

## **Coming to the Durham Regional Cancer Centre for Your First Appointment**

This handout offers the information you need for your first visit to the Durham Regional Cancer Centre (DRCC).

### **Location of the Durham Regional Cancer Centre (DRCC)**

The Durham Regional Cancer Centre is part of Lakeridge Health. The DRCC is located on the west side of Simcoe Street North in Oshawa, Ontario.

### **The first time you come for an appointment**

If you are coming for a Radiation CT Simulation appointment, check in at the reception desk on the B1 level (lower level) of the DRCC. For any other appointment, check in at the reception desk on the main floor of the DRCC. You will be given a booklet called the “Your Guide to the Durham Regional Cancer Centre”. This booklet will give you more information about your appointments and the programs and supports available to you at the DRCC. An electronic copy of this booklet is available on the Lakeridge Health website found at [lh.ca](http://lh.ca).

### **What to bring to your appointment**

- Your Ontario Health Insurance card (OHIP card).
- A list of the medications you are currently taking. We need to update this information in your chart. This includes any medications you do not have a prescription for (for example: antioxidants, Tylenol, Aspirin and vitamins).
- A supply of the medications you need to take during the time you will be at the cancer centre.
- If you are a diabetic, bring your glucometer and supplies with you.
- Eye glasses and hearing aids if you use them.
- A friend or family member. It is helpful to have someone with you to hear the information you will be given.
- If you are on oxygen, be sure that you have enough oxygen to last for 6 to 8 hours.

### **Transportation to the DRCC**

#### **1. Ask a family member/partner-in-care or friend**

Ask a family member/partner-in-care or friend to drive you to the cancer centre.

#### **2. Canadian Cancer Society’s Wheels of Hope Transportation Program**

The Canadian Cancer Society’s Wheels of Hope Transportation Program offers rides to cancer treatment appointments only. Call the Cancer Information

Helpline at 1-888-939-3333 or go to the website found at [cancer.ca](https://cancer.ca) and search for transportation for more information. There is an annual registration fee. You may qualify for this program if you receive government assistance (examples: ODSP and OW).

To be eligible for this program, you need to:

- Have no other options for a ride to your cancer treatment appointments.
- Have your healthcare team at the