

Our partners

CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX DE LAVAL

Support services for cancer patients and their loved ones – Laval Region

Together, we can help!

The Cancerology Program at the Centre intégré de santé et de services sociaux (CISSS) de Laval has brought you this brochure to help you find the resources you need to live better with cancer.

A cancer diagnosis affects several aspects of your life. It is important for us to provide you with the resources and information you'll need to navigate the different steps in your care journey.

Whether you are a cancer patient, close friend, or loved one, this brochure is for you.

Support and information can have several forms and faces: ➤

- Websites
- Support groups
- Physical activities
- Food assistance
- Transportation assistance
- Inspirational books
- Professional services
- Financial assistance
- Chat group
- Home visit



Don't delay – ask us today!



INITIAL CONTACT

Complementary to the information provided in the classes for patients at the Centre intégré de cancerologie de Laval (CICL), the interdisciplinary team at the Centre has produced some informative videos for its clientele.

Produced in French and English, these videos respond to the patients' needs for information when they are required to consult with a specialist at the CICL following a cancer diagnosis. The videos strive to increase client awareness of the care and services offered. Three videos are available: one that introduces the CICL to the patient,

another describing the chemotherapy treatments that are offered, and a third explaining the radiotherapy treatments.

You can borrow copies of the DVDs from a nurse navigator, therapist, or from the Centre de documentation inside the CICL waiting room. The videos can also be viewed on the Internet at: <http://www.cssslaval.qc.ca/cicl>. For information about these videos, please contact the library at Hôpital de la Cité-de-la-Santé, 450-668-1010, extension 23215.



❖ Volunteering

The CICL offers its clientele an on-site volunteer service.

Volunteers from the CISSS de Laval at Hôpital de la Cité-de-la-Santé work daily at the CICL to ensure a courteous, warm, confidential, and personalized experience.

Credits

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DOCUMENTATION CENTRE FOR CANCER PATIENTS AND THEIR CAREGIVERS

A collection of books, music CDs, DVDs, and electronic documents developed in collaboration with healthcare professionals is available to you. You will also find a CD listening station, lounge area, and computers with Internet access. Based on a variable schedule, a professional librarian will help you to find what you need, whether by request or to fill an information prescription. You will be sure to receive information that is reliable, recent, relevant, and easy to understand.

Drop by for a visit, send us an email: **biblio.csssl@ssss.gouv.qc.ca**, or call us at 450-668-1010, extension 23215.

The Centre de documentation is located in the CICL waiting room on the main floor, Suite G-088.

❖ For online references, visit our website at: **www.cssslaval.qc.ca/ciclcentredoc**.



THE ONCOLOGY PASSPORT

The oncology passport was developed by the ministère de la Santé et des Services sociaux (MSSS) du Québec to help people living with cancer understand the treatment program, follow its progress, and take an active part in it.

❖ Ask your care team for the oncology passport or visit the MSSS website at: **<http://publications.ssss.gouv.qc.ca/msss/document-000469>**.

RESOURCES TO SERVE YOU IN LAVAL

There are **300 local resources** to help you in the **Laval region** alone.

Here are the key agencies that can help you; note that several other resources exist.
For more information, don't hesitate to contact the Canadian Cancer Society at **1-888-939-3333**.

Agency	Type of assistance	Prerequisites
Home help and respite services		
ALPA (Association lavalloise des personnes aidantes) Information: 450-668-2572	Respite services	Patients residing in Laval
Coopérative de soutien à domicile à Laval Information: 450-972-1313	<ul style="list-style-type: none"> • Housekeeping (heavy and light), • Meal preparation • Grocery shopping • Communication 	<ul style="list-style-type: none"> • Patients residing in Laval • Certain eligibility criteria
Food assistance		
Centre de bénévolat et moisson Laval Information: 450-681-6164	Food assistance	Patients residing in Laval
Transportation assistance		
Centre de bénévolat et moisson Laval Information: 450-681-6164	Medical transportation	Patients residing in Laval
Financial and material assistance		
Cancer assistance du Québec Information: 1-866-640-0900	Material assistance	Certain eligibility criteria
Quebec Breast Cancer Foundation Information: 1-877-990-7171	Financial assistance	<ul style="list-style-type: none"> • Breast cancer • Certain eligibility criteria
Fondation Maxime-Letendre www.maximeletendre.org	Financial assistance	Worker referral
Quebec Cancer Foundation Information: 1-800-363-0063 (Info-Cancer line)	Information provided on the different financial assistance options available	
Fondation SAFIR (Fondation Jean-Marc Paquette) Email: lamerea@paquette.ca Information: 514-461-2088	Financial assistance	<ul style="list-style-type: none"> • Breast cancer • Social worker referral • Certain eligibility criteria
Canadian Cancer Society Information: 1-888-939-3333	Financial Assistance Program	Certain eligibility criteria
Canadian Cancer Society – Laval Information: 450-668-1013	<ul style="list-style-type: none"> • Wig lending • Donation of temporary breast prostheses 	<ul style="list-style-type: none"> • Wig lending: \$20 fee • Free temporary breast prostheses

