Erie St. Clair
Regional Cancer Program
Ontario Health (Cancer Care Ontario)

PATIENT AND FAMILY ADVISORY COUNCIL (PFAC) NEWSLETTER

WINTER 2026

What is PFAC?

The Erie St. Clair Regional Cancer Program (ESC RCP) brings together a diverse group of patients, family members, and care partners, along with staff from each Cancer Clinic, with a goal to have representation from all of our partner sites throughout the region:

- **Windsor Regional Hospital**
- **Erie Shores HealthCare**
- **Bluewater Health**
- **Chatham-Kent Health Alliance**

The purpose of this Council is to create new initiatives to improve the cancer journey experience for current and future cancer patients in our region.

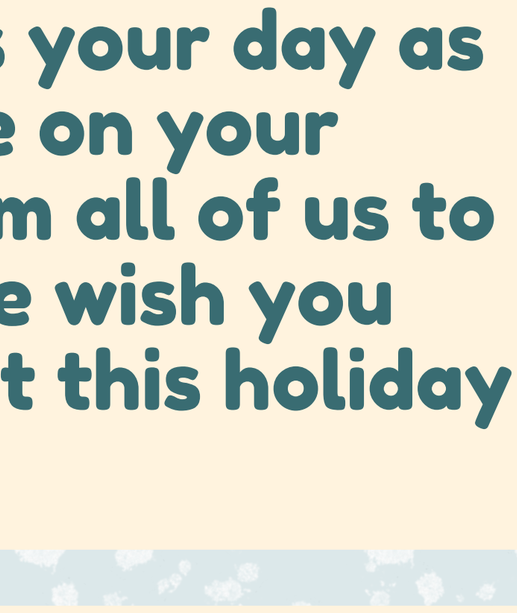
A Message from our Co-chair



Hello everyone! I'm Diane Marley, patient co-chair of PFAC.

Happy winter! There is exciting news about parking that you will find in this newsletter. We hope it helps your day as you continue on your journey. From all of us to all of you, we wish you the very best this holiday season!

Meet our PFAC Member: Cathy



I come from a small family with a significant number and variety of health issues, including cancer. For years I've been interested in patients as partners in research and the development of services, especially treatment close to home for residents of Chatham-Kent. When I was asked by a friend and long-time Council member to join PFAC in 2018 I welcomed the opportunity to speak on behalf of survivors and their care partners facing similar challenges after a cancer diagnosis. One of the things I like about PFAC is that regardless of our backgrounds or experiences, we share a common goal of improving cancer care within the region connected to the Erie St. Clair Regional Cancer Program and beyond. I feel proud that we make a difference!

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2026-27 PFAC Initiatives

Each year, our Patient and Family Advisory Council members identify and select priority initiatives, based upon observations and feedback, that aim to enhance the patient and care partner experience within the Cancer Clinics throughout our region. Our Council members then work collaboratively through sub-committees to explore, develop, and implement meaningful improvements.

<u>This year, the focus is on two key initiatives:</u>

1) Developing a Care Partner Package: Recognizing the important role care partners play throughout a cancer journey, our Council members are working to develop a Care Partner Package filled with helpful information, resources, and supports. Our sub-committee is currently reviewing which resources would be most valuable to care partners and exploring the best ways to make these resources accessible within the Cancer Centre. Stay tuned as we work toward creating a package that helps care partners feel informed, supported, and connected.

2) Improving the New Patient Communication Process: Starting cancer treatment can come with a lot of questions and uncertainty. Our Council members are working to identify opportunities to make the new patient communication process clearer and more supportive from the very beginning. Our internal team recently met with the New Patient Referral Team in the Windsor Regional Cancer Centre to better understand the current process and identify areas for improvement. We are now exploring opportunities to strengthen communication throughout the patient journey, including ways the Cancer Centre can improve its processes and how we can provide additional education and guidance to external healthcare providers.

Make sure to check out our next edition of the PFAC Newsletter for more updates on how these initiatives are progressing!

Cancer Program Highlights

<u>Windsor Regional Hospital</u>

- Implemented to Ontario Lung Screening Program (OLSP)
- Expanded Nurse Navigation in OLSP, Prostate, and Head and Neck cancers

<u>Bluewater Health</u>

- Purchased new surgical video equipment
- Streamlined oncology referral process and established clear discharge protocols to refer patient back to their primary care provider
- Launched MAP (Medication Assessment by Pharmacist Clinic)

<u>Erie Shores Healthcare</u>

- Launched MAGtrace (a new alternative to traditional radioactive testing that helps surgeons find the first lymph nodes where breast cancer might spread).
- This implementation leads to removal of additional appointments before surgery, less imaging (and radiation), and more flexibility with insertion time!

<u>Chatham-Kent Health Alliance</u>

- Development of a 5-year diagnostic imaging capital plan aligned with the CKHA strategic plan to ensure the timely replacement and advancement of imaging technology.
- Participated in regional/provicial quality initiatives to ensure safe and reliable cancer-related testing.

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You Spoke, We Listened

After receiving lots of feedback about the need for more parking options at the Windsor Regional Cancer Centre, we're pleased to share some new parking options for patients receiving care! In addition to the Cancer Centre parking lot, designated permit parking spots are now available for Cancer Centre patients along Alsace Ave and Kildare Rd.



Need another option? Shuttle service is also available from the Windsor Regional Hospital Shuttle Lot located at 1591 Kildare Rd. Shuttles run every 10–15 minutes, Monday to Friday from 7:00 a.m. to 6:00 p.m.

Pick up your complimentary parking permit package today by visiting the Main Registration Desk in the Windsor Regional Cancer Centre lobby.

Thank you for sharing your feedback and helping us identify ways to improve the patient experience.

ADDITIONAL UPDATE TO PARKING IN THE VISITOR LOT AT WINDSOR REGIONAL HOSPITAL: Technology updates are being made to the Met Campus visitor's lot that will change the everyday use of that lot by patrons. To learn more, visit: https://canva.link/bps2xzboiuqx5aa

Support Beyond Treatment

A cancer diagnosis can bring many questions, emotions and challenges—for both patients and their family/care partners. You don't have to navigate them alone.



Our Social Work team in the Windsor Regional Cancer Centre is here to provide support, guidance and connection to resources throughout your cancer journey.

From emotional support and coping strategies to connecting you with community resources, financial guidance, and care planning, the Social Work Team in the WRCC are here to ensure no one walks this path alone.

**Want to talk to our Social Work team? Speak to any member of your care team to request a referral or contact the WRCC Call Centre at 519-253-5253.*

SCAN ME

**Have a suggestion for a new PFAC initiative or a comment? Drop it in one of the suggestion and comment boxes at any one of the four Cancer Clinics in our region, scan the QR code or visit https://forms.gle/vsFAWtHy6ynZtFRr6*

PFAC Interest Form

Are you or your loved one receiving cancer care at one of our partner sites listed above? Apply to join our PFAC today!

PFAC Interest Form

https://www.wrh.on.ca/PFACApplication