

Cancer Services in Grey Bruce

Service Profiles

This document is intended as a resource for professionals and other service providers in Grey Bruce. Once the content is finalized and distributed electronically to organizations across Grey and Bruce, the content will be reviewed annually by the Grey Bruce Cancer Services Network for needed changes or updates.

Prepared by
The Grey Bruce Cancer Services Network
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Canadian Cancer Society

Client Population: All persons in Canada with an interest in cancer related information, research, or support

Service Setting: Broad Community

Services Offered:

<p>Community wide Health Promotion ; Information and Referral and; Individual Health Promotion and Teaching</p>	<ul style="list-style-type: none"> ✓ Provides a comprehensive source of credible information on cancer, risk reduction and treatment; educational presentations and displays ✓ Cancer Information Service – A national, bilingual, toll free telephone service (1 888 939-3333) offering comprehensive information about cancer and community resources to cancer patients, their families, the general public and healthcare professionals. Links to local Cancer Services information volunteers ✓ www.cancer.ca - Nationally integrated website including current, comprehensive information about cancer and cancer-related services and programs in local communities. ✓ Smokers' Helpline Free, confidential telephone service provides access to a trained quit specialist. 1 877 513-5333 ✓ Resource Room –The Bluewater Unit Office (Owen Sound) supplies all types of cancer-related information, as well as such supplies as wigs, turbans and temporary breast prostheses at no charge.
<p>Transportation and Volunteer Support</p>	<ul style="list-style-type: none"> ✓ Volunteer Transportation service provides free rides to cancer-related care ✓ Volunteer support at cancer centres, lodges, and community hospitals
<p>Emotional Support</p>	<ul style="list-style-type: none"> ✓ Living with Cancer support group – Trained lead educational and informational groups. (519) 376-6011, 1 800 430-6228 ✓ CancerConnection – A nation-wide emotional support program matches callers with a trained volunteer who has been through a similar cancer or caregiver experience. 1 800 263-6750 ✓ Reach to Recovery – A face-to-face support service for women diagnosed with breast cancer. 1 800 263-6750 ✓ CanSurmount – A face-to-face support service for persons diagnosed and living with all types of cancer (excluding breast cancer). 1 800 263-6750 ✓ Links to self mandated peer support groups in Grey Bruce
<p>Research</p>	<p>Largest charitable funder of cancer research in Canada.</p>
<p>Service System Planning and Advocacy</p>	<p>Work strategically to influence systemic change on tobacco, prevention, coordination of cancer control, research and research issues and health reform.</p>

Referral/Access Process: Contact the Bluewater Unit office, located in Owen Sound, serving all of Grey-Bruce by calling the numbers below.

Contact Information: Bluewater Unit – 163 8th Street East Owen Sound (local info)
 Office - (519) 376-6011 or 1 800 430-6228. Email bluewater@ccsont.org
 Cancer Information Service 1 888 939-3333 www.cancer.ca (all info)
 CancerConnection 1 800 263-6750 (peer support)
 Smoker's Helpline 1 877 513-5333

Canadian Mental Health Association

Client Population: For anyone in Grey & Bruce counties who has experienced the death of a loved one.

Service Setting: Canadian Mental Health Association, 1024 2nd Avenue East Owen Sound, Ontario and occasionally at other locations

Services Offered: Grief Support Group

Emotional Support	Grief Support Group This program is designed to assist individuals who have experienced the death of a family member or loved one. It is an eight week program, in a small group setting, facilitated by a professional grief counselor. Times and dates vary.
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Referral/Access Process: Self-referral.

Contact Information: Call the Canadian Mental Health Association at 519 371 3642 or drop into our offices at 1024 2nd Avenue East, Owen Sound Ontario.

Care Partners

Client Population: Clients receiving in-home CCAC services delivered by Care Partners staff; or other clients receiving privately funded services in their own home, a retirement home, or LTC facility

Service Setting: In-Home; LTC facilities, work places

Services Offered:

Information and Referral	Nurses assist clients access needed information and referrals to other services
Individual Health Promotion/Teaching	Health teaching, within the nurses scope of practice, to clients receiving in-home service
Diagnostics and Cancer Treatment	RNs or RPNs may provide in home nursing visits or shift nursing as requested.
Emotional Support and Palliative/End of Life Care	Provide service within visiting nurse scope of practice

Referral/Access Process: Referrals can be arranged via CCAC, insurance companies or by private individuals

Contact Information: CarePartners
530 10th Street
Hanover, ON
N4N 3B9
364 0222 or 1800 486 3488
www.carepartners.ca

