer Patient Navigator

Registered nurse with specialized training in cancer care

Phone: 780-432-8747

Aboriginal Cultural Helpers

Provides cultural, spiritual support, and support with traditional ceremonies to clients and their families

Phone: 780-735-5292

Aboriginal Health Program

Support Aboriginal people in access of culturally appropriate health services.

Phone: 780-735-5326

COMPREHENSIVE CANCER RESOURCE LIST

YELLOWKNIFE

Cancer Care Coordinator

The Cancer Care Coordinator is a nurse with specialized training in cancer care who can provide help to all cancer patients in the NWT. The office is at Stanton Territorial Hospital in Yellowknife.

How They Can Help:

- Provide patients and family with education about cancer and cancer care.
- Help patients find resources and supports.
- Help patients navigate the cancer care system in the NWT.
- Answer questions related to cancer care

Phone: 867-669-4310

Toll Free: 866-313-7989

E-mail: cancer_care_coordinator@gov.nt.ca

NWT Breast Health/Breast Cancer Action Group

Phone: 867-873-8089

Provides information, services, and support to individuals affected by breast cancer in the NWT.

WHAT: Cancer Peer Support Group for Women, monthly peer support sessions for women with any kind of cancer.

WHEN: Last Wednesday of each month 7-8pm

WHERE: Aurora College, 54th Street Room 309

CONTACT: ykpeergroup2025@gmail.com www.breasthealthnwt.ca

Yellowknife Brain Tumour Support Group

WHAT: Brain Tumour Support Group

Support group for people with brain tumours and their loved ones.

WHEN: 2nd Wednesday of every month, 7-9pm (No meetings July and August)

WHERE: Baker Community Centre, 5710 – 50th Ave, Yellowknife

More Information: 1-800-265-5106 www.braintumour.ca

Cancer Support Group

WHAT: Support group run by Walt Humphries

WHEN: 2nd Wednesday of every month, 6:30-7:30pm

WHERE: Baker Centre, Yellowknife

Wellness Café

WHAT: Wellness Café - Not cancer specific

The group covers topics such as mindfulness, managing strong emotions, relaxation skills and coping with distress, to help people work on improving their personal well-being.

WHEN: Every Thursday 2:30-4pm

WHERE: Yellowknife Primary Care Clinic (YPCC) main floor meeting room (lobby)
4915 – 48st.

CONTACT: Central Intake at 765-7715

STANTON TERRITORIAL HOSPITAL

Aboriginal Wellness Program

The Aboriginal Wellness program provides patient supports, healing practices, traditional northern foods, and traditional medicine.

Manager: 867-669-4382

Aboriginal Cultural Liaison Supervisor Phone: 867-669-4388

Tlicho, Cultural Liaison Relief Phone: 867-669-4388

Cell: 867-445-7991

Medical Daycare Unit

The medical daycare unit is located on the 3rd floor of the hospital. Patients who require chemotherapy or advanced intravenous therapies have treatment here.

Contact: 867-669-4368

FORT SMITH

Fort Smith Cancer Peer Support

WHAT: Cancer Peer Support Group

Support Group for anyone affected by cancer.

Can provide one on one, or group peer support

WHEN: Last Wednesday of every month 6:30-8:30pm

WHERE: Roaring Rapids Hall

CONTACT: Bev Chepelsky

(780) 504-3346

scp.demoprojectFS@gmail.com

HAY RIVER

Hay River Cancer Peer Support

WHAT: Cancer Sharing Circle – Karuna Group

WHEN: Monthly

CONTACT: Kelsey McGinley

The Karuna Group

thekarunagroup@hotmail.com

INUVIK

The NWT Seniors' Society

In partnership with Ingamo Hall Friendship Center in Inuvik, will be working in 2017-2018 towards establishing a community based support service for those affected by cancer in Inuvik. The goal being to provide services built by the community and for the community, which meet in some way, shape, or form the needs of those affected indirectly or directly by cancer.

NORTHWEST TERRITORIES

Let's Talk About Cancer – GNWT

<http://www.cancernwt.ca/>

WHAT: Information on cancer screening and early detection, navigating the cancer journey, and resources.

The *Navigating Your Cancer Journey Guide* is here:

<http://www.cancernwt.ca/sites/default/files/navigation-resource.pdf>

This Guide is a resource for cancer patients in the NWT, and contains information on cancer, medical travel, services in the NWT and Edmonton and support resources

NWT Quitline

WHAT: The NWT Quitline is a toll-free, confidential telephone helpline for people who want to quit smoking. Services include:

- Tobacco cessation counselling;
- Personalized call-back program;
- Information material;
- Translation services for all NWT languages; and
- Telephone helpline 24 hours a day, every day.

CONTACT: 1-866-286-5099

EDMONTON, ALBERTA

Canadian Cancer Society – Alberta Division

Address: #201, 9452 51 Ave. NW

Phone: 780-455-7181

Emotional, practical, and informational support programs available to cancer patients and their caregivers

Wellspring – Edmonton

<https://wellspring.ca/edmonton/> (only works in chrome)

WHAT: Wellspring Edmonton is a warm and welcoming place that offers a variety of supportive programs, at no cost, for cancer patients, their families and caregivers.

WHEN: Open Monday to Friday, 9:00 AM to 4:30 PM

WHERE: 11306 65 Ave

CONTACT: 780-758-4433.

Referrals are not required and peer support volunteers are available to assist in finding the right programs to meet a person's specific needs.

Programs:

<https://wellspring.ca/edmonton/programs/all-programs/>

The Cross Cancer Institute (CCI)

Address: 11560 University Avenue, Edmonton, AB, T6G 1Z2

Phone: 780-432-8771 (switchboard)

There is a resource centre located on the main floor of the CCI. Volunteers will be able to assist you in locating any resources you may need.

Patient's Guide to the Cross Cancer Institute:

<http://www.albertahealthservices.ca/ps-6122-cross-cancer-guide.pdf>

This guide provides a good introduction to the Cross Cancer Institute and answers many questions about the hospital facilities, parking, and patient services, and includes a phone directory

Support Services at CCI

Indigenous Cancer Patient Navigator

WHAT: The Navigator is a Registered Nurse at the CCI, with specialized training in cancer care. The Indigenous Health Program works throughout the province in partnership with First Nations, Métis and Inuit communities and organizations to provide high quality, accessible, culturally appropriate health services for all Indigenous people. Patients can refer themselves to the Indigenous Cancer Patient Navigator. **CONTACT:** 780-432-8747

Patient Information Sessions

WHAT: The Cross Cancer Institute provides new patient information sessions on a weekly basis. Topics discussed include:

- Overview of available services and resources
- Coping mechanisms for dealing with emotional stresses and challenges of living with cancer
- How to be actively involved in your cancer care
- Hospital facility orientation

WHEN: Sessions are held on Monday, Wednesday and Thursday from 10-11:30AM

WHERE: Zane Feldman Auditorium (2nd floor CCI).

