

# Simcoe Muskoka Regional Cancer Program Patient and Family Advisory Council Newsletter

Our Patient and Family Advisory Council (PFAC) represents the voice of the Simcoe Muskoka Regional Cancer Program (SMRCP) patients and families who have unique experiences, insights, expertise, and perspectives that are invaluable to improving care.



A Patient Family Advisor is someone who has had a recent experience (within two years) either as a patient or the family member of a patient being cared for at the Cancer Center. They partner with the RVH staff and physicians to provide direct input into policies, programs, and practices which affect the patient experience.

Interested in being part of the Patient and Family Advisory Council? Visit [www.rvh.on.ca](http://www.rvh.on.ca) (click on Careers and Volunteering), or contact 705-728-9090 Ext. 42319, or email [patientfamilyadvisory@rvh.on.ca](mailto:patientfamilyadvisory@rvh.on.ca).

## What's new at the Cancer Centre

RVH made history in September as it adopted a brand new Health Information System known as Meditech EXPANSE. This means that things may look different at your next visit to RVH. RVH staff will use tablets, computers, and other electronic devices to make notes and patients at RVH will be given a wrist band with a personalized bar code. Staff will be able to scan the bar code to pull up all your information from a very secure data base. The goal for this system is to establish a "one patient - one record" process. Meditech EXPANSE also ensures safer and standardized clinical care as the same platform used at RVH is also used at three other hospitals across the region including Collingwood General and Marine Hospital (Collingwood), Georgian Bay General Hospital (Midland), and Headwaters Health Care Centre (Orangeville). Together, the 4 partner hospitals form a partnership called CARE4. And if you think that is exciting - wait until the "patient portal" is launched! More on the portal as it becomes available.

## Rotary House – your home away from home

Rotary House provides a beautiful hotel-like accommodation for all outpatients of the Royal Victoria Regional Health Centre, which includes patients of the Simcoe Muskoka Regional Cancer Program. Opened in 2012, it has served as “home away from home” to hundreds of patients while they were receiving treatment. It’s steps away from the Cancer Centre and has an underground tunnel so you can go between Rotary House and the rest of the hospital without stepping outside.



The outside patio of Rotary House which offers lovely views of the RVH campus and surrounding area during the warmer months.



The common area furnished with a TV and plenty of sitting areas.

Rotary House has 18 furnished rooms with 2 beds per room and one bathroom. Here’s the best kept secret: with COVID-19 restrictions in place, you will have a room all to yourself! At \$15 a night, Rotary House is an attractive option to help cut down on transportation costs, avoid driving through bad weather, with the bonus of being close to the hospital for those early morning appointments. If you need someone to help you at all times (an essential companion), they stay in the same room with you at no additional charge.

Rotary House also features a large kitchen where you can store your food in the fridge, re-heat your food and make a cup of tea. There’s a lovely common area with a TV and piano, a library, and an outdoor patio which is open in the warmer weather months.

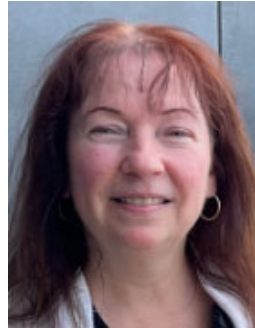
Interested in finding out more? Visit <https://www.rvh.on.ca/areas-of-care/cancer-program/rotary-lodge/> or call 705-739-5662 for more information. To stay at Rotary House, you need a completed referral form from your Cancer Program nurse. For more details about the referral process, call 705-739-5662.

## Meet our Cancer Centre staff: Rotary House Lodge Attendants

Still wondering if Rotary House is a place for you?

We asked Janice Sternberg and Michelle Wale, our long time Rotary House lodge attendants to answer some questions about Rotary House.

Interview conducted on Oct 1, 2021



Janice Sternberg



Michelle Wale

**PFAC:** Rotary House remained open during the entire time we've been in a pandemic. What changes did you put into place to ensure the safety of your guests?

