



Care for the Caregiver

Resources for family and friends of patients who are having cancer treatment at UWMC and SCCA

At University of Washington Medical Center (UWMC) and Seattle Cancer Care Alliance (SCCA), healthcare team members offer support to patients and to their families and friends.

This handout for caregivers gives information about the people and resources that can help you as you support your loved one during and after their cancer treatment.

Simple kindness to oneself and all that lives is the most powerful transformational force of all.

~ David R. Hawkins

For a patient, having ongoing cancer treatment in the hospital can be very stressful. The experience can also be stressful for a caregiver, close friend, partner, or family member of a cancer patient.

Remember: Taking care of yourself is an important part of taking care of your loved one.

Take Time for Yourself

Take time for yourself away from your loved one's room, even for just a few minutes. Here are some things you can do without going very far:

Quiet Reflection

- At UWMC, you may use the **Quiet Rooms** on 7-Southeast and 8-Northeast. These rooms provide a quiet space for reflection. Ask someone at the front desk to help you find these rooms.



The university campus, across the street from UWMC, has paved walking paths.

- SCCA has a **Sanctuary** on the 1st floor across from the financial services office. The Sanctuary provides sacred literature and a space for quiet reflection and prayer.

Coffee and Tea Breaks

At UWMC:

- Visit the Tea Room on the 3rd floor sky bridge between the Surgery Pavilion and the main medical center.
- There are espresso stands:
 - On the 3rd floor near the Cascade Elevators
 - On the 1st floor at the back of the Plaza Café
 - In the 1st floor lobby of the Surgery Pavilion
- Brewed coffee is available:
 - At the Gift Shop on the 3rd floor
 - In the Plaza Café on the 1st floor

At SCCA:

- Visit the Red Brick Bistro on the 2nd floor for coffee, espresso, tea, other beverages, meals, and snacks.

Plaza Café (Cafeteria)

The Plaza Café is on the 1st floor near the Pacific elevators. You can pick up a weekly menu at the Information Desk on the 3rd floor.

Breakfast service..... 6:30 a.m. to 10 a.m.

Lunch and dinner service 11 a.m. to 7 p.m.

After-Hours Food Cart

The after-hours Food Cart stops at many places in UWMC every day between 7 p.m. and 3:30 a.m. The schedule of stops is posted on your floor. Or, ask a staff person.

Ordering Food for Delivery While at UWMC

- You may order food from outside sources for delivery to the hospital. **Check with your loved one’s nurse before ordering.**
- Please meet the delivery driver outside the 3rd floor main entrance to protect patient privacy.
- For a list of local restaurants that deliver, visit the “Restaurants on the Run” website at *www.rotr.com*. Search for restaurants in the 98195 zip code area. You can also place your order and specify delivery date and time on the website. Or, call the service at 800.510.3663. *Be sure to dial 9 first when using a bedside phone.*

Walks and Exercise

Please note: Patients must check with their healthcare team before visiting these areas.

- **Near UWMC:** The Burke-Gilman Trail is across the street from UWMC. It is a paved path for walking and biking. Although a portion of the trail is closed for construction, the detour is clearly marked. Ask for a map at the Information Desk on the 3rd floor.
- **Near SCCA:** A short walk down Aloha Street will take you to a walking path at Lake Union. Ask someone at the Information Desk in the SCCA lobby for directions.

Shopping

- At UWMC, the **Gift Shop** on the 3rd floor carries cards, newspapers, magazines, stamps, coffee, and small gifts.
- At SCCA, the gift shop, **Rain or Shine**, carries cards, newspapers, stamps, small gifts, wigs, and other items.
- **University Village Shopping Center** is a short drive or bus ride from UWMC. It has many restaurants and a variety of stores. For University Village information and directions, call 206.523.0622.

Art

The **Art and Healing** group meets at UWMC on Wednesdays, from 12:30 to 2:30 p.m., in the 7-Southeast/Northeast lobby. This group helps you use art to process your feelings and express yourself.

Spiritual Caregivers

Spiritual caregivers are available to patients and their family members, friends, and caregivers 24 hours a day, 7 days a week at SCCA and UWMC. A spiritual caregiver can:

- Provide caring spiritual, religious, existential, and emotional support to persons of all faiths and spiritual beliefs. You do **not** need to be a religious person or a member of a religious community to talk with a spiritual caregiver.
- Offer companionship in times of distress. A spiritual caregiver will listen to you and help you explore the concerns and questions you may have about the meaning and purpose of life, death, and loss.
- Provide support for important decisions you may need to consider about your loved one's care.
- Provide prayer, spiritual literature, and music, as well as other ritual support as requested.

How to Reach a Spiritual Caregiver

- Call UWMC Spiritual Care at 206.598.9174 to speak with a spiritual care provider. If you get voice mail, please leave a message and a spiritual care provider will be paged.
- Call SCCA Chaplains at 206.288.1099 weekdays, 8 a.m. to 4:30 p.m.

You may also ask your loved one's nurse or another member of the care team to page a spiritual caregiver.

Social Workers

Social work services are available to **anyone** wanting help or support in all inpatient and outpatient areas at UWMC and SCCA.

Social workers work with a patient's medical team to meet patients' and families' practical and emotional needs. A social worker can:

- Provide education about what financial and community resources are available. They can also make referrals to these resources for you.
- Help patients and caregivers find ways to cope with the impact of a cancer diagnosis and treatment.
- Help patients, families, and the healthcare team find services to help with returning home after treatment or finding a facility for ongoing care.

How to Reach a Social Worker

Ask your loved one's nurse or any member of the healthcare team if you would like to speak with a social worker.