CONTACT: To register for a session please call: (780) 432-8456

Psychosocial and Spiritual Resources – Spiritual Care Services

WHAT: Provide support to patients and their families, serving the full range of their spiritual, psychological, emotional, and social needs throughout their care at the Cross Cancer Institute

WHERE: Suite 432, 111 Avenue & Groat Road, Westmount Shopping Centre, Edmonton, Alberta, T5M 3L7

CONTACT: 80-643-4303/4304

NATIONAL

National Office - Canadian Cancer Society

55 St. Clair Avenue West, Suite 300

Toronto, Ontario M4V 2Y7

TOLL FREE: 1-888-939-3333

PHONE: (46) 961-7223

EMAIL: ccs@cancer.ca

WEBSITE: www.cancer.ca

WHAT: Phone support for cancer patients and their caregivers

Receive one-on-one emotional support by trained volunteers by cancer survivors

CONTACT: 1-888-939-3333

ONLINE RESOURCES

Alberta Health Services

<http://www.albertahealthservices.ca/info/Page15215.aspx>

WHAT: Living Well After Cancer: Self -Management Resources

Short videos covering numerous topics, and contains advice from experts on ways patients can improve their life after cancer

BC Cancer Agency

<http://www.bccancer.bc.ca/our-services/services/library/recommended-websites/living-with-cancer-websites/grief-websites>

WHAT: Grief Websites, as well as other resources on cancer.

Cancer View

<http://www.cancerview.ca/FirstNationsInuitAndMetis/>

WHAT: Website, with cancer information, a resource library, and information on initiatives to improve the cancer experience of First Nations, Inuit and Metis.

Canadian Virtual Hospice

http://www.virtualhospice.ca/en_US/Main+Site+Navigation/Home.aspx

WHAT: Support available through articles, discussion forums and ask a professional service (website email service where you can submit your questions about terminal illness, end-of-life-care, loss and bereavement, and receive a written response within 3 days).

Canadian Cancer Society – Breast Cancer Support and Information

<http://support.cbcf.org/>

WHAT: Breast Cancer Support & Information helpline:

- connect with someone who has breast cancer, or is at high risk, and can understand your concerns
- access credible, relevant information specific to your diagnosis and situation
- locate resources in your community such as support groups, wigs, prostheses, and financial help
- discuss how to support a loved one
- gain an understanding of your personal risk factors for breast cancer
- talk to someone for as long as you want – we are here to listen and support you

WHEN: Helpline open: Monday to Friday 9am – 7:30pm (EST)

CONTACT: Toll free from anywhere in Canada at 1.888.778.3100, or

Email: BreastCancerSupport@cancer.ca (Can leave a message or email if after hours)

Brain Tumour Foundation of Canada

<https://www.braintumour.ca/> (only works in chrome)

WHAT: Website with information on brain tumours, care and support and research. The listing of supports includes information on one-on-one supports via email and their toll free line, virtual support groups and an online peer support centre:

<http://www.braintumour.ca/621/care-and-support>

Leukemia and Lymphoma Society of Canada (LLSC)

<http://www.llscanada.org/support/first-connection>

WHAT: First Connection Peer Volunteer Program

Is a peer-to-peer program that matches newly diagnosed patients and their families with trained volunteers who have been touched firsthand by a blood cancer and shared similar experiences.

HOW: Fill out the online request form and the LLSC will contact the person by phone to make a connection

Lymphoma Canada

<https://www.lymphoma.ca/>

WHAT: Website that provides information on Lymphoma, programs and resources including support groups.

Support Groups – online

<https://www.lymphoma.ca/programs-resources/support/support-groups>

Prostate Cancer Canada

<http://www.prostatecancer.ca/>

WHAT: Website providing information on prostate cancer, including research, cancer journey, resources and support groups.

Survive and Thrive Cancer Programs – For Young Adults

<http://survivethrive.org/>

WHAT: Survive & Thrive Cancer Programs uses adventure expeditions, films, experiential workshops and retreats to encourage and inspire those touched by cancer to live well.

Young Adult Cancer

<http://www.youngadultcancer.ca/>

WHAT: Is a website, which contains resources, programs, and stories for young adults with cancer. Their mission is to support young adults as they live with, through, and beyond cancer. To be the connection to peers, bridge out of isolation, and source of inspiration.



Let's Talk
About Cancer

Navigating Your Cancer Journey:

A resource for cancer patients in the Northwest Territories

(Draft v.1)





Let's Talk About Cancer

Contents

Section 1: Understanding the cancer journey	4
Understanding Your Diagnosis	5
Understanding Treatment.....	7
Questions To Ask Your Doctor	9
Section 2: Travelling for Treatment	12
Medical Travel and Health Benefits	13
Medical Travel Offices	14
What to Bring With You	16
Travel Escorts.....	17
Section 3: Services in the Northwest Territories	19
Services in the Yellowknife	20
General Information	20
Stanton Territorial Hospital	20
Cancer Care Coordinator.....	23
Yellowknife Boarding Homes.....	24
Other Resources.....	25
Services for Patients in Yellowknife	26
Section 4: Services in Edmonton	30
Services for Patients in Alberta.....	31
Other Resources.....	38
Edmonton Boarding Homes	39
Section 5: Patient Notes	40
About Me	41
My Cancer Information.....	42



Let's Talk About Cancer

My Treatment Information	43
My Circle of Care.....	44
Medication Log.....	46
Diagnostic Testing Log (X-ray, CT, MRI, Blood Work).....	48
Appointment Log.....	50
Providing Comfort & Support to Cancer Patients.....	52



Let's Talk
About Cancer

Section 1: Understanding the cancer journey



Understanding Your Diagnosis

Pre-Diagnosis

1. You noticed some changes such as:

- You are very tired
- Changes in bathroom habits
- A sore that doesn't heal
- Unusual bleeding or discharge from anywhere on your body
- Lump or thickening in breast or anywhere
- Indigestion
- Changes in moles, warts or skin
- Cough or hoarseness that won't go away

Or something was noticed when you went for your regular physical exam such as:

- Mammogram and Pap tests for women
- Colonoscopy
- Yearly health exam

2. You had the unusual finding checked by a doctor.

3. Tests will be ordered and you may be referred to a specialist. The tests will determine if it is cancer. Tests may include (depending on diagnosis):

- Biopsy (take a little piece of the body tissue)
- Blood tests
- X-Rays
- Ultrasounds
- CT Scans
- MRI Scans
- Scopes (e.g. colonoscopy, gastroscopy)

What do you need to do?

- Attend all appointments and ask questions
- Get a friend or family member to be your helper

Note: Diagnosis may take 1-3 weeks after seeing the specialist



Diagnosis

When you receive your cancer diagnosis, you may also receive information on the stage of your cancer or a TNM (tumour, node and metastasis) stage.

- T:** States the size of the main tumour and how much it has or has not spread into the nearby tissue.
- N:** States if the cancer has spread to the lymph nodes.
- M:** States if the cancer has spread throughout the body.

There are 4 commonly used cancer stages, stage 1, stage 2, stage 3, and stage 4.

Stage 1 & 2

Means the cancer is still in the organ or location where it was first found or it may have spread to nearby tissue

Stage 3

The cancer has spread from where it was first found to surrounding tissues or into the lymph nodes

Stage 4

The cancer has spread through the body.



