

# Care & Connect

(Formerly Healing Beyond the Body)

**A program for anyone receiving care at Princess Margaret Cancer Centre who would like to connect with a support volunteer**

Learn about:

- Who we are
- How we can help you
- How to connect with one of our volunteers



Patient Education



**UHN**

Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab  
Michener Institute

## **What is Care & Connect?**

Care & Connect (C&C) is a unique volunteer program offering phone and video connections with specially trained volunteers for 6 months.

The program focuses on reducing the stress that patients, families and caregivers may feel by making the hospital experience less confusing and overwhelming.

You do not come to the hospital to meet your Care & Connect volunteer. Instead, you speak with your volunteer using a regular phone, smartphone, tablet or computer.

## **Who are we?**

Care & Connect volunteers are:

- ✓ Empathetic, compassionate and caring people specially trained to offer you support, information, and navigation through the system and resources
- ✓ Excellent listeners who will respect your privacy by keeping conversations confidential
- ✓ People with lived experience — many are past patients or had a close family member affected by cancer
- ✓ Diverse members of our city and many speak different languages

## **Who can we help?**

Any patient, family member, caregiver, or circle of support at any stage of illness, receiving care at Princess Margaret who would like to talk with a support volunteer.

## What Care & Connect volunteers do:

- **Provide support**

We listen to your questions and concerns with no judgment. We provide a safe environment for you to share what you are going through. We can talk about any topic you choose. We don't have to talk about cancer if you don't want to.

We are here to support you, and make you feel heard and understood. You are not alone in your cancer journey.

- **Offer information**

We can access information, resources, and find answers to practical problems such as:

- Princess Margaret and community programs available near you
- How to manage stress and help you feel more in control
- Where to get information about your treatments, side effects or general clinic information

- **Help navigate**

- We can connect you with a librarian who can search reliable sources of information on any health topic
- We can also help you prepare for an appointment by prioritizing questions to ask your doctor and help you organize your thoughts
- We can help you connect with other services if you are feeling overwhelmed

## How do I connect with a volunteer?

- Phone: 416 946 2000 extension 3311  
OR
- Email: [care.connect@uhn.ca](mailto:care.connect@uhn.ca)

Provide your full name, MRN (medical record number) and phone number. Someone from the team will call you and connect you with one of our wonderful and compassionate volunteers within 2 weeks.

## From our patients and volunteers

“I cannot adequately describe the immense impact this wonderful group of dedicated women and men have had on my life and recovery. The practical and emotional support and caring I received has made a difficult, frightening experience more bearable. You have touched me and my family’s life, in a very important way, and I will be forever grateful.”

– *a Princess Margaret Cancer Centre Patient*

“Being and C&C volunteer provides an opportunity to add a human element to cancer care. Cancer treatment can be a profoundly lonely experience, and this provides an opportunity to offer some comfort, compassion, and a safe space for patients and their families.”

– *C&C Volunteer*



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