- At UWMC, the main office of Social Work and Care Coordination is in room CC-512, on the 5th floor of UWMC's Pacific Tower. The main Social Work office phone number is 206.598.4370.
- At SCCA, the Patient and Family Services office can help you contact a social worker. This office is on the 6th floor. The phone number is 206.288.1076.

Palliative Care Team

Palliative care is the medical specialty that focuses on preventing and relieving suffering and improving quality of life for people who are facing a serious illness. Palliative care is not related to what the expected outcome is. It can be given along with treatment that is meant to cure disease.

The Palliative Care Team includes the hospital chaplain and social worker. The team offers guidance and support to patients and families when there are questions about the benefits of medical treatments. They can help guide medical care that supports the values and goals you and your family define as providing the highest quality of life.

How to Reach the Palliative Care Team

You may request a meeting with someone from the Palliative Care Team through any member of your healthcare team, a spiritual caregiver, or a social worker.

Gathering Support and Information

Patient and Family Guide for UWMC Inpatient Oncology Units: 7-Northeast, 7-Southeast, and 8-Northeast

Your loved one should receive this guide when they are admitted to one of the UWMC Inpatient Oncology Units. Please ask the front desk for this guide if you do not have it already.

The guide provides important phone numbers, meal information, and information about other resources at UWMC. It will help you get to know the services available at the medical center.

SCCA Patient and Caregiver Support Group

206.288.1076

This support group is led by caring professionals at SCCA. The group provides an opportunity to get and give support and to learn from the experiences of other caregivers and patients. The group meets 2 times a month, on the 1st and 3rd Thursdays, at 9:30 a.m. in the SCCA Sanctuary on the 1st floor.

SCCA Patient and Family Resource Center

206.288.2081

The SCCA Patient and Family Resource Center is in the SCCA Clinic on the 3rd floor. Open weekdays from 8 a.m. to 5 p.m., the center offers:

- Many free resources for patients, families, and caregivers, including a monthly calendar of activities and classes offered at SCCA
- A lending library of books, videos, and audiotapes that cover a wide variety of topics about all aspects of the cancer journey
- Internet connections, copiers, and printers for you to use
- ***Time for You***, a guide that is full of helpful ideas and resources for caregivers

SCCA Volunteer Services

206.288.1075

Compassionate volunteers provide practical and social support for patients and their families and caregivers. Call SCCA Volunteer Services to learn how to connect with a volunteer.

Other SCCA Resources

- The **Mind, Body, and Spirit Calendar** is a monthly posting of all events offered to caregivers and patients. Pick up a copy at Guest Services in the lobby (206.288.6701) or on any floor of SCCA.
- The **patient education blog** contains helpful information for caregivers and patients. Visit www.sccapatienteducation.org.
- **Lectures at Lunch** are offered every Wednesday. To learn more, ask at Guest Services in the lobby (206.288.6701), or check the “Daily Activity” sheet in the elevators for the topic and location.

UWMC Health Information Resource Center

206.598.7960

<http://depts.washington.edu/healthed/index.html>

UWMC’s Health Information Resource Center (HIRC) is on the 3rd floor of the medical center, near the Gift Shop. Staff are available to help you find information online and to help you use the business center there. Open weekdays from 10 a.m. to 4 p.m., the HIRC provides:

- Health information and other resources
- A large lending library
- A business center with computers with internet access, copier, fax, and printer
- A list of support groups

Wireless (Wi-Fi) Internet Access at UWMC and SCCA

To get online at UWMC:

- Search for the Wi-Fi network called “Patients and Visitors” on your wireless device.
- Open your internet browser (such as Internet Explorer).
- You do not need a user name or password.
- Please read the Terms and Conditions of use.

To get online at SCCA:

You will need the current Wi-Fi password. To get this password:

- Ask at Guest Services in the main lobby at SCCA.

Or:

- Check the “Daily Activities” sheet in all SCCA elevators and at some clinic reception desks.

Other Sources of Support and Information

American Cancer Society (ACS) Support Groups

800.227.2345

www.cancer.org

Connect with local support groups and resources for cancer patients and their caregivers and families. Online caregiver discussion boards are an option if you cannot attend group meetings. Visit

www.cancer.org/treatment/supportprogramsservices/index.

Register and log in to enter chat rooms or post to discussion boards.

Cancer Lifeline

24-hour hotline: 206.297.2500 or toll-free 800.255.5505

www.cancerlifeline.org

Information about support groups, family support programs, the Komen Patient Assistance Fund, healing arts classes, exercise and nutrition classes, and more.

Gilda's Club of Seattle

206.709.1400

www.gildasclubseattle.org

Email: Send an email to Gilda's Club using a form on the website.

A support community for people whose lives have been touched by cancer. Weekly support groups, workshops, lectures, social events, and more. Call to sign up for the next Gilda's Club orientation and a 1-on-1 meeting.

Leukemia & Lymphoma Society (LLS)

800.955.4572

www.leukemia-lymphoma.org

Email: infocenter@lls.org

LLS reaches out to those with leukemia, Hodgkin's and non-Hodgkin's lymphoma and myeloma. LLS has programs all over the U.S. to meet the needs of the people who deal with blood cancer every day, their families and caregivers, and their medical professionals. LLS provides:

- Patti Robinson Kauffman First Connection Program, a peer-to-peer phone support program linking patients and families with a trained volunteer who has had a similar situation
- A list of resources for caregivers at:
www.lls.org/#/resourcecenter/helpfulorganizations/patientcaregiverresources/caregivers/

National Family Caregivers Association (NFCA)

800.896.3650

www.thefamilycaregiver.org

Email: info@thefamilycaregiver.org

NFCA offers an online library of information and educational materials. This information ranges from national education campaigns to “Tips and Tools” for family caregivers, to information on agencies and organizations that provide caregiver support and workshops.

Questions?

Your questions are important. Call your doctor or health care provider if you have questions or concerns.