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Understanding Treatment

Treatment usually begins within 2-3 weeks and can include:

- Surgery: This can be done in Yellowknife or Edmonton.
- Chemotherapy: This first requires referral to Cross Cancer Institute in Edmonton. After that, chemotherapy can be done in Yellowknife. Treatment may be every 2 weeks for 3-6 months.
- Radiation: This requires referral to Cross Cancer Institute in Edmonton. Radiation therapy is done only in Edmonton.
- Biological or Targeted therapy: These are typically delivered using an IV.
- Medications: Medications can be taken orally, by injection, or through an IV

Chemotherapy

Chemotherapy, commonly called *chemo*, is a kind of cancer treatment. Depending on your cancer you may receive just chemotherapy or a combination of treatments including chemotherapy, radiation or surgery.

Chemotherapy can help stop the growth or spread of cancer cells, or may help shrink cancer before surgery. Chemotherapy can be given many ways, but it is usually done by IV injection into a vein. Depending on the kind of chemotherapy, treatment can also be given with pills, liquids or creams.

(Source: www.cancercare.mb.ca)

Radiation

Radiation is another type of cancer treatment. It uses high energy x-ray beams to kill cancer cells in the body. Like chemotherapy, it can be used on its own or in combination with other treatments. Depending on your type of cancer, your oncologist may recommend external or internal radiation therapy.

(Source: www.cancercare.mb.ca)

You are Unique

Your treatment will be unique to you. You, your oncologist, and your doctor will determine the best treatment plan for you. Your doctor will follow your treatment closely and make changes as necessary.



Let's Talk About Cancer

Travel and Specialists

You may see different doctors or specialists. You may need to travel to Yellowknife or Edmonton, probably within two weeks of diagnosis. A helper may be able to go with you. As your treatment continues you will have to have regular appointments with your doctors or nurses to make sure you are doing well.

Side Effects

Treatment may have side effects. It is important to tell your doctor or nurses how you are feeling so that they can help. Keep a record of the medicines you take, how much they help, what makes you feel better or worse. Take pain medications as directed and bring concerns to your doctor or nurse.

What do you need to do?

- Keep medications safe and take them as prescribed
- Let your doctor know how your medication is working
- Tell your doctor/nurse about side effects
- Keep records of your health/changes in condition
- Learn what else works for you (massage, spirituality, prayer, physical therapy, counselling...)
- Be involved in your treatment(take notes, ask questions, research your diagnosis and treatment options)



Let's Talk About Cancer

Questions To Ask Your Doctor

Preparing for Your Appointment

It is important that you prepare for your appointments. You and your doctor need to work as a team to achieve the best results. Be an active participant in your health and cancer journey.

- Before your appointment, take some time to yourself to reflect on any questions you have for your health care provider.
- Make a list of these questions and write them down.
- Speak with your family members about any of their questions or concerns.
- Read through all your questions and rate them from *most important* to *least important*.
- Choose a family member or friend to accompany you to your appointment. Give this person plenty of notice so they can adjust their schedule.

During Your Appointment

- Take notes. If you have a family member or friend with you, they can take notes for you so that you can listen.
- Ask your list of questions.
- If you do not understand the meaning of the words being used, ask for explanation.
- If the doctor agrees, record your appointment with your cell phone or other device. This way you can review the discussion later on.

Speaking With Your Health Care Provider

Asking questions during your appointment is not always easy. However, taking care of your health requires you to express your concerns to your doctor. Using your list of questions can help make you feel more comfortable and confident. Listed below are some examples of questions to ask, and tips to help you understand the information in the appointment.

- "I did not understand what you just said. Would you please explain it in another way?"
- "Would you please explain how _____?"
- "What should I do if _____?"
- "I do not understand my treatment plan, would you please explain it to me?"



Let's Talk About Cancer

- "I am concerned about _____. Can you suggest something that may help?"
- "I have been taking notes during my appointment. Can I repeat back what you told me to make sure I have it right?"
- "I am feeling rushed. Can we slow things down a little?"
- "Where can I find more information about _____?"

Example Questions

Diagnosis

1. Given my diagnosis, what are my treatment options?
2. How long will I have to stay in the hospital?
3. Is there anything about my health that may increase my risk for serious side effects?
4. How soon can I be treated?
5. How much time do I have to make a treatment decision?
6. Am I eligible for any ongoing clinical trials or new therapies?
7. What are the chances that my cancer will come back after treatment?

Treatment

1. Is there anything I need to do to prepare for surgery?
2. How long do different treatment options take?
3. What is the chance this will remove all my cancer?
4. What side effects am I likely to experience from these treatments?
5. How will treatment affect my day-to-day life and my ability to work?
6. Will I have to stay in the hospital at any point during my treatment?
7. How often will I have to come to the hospital during treatment?
8. How long will it take for me to recover from my treatment?
9. How do I cope with or minimize the side effects of treatment?
10. What is the chance that this procedure will remove all my cancer?
11. What has been the success rate of this surgery for your patients?
12. What are the risks of the procedure?
13. Are there *complementary therapies* I should avoid during my treatment?
14. Are there special precautions I should take during treatment? Why?
15. What has been the success rate of available treatment options among your patients?



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16. If I am experiencing a distressing side effect during my treatment, who do I contact?

Recovery

1. Do any symptoms require immediate medical attention?
2. Will I feel pain after surgery? If so, what can I do to control it?
3. Will I need help at home while I recover?
4. When will I know if the surgery was successful?
5. If I undergo chemotherapy or radiation therapy before surgery and those treatments shrink the tumour until it is gone, will I still need surgery?
6. My treatment is making me feel absolutely terrible. Can my drug dosage or schedule be safely changed to help me feel better without compromising treatment?
7. What symptoms and side effects should I keep track of and report to my doctor?

Life after treatment

1. Will I be able to do normal activities or work?
2. How long after surgery will I know if I require follow-up treatment?
3. What are your recommendations for eating and exercising?
4. How do I know whether or not my treatment is working?

(Source: Mind, body and spirit – Patient Journal – Alaska Native Tribal Health Consortium)



Let's Talk
About Cancer

Section 2: Travelling for Treatment



Let's Talk About Cancer

Medical Travel and Health Benefits

Medical Travel

The Government of the Northwest Territories (GNWT) will provide medical travel benefits to eligible persons in the NWT who must travel in order to access necessary and appropriate insured health services. To be eligible for this benefit, travel must originate in the NWT and service must not be available within the resident's home community. Furthermore, the medical referral from the resident's home community must be to the nearest insured centre that offers the required treatment.

The medical travel benefit extends only to individuals who do not have similar coverage through an employer or some other program. The benefit provides for return airfare, inter-facility ambulance services on emergency medical evacuations, and limited support for meals, accommodation and ground transportation.

Medical Travel will make all arrangements for travel once the medical referral is received and travel is approved. Clients may choose to make their own arrangements and claim their expenses after the fact.

Clients who choose to submit a claim must contact Medical Travel for guidance. The staff at Medical Travel will provide the proper claim forms and verify the current daily rates for meals, accommodations and transportation to and from appointments.

More information about medical travel in the Northwest Territories can be found at:

<http://www.hss.gov.nt.ca/health/nwt-health-care-plan/medical-travel>

Non-Insured Health Benefits (NIHB) for First Nations and Inuit¹

More information on the NIHB program can be found at:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php>

There are specific guidelines for First Nations and Inuit people. These guidelines can be reviewed online or can be downloaded at:

Inuit: <http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss-inuit/index-eng.php>

First Nations: <http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php>

¹ Non-Insured Health Benefits (NIHB) is a federal program (Health Canada).