**Janice:** There were numerous changes put into place to ensure guest safety from restricting areas of Rotary House to reduce guest contact, constantly wiping down high touch areas, as well as ensuring all guests wore their masks once they left their rooms. Now that we're in Stage 3 of Reopening, the common areas are open again. Guests must wear a mask in all common areas but once they're in their room it's their own private space so they can take their masks off.

**PFAC:** What's the most memorable interaction you've had with a patient?

**Janice:** Do I have to pick just one? There have been so many memorable interactions that it is hard to pinpoint just one. So many times, I have the privilege to be invited into these amazing patient's lives and occasionally have them share details of their cancer journey.

**Michelle:** I think most of my memorable interactions with a patient are with almost all the guests I got to know. I have been there for our guests at the worst of times, and the best when they get told great news.

**PFAC:** What do visitors find most surprising when they walk through the doors of Rotary House?

**Janice:** Guests are pleasantly surprised with the Rotary House's spacious home like environment as well as the outdoor patio open during warmer months.

**Michelle:** Our guests always compliment how clean Rotary House is and how great staff are at making them feel welcome.

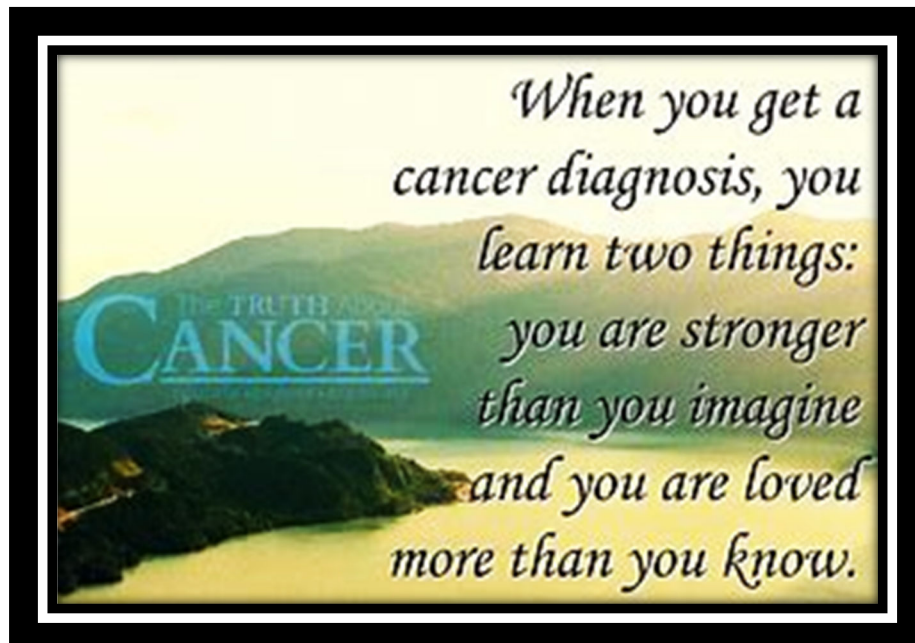
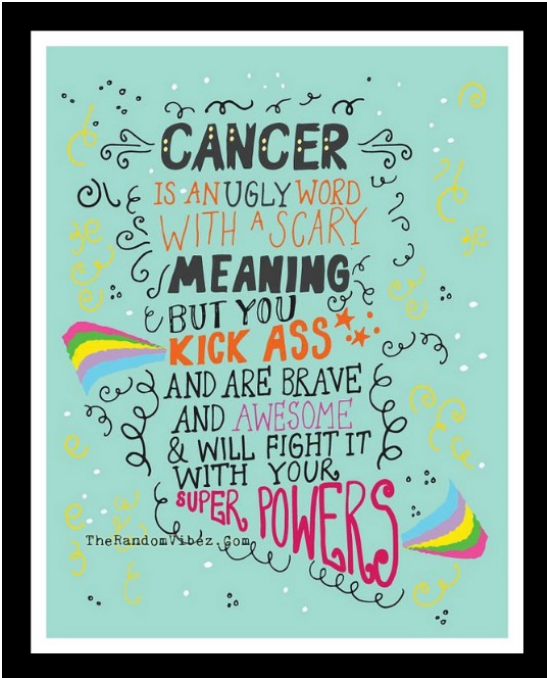
**PFAC:** What are some things people can bring to Rotary House with them during their stay to make the experience more comfortable?