Closing The Gap Healthcare Group (Rehab Express)

Client Population: Children (pre-school and school age) and adult
Service Setting: In-home or school-based
Services Offered:

Individual Health Promotion/Teaching	<p><i>Dietitian Services:</i> Instruction on healthy diet; Control of risk factors e.g. cholesterol, blood sugars, weight gain</p> <p><i>Physiotherapy Services:</i> Maintaining healthy activity level; Fall risk prevention</p> <p><i>Occupational Therapy Services:</i> Fall risk prevention; Maintaining independence</p>
Information and Referral; Rehabilitation	<p><i>Social Work:</i> Adjustment to illness/ disability; Grief and bereavement counseling; Caregiver stress; Family and Marital counseling; Housing and disability applications; Long term care planning; Link to community resources</p> <p><i>Physiotherapy:</i> Exercise – active range motion and strengthening; Pain management – therapeutic modalities; Mobility/ Fall risk assessment</p> <p><i>Occupational Therapy:</i> Maintaining or improving independence in ADL; Safety assessment; Equipment assessment; Energy Conservation; Pressure/Positioning recommendations for pain and skin management;</p> <p><i>Dietitian:</i> Maintaining nutritional intake – orally or tube feeding; Symptom management related to diet; Adjustment of diet related to swallowing difficulties</p> <p><i>Speech – Language Pathology:</i> Maintaining communication where cancer has affected communication; Swallowing assessment</p>
Palliative/End of Life Care	<p><i>Social Work:</i> Grief and bereavement counseling; Caregiver stress; Grief and bereavement counseling</p> <p><i>Physiotherapy:</i> Pain management – therapeutic modalities; Mobility/fall risk assessments</p> <p><i>Occupational Therapy:</i> Safety assessments; Equipment assessment including pressure/positioning recommendations for pain and skin management</p> <p><i>Dietitian:</i> Maintaining nutritional intake – orally or tube feeding; Symptom management related to diet; Adjustment of diet related to swallowing difficulties</p> <p><i>Speech-Language Pathology:</i> Maintaining communication where cancer has affected communication; Swallowing assessment to assist in maintenance of adequate hydration and nutritional intake</p>

Referral/Access Process: OHIP funded referrals through CCAC – Contact CCAC
Privately funded referrals e.g. self pay, Veterans Affairs, WSIB, MVA extended insurance coverage, or other – Contact Closing The Gap Healthcare Group directly

Contact Information **Closing The Gap Healthcare Group** – (Rehab Express) RR # 5
121 Jason St. Owen Sound ON N4K 5N7
Telephone: 1-519-370-2165 or 1-866-990-9901
Fax 1-519-370-2114 or 1-866-990-9923
Website: www.closingthegap.ca

Community Health Services-Canadian Red Cross

Client Population: Clients receiving home management/personal support worker services through the CCAC, DVA, insurance coverage or private payment

Service Setting: In-Home, retirement homes

Services Offered:

Individual Health Promotion/Teaching	Community Support Workers promote and offer support for programs/directions provided by nurses, OT, PT, Case Managers ,Managers or other health care professionals
Cancer Treatment	CSWs provide personal support care, assist with activities of daily living and offer caregiver relief
Rehabilitation	Community Support Workers assist with exercises based on the directions/programs provided by OT, PT, under the supervision of regulated health care professionals.
Palliative/End of Life Care	CSWs provide personal support care, assist with activities of daily living and offer caregiver relief

Referral/Access Process: Referrals can be arranged via CCAC, DVA, insurance companies or private individuals

Contact Information: Contact the Owen Sound office
(519) 376-5373

Community Pharmacies – Grey Bruce

Chesley	Rexall Drugs	363-3304
Dundalk	Dundalk Village Pharmacy	923-2215
Durham	Hollidays IDA.....	369-3340
Hanover		
	Ennetts.....	364-2190
	Grant’s Independent Grocer Pharmacy ..	364-7310
	Manns Pharma Plus.....	364-2300
	McLaine Pharmacy.....	364-2460
	Zellers.....	364-3558
Kincardine		
	Pharma Plus.....	396-3353
	Gordon IDA.....	396-3364
Lions Head	Peninsula Pharmacy.....	793-3200
Markdale	Markdale Pharmacy.....	986-3221
Meaford		
	Lins Pharmacy.....	538-1022
	Muxlows Pharmacy.....	538-1960
Owen Sound		
	SDM.....	371-5230
	Parker Pharmacy.....	376-0690
	Pharma Plus.....	371-0751
	Walmart.....	371-0120
	Zellers.....	371-4620
Port Elgin	IDA.....	832-6966
Sauble Beach	Sauble Pharmacy	422-2584
Southampton	Delong’s.....	797-2113
Thorndale	Thorndale Pharmacy.....	461-0431
Walkerton	Brown’s Pharmacy.....	881-2420
	Pellows Pharmacy	881-0151
Wiarion		
	Bayside Pharmacy	534-5090
	IDA/McKenzies	534-0230

