

PETERBOROUGH REGIONAL HEALTH CENTRE

# CANCER CARE

**Regional Centre of Excellence**

**PRHC**

Peterborough Regional  
Health Centre

**One team, here when you need us most.**

[www.prhc.on.ca](http://www.prhc.on.ca)



Providing top quality cancer assessment, treatment, follow up and support services. This booklet is an introduction to cancer care services at PRHC and will outline the resources and services available to you.

PRHC Cancer Care is here to support you every step of the way.

*PRHC respectfully acknowledges that we are on the traditional territory of the Mississauga Anishinaabeg. We offer our gratitude to First Nations for their care for, and teachings about, our earth and our relations. May we honour those teachings.*

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## About us

PRHC Cancer Care is part of the Central East Regional Cancer program. We are a centre of excellence serving more than 100,000 families in Peterborough and the surrounding area.

We work to ensure our patients receive the highest standard of cancer care. All patients receive care guided by best practice standards of Cancer Care Ontario. These practices have been shown to provide the best patient outcomes.

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## Your healthcare team

You are the most important member of your healthcare team. Incorporating your voice into decisions made at all levels of cancer care will ensure the best possible experience. We strive to meet your physical and emotional needs through the delivery of a personalized treatment plan.

The healthcare team also includes:

- Dietitian
- Drug Access Facilitators
- General Practitioner of Oncology
- Hematologists
- Indigenous Nurse Navigator
- Medical and Radiation Oncologists
- Nurse Navigator
- Social Worker
- Specialized Oncology Nurses
- Specialized Oncology Pharmacist and Technicians

## Hours of operation

Monday to Friday, 8:30 a.m. to 4:30 p.m.  
The clinic is closed on weekends and holidays.

For after-hours symptom management, call 1-877-681-3057.

Go to the Emergency Department if you are experiencing a medical emergency.

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## Contact information

Clinic phone number	705-740-8326
Clinic fax number	705-740-8125
Dietitian	705-743-2121 x. 2683
Social Worker	705-743-2121 x. 2498
Nurse Navigator	705-743-2121 x. 2684
Drug Access Facilitator	705-743-2121 x. 2427
Manager	705-743-2121 x. 2059

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## PRHC radiation suite

The Norm & Jesse Dysart Radiation Suite is located on Level 2, near the South Entrance.

Phone: 705-743-2121 x. 2132  
Fax: 705-876-5101

## Your appointments at PRHC Cancer Care

The Cancer Care clinic is located on Level 4 just past the Gift Shop. When you enter the main entrance, you are already on Level 4. Keep right after you enter the building and continue down the long hallway, next to the windows, until you reach room W4950.

You will come to the clinic for pre-treatment and treatment appointments.

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## What to bring to your appointments

- Health Card, we use this to confirm identification at each visit.
- List of medications, supplements or bottles/containers. We need to know name, dose and how often you take medications. This includes medications you do not have a prescription for such as antioxidants, Tylenol, Aspirin, and vitamins. You can update your list of medications in your MyChart account.
- A supply of medications you need to take during the time you are in the cancer centre.
- If you are diabetic, bring your glucometer and supplies (including snacks).
- Eyeglasses or hearing aids, if needed.
- If you are on oxygen, be sure you have enough to last six (6) to eight (8) hours.

## Checking in for appointments at PRHC Cancer Care

Plan to come 15 minutes before your scheduled appointment. This allows you time to find parking and check-in at registration.

- You will be given a wristband; this is your patient identification.
  - Complete “Your Symptoms Matter” at a registration kiosk. You can also do this from home on MyChart prior to your appointment. More information on how to complete this can be found on page 10.
  - Your nurse will find you in the waiting room when they are ready to begin your appointment.
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## Visiting Cancer Care at PRHC

The Cancer Care team at PRHC recognizes the importance of family support and presence for our patients who are receiving cancer treatment. We are happy to welcome visitors to our systemic treatment suite. Each patient undergoing treatment may be accompanied by one (1) support person.

Visitors should be aware that there is risk of exposure to the hazardous drugs that we give, simply by being in the suite. For this reason, visitors will not be permitted to eat or drink while visiting. Individuals who are pregnant, breastfeeding or trying to conceive should not visit the treatment area.