Let's Talk About Cancer

Métis Health Benefits Program²

The Government of the Northwest Territories (GNWT) sponsors the *Métis Health Benefits* program to provide registered Indigenous Métis residents of the Northwest Territories access to a range of benefits not covered by hospital and medical care insurance.

To learn more please visit:

<http://www.hss.gov.nt.ca/health/nwt-health-care-plan/metis-health-benefits>

Northwest Territories Extended Health Benefits Programs (EHB)³

Individuals must apply to these programs. Carrying an NWT Health Care Card does not automatically lead to extended coverage. Patients can find the application forms using the links below:

<http://www.hss.gov.nt.ca/publications/forms/extended-health-benefits-ehb>

If eligible you may be able to apply for benefits through the following programs:

- **Specific Disease Conditions Program**

According to this policy cancer is considered a specified disease. To learn more about this benefits program please visit:

<http://www.hss.gov.nt.ca/sites/default/files/specified-disease-conditions-program-ehb.pdf>

- **Seniors Program**

<http://www.hss.gov.nt.ca/sites/default/files/seniors-ehb.pdf>

Medical Travel Offices

Medical Travel can be contacted at:

Yellowknife

Phone (24-hour): (867) 669-4115

Fax (After Hours): (867) 669-8289

Fax (Business Hours): (867) 920-2172

² Métis Health Benefit (MHB) is GNWT program for patients who are is Indigenous Métis.

³ Extended Health Benefits Program (EHB) is managed by the GNWT.



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Inuvik	Phone: (867) 777-8034 Fax: (867) 777-2921
Fort Smith	Phone: (867) 872-5626 Fax: (867) 872-4233
Fort Simpson	Phone: (867) 695-7035 Fax: (867) 695-7020
Fort Liard	Phone: (867) 770-4301 Fax: (867) 770-3235
Behchoko	Phone: (867) 392-3000 Fax: (867) 392-3001
Hay River	Phone: (867) 874-2557 Fax: (867) 874-5724
Fort Resolution	Phone: (867) 394-4511 Fax: (867) 394-3117
Fort Providence	Phone: (867) 699-4311 Fax: (867) 699-3811
Norman Wells	Phone: (867) 587-3659 Fax: (867) 587-4271

Department of Health and Social Services System Navigator (HSS SN)

The HSS SN does not have decision making authority but can provide information and process guidance. The Health System Navigator can help by:

- Resolving concerns
- Providing information on all health and social services available in the NWT
- Connecting you with your health and social services provider to address your issues or concerns
- Helping you find commonly used forms such as health care card application

Contact Information for HSS SN:
Phone: (867) 767-9050 ext 49008
Email: hss_navigator@gov.nt.ca



Let's Talk About Cancer

What to Bring With You

When travelling for cancer care and treatment be sure to bring the following items:

- Personal Identification (Passport/Driver's License)—you will need this to check-in and board planes. This is very important for the Yellowknife and Edmonton Airports.
- Your current Northwest Territories Health Care Card.
- Any appointment information given to you by the health care or medical travel staff in the NWT.
- Any written notes, laboratory reports or x-rays given to you by the health care staff in the NWT for the doctors to see in Yellowknife or Edmonton.
- A list of :
 - Your allergies
 - All current medications
 - Current health status and medical history -> past immunizations, medical conditions.
 - List of questions
 - Any medications
- Additional spending money. Some services at the hospitals and clinics may be at an additional cost, e.g. parking, personal technology device rentals, some prescriptions, and food.
- Crafts, sewing, and reading materials to keep you busy while you wait between appointments.
- Personal items

Make sure you bring your health care card, medications and note book to every appointment.



Travel Escorts

Your health care provider may recommend that you have a medical travel escort. There are two types of escorts: medical escorts and non-medical escorts. An escort is an adult authorized to accompany a patient unable to travel without some assistance who is authorized to stay for all or part of the medical treatment. A family member or friend would be considered a non-medical escort. This differs from a medical escort, which is normally a health care provider required to provide professional care to the patient while travelling.

Choosing an Escort

Travelling for medical appointments can be highly stressful. If you are eligible, you may be permitted to have an escort to accompany you. The main role of a travel escort is to make your experience easier. Your escort is there to support and assist you with whatever you may need. Listed below are some topics to consider before choosing an escort.

- Who are you most comfortable with, e.g. family or friend?
- Are they reliable and responsible?
- Are they physically capable of taking care of you and themselves over the duration of the travel?
- Are they able to provide translation/interpreting for you if needed?
- Will they support you in your diagnosis and treatment process?
- Are they aware of the role of a non-medical escort? Are they comfortable fulfilling those expectations?
- Are they committed to your well-being and care?
- Can they drive?
- Are they familiar with your destination? (Yellowknife, Edmonton, Calgary)
- Are they familiar with medical terminology?
- Are they able to take notes in your appointments on your behalf?
- Are they aware that they are expected to attend all medical appointments, diagnostic tests or treatment deliveries with you?
- Do you feel they will be able to cope with the stresses and emotional aspects of the cancer journey?



Let's Talk About Cancer

Escort Roles and Responsibilities

Share this information with your escort before you travel.

As an escort, your priority at all times during travel is the health and wellbeing of the patient you are escorting. Below you will find a list of expectations you are required to follow while escorting a patient during their travel and medical stay.

- ✓ You must go to all appointments and make sure the patient is always on time.
- ✓ The patient is the priority. You are expected to help and support them at all times.
- ✓ You must make sure the patient follows all medical instructions given to them by the doctors and nurses.
- ✓ Make sure the patient is on time during travel days and does not miss their flights.
- ✓ Make sure the patient has all the necessary documentation such as photo identification, driver's license, and health care card.
- ✓ Help the patient check-in to flights and hotels.
- ✓ Help the patient with their baggage.
- ✓ If you are escorting a patient who does not speak English you must act as an interpreter during their daily activities.
- ✓ During appointments, if you are escorting a patient who does not speak English, request a clinical interpreter to ensure that the medical information is translated correctly.
- ✓ Before you leave your home community, make sure you are fully aware of the patient's medical condition. Know what they are being treated for and any issues that may come up during travel. This information may be vital in the event of an emergency.
- ✓ You should have a list of all the patient's medications/prescriptions and instructions on how they need to be take. Make sure the patient travels with these prescriptions and does not pack them in their checked suitcase during travel.
- ✓ You must obey all rules of the boarding homes, hospitals, and airlines, and treat their employees with respect.
- ✓ You must not travel with or consume any drugs or alcohol at any time during your travel as an escort.

Source: <http://gov.nu.ca/sites/default/files/files/MT%20Escorts%20Code%20of%20Conduct-eng.pdf>



Let's Talk
About Cancer

Section 3: Services in the Northwest Territories



Let's Talk About Cancer

Services in the Yellowknife

General Information

- 4 major airlines fly into Yellowknife (Canadian North, First Air, WestJet and Air Canada) along with several local carriers.
- The airport is located 10 minutes from Stanton Territorial Hospital and the city center.
- Cab services are accessible through the Arrivals door at the airport.
- Rental car desks kiosks are also located in the arrivals area.