Agency	Type of assistance	Prerequisites
Telephone support lines		
Quebec Cancer Foundation: infocancer@fqc.qc.ca Information: 1-800-363-0063	<ul style="list-style-type: none"> • Information service (nurses experienced in oncology and information experts) • Telephone match service 	Free and confidential services Monday to Friday from 9 a.m. to 5 p.m.
Info-Social: Anonymous and confidential help line Information: 811	Psychosocial consultation on questions and concerns	
Maison Monbourquette Information: 1-888-533-3845	Psychosocial accompaniment for people living with grief	
Service Info-Aidant: APPUI pour les proches aidants d'aînés de Laval Email: infoaidant@lappuilaval.org Information: 1-855-8LAPPUI (852-7784)	Accompaniment and support	Caregivers of seniors Monday to Friday from 8:30 a.m. to 4:30 p.m.
Canadian Cancer Society Information: 1-888-939-3333	<ul style="list-style-type: none"> • Information • Listening • References • Telephone match service 	Monday to Friday from 8:00 a.m. to 6:00 p.m.

Psychosocial support

Centre populaire de psychologie Information: 450-975-2182	<ul style="list-style-type: none"> • Accompaniment • Therapy • Support 	Certain eligibility criteria
Lumi-vie Information: 450-687-8311 www.lumivie.com	Individual or group accompaniment of children, teens and adults at end of life, living with grief, or the serious illness of a loved one	
SASMAD – Laval-Repentigny district (spiritual accompaniment service for housebound patients) Information: 514-272-4441	<ul style="list-style-type: none"> • Spiritual accompaniment • Active listening 	
Service de relation d'aide Laval-Laurentides (SRALL) Information: 514-990-2619	<ul style="list-style-type: none"> • Accompaniment • Therapy • Support 	Monday to Friday from 9:00 a.m. to 9:00 p.m.
Service populaire de psychothérapie (SPP) Information: 450-975-2128	<ul style="list-style-type: none"> • Accompaniment • Therapy • Support 	Low-income individuals residing in Laval Monday to Friday from 9:00 a.m. to 9:00 p.m.
TEL Aide Information: 514-935-1101	Support for persons in difficulty	

Youth resources

Fondation Sur la pointe des pieds www.pointedespieds.com	Therapeutic adventure expeditions guided by experts from the medical and outdoors milieu, offered to youths with cancer	
Programme à Félix under the Quebec Cancer Foundation Cancer support 15-39 Email: cancer15-39@fqc.qc.ca Information: 1-800-363-0063	<ul style="list-style-type: none"> • Portal (tools and advice that reflect the youths' realities) • Adapted services • Support • Mutual assistance 	



WORKPLACE RESOURCES

After learning of your cancer diagnosis, in addition to other resources, you may like to check with your employer to see if you are entitled to any services under an Employee Assistance Program (EAP). Furthermore, your employer can provide you with details about the services and treatments that are covered by your group insurance such as medications, psychology services, physiotherapy, equipment lending, etc.

OUR KEY PARTNERS



Société
canadienne
du cancer

Canadian Cancer Society

A cancer diagnosis always comes as a shock. This shock is followed by many challenges: understanding and following a treatment plan, assimilating the information, announcing the situation to loved ones, and managing the ensuing emotions.

You must adapt physically and psychologically, evaluate the financial impact, as consider personal and family issues. You are facing a new reality.

Whether you are waiting for a diagnosis, in treatment, or have returned to work, we are here to help. Let your care team know your needs, or call the Canadian Cancer Society for more information or resources.

1-888-939-3333 or info@sic.cancer.ca
www.cancer.ca or www.parlonscancer.ca
Monday to Friday, from 8:00 a.m. to 6:00 p.m.