Please note visitors under the age of 18 are not permitted in the systemic therapy suite.

## Your family members/partner-in-care

The role of family members/partner-in-care is decided by you and can be changed at any time.

Your family members/partner-in-care may:

- Participate in your care and the planning of your care
- Give you support physically and/or emotionally
- Help you write down questions to ask your healthcare team
- Help you write down information to tell your healthcare team

Your permission is needed before any healthcare information is given to your family members/partner-in-care. The role of family members/partner-in-care is different from the role of your Substitute Decision Maker(s) (SDM). See pages 9 and 10 for more information of SDM's.

## Health Equity

At Peterborough Regional Health Centre (PRHC), we believe in health equity. We will meet the needs of people with disabilities by preventing and removing barriers to accessibility, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

If you need help during your visit, tell a member of your healthcare team. They will connect you with the resources you need. Visit <https://www.prhc.on.ca/about-us/accessibility/> for more information about accessibility.

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## Keeping you safe during your appointments

Peterborough Regional Health Centre is a smoke and vape-free environment. Bins for cigarette butts are available at the north and south borders of the hospital property. Please use these containers to keep our community clean. Thank you for keeping PRHC smoke-free.



## Transportation

### Canadian Cancer Society Wheels of Hope program

Canadian Cancer Society Wheels of Hope program offers rides to treatment appointments only.

To be eligible, you need to:

- Be receiving cancer treatments
- Have no other options for a ride to your treatment appointments
- Be referred by your healthcare team (a form needs to be completed)
- Provide three (3) days' notice to book a ride
- Pay the annual registration fee

For more information, call 1-888-939-3333.

### Community Care

Volunteers from Community Care are available to drive you to your medical appointments. You need to call and register with the Community Care office closest to your home. There is a fee for this service.

Community Care Peterborough  
705-742-7067

Community Care Kawartha Lakes  
1-800-461-0327

Community Care Northumberland  
1-866-514-5774

### Peterborough Transit

View routes and schedules here:

<https://www.peterborough.ca/en/city-services/routes-and-schedules.aspx>

### Ontario Works (OW) or Ontario Disability Support Program (ODSP)

This program gives some funding for transportation to medical appointments. Funds are for pre-existing clients only. Call your OW social worker to register for the program.

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## Parking at PRHC

A monthly pass for Cancer Care patients is available. Visit the clerks at registration for a verification pass to provide to the Parking Office. Learn more about parking at PRHC here: <https://www.prhc.on.ca/patients-visitors/coming-to-prhc/parking/>



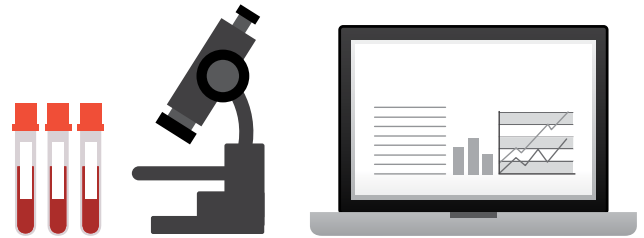
## Bloodwork

Before some appointments, you may be requested to get bloodwork done. Time is needed to test your blood before results appear on your health record. This is why there is a wait time between your appointments for bloodwork and your appointment with your oncologist or nurse practitioner. Your oncologist or nurse practitioner reviews your bloodwork results before they see you. This information will help them plan your care and treatment.

We may ask you to have bloodwork done at a community lab. We will give you the information you need about this if it applies to you.

## Other tests

Your oncologist or nurse practitioner may order one (1) or more of the tests in the chart below. These tests may be done at PRHC, another hospital or a facility near your home. Arrive 15 minutes prior to your scheduled appointments.



Area	Test Description
Angiography or Interventional Radiology	X-rays, ultrasound and/or CT can be used for special procedures ordered by your oncologist. They include: <ul style="list-style-type: none"><li>• Putting in a central line (PICC or PORT)</li><li>• Doing a biopsy</li></ul>
Bone scan	A bone scan uses bone-seeking radioactive materials or tracers and a computer to create a picture of the skeleton (bones).
CT	Computed Tomography (CT) or “CAT” scan uses x-rays to take a more detailed picture of the organs and bones.
General x-ray	An x-ray takes pictures of the body. Most often used for bones and lungs.
Mammogram	X-rays are used to take pictures of the breast.
MRI	Magnetic Resonance Imaging (MRI) is the use of electromagnetic waves to take pictures. Most often used for taking pictures of the brain, spine, abdomen, pelvis and muscles/bones.
Ultrasound	Ultrasound uses sound waves to take pictures. A hand-held probe (called transducer) is used to take pictures of your organs.