Arrangements can be made with each of airline partners for wheelchair availability. Shuttle Transportation to and from the airport is available by contacting your hotel.

(Source: http://www.dot.gov.nt.ca/live/pages/wpPages/YZF_Profile.aspx)



Stanton Territorial Hospital

The hospital is a 100-bed acute care facility featuring current technology and best practice measures to promote good health. Emergency Room services link with regional and provincial partners as patients are assessed and placed in the proper level of care.

The inpatient units include Intensive Care, Obstetrics, Pediatrics, Medicine, Surgery and the Operating



Main Admitting Station



Let's Talk About Cancer

Room and Psychiatry. Patients can also be treated or tested and released the same day in the Surgical Day Care Unit or the Medical Day Care Unit. The Diagnostic Imaging Department uses digital technology to record and archive medical images. In-house laboratory testing ensures accurate and timely diagnostic information.

(Source: <http://www.practicenorth.ca/index.php?page=stanton-territorial-health-authority>)

Hospital Lab

The Stanton Territorial Hospital Lab is located on the main floor of the hospital to the right of the admitting desk. They are able to provide a range of tests on blood, body fluids and tissues to correctly diagnose and help prevent diseases. As a cancer patient you will become very familiar with the lab, your physician will likely request a variety of different lab tests to monitor your health status and response to the treatments provided. If the lab is not able to complete a test, you may be required to travel to Edmonton.



Hospital Lab – Procedure Room

(Source: <http://www.stha.hss.gov.nt.ca/outpatient-services/diagnostic-services/laboratory>)

Diagnostic Imaging

The diagnostic imaging unit is located on the main floor of Stanton Territorial Hospital. The diagnostic imaging department offers the following services:

- General X-rays
- CT scans
- Ultrasound
- Mammography
- Bone Density Scans
- Fluoroscopy
- Image-guided biopsies



Let's Talk About Cancer

A radiologist will study the images collected and will work with your doctor to make a diagnosis and decide on treatment for the patient.



Diagnostic Imaging Waiting Area



Bone Density Scanner



CT Scan Machine



X-ray Machine

(Source: <http://www.stha.hss.gov.nt.ca/outpatient-services/diagnostic-services/diagnostic-imaging-di>)

Stanton Medical Clinic

The Stanton Medical Clinic provides continuing care to patients referred by their general practitioner or family doctor. Stanton Medical Clinic is located on the first floor of the hospital. Within the context of cancer care, patients who have had abnormal results from exams or diagnostic test will seek follow up care at this clinic. Here, patients will receive a confirmed diagnosis and initial treatment plan. From the Stanton Medical Clinic patients will typically be referred to Edmonton for oncology care. The majority of the Stanton Territorial Hospital surgeons are based out of this clinic.



Stanton Medical Clinic



Stanton Medical Clinic Waiting Area



Pediatric Procedure Room



Adult Procedure Room



Let's Talk About Cancer

Medical Day Care Unit

The medical day care unit is located on the 3rd floor of the hospital. Patients who require chemotherapy or advanced IV therapies will have their treatment in this unit. There are currently 3 chemotherapy and IV stations at Stanton.

(Source: <http://www.stha.hss.gov.nt.ca/outpatient-services/ambulatory-care/medical-day-care>)



Chemotherapy Chairs-
Medical Day Care Unit

Cancer Care Coordinator

The Cancer Care Coordinator is located in Stanton Territorial Hospital, Clinic Services. The Cancer Care Coordinator is a nurse with oncology experience. The Cancer Care Coordinator is available to cancer patients throughout the NWT and Kitikmeot region of Nunavut. The Coordinator's primary responsibilities are to provide patient and family education, assist patients in seeking out resources and supports and assistance in navigating the cancer care system in the NWT. Patients can be referred to the Cancer Care Coordinator through their physician. The Coordinator can be reached at 867-669-4310 or by email at cancer_care_coordinator@gov.nt.ca.



Let's Talk About Cancer

Yellowknife Boarding Homes

Vital Abel Boarding Home

Vital Abel Boarding Home is owned by the Det'on Cho Corporation and contracted by the Government of the Northwest Territories to provide boarding for medical travel. Located in N'Dilo, Vital Abel provides accommodations for individuals referred by local health care providers or Stanton Territorial Hospital.

Vital Abel Boarding Home offers:

- Shuttle services between the boarding home and the airport and hospital
- Comfortable accommodations with around-the-clock support from our staff
- Full kitchen services
- Wa Le Dai language translation for patients

Source: <http://www.detoncho.com/joomla/images/pdf/vabh%20brochure%20120520.pdf>,
http://www.detoncho.com/joomla/index.php?option=com_content&view=article&id=74:vital-abel-boarding-home&catid=68:health&Itemid=80

Larga Kitikmeot

Larga Kitikmeot will provide you with meals and accommodation for the length of your stay in Yellowknife, unless you are an inpatient at the hospital. You will have your own bed but you might have to share a room with either your escort or another patient of the same gender.

If asked, the boarding home will also provide a bag lunch for escorts who will be at the hospital throughout the day. Larga Kitikmeot boarding home staff will drive you to your appointments and back to the airport when the time comes to leave.

Larga Kitikmeot caters primarily to patients from Nunavut. This accommodation is covered through Non-Insured Health Benefits. Eligible patients must have a valid NWT or Nunavut health care card, confirmation of NIHB coverage and a referral from their physician. Arrangements to stay at Larga Kitikmeot must be made prior to the patient's arrival.

Address: 5602 50th Avenue, Yellowknife, NT
Phone Number: 867-766-3410
Patient Referral Office (Yellowknife): 867-663-4115

Source: <http://www.gov.nu.ca/health/information/boarding-homes>



Let's Talk About Cancer

Other Resources

Choose NWT

Choose is the public face of the Healthy Choices Framework, a GNWT-wide initiative to encourage and support NWT residents to make healthy and safe choices, consistent with the 17th Legislative Assembly's goal of fostering healthy, educated people. The site contains written and video resources.

<http://choosenwt.com/>

NWT Breast Health/Breast Cancer Action Group

For nearly two decades, the NWT Breast Health/Breast Cancer Action Group has worked to improve breast health and breast cancer information, services, and support available to NWT women. They implement a number of initiatives such as *Healing Through Art* workshops, survivor retreats, and peer support.

<http://www.breasthealthnwt.ca>

The Seniors Caregiver Guide

The Seniors Caregiver Guide, though not specific for cancer, provides detailed information about caregivers, for caregivers, patients, and family and friends.

<http://www.hss.gov.nt.ca/sites/default/files/seniors-caregiver-guide.pdf>

NWT Quitline

1-866-286-5099

Quitting smoking can improve your health, no matter how often you have smoked. Quitting tobacco before the age of 40 will give you the greatest health benefits and reduce the chance of smoking-related death by 90%.

The NWT Quitline is a toll-free, confidential telephone helpline for people who want to quit smoking. Services include:

- Tobacco cessation counselling;
- Personalized call-back program;
- Information material;
- Translation services for all NWT languages; and
- Telephone helpline 24 hours a day, every day.