Grey-Bruce Community Care Access Centre

Client Population: Residents of Grey Bruce eligible for CCAC services
Service Setting: In School (Children) or In-Home, including LTC facilities
Services Offered: Case Management and Information services

<p>Individual Health Promotion/Teaching; Information and Referral</p>	<p>Information about home health and community resources is provided to any individual who contacts the CCAC. The information is intended to promote recovery, independence and/or maintenance of health.</p> <p>Case managers will offer health teaching to clients through their assessment processes</p>
<p>Coordination Of Clinical Care</p>	<p>Provide acute, rehabilitative, maintenance, long term supportive and end of life service to individuals with a valid Ontario Health Card, who are eligible for, and require services inside their place of residence or at school.</p> <p>A case manager assesses each client's eligibility for admission to the CCAC service based on their history and needs. She/he will develop a comprehensive plan of care which may include arranging for: an Ontario Drug Benefit Card, medical supplies and/or equipment as needed. The case manager will arrange for, co-ordinate and reassess CCAC contracted services such as: nursing; physiotherapy; occupational therapy; speech and language pathology; social work, nutritional counseling; and personal support/homemaking within the available resources. The case manager may also collaborate with other providers of care to assist the client to access other community-based services such as supportive housing and/or day programs.</p>
<p>Systems Planning and Advocacy</p>	<p>Currently provide leadership and coordination for the meetings of the Grey Bruce Cancer Services Network</p> <p>A member of CCAC Management Staff is also a member of the CCO Southwest Ontario Supportive Care Committee</p>

Referral/Access Process: CCAC can be contacted by any individual to request service for a family member or friend. Referrals are received from Physicians and community agencies

Contact Information
 Phone: (519) 371-2112 or 1-888-371-2112
 Fax: (519) 371-5612 or 1-800-825-7126
 Web: <http://www.g-bccac.org>

Grey Bruce Health Services - Oncology Services

Client Population: Cancer patients who require chemotherapy.
Service Setting: Grey Bruce Health Services-Owen Sound Site –Ambulatory Care

<p>Individual Health Promotion/Teaching;</p> <p>Information and Referral</p> <p>Coordination Of Clinical Care</p> <p>Diagnostics</p> <p>Cancer Treatment Including Reassessment and Treatment</p> <p>Emotional Support Cancer Related Rehabilitation</p>	<p>Specially trained nurses provide care and support to cancer clients and their families during chemotherapy treatments and follow up visits. Provided services include:</p> <ul style="list-style-type: none"> -Consultations with a Medical Oncologist. -Consultations with supportive/palliative care physician for pain and symptom management. -Diagnostic testing for investigation and to monitor effectiveness of treatment -Administration of Chemotherapy -Patient education regarding disease process and management of side effects related to chemotherapy -Referral to a social worker for individual and family counseling -Nutritional advice from a dietitian -Spiritual care from chaplain - Frequent follow up assessments post treatment to monitor condition -Clinical Trials Program -Follow up clinics with Radiation Oncologist from the London Regional Cancer Center held twice monthly <p>Cancer clients who require hospitalization are admitted to the Medicine/Oncology Unit and followed by our Oncologist, and/or referred to the Palliative Care Team. Physical care and emotional support are provided by multidisciplines.</p>
<p>Palliative/End of Life Care</p>	<p>Supportive care is made available to the cancer client upon diagnosis. The palliative care team consists of professionals with expertises in pain and symptom management at any time during illness and end of life. . A palliative care physician, palliative care resource nurse, nurses, social worker, dietitian, chaplain, mental health consultant, pharmacist, volunteer coordinator, and clinician supply services.</p>

Referral/Access: Physician referrals

Contact Information: Oncology Clinic
 Grey Bruce Health Services—Owen Sound
 519- 376-2121 Ext 3922
 FAX 519-372-3940

Grey Bruce Health Services Owen Sound Site – Pharmacy

Client Population: GBHS in-patients, GBHS out-patients, CCAC patients needing IV medications