Fondation
cancer du sein
du Québec

Quebec Cancer Foundation

Created in 1994, the Quebec Breast Cancer Foundation is a duly registered charity. Its mission is to help women with breast cancer and to support medical research into the disease. It also offers a component featuring breast cancer awareness and education activities.

1-877-990-7171 or info@rubanrose.org
www.rubanrose.org



Fondation
québécoise
du cancer
Du soutien au quotidien

Quebec Cancer Foundation

No-one should face cancer alone.

Since 1979, the Quebec Cancer Foundation has supported you with services that strive to ensure your daily well-being by helping you live better with cancer.

Info-cancer services can provide answers to your questions thanks to our nurses who are experienced in oncology, and, thanks to our documentary experts, guide you to the available resources in your region.

1-800-363-0063 or infocancer@fqc.qc.ca
www.cancerquebec.com

RESOURCES FOR YOUR CANCER TYPE

Abridged list of general resources that offer services, regardless of cancer type:

Quebec Cancer Foundation	www.cancerquebec.com	1-800-363-0063
Indexsante.ca Website featuring the addresses and telephone numbers of CLSC facilities, home care and psychosocial support services in the different regions, including Laval	www.indexsante.ca/CLSC/Laval	
RIUPS Réseau infirmier un partenaire de soins – oncologie (helpful resources, testimonials, health clips)	http://riups.org	514-343-6111, poste 3382 To make an information request: http://riups.org/contact/ Email: coordo.riups@gmail.com
Canadian Cancer Society	www.cancer.ca	1-888-939-3333

List of provincial and federal agencies working with cancer patients. Different services can be provided: information, brochures, electronic newsletters, conferences, listening, support, financial assistance, etc.

Brain	Canadian Brain Tumour Foundation	www.braintumour.ca/fr-ca/14	1-800-265-5106
Colon	Canadian Colorectal Cancer Association Association québécoise des personnes stomisées	www.colorectal-cancer.ca/en/ www.aqps.org/fr	1-877-502-6566 514-255-3041
Neck	Association des laryngectomisés de Montréal	www.fqlar.qc.ca	514-259-5113
Lymph node	Association québécoise de lymphœdème	www.infolymphe.ca	514-979-2463
Lymphoma	Canadian Lymphoma Foundation (CLF) Leukemia & Lymphoma Society of Canada	www.lymphoma.ca www.sllcanada.org	1-866-659-5556 1-866-637-0281
Myeloma	Myeloma Canada	www.myelome.ca	1-888-798-5771
Ovary	Ovarian Cancer Canada Ovaire espoir	www.ovairecanada.org www.ovairespoir.ca	1-888-369-2972 1-844-637-7647
Lung	Quebec Lung Association	www.pq.poumon.ca	1-888-768-6669
Prostate	Prostate Cancer Canada Network (PCCN)	www.procure.ca www.prostatecancer.ca	514-341-3000 1-888 255-0333
Breast	Quebec Breast Cancer Foundation	www.rubanrose.org	1-877-990-7171
Testicles	Testicular Cancer Canada	www.cancertesticulaire.com	514-890-8000, extension 24131
Bladder	Bladder Cancer Canada	www.bladdercancercanada.org/en/	1-866-674-8889

TESTIMONIALS



“Yoga adapted for CICL patients.

The CICL yoga sessions are adapted to our condition. Participating with others who are going through the same kind of thing helps me even more.”



“Look Good, Feel Better

The program volunteers showed us how to apply make-up so we can be at our best. This workshop taught me how to apply my make-up and feel better about myself.”

“Heartfelt thanks to an angel.

I was sitting on my hospital bed receiving my lymphoma treatment, and suddenly an angel appeared. Her name was Lise, and she had a warm smile and inherent kindness. She offered to massage my legs and my feet, which was something I had never done because my feet have always been very sensitive. I told her to be careful because touching my feet can cause them to shake violently and uncontrollably. She started out gently, and for the first time in my life, I was able to enjoy a leg and foot massage. I was blown away. How could I ever thank such an angel?”



THANK YOU TO ALL OUR PARTNERS



Centre intégré
de santé
et de services sociaux
de Laval



Contact information:
Centre intégré de santé et de services sociaux
(CISSS) de Laval

1755 boulevard René-Laennec
Laval Québec H7M 3L9
Telephone: 450 668-1010
www.lavalensante.com