Let's Talk About Cancer

Services for Patients in Yellowknife

<p><u>Health Services</u></p>	<ul style="list-style-type: none"> • Stanton Territorial Hospital Address: 550 Bryne Road Phone: 867-669-4111 Fax: 780-489-6813 • Stanton Medical Clinic (Located in Stanton Hospital) Phone: 867-669-4100 • Stanton Medical Centre 419 Byrne Road Phone: 867-669-3100 • Yellowknife Primary Care Center YK Centre East 4915-48th Street Phone: 867-920-777 • Frame Lake Community Health Clinic Frame Lake Plaza 312B Old Airport Road Phone: 867-873-3512 • Yellowknife Public Health Unit Jan Stirling Building 4702 Franklin Ave Phone: 867-920-6570 • Stanton Hospital Eye Clinic Goga Cho Building 4916-47th Street Phone: 867-873-3577 • NWT Quitline (smoke cessation support) Phone: 1-866-286-5099
<p><u>Support Services</u></p>	<ul style="list-style-type: none"> • NWT Breast Health – Breast Cancer Action Group PO Box 1672 Yellowknife, NT X1A 2P3 Email: info@breasthealthnwt.ca Phone: 867-873-8089





Let's Talk About Cancer

	<p>Website: http://breasthealthnwt.ca/</p> <ul style="list-style-type: none">• Canadian Cancer Society – Northwest Territories Division 4817 49th Street Yellowknife, NT X1A 3S7 Phone: 1-877-920-4428 Website: http://www.cancer.ca/en/?region=ab• Stanton Territorial Hospital – Aboriginal Wellness Program (in hospital 3rd Floor) Phone: 867-669-4382
<u>Pharmacies</u>	<ul style="list-style-type: none">• Stanton Hospital Pharmacy (in hospital) Phone: 867-669-4199• Walmart Pharmacy 313 Old Airport Road Phone: 867-873-4545• Shoppers Drug Mart Pharmacy 4911-49th Street Phone: 867-669-4055• Sutherland's Drugs Ltd. 4910 Franklin Ave Phone: 867-873-4555• Trevor's Independent Grocer 250 Old Airport Road Phone: 867-766-3195• The Medicine Shoppe Pharmacy 314 Old Airport Road Phone: 867-920-7775



Let's Talk About Cancer

Complimentary Health Services

*Additional fees may apply depending on your health benefit coverage.

- **Gaia Integrative Clinic**
4907-47th Street
Phone: 867-873-3669
- **NW Naturopathic Clinic and Dispensary**
5120-48th Street
Phone: 867-669-0000
- **Life Care Planning Health: Physiotherapy**
4903-47th Street
Phone: 867-920-4920
- **Wellspring Therapies Centre**
4817-49th Street
Phone: 867-837-4003
- **Barker's Chiropractic and Massage Clinic**
5120-48th Street
Phone: 867-920-2157
- **Ledum Therapeutic Massage**
4817-49th, Suite 208
Phone: 867-446-5338
- **Tordoff Chiropractic**
5102-50th Ave
Phone: 867-920-4598

Recreation Services

- **Yellowknife Fieldhouse**
41 Kam Lake Road
Phone: 867-669-3461
Website: <https://www.yellowknife.ca/en/getting-active/fieldhouse.asp>
- **Yellowknife Multiplex**
45 Kam Lake Road
Phone: 867-669-3457
Website: <https://www.yellowknife.ca/en/getting-active/multiplex.asp>
- **Yellowknife Public Library**
5022-49th Street
Phone: (867) 920-5642
Website: <https://www.yellowknife.ca/en/living-here/public-library.asp>



Let's Talk About Cancer

	<ul style="list-style-type: none">• Ruth Inch Memorial Pool 4807-52nd Street Phone: (867) 920-5683• NWT Seniors Society 102, 4916-46th Street Phone: (867) 920-7444 Website: http://www.nwt seniors society.ca/
Transportation Services	<ul style="list-style-type: none">• City Cabs Ltd. Phone: (867) 873-4444• Diamond Cabs Ltd. Phone: (867) 873-6666• Aurora Taxi Ltd. Phone: (867) 873-5050• City of Yellowknife Public Transit http://www.yellowknife.ca/en/living-here/Schedules-and-Maps.asp



Let's Talk
About Cancer

Section 4: Services in Edmonton



Services for Patients in Alberta Edmonton

The Cross Cancer Institute (CCI)

Getting to the CCI:

Address: 11560 University Avenue, Edmonton, AB, T6G 1Z2

Phone: 780-432-8771 (switchboard)

Fax: 780-489-6813

Private Vehicle: Patients may find parking at metered parking areas or in the parkade. The parkade is located off 117 Street, north of the CCI. It is owned and operated by the University of Alberta. Parking rates are posted and permits can be purchased using credit card, debit or cash. Patients can purchase monthly parking passes through the CCO Billing office.

Taxi: 780-462-3456

Bus: Stops at 114 Street NW

LRT: Station is located NE of the Kaye Edmonton Clinic along 114 Street NW

Van Shuttle: This service is provided free of charge to out-of-town patients seeking care. Patients are picked up at their accommodation and returned after their appointment. Please phone (780) 432-8448. This service applies only to accommodations in a set area.

Prior to your arrival for treatment at the Cross Cancer Institute, download a *Patient's Guide to the Cross Cancer Institute*. This guide provides a good introduction to the Cross Cancer Institute and answers many questions about the hospital facilities, parking, and patient services, and includes a phone directory. It can be downloaded from the Cross Cancer Institute website at <http://www.albertahealthservices.ca/ps-6122-cross-cancer-guide.pdf>



Let's Talk About Cancer



Support Services at CCI

There is a resource centre located on the main floor of the CCI. Volunteers will be able to assist you in locating any resources you may need.

Aboriginal Cancer Patient Navigator

The Aboriginal Health Program (AHP) works throughout the province in partnership with Aboriginal communities and organizations to provide high quality, accessible, culturally appropriate health services for all Aboriginal people. Patients can refer themselves to the Aboriginal Cancer Patient Navigator.

Phone: 780-432-8747

Patient Information Sessions

The Cross Cancer Institute provides new patient information sessions on a weekly basis. Topics discussed include:

- Overview of available services and resources
- Coping mechanisms for dealing with emotional stresses and challenges of living with cancer
- How to be actively involved in your cancer care
- Hospital facility orientation

Sessions are held on Monday, Wednesday and Thursday from 10-11:30AM in the Zane Feldman Auditorium (2nd floor CCI).

To register for a session please call: (780) 432-8456

Psychosocial and Spiritual Resources – Spiritual Care Services

Our multidisciplinary team offers support to patients and their families, serving the full range of their spiritual, psychological, emotional, and social needs throughout their care at the Cross Cancer Institute. Call to book an appointment or ask about support groups.