## Patient education

It's normal to have a lot of questions about a cancer diagnosis. Resources and support are available on our website:



<https://www.prhc.on.ca/healthcare-services/cancer-care/>

Be sure to talk to any member of your healthcare team if you have questions or do not understand any of the information given to you.

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## Making decisions about your cancer care and treatment

When you have cancer, there are many decisions to make about your care and treatment. Thinking and talking about your wishes, values, and beliefs in advance can make these decisions easier.

Your healthcare team can help you make the best decisions for you by explaining:

- The type of cancer you have
- Treatment options available to you
- Your overall health

The best care or treatment decision also considers:

- Your goals
- What you value about your health
- Your fears and concerns
- Your overall health

Before care or treatment begins, you must give informed consent. Informed consent is a decision made by you or your Substitute Decision Maker (SDM) about treatment after your healthcare provider has given you the following information:

- Your type of cancer and how it might impact your body
- Your care and treatment options, including the expected benefits, risks, side effects, and where you will receive treatment
- What may happen if you decide not to have treatment
- What may happen if your cancer changes, or your treatment doesn't work as expected

Making decisions about your care and treatment can be difficult and it's normal to feel anxious and/or scared. It often helps to have someone with you, such as your SDM, a family member, caregiver, or friend to help support you during these discussions with your healthcare team. Ask about the option of a telephone call or video conference if this person cannot physically be present.

If you can make decisions about your care and treatment, your healthcare team will talk to you directly. Being capable means, you have the mental capacity (ability) to:

- Understand information about the proposed care or treatment options; and
- Appreciate the likely results of saying yes or no to the proposed options.

If you are not capable, due to illness, injury, disability or any other reason, your healthcare team will talk to your SDM to make these decisions on your behalf (for you).

## MyChart

### What are the benefits of MyChart?

Stay connected to your information online

- Find important information about your visit or appointment
- View your test results and other health information
- Share your health information with members of your healthcare team

Save time coming for your hospital appointments

- Use the eCheckIn tool to save time during registration at the hospital or clinic
- Manage your appointments
- View details of your past or upcoming appointments

Track your health

- View your health information from partner hospitals
- View educational materials and discharge information from past visits and hospital stays

You can view and print your health records from PRHC and any one of these partner hospitals:

- Lakeridge Health
- Campbellford Memorial Hospital
- Haliburton Highland Health Services
- Northumberland Hills Hospital
- Ross Memorial Hospital
- Scarborough Health Network



Your SDM must try to make the care and treatment decisions you would have made. These decisions should be guided by your wishes, values and beliefs. Your SDM does not make decisions for you when you are still capable.

Everyone in Ontario has an automatic family member SDM. Your SDM is based on a ranked list in Ontario's Health Care Consent Act (1996). The family member highest on this list is your automatic SDM. If you are unable to make healthcare decisions, your healthcare team must talk to your automatic SDM.

If there is not such a person, or this person is not able, or willing, or available to make decisions on your behalf, the healthcare team must ask the next person on the list. This continues until a SDM is identified from this list. If there is more than one person at any level of this list, for example, if you have more than one child or sibling, they need to make this decision together.

If you want to choose someone else to be your SDM, you can name a person (or more than one person) to act as your DSM by legally appointing them as your Power of Attorney for Personal Care. You will need to complete a document called a Power of Attorney for Personal Care (POAPC). It is important to tell the healthcare team if you have completed a POAPC. Your healthcare team will contact your attorney for personal care for treatment decisions on your behalf if you are not capable.

For more information, visit:

<https://www.ontario.ca/page/make-power-attorney>

How to sign up for MyChart:

<https://mychart.ourepic.ca/MyChartPRD/Authentication/Login>

For more information, visit:

<https://www.prhc.on.ca/patients-visitors/mychart/>

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## **Symptom assessment tools: Your Symptoms Matter**

Your Symptoms Matter is a symptom screening questionnaire. This questionnaire allows you to tell your healthcare team what symptoms are a problem for you.