Service Setting: Hospital in-patient, out-patient and in-home

Services Offered: Patient counselling regarding medications

Individual Health Promotion/Teaching	Pharmacists speak to patients regarding any new prescriptions. During this dialogue the opportunity exists to educate not only regarding the medication, but other related health issues as well
Cancer Treatment	Prepare all of the IV chemotherapy administered in hospital and all IV medications necessary for CCAC patients. A Pharmacist is available to speak with chemotherapy patients regarding any medication concerns
Palliative/End of Life Care	Prepare narcotic infusions and other IV meds required for symptom control in palliative patients. Member of the palliative care team at Owen Sound site GBHS and offer informational support to the team on an ad hoc basis.
Education of Providers	Hospital pharmacists are involved in formal and informal staff education (Pharmacy staff, Nursing staff, Physicians)

Referral/Access Process: Physician Order or CCAC request for IV Meds
Patients may phone/visit to speak with a pharmacist

Contact Information: Pharmacy Department
Grey Bruce Health Services - Owen Sound
519-376-2121 Ext 2143
FAX 519-376-8984

Grey Bruce Palliative Care Hospice Association (GBPCHA)

- Client Population:** All adults or children diagnosed with live threatening illnesses residing within homes, hospitals and long term care facilities in the Grey Bruce Area as well as their family, caregivers and service providers.
- Service Setting:** Broad Community (In Home In Hospital LTC facility; CCC)
- Services Offered:**

<p>Palliative Care/End of Life Care</p>	<p>Hospice Palliative Care and End of Life Information Service: The GBPCHA provides access to information and referral to services on request.</p> <p>Palliative Pain and Symptom Consultation: Telephone or onsite consultation related to palliative pain or symptom issues.</p> <p>Hospice Volunteer Support: Volunteer support is available in most communities throughout the area. Volunteers provide psychosocial spiritual and practical support to individuals living with life threatening illness, to their families and caregivers. The focus is on enhancing quality of life. Bereavement support is also provided.</p> <p>Palliative and End of Life Care Education: A resource and lending library with books, tapes and videos of topics related to death and dying, grief and bereavement, pain and symptom management is housed at the office in Owen Sound.</p> <p>Palliative Care Education Courses for Service Providers:</p> <p>Introductory Level Courses:</p> <p><i>Palliative Care: The Fundamentals</i> (30 hour for all service providers including volunteers)</p> <p><i>Palliative Care: The Fundamentals for RN's and RPN's</i> (30 hour)</p> <p><i>Mentorship Program for Long Term Care Facilities</i></p> <p>Advanced Level Courses</p> <p><i>Advanced Palliative Care Course for Support Workers</i></p> <p><i>Comprehensive Advanced Palliative Care Education</i> (for nurses)</p> <p>Ian Anderson Modules for Physicians</p> <p>Ongoing Education</p> <p>Inservices, conferences and workshops related to Hospice Palliative Care, End of Life Care, Pain and Symptom Management are organized at various times throughout the year.</p> <p>Public Education related to Hospice Palliative Care: Speakers are available to provide information to interested groups.</p>
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Referral / Access Process: Self, caregiver or service provider referral. Consent of the person requiring service is required.

Contact Information:

Hospice Volunteer Visiting and Resource Library: Tel 519-376-0419 or 1 800 304-0080; Fax 519-376-5518 or gbpcha@bellnet.ca 1800 8th Street E, Room 8226 Owen Sound, ON N4K 6M9

Palliative Pain and Symptom Consultation: Tel 519-794-3571 Fax 794-3401 mpalmer@log.on.ca R. R. # 4 Chatsworth, ON N0H 1G0 www.palliativecareswo

Palliative Care / End of Life Education Programs: GBPCHA at 376-0419 or Palliative Pain and Symptom Consultant/ Educator at 794-3571

Grey Bruce Health Unit

Client Population: Public at large; women age 50 and up

Service Setting: Community – wide settings

Services Offered:

<p>Community-Wide Health Promotion</p>	<p>Chronic Disease Prevention</p> <ul style="list-style-type: none"> • Facilitate strategy development which address risk factors for chronic diseases with community partners. • Promote mechanisms, which lead to healthy environment and lifestyle development. • Mandated programming focus on prevention of cancer and promotion of healthy living. • Promote smoke-free living, healthy nutrition, and physical activity. • Develop awareness campaigns, skill building opportunities. • Advocate for healthy school, public and workplace policy development.
<p>Screening and Early Detection</p>	<p>Early Detection of Cancer Program</p> <ul style="list-style-type: none"> • Mandated programming focus on reducing mortality from breast and cervical cancer by increased screening and early detection. • Support the Ontario Breast Screening Program. • Coordinate project development with the Ontario Breast Screening Community Advisory Committees (Walkerton and Owen Sound) to promote increased breast screening for women who are 50 plus and the “hard to reach” female population of Grey and Bruce Counties. • Facilitate health promotion activities such as workshops, displays, media campaigns, presentations, and special events to increase awareness of early detection for breast and cervical cancer. • Provide updated information to all local libraries about breast health: screening, assessment, and cancer. (“Breast Health Information Kit”)