Address: Suite 432, 111 Avenue & Groat Road, Westmount Shopping Centre, Edmonton, Alberta, T5M 3L7

Phone: 780-643-4303/4304



Let's Talk About Cancer

Pharmacies

Cross Cancer Institute Pharmacy

Patient may be able to request certain prescriptions at the CCI pharmacy. Please note that upfront payment may be required. Phone: 780-432-8710

Near the CCI

- **Medicine Shoppe Pharmacy**
#185 College Plaza, 8219-112th Street
Edmonton, Alberta, T6G 2L9
Phone: 780-702-1803
- **Shoppers Drug Mart**
10907-82nd Street NW
Edmonton, Alberta, T6G 0S7
Phone: 780-433-2424

Near Larga House Edmonton

- **Strathcona Prescription Centre**
8225-105th Street NW
Edmonton, Alberta, T6E 4H2
Phone: 780-432-0394
- **Shoppers Drug Mart**
1 Kingsway Garden Mall, Unit 192
Edmonton, Alberta, T5G 3A6
Phone: 780-474-8237
- **Halls Pharmacy**
10611 Kingsway NW
Edmonton, Alberta, T5G 3C8
Phone: 780-420-1037
- **Medicine Shoppe Pharmacy**
10130-111th Ave NW
Edmonton, Alberta, T5G 0B3
Phone: 780-425-1384
- **Rexall Pharmacy**
10646-101st Street
Edmonton, Alberta, T5H 2S1
Phone: 780-426-3839



Let's Talk About Cancer



<p>Pharmacies Cont.</p>	<ul style="list-style-type: none"> • Royal Pharmacy 11010-101st Street NW Edmonton, Alberta, T5H 4B9 Phone: 780-426-0872 • Pharmacy 7th and 9th 10904-107th Ave NW Edmonton, Alberta, T5H 0X5 Phone: 780-429-2980 • Doan Pharmacy 10920-107th Ave NW Edmonton, Alberta, T5H 0X5 Phone: 780-423-8088
<p>Inspiring Hope Support Group Series</p>	<p>The Canadian Cancer Society along with our partners is bringing help and hope to those diagnosed with cancer with its Inspiring Hope Group Support Series. The purpose of the free support group sessions is to allow those recently diagnosed with cancer to gather together and benefit from the support of professionals, cancer survivors and others facing a similar diagnosis.</p> <p>Groups are offered as needed, please contact your local Canadian Cancer Society office for information on upcoming groups.</p> <p>Toll Free: 1-800-263-6750 Edmonton and district home: 780-455-7181</p>
<p>Wellspring Edmonton</p>	<p>Currently in development, Wellspring Edmonton plans to open its doors to provide supportive cancer care to the thousands of men, women and children living with cancer in Edmonton and Northern Alberta.</p> <p>Mailing Address: PO Box 68061, Edmonton, AB T6C 4N6 Phone: 780-758-4433 Building Site: 113th Street & 65th Avenue NW, Edmonton, Alberta Website: http://www.wellspringedmonton.ca/</p>



Let's Talk About Cancer



<p>Northern Health Services Network</p>	<p>The Northern Health Services Network is an AHS program that helps NWT residents to coordinate their care and support while in Edmonton. NHSN has significant experience coordinating treatment and discharge care as well as access to equipment and supplies for cancer patients, and liaises with the Cross Cancer Institute, Stanton Territorial Hospital, and the patient's community health center. All NHSN staff members have nursing experience in Canada's north and can advocate on behalf of northern clients to meet their linguistic, cultural, and spiritual needs.</p> <p>Contact: Liz Kingan, Program Supervisor Address: Community Services Centre Room 570, Royal Alexandra Hospital, 10240 Kingsway, Edmonton T5H 3V9 Phone: 780-735-5761 Fax: 780-735-5763 Email: kingan@albertahealthservices.ca</p>
<p>Volunteer Driver Program (Canadian Cancer Society)</p>	<p>Participants must be cancer patients in active treatment, 16 years of age or older (if patient is less than 18 years of age they must be accompanied by a legal guardian or an adult) and able to get in and out of cars with minimal assistance. A minimum of two working days' notice is required. The Volunteer Driver Program (VDP) gives patients one less thing to worry about. With the kindness and support of volunteers who donate their time and vehicles transporting patients to and from treatment, patients report they have less anxiety and can concentrate on beating their cancer. Edmonton program covers St. Albert, Sherwood Park, Leduc.</p> <p>Toll Free: 1-800-263-6750 Edmonton and Red Deer Phone: 855-477-8998</p>
<p>Community Services Locator</p>	<p>http://www.cancer.ca/en/support-and-services/support-services/find-services-in-your-area/?region=ab</p>



Let's Talk About Cancer



<p>Congdon's Aids to Daily Living Ltd.</p>	<p>Congdon's provides home health care products and ostomy appliances (Colostomy, Ileostomy, Urostomy), flanges, pouches, paste, powder, hernia belts, accessories, partial and full breast prosthesis, mastectomy garments, lymphedema compression garments, tracheotomy supplies, Incontinence products, catheters, wound care supplies and walking aids.</p> <p>Address: 15830 - 100 A Avenue, Edmonton, AB, T5P 0L8 Toll Free: 1-800-252-9368 Phone: 780-483-1762 Fax: 780-489-6813 Email: chris@congdon.ab.ca</p>
<p>Specially For You Ladies Boutique</p>	<p>Specially For You Ladies Boutique, a division of Congdon's Aids to Daily Living Ltd, provides breast prostheses and brassieres to back and abdominal supports.</p> <p>Address: 15830 100A Ave, Edmonton, AB, T5P 0L8 Phone: 780-483-7592 Fax: 780-489-6813 Toll Free: 1-800-252-9368 Email: customerservice@congdon.ab.ca Website: http://www.speciallyforyou.ca/</p>
<p>Gracefully Yours</p>	<p>Gracefully Yours can assist with:</p> <ul style="list-style-type: none"> • Support bras for after surgery - mastectomy, lumpectomy, augmentation, reduction or reconstruction • Breast forms • Mastectomy swimsuits • Asymmetry (difference in breast size) • Hard to find sizes - AA to an I cup <p>They are authorized vendors for Northwest Territories Health Care card holders.</p> <p>Address: 6242- 99 Street, Edmonton, AB, T6E 6C7 Toll Free: 1-800-558-3538 Phone: 780-439-9914 Fax: 780-431-0218 Email: info@gracefullyyour.ca</p>





Let's Talk About Cancer

	<p>Website: http://www.gracefullyyours.ca</p>
<p>The Wig Service</p>	<p>Wigs are loaned to cancer patients on a donation basis and volunteers provide head shaves, washes and wig fittings. There is a wide selection of styles and colours to choose from. The majority of clientele are women. However, there may be some wigs suitable for men or children.</p> <p>It is advisable to call ahead to confirm the salon is open, as operating hours can change depending on the availability of volunteers.</p> <p>Address: 11560 University Avenue, Room 0102 (Lower level), Edmonton, AB, T6G 1Z2 Phone: 780-432-8334 Fax: 780-432-8448 Email: acb.ccivols@albertahealthservices.ca</p>
<p>The Wig Boutique</p>	<p>The Wig Boutique has one of the largest inventories of synthetic wigs in Alberta. Wig services include alterations for fit as well as customized cutting and styling with every purchase. Cancer patients purchasing a wig are given a free Wig Care Kit which includes shampoo, conditioner, holding spray, brush and a wig stand; everything needed to care for a synthetic wig. They also offer a privacy area for the consultation process if preferred.</p> <p>The Wig Boutique also provides services and advice to people outside of Alberta by telephone.</p> <p>Address: 10123-123 Street NW, Edmonton, AB, T5N 1N1 Phone: 780-424-3251 Fax: 780-424-3464 Email: wigs@telusplanet.net Website: http://www.thewigboutique.com</p>
<p>Online Beauty Resources</p>	<p>Look Good Feel Better: http://www.lgfb.ca/en/look-good/ http://www.lgfb.ca/en/video-library/</p>





Let's Talk About Cancer

YouTube – How to Tie a Headscarf:

<https://www.youtube.com/watch?v=ezt-5nsIYXA&safe=active>

Other Resources

Alberta CancerBRIDGES

<http://www.cancerbridges.ca/>

Alberta CancerBRIDGES (Building Research Innovation into the Development and Growth of Excellence in Survivorship) aims to provide cancer survivors with knowledge and support to help them live their lives to the fullest.