This helps you and your healthcare team to:

- Talk about symptoms that matter to you
- See how your symptoms score changes over time
- Decide how to manage your symptoms

Before each visit:

- Please complete the assessment tool through MyChart within 24 hours prior to your appointment, or at the registration kiosk on the day of your appointment.

For more information on how to complete this questionnaire, visit:

<https://www.cancercareontario.ca/en/guidelines-advice/symptom-side-effect-management/symptom-assessment-tool>

## **After-hours symptom management support: CareChart**

PRHC Cancer Care Clinic, a partner of the Durham Regional Cancer Centre, partners with CareChart Digital Health to offer you after-hours symptom management support. CareChart Digital Health can help you manage your cancer related symptoms at home when the cancer centre is closed. This may help prevent you from going to the Emergency Department (ED).

### **When to contact CareChart Digital Health for a cancer related symptom**

Contact CareChart Digital Health from Monday to Friday, 5:00 p.m. to 8:30 a.m. and anytime on weekends and holidays for symptom management support.

### **You can talk to a nurse using one of these options:**

- Calling the after-hours telephone line at 1-877-681-3057.
- Requesting a video call by going to [www.carechart.ca](http://www.carechart.ca).
- Using the CareChart Digital Health App. This app is available to download for iOS or Android devices. See the attached handout for more information about this app. You will be asked for this information:
  - Your name, address and phone number
  - Name of your emergency contact and phone number
  - Your Health Card number
  - Your Medical Record number (this is the number on the back of your cancer centre ID card)

## **PRHC cancer care support services**

### **Benefits of using the CareChart Digital Health App**

You can prepare in advance of talking to a nurse by:

- Creating an account with CareChart Digital Health
- Completing a symptom assessment before you talk to the nurse

The nurse may share information through the app with you on how to manage your symptom(s).

### **Will my healthcare team at the cancer centre know I contacted CareChart Digital Health?**

The CareChart nurse will send an update to your healthcare team at the cancer centre. This update will be seen by your healthcare team during the hours the cancer centre is open.

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## **When to call PRHC's Cancer Care Clinic**

Call from Monday to Friday, 8:30 a.m. to 4:00 p.m. at 705-740-8326 and press option four (4) to speak with a nurse regarding:

- Symptom management support
- Any other question or concern about your cancer care or treatment

The cancer centre is closed on weekends and holidays. Please talk to a member of your healthcare team if you have questions.

### **Drug Access Facilitator**

Drugs are an important part of cancer treatment. The complexity of cancer drug coverage in Canada can overwhelm patients and families.

PRHC Cancer Care has dedicated Drug Access Facilitators who are available to provide support, advocate, share resources and educate to maximize the appropriate funding for all cancer patients. Our primary goal is to remove the financial burden from the patient so they can focus on their health.

Even if you have tried to fill a prescription and been denied, we can still help! Don't pay out of pocket until you talk to our Drug Access Facilitator.

Drug Access Facilitators will work with you and your family to:

- Help you apply for public drug coverage through the Trillium Drug Program
- Organize public coverage with Community Care Access Centre for patients receiving Home Care Service.
- Determine if the medication is covered by your private health insurance and ask about plan limits.
- Assist with applications and prior authorization forms for coverage through your private health insurance.
- Minimize the drug costs associated with your treatment by connecting you with various patient assistance programs.
- Access funding approvals/renewals through the Exceptional Access

Program (Ontario Drug Benefit) or Special Access Program (Health Canada).

- Answer any questions you may have and direct you to helpful information and resources.
- Be a source and advocate for you and your family

### **Social Work Services**

A cancer diagnosis brings many challenges for you and your loved ones. Physical and emotional changes as well as scheduling and financial stressors can contribute to feeling overwhelmed. Social work counsellors work closely with the cancer care team to help support you and loved ones through your cancer journey.

Social workers are trained to offer supportive counselling to help you to process your feelings, thoughts and concerns about your diagnosis, treatment, and survivorship. We can also provide support to your family members and caregivers, including talking to children about cancer.