**Michelle:** When calling our guests after we receive their referral, I always suggest to bring their own pillow. I know when I am travelling, I like to have mine with me. I also suggest bringing their personal electronic devices, an extra blanket or some of their favorite hobbies.



## Inspirations

'There is a crack in everything, that's how the light comes in' – Leonard Cohen



## Bonnie Stern's Butter Tarts – 40 tarts

### **Crust:**

2 cups AP flour  
pinch of salt  
1/3 cup well chilled unsalted butter,  
cut into pieces  
1/3 cup well-chilled lard/solid  
vegetable shortening

### **Filling:**

1/2 cup raisins  
3/4 cup packed brown sugar  
3/4 cup light corn syrup  
2 eggs  
1/4 cup unsalted butter, room temp.  
1/2 tsp. vanilla

### **Directions**

Crust: Combine flour and salt in large bowl. Cut in butter and lard until mixture resembles coarse meal. Blend in 4 Tbsp. ice water and mix until dough holds together, adding more water if necessary. Halve dough. Shape into discs. Wrap in plastic and chill while preparing filling.

Filling: Plump raisins in boiling water to cover 10 minutes. Drain and pat dry. Set aside. Mix remaining ingredients in 1 quart glass measuring cup until smooth. Set aside.

Roll each portion of dough out onto a lightly floured surface to thickness of 1/8 inch. Cut out 2" rounds using cookie cutter or glass. Firmly press rounds into 1 3/4 inch (top) diameter muffin tins. Wrap scraps in plastic and refrigerate for 10 minutes.

Re-roll scraps, cut out additional rounds and press into tins. Place 3 or 4 raisins in each tart. Pour filling into each, almost to top. Bake 400 F oven until filling is set, about 20 minutes. Cool 10 minutes in tins, then remove from tins by running sharp knife around edges. If any of the tarts overflowed, remove immediately (don't let them cool in the tins or they will harden). Cool on racks. For regular muffin tins: cut 3-to-4-inch circles and push those into the tin.



## Fun and Games! Word Search

I	W	Q	I	U	S	D	N	E	I	R	F	C	L	D	C	V	P	N	D	H	S	W	Q	F
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M	A	R	G	O	R	P	E	K	R	N	N	T	S	J	Y	J	I	M	D	I	A	D	U	Y
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ADVISORY  
CANCER  
COMMUNITY  
DEDICATED  
EMPOWERED  
FRIENDS  
INSPIRING  
MUSKOKA  
OPTIONS  
PROGRAM  
REGIONAL  
STEPS  
SURVIVOR  
TOGETHER

ANSWERS  
CARE  
COUNCIL  
DIAGNOSIS  
ENCOURAGEMENT  
HEALING  
JOURNEY  
NAVIGATE  
PATIENT  
QUESTIONS  
RESEARCH  
STRENGTH  
SYSTEMIC  
TREATMENT

BARRIE  
CLINICAL  
COURAGE  
EMOTIONAL  
FAMILY  
IMPACTED  
LEGACY  
ONCOLOGY  
PREVENTION  
RADIOLOGY  
SIMCOE  
SUPPORT  
THERAPY  
TRIAL

## We love to hear from you!

To provide feedback on your care, please visit [www.rvh.on.ca/patients-visitors/send-us-feedback-on-your-experience/](http://www.rvh.on.ca/patients-visitors/send-us-feedback-on-your-experience/). You can also contact the RVH Patient and Family Experience Office at (705) 728-9090 ext. 44510, or email [patientexperience@rvh.on.ca](mailto:patientexperience@rvh.on.ca).

If you have feedback or ideas for future issues of the PFAC newsletter, please email [nsmcreening@rvh.on.ca](mailto:nsmcreening@rvh.on.ca).