CancerControl Alberta

<http://www.albertahealthservices.ca/cancer.asp>

CancerControl Alberta is the agency within Alberta Health Services responsible for cancer care. The majority of NWT cancer patients end up receiving care at the Cross Cancer Institute in Edmonton, run by CancerControl Alberta. The agency is involved in cancer prevention, diagnosis, treatment, survivorship and palliative care, and research.



Edmonton Boarding Homes

Edmonton – Larga House

Edmonton – Larga House is a boarding home funded by the First Nations and Inuit Health Branch of the Government of Canada. The patient must be referred to be eligible to stay at Larga House. This boarding home is for Land Claim Beneficiaries and their approved escorts on medical travel.

Edmonton – Larga House caters to patients from the NWT and Nunavut. This accommodation is covered through Non-Insured Health Benefits (NIHB). It is also covered through the NWT Extended Health Benefits program. Eligible patients must have a valid NWT or Nunavut health care card, and/or confirmation of NIHB coverage and a referral from their physician. Arrangements to stay at Edmonton – Larga House must be made prior to the patient's arrival.

Edmonton – Larga House provides meals and transportation to medical appointments and the airport. Larga House does not guarantee private rooms; you may be required to share your room with your escort or another patient of the same gender.

Address: 10723 111 Avenue NW, Edmonton, Alberta.

Phone Number: (780) 477-6284

Patient Referral Office (Cambridge Bay): 1-867-983-4506

Source: <http://www.gov.nu.ca/health/information/boarding-homes>



Let's Talk
About Cancer



Section 5: Patient Notes



Let's Talk About Cancer

About Me

Name: _____

Health Care Number: _____

Health Insurance Company/Number: _____

Weight: _____ Height: _____

Medical Conditions/Medical History:

Emergency Contact Information

Name: _____

Relationship to me: _____

Phone number: _____

Email: _____



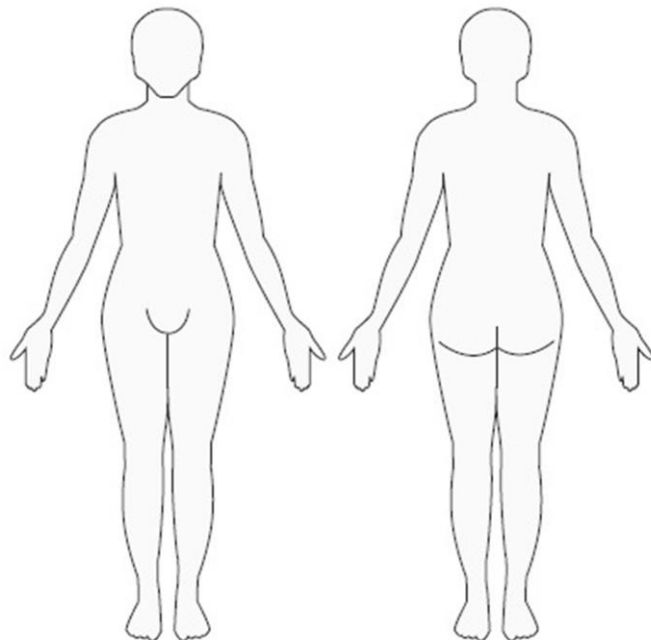
Let's Talk
About Cancer

My Cancer Information

Cancer Diagnosis:

Date of Diagnosis:

Other Notes:





My Treatment Information

Radiation (Hospital Location/Date/# of treatments):

Chemotherapy (Hospital Location/ Start Date/# of chemo cycles):

Surgery (Hospital Location/Date/Type):

Additional Therapies:



My Circle of Care

Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____

Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____

Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____



Let's Talk About Cancer



Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____

.....

Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____

.....

Health Care Provider Name: _____

Specialty: _____

Phone: _____ Fax: _____

Email: _____

Location: _____

Date of Last Appointment: _____

.....



Medication Log

Name: _____

Medication Name	Dose	Date Prescribed	Use/Purpose	Side Effects

Notes



Let's Talk About Cancer

Medication Log

Name: _____

Medication Name	Dose	Date Prescribed	Use/Purpose	Side Effects
Notes				



Let's Talk About Cancer

Diagnostic Testing Log (X-ray, CT, MRI, Blood Work)

Name: _____

Date	Location	Test Type	Results/Notes
Additional Notes			



Let's Talk About Cancer

Diagnostic Testing Log (X-ray, CT, MRI, Blood Work)

Name: _____

Date	Location	Test Type	Results/Notes
Additional Notes			



Let's Talk
About Cancer

Appointment Log

Name: _____

Date	Location	Care Provider	Purpose/Reason
Notes:			
Date	Location	Care Provider	Purpose/Reason
Notes:			
Date	Location	Care Provider	Purpose/Reason
Notes:			



Let's Talk About Cancer



Appointment Log

Name: _____

Date	Location	Care Provider	Purpose/Reason

Notes:

Date	Location	Care Provider	Purpose/Reason

Notes:

Date	Location	Care Provider	Purpose/Reason

Notes:



Let's Talk About Cancer

Providing Comfort & Support to Cancer Patients

The impact of cancer is felt throughout families, friends, and communities. Receiving a cancer diagnosis can feel very isolating, but no one should feel they need to experience cancer alone. When we hear that someone we know has been diagnosed with cancer, we often want to help but do not know how. As a family member, friend, or community member, you can offer courage and support to ease the stresses of coping with cancer.

Things you can do when someone you know has cancer:

- Create a safe, comfortable, and supportive space to allow the person to share their story. Focus on the person, not the disease.
- Share how you feel about their diagnosis (fear, anxiety, desire to help and support). Do not let your feelings become the priority of the conversation. Remember: you are there to support them.
- Do not feel the need to constantly speak to avoid silence. Just being present with a person provides support.
- Stay connected with the person (for example, by visiting them at home, phone calls, email or social media).
- Cook. Providing pre-made meals is a great way to support someone experiencing cancer, especially if they have children.
- Offer to accompany or drive the person to their medical appointments.
- Offer to run errands for the person (for example, grocery shopping or picking up children from school).
- Spend time with their children and/or grandchildren.
- Enjoy outdoor activities together.
- Watch movies together.
- Play cards or other games together.
- Share funny stories, jokes, or movies. Laughter is a healing medicine.
- Recognize when they may just need time alone to think, pray, sleep, or relax.

Any extra help you can provide will make a difference in the life of the person experiencing cancer. Quite often, trying to maintain a sense of normalcy for the individual who has received the diagnosis will help them feel supported.

(Source: Understanding Cancer, On-line Education Center, Alaska Community Health Aides Continuing Educations)