Social workers provide counselling to individuals, couples, and families to manage cancer related stressors.

### **How can an oncology social worker help?**

- Adjustment to diagnosis, treatment, survivorship, recurrence, and bereavement
- Feelings of anxiety, depression, and elevated stress
- Changes in lifestyle, family roles and relationships, and employment and financial stressors
- Sexuality and intimacy
- Body image

- Relationship/family support
- Talking to your children and teens about cancer
- Financial concerns
- Returning to work
- Home supports links to community services and resources
- Caregiver support
- Advance care planning

### **Dietitian Services**

You may find that the type of cancer you have or treatment side effects can affect your eating. Some people have a poor appetite, sore mouth, taste changes, diarrhea, or constipation. A dietitian can help you choose which foods to eat if you are having any of these symptoms.

You may also find yourself getting various nutrition tips from friends, relatives, the internet or other sources. A dietitian can help you sort out what information is right for you.



## Increasing fluids during your cancer treatments

It is recommended that you increase the amount of fluids you are drinking during your cancer treatments.

Try to drink 6 to 8 cups (1 cup = 250ml) of fluid every day. Your healthcare team may ask to you drink more or less than this amount.

### To increase your fluid intake:

- Drink fluids even if you are not thirsty
- Carry a water bottle with you, taking sips from it throughout the day
- Have fluids at your bedside to drink if you are awake at night
- Drink fluids between your meals

### **Do not drink more than 3 to 4 cups of fluids with caffeine in them each day.**

Water is not the only source of fluid. Fluids can come from other drinks and foods. Here are some options for you to choose from:

- Water
- Juice/nectar
- Milk
- Coffee/tea
- Sports drinks
- Lemonade
- Soup/broth
- Ovaltine
- Hot chocolate
- Vitamin water
- Pudding
- Applesauce
- Ice cream
- Jello
- Frozen yogurt
- Sherbert
- Watermelon

- Cantaloupe
- Smoothies
- Milkshakes
- Popsicles
- Nutrition supplements
- Instant breakfast
- Yogurt/kefir

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## What should I eat after cancer diagnosis?

If you are not having any trouble eating or drinking, it is recommended that you follow a well-balanced diet. A cancer diagnosis doesn't mean you need to avoid sugar or other foods in your diet, any more than someone without cancer does. Try to:

- Eat more plant-based foods. Aim to eat two (2) to three (3) servings of fruit and four (4) to five (5) servings of vegetables each day. One (1) serving = 1 piece or 1/2 cup of fruits or vegetables.
- Choose whole grains, such as cereals made with bran or oats, brown rice and whole grain breads, more often than refined (white) grains.
- Avoid sugary drinks like pop, sweetened iced tea and coffee. Limit juice to one (1) cup per day.
- Limit your intake of red meat and processed meats such as deli meats, ham, sausage and bacon.
- Try eating more beans, lentils, and legumes instead of meat.

## What you need to know about dietary supplements

Dietary supplements include vitamin and mineral supplements and natural health products such as herbal supplements.

Many of these supplements contain antioxidants. Antioxidants include Vitamin A, Vitamin E, beta-carotene, selenium, and herbal supplements such as green tea extract. **Antioxidants may affect how well your cancer treatments work and are NOT recommended if you are receiving chemotherapy or radiation treatment.**

### Can I take a multivitamin and eat foods that have antioxidants?

Yes, taking a single multivitamin pill once a day will not exceed the recommended doses. Many foods naturally contain antioxidants and are part of a well-balanced diet. You are encouraged to continue eating these foods.



## Why is good nutrition important?

Good nutrition is important at every stage of your cancer treatment and journey. Although every person's experience is different, people with cancer often have difficulty with eating, which can affect their nutritional status. Eating well gives you energy, can help you feel better and keeps your body strong so that you can better manage side effects from treatment. It will also help you heal and recover after treatment.

The internet can be a great tool if you know where to look. Search reliable websites, including cancer agencies, hospital websites and government agencies. We recommend resources such as:

Canadian Cancer Society  
[www.cancer.ca](http://www.cancer.ca)

BC Cancer Agency  
[www.bccancer.bc.ca](http://www.bccancer.bc.ca)

Institute for Cancer Research  
[www.aicr.org](http://www.aicr.org)



# Falls prevention

Reduce your risk of falling by adding these four (4) habits to your daily routine

## 1. Be active

Exercise ensures strength and balance; it's the best way to prevent falls.

Talk to your healthcare provider about your ability to exercise and stay active.

Develop an exercise routine at home.

Go for a walk.

## 2. Take your time

Avoid rushing around to complete your everyday activities.

Look where you are going – try not to be distracted.

Do one task at a time.

Take a minute to sit up before getting out of bed or chairs to get your balance.

## 3. Live safe

Clear the way: keep your stairs and hallways free of clutter, move electrical cords, and make sure your pets are not under your feet.

Turn on the lights: have a night light between your bed and bathroom. Make sure your stairs are well-lit from top to bottom.

Wear proper fitting shoes with non-slip soles, and low heels that provide good stability.

Use handrails on the stairs or in the shower if needed.

Canes and walkers help you stay more independent.

Talk to your healthcare provider to decide what device is best for you.

Install non-slip mats in the bathroom and shower.

## 4. Choose smart

Medication use can be a factor in your chance of a fall. The more medication you take, the greater your risk. Side effects, interactions between drugs, and errors in following prescription directions can all contribute to falls.

Know why you are taking each medication.

Choose the same drug store for all your prescription and medication needs.

Visit your doctor, nurse practitioner and/or pharmacist to discuss your fall risk and to review your medications.

Check your eyesight and blood pressure on a regular basis to prevent falls from happening.

Good nutrition and careful use of alcohol can reduce your risk of falls.





# Sample questions for discussions with your healthcare team

1. What do I need to know about my cancer and my overall health?  
*(Example: Has my cancer spread? How fast is my cancer growing? What can I expect in the future?)*

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2. What fears or concerns do I have about my cancer and overall health?  
*(Example: Will my cancer come back? Will I have other health issues? I do not know what will happen and that scares me.*

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3. What information do I need to make decisions about treatment?  
*(Example: What is the treatment supposed to do? How will I feel? What will happen if I do not have treatment?)*

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4. What do I hope treatment will do for me?  
*(Example: Make my cancer go away. Help me live longer. Make my pain better. Help me worry less.)*

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5. What is most important to me? What gives my life meaning? What does a good day look like? *(Example: Time with friends and family, being able to exercise, being able to work, being able to do hobbies.)*

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6. What symptoms, side-effects or situations would be hard for me to cope with? *(Example: Losing my hair. Not being able to have children. Not being able to do my daily routine. Not being able to think clearly or make my own decisions.)*

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7. Am I willing to cope with these symptoms, side effects or situations to achieve what is important to me? *(Examples: I would be willing to experience side-effects to be able to attend a special event this summer. I prefer comfortable even if it means I would have less time to live.)*

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8. What gives me strength when I think about the future? *(Example: Having the support of my friends and family. Being able to attend a special event. Seeing my children or grandchildren grow up.)*

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# Resources

## Canadian Cancer Society

Support services and transportation  
1-888-939-3333 | [www.cancer.ca](http://www.cancer.ca)

## Cancer Care Ontario

<https://www.cancercareontario.ca/en>

## Lakeridge Health

<https://www.lakeridgehealth.on.ca/en/ourservices/cancercare.asp>

## Peterborough Public Health

Prevention and screening information  
705-743-1000 | [www.peterboroughpublichealth.ca](http://www.peterboroughpublichealth.ca)

## Hospice Peterborough

Supporting individuals and families affected  
by life-threatening illness and grief.  
705-742-4042 | [www.hospicepeterborough.org](http://www.hospicepeterborough.org)

## Look Good, Feel Better Program

First Tuesday every month  
1-800-914-5665 | [www.lgfb.ca](http://www.lgfb.ca)

## Quilts For Cancer

Quilts for Cancer, Peterborough County  
705-875-5596 | [cancerquiltsptbo@gmail.com](mailto:cancerquiltsptbo@gmail.com)

**PRHC**

Peterborough Regional  
Health Centre

**One team, here when you need us most.**

[www.prhc.on.ca](http://www.prhc.on.ca)



Form #3099, Revised May, 2024