Referral/Access Process: Contact Public Health Unit for information

Contact Information: Program Manager, Chronic Disease Prevention
 Tel: (519) 376-9420 ext. 258
 Fax: (519) 376-1287
 Email: ldavies@publichealthgreybruce.on.ca
www.publichealthgreybruce.on.ca

Home and Community Support Services

Client Population: Frail elderly seniors, adults with cognitive impairments, adults with physical disabilities, adults who are blind, adults requiring (dialysis treatments, cancer treatments, medical treatment) residing within Grey and Bruce counties.

Service Setting: In the broader community, in client homes, adult day program facilities

Services Offered:

Information and Referral	Information available from main office in Owen Sound, CCAC offices, Dr. offices. Individuals can self refer, referral by family physician, CCAC case worker, family member, neighbour, clergy
Transportation	Transportation provided by volunteer drivers. \$5.00 flat fee for trips less than 17 km. \$.30/km for trips 17 km. and greater
Other	Adult day programs, meals on wheels, frozen meal delivery, friendly visiting program, home maintenance

Referral/Access Process: Self referral to main office

Contact Information: Home and Community Support Services of Grey Bruce
Suite 104, 340 10th Street East
Owen Sound, ON
N4K 6P7
1-800-267-3798
aunderwood.hcss-gb@bmts.com

London Regional Cancer Program, London Health Sciences Centre

Client Population: The people of Southwestern Ontario.

Service Setting: Hospital-Based: Ambulatory/Outpatient Clinic Setting
In-patient Acute Care

Services Offered:

Health Promotion ; Information and Referral and; Individual Health Promotion and Teaching	The following services are available for patients BEFORE their first appointment at the Cancer Program. Patients can self-refer: <ul style="list-style-type: none"> ▪ Social Work (519) 685 8622 ▪ Patient & Family Library (519) 685-8742 ▪ Question & Answer Session with Radiation Therapists (519) 685-8742 ▪ Look Good Feel Better (519) 685-8622 ▪ Prostate Cancer Information and Support Group (519) 685-8742 Member of the Southwest Cancer Prevention & Early Detection Network
Screening/Diagnosis;/ Cancer Treatment	Screening: Ontario Breast Screening Program, Genetic Screening Program for Hereditary Cancers. Diagnosis: Generally diagnostic work is done outside of LRCP Treatment: Radiation Therapy, Chemotherapy, Surgery, Clinical Trials Supportive Care: social work, nutrition counselling, pastoral care, pain & symptom management, physiotherapy, occupational therapy
Coordination of Clinical Care	CCAC Case Managers on site to help coordinate care in communities within Southwestern Ontario.
Spiritual Support	0.5FTE Chaplain is available
Cancer Related Rehabilitation	Occupational Therapy and Physiotherapy is provided to patients on the inpatient unit.
Palliative/End of Life Care	Pain and Symptom Management Team works with LRCP staff and community providers to coordinate care and provide consultation on pain and symptom management. Due to the nature of the illness, most staff are involved in palliative care. The social workers are actively involved in this area. Currently recruiting for Medical Director of Palliative Care.
Education of Clinical Providers	Provide speakers, clinical mentoring opportunities, clinical residencies and fellowships, along with conferences and workshops.
Research	The LRCC Cancer Research Laboratories provide resources for independent scientists to explore the basic elements of life that, when disrupted, lead to cancer. Our researchers study the many biological processes that contribute to controlling gene expression, and the events that cause appropriate control of genes in healthy human cells to go awry and allow cancer to develop. Active Clinical Research Unit that coordinates a large number of clinical trials.

Referral/Access Process: Self referral for information and support services
Physician referral is required for clinical services

Contact Information: London Regional Cancer Program, London Health Sciences Centre
790 Commissioner's Road East,
London, Ontario
N6A 4L6
General Inquiries - automated attendant: (519) 685-8600
www.lrcc.on.ca

Long-Term Care Facilities

Client Population: Residents of Long-Term Care Facilities
Service Setting: Long-Term Care Facilities
Services Offered:

Individual Health Promotion and Teaching; Information and Referral	LTC facility staff will provide information about cancer services and resources to residents and their families/caregivers, and assist with referrals to other services as needed. Staff will offer individualized health teaching.
Coordination of Clinical Care Diagnostics, Cancer Treatment including Reassessment and Treatment; Cancer Related Rehabilitation	<p>Medical Advisor and LTC facility staff will coordinate required clinical care, to be received from staff within the facility or from other services.</p> <p>This care may include: diagnostics, cancer treatment including reassessment and treatment and cancer related rehabilitation</p>
Emotional Support; Palliative/End of Life Care; Spiritual Support	<p>Staff and volunteers provide emotional support.</p> <p>Staff and Medical Advisory provide pain and symptom management and other end of life care services and supports, in consultation with other service providers.</p> <p>Staff facilitates spiritual support for residents based on resident and family preferences.</p>

Referral/Access Process: Grey Bruce Community Care Access Centre coordinates placement in Long-Term Care Facilities
 Phone: (519) 371-2112 or 1-888-371-2112

Contact Information:

LTC Facility Name	Telephone
Grey County	
Chatsworth Health Care Centre – Chatsworth	519-794-2244
Errinrung Nursing Home – Thornbury	519-599-2737
Georgian Heights – Owen Sound	519-371-1441
Grey Gables Home for the Aged - Markdale	519-986-3010
Hanover Care Centre – Hanover	519-364-3700
Lee Manor – Owen Sound	519-376-4420
Maple View – Owen Sound	519-376-2522

LTC Facility Name	Telephone
Grey County(con't)	
Meaford Nursing Home – Meaford	519-538-1010
Rockwood Terrace – Durham	519-369-6035
Summit Place – Owen Sound	519-376-3212
The Village Seniors' Community - Hanover	519-364-4320
Bruce County	
Brucelea Haven – Walkerton	519-881-1570
Elgin Abbey Nursing Home – Chesley	519-363-3195
Gateway Haven Home for the Aged - Warton	519-534-1113
Golden Dawn Nursing Home – Lion's Head	519-793-3343
Parkview Manor Health Care Centre – Chesley	519-363-2416
Pinecrest Manor Nursing Home – Lucknow	519-528-2820
Southampton Care Centre – Southampton	519-797-3220
Trillium Court - Kincardine	519-396-4400

Grey Bruce
Long-Term Care Facility Locations



Ontario Breast Screening Program (OBSP) And Breast Assessment Program

Client Population: In OBSP, Asymptomatic women over the age of 50 years old. May be self-referral of physician ordered.

Breast Assessment Center: Men and Women with a diagnosis of breast abnormality subsequent to mammography.

Service Setting: Grey Bruce Health Services - Owen Sound Site - Diagnostic Imaging Department.

Services Offered:

<p>Information and Referral</p> <p>Individual Health Promotion and Teaching</p>	<ul style="list-style-type: none"> • Provides information and teaching method for self breast examination / breast health by the Nurse Examiner. • Navigator may provide initial support, linking client's to community resources such as Social Work, Physiotherapy, surgical consultation, Bluewater Cancer Society, local cancer support groups. • Instructional Video, Phantom and Handouts are provided to each individual • Provision for automatic screening re-call letters. • BAP provides each individual with suspected breast abnormality an opportunity to explore a variety of information resources within the GBHS Medical library, reliable websites, videos and CD's. • BAP Navigator available on site to link each client to community resources in an efficient and effective manner. Comprehensive care to women and men of all ages through the diagnosis period.
<p>Screening & Early Detection</p>	<ul style="list-style-type: none"> • OBSP is dedicated to early detection. Annual recall reminders, standardized reporting mechanisms in place, outcome data results that are site specific all aid in reliable tracking of women in the program. • BAP follows all clients undergoing breast investigations for abnormalities, ensuring that all clients receive equitable access through quality assurance standards to meet their diverse needs.
<p>Emotional Support</p>	<p>BAP provides a multidisciplinary service including non-medical support services to women and men in a caring and supportive manner through each step of the breast assessment process</p>
<p>Diagnostics</p>	<p>?? Role in mammography, other imaging, biopsy etc.</p>
<p>Clinical Research</p>	<p>Breast Assessment Program Steering Committee- Southwest Region [CCOR-SW], OBSP and the Surveillance Unit, Division of Preventative Oncology, Cancer Care Ontario.</p>
<p>Education of Clinical Providers</p>	<p>OBSP and Breast Assessment Conferences and Workshops- Southwest Region</p>

Referral/Access Process: OBSP Self referral for women over age 50; all others require physician referral; BAP All clients with suspicious diagnostic findings subsequent to a mammogram or breast ultrasound.

Contact Information: Breast Assessment Program: Grey Bruce Health Services
 Tel 519-372-3920 x 2208 fax 519-372-3954
 e-mail kmcguire@gbhs.on.ca
 Ontario Breast Screening Program: 519-376-8637

SBGHC - Ontario Breast Screening Program (OBSP)

Client Population: In OBSP, asymptomatic women over the age of 50 years old. May be self-referral or physician ordered.

Service Setting: South Bruce Grey Health Center – Walkerton

Services Offered:

<p>Information and Referral</p> <p>Individual Health Promotion and Teaching</p>	<ul style="list-style-type: none"> • Provides information and teaching method for self breast examination / breast health by the Nurse Examiner. • London Hub Centre Navigator can provide initial support, linking client's to community resources such as Social Work, Physiotherapy, surgical consultation, Bluewater Cancer Society, local cancer support groups. • Instructional Video, Phantom and Handouts are provided to each individual • Provision for automatic screening re-call letters.
<p>Screening & Early Detection</p>	<ul style="list-style-type: none"> • OBSP is dedicated to early detection. Annual recall reminders, standardized reporting mechanisms in place, outcome data results that are site specific all aid in reliable tracking of women in the program.
<p>Diagnostics</p>	<p>SBGHC Mammography program provides follow-up mammography, breast ultrasound, biopsy, etc.</p>
<p>Clinical Research</p>	<p>OBSP and the Surveillance Unit, Division of Preventative Oncology, Cancer Care Ontario.</p>
<p>Education of Clinical Providers</p>	<p>OBSP Conferences and Workshops- Southwest Region</p>

Referral/Access Process: *OBSP* Self referral for women over age 50; all others require physician referral;

Contact Information: ***Appointments: 881-4030 or 1-800-461-0640***
 More information: 881-1220 – ext. 2201, ask for Senior Technician

21 McGovern Street
 Walkerton Ontario
 N0G 2V0

ParaMed Home Health Care

Client Population: Clients receiving homemaking/personal support worker services through the CCAC; DVA; insurance coverage or private payment

Service Setting: In-home

Services Offered:

Individual Health Promotion/Teaching	Personal Support / Home Support Workers teach based on the directions provided by nurses, OT PT or case managers
Cancer Treatment	Provide personal support care, assist with activities of daily living and offer caregiver relief
Rehabilitation	Personal Support / Home Support workers assist with exercises based on the directions provided by OT PT
Palliative/End of Life Care	Provide personal support care, assist with activities of daily living and offer caregiver relief

Referral/Access Process: Referrals can be arranged via CCAC; DVBA Insurance companies or private individuals

Contact Information: Supervisor
Telephone (519) 371-5044 / 1 (800) 267-4966

Primary Care/Family Physicians

Client Population: Clients within family practice setting

Service Setting: Office, LTC Homes, hospitals, homes

Services Offered:

<p>Information and Referral; Individual Health Promotion/Teaching Screening and Early Detection Diagnostics</p>	<p>Assesses the medical care needs of the client and provides information, health teaching as indicated. Makes referrals to appropriate specialist services for information and support as well as for diagnostic and treatment interventions.</p>
<p>Coordination Of Clinical Care Emotional Support</p>	<p>Gently but accurately informs the client and family, with permission, of the diagnosis. Answers questions and assists in setting treatment goals, determining the plan of care and monitoring interventions. Provides ongoing medical care, support and guidance throughout the illness trajectory.</p>
<p>Palliative/End of Life Care</p>	<ol style="list-style-type: none"> 1. Collaborates with the Interdisciplinary Palliative Care Team in determining the plan of care. 2. Addresses pain and symptom issues in a timely manner and makes house calls as required 3. Consults with Palliative Care Team / Physician re complex issues 4. Discusses advance directives, documents the plan and communicates with other team members. 5. Collaborates in determining the process for certification of the death and ensures that necessary documents are completed in a timely manner 6. Plans for bereavement follow-up care as required by family members 7. Designates a substitute physician whenever s/he is not available 24/7

Referral/Access Process:

Accepted as a patient by the physician.

Palliative Care Physician Consultant

Client Population: *Individuals/families whose family physician has requested consultation and/ ongoing management of complex end-of-life care issues at the request of family physician; Individuals/families with complex end-of-life care issues without a family physician*

Service Settings: *Hospitals, Homes, LTC Homes*

Services Offered:

<p>Pain and Symptom Consultation</p> <p>Palliative/End of Life Care</p>	<p>The Palliative Care Physician “has an in-depth and current knowledge of all aspects of care of the dying patient and family, particularly pain and symptom management, patient and family support, community resources and ethics”</p> <p>Colloquium on Care of the Dying Patient</p> <ul style="list-style-type: none"> • Provides palliative care / pain and symptom consultations as requested • Collaborates with interdisciplinary team members in addressing the needs of clients • Acts as a liaison between medical staff and other interdisciplinary team members as required • Participates in team meetings / case conferences • Promotes and participates in palliative care education of all service providers • Encourages the emotional, psychosocial and spiritual well being of staff, volunteers and others working in hospice palliative care
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Referral/Access Process: Dr Huff’s office or the Palliative Care Physician on call at GBHS Owen Sound site

Contact Information: Dr H. R. Huff
Office Telephone 371-4463
Switchboard at GBHS Owen Sound site 376-2121

Veterans Affairs Canada

Client Population: Low income war veterans and/or veterans in receipt of a disability pension with Veterans Affairs Canada for military service injuries; overseas service veterans who require long term care placement; still serving members of Canadian Forces

Service Setting: In-Home; Satellite Offices

Services Offered:

Individual Health Promotion/ Teaching	Information about community resources for the purposes of health promotion, independence Area Counsellors will provide health teaching and promotion through their assessment processes
Coordination Of Clinical Care	<ul style="list-style-type: none"> * Provide case management to clients when client unable to manage their own care * Area Counsellor will assist the veteran in case management process through holistic assessment and care planning ; will coordinate with community agencies for services needed * Veterans Independence Program (VIP) offers supports such as : personal support care; housekeeping; nutritional services; end of life care; transportation; home maintenance; respite care; ambulatory health care service (Day Programs) and home adaptation services (all based on eligibility) * When community or provincial services are not sufficient to meet a clients needs VIP services may be approved to complement or top up those services. * Access to long-term care in community nursing homes, Sunnybrook Health Sciences Centre and/or Parkwood Hospital * Financial assistance for a variety of health related costs (e.g. ambulances, oxygen; prescription drugs) * Disability Pensions
Financial	<ul style="list-style-type: none"> * transition services for those members retiring from military which include employment assistance, retraining, education * provide assistance with emergency needs * funding for services mentioned above * end-of-life care * War Veterans Allowance to low-income WAR veterans * Blue Cross Insurance to those with “B” cards; covers aids for daily living, nursing services, medical transportation, special equipment, vision, dental, PT, OT, Social Work, Psychologists, Chiropractic, acupuncture, oxygen, medical supplies and services, ambulances, hearing, some prescription drugs

Referral/Access Process: Central Call Centre for all clients 1-866-522-2122 Agencies: 1-888-490-2740

Contact Information: Elizabeth Haslett (Owen Sound to Walkerton; to Shelburne and east to Collingwood) - Elizabeth.Haslett@vac-acc.gc.ca
Mary Jo Irons (Owen Sound to Tobermory west to Southampton and south to Kincardine) - Mary-Jo.Irons@vac-acc.gc.ca
www.vac-acc.gc.ca

Victorian Order of Nurses (VON) Grey-Bruce

Client Population: Clients receiving in-home CCAC services delivered by VON staff; or other clients receiving privately funded VON services in retirement homes, LTC facilities, or in their home

Service Setting: In-Home; LTC facilities; workplaces
Services Offered:

Information and Referral; Individual Health Promotion/Teaching	Nurses may assist clients access needed information and referrals to other services Health teaching to clients receiving in-home service
Diagnostics and Cancer Treatment	RNs, RPNs, PSWs may provide in-home nursing and personal support visits or shift care as required ✓ Pain and symptom management ✓ Draw blood from ports and PICC lines pre and post cancer treatment ✓ Health assessment throughout time on service ✓ Care for clients with Ports and PICC lines receiving IV chemotherapy at home ✓ Deaccessing chemo from Ports and Picc lines ✓ Communicate with other health care providers Advocate on behalf of clients
Emotional Support; Palliative/End of Life Care	Service within nurses scope of practice Visiting nursing up to 4 times per day as funded by CCAC Care for clients receiving IV pain and symptom management Shift nursing and personal support Caregiver support and education Bereavement follow-up
Education of Providers	Resource Nurse with advanced training in Pain and Symptom Management available to consult with nurses and clients and provide palliative care and pain and symptom management education to provider staff

Referral/Access Process: Self Referral; Referrals can be arranged via CCAC, VAC, insurance companies or by private individuals

Contact Information: Intake VON Grey-Bruce 1280 20th St. East PO Box 969
 Owen Sound ON N4K 6H6
 Tel 519-376-5895 or 1-800-265-3138
 Fax 519-376-5772 e-mail vongb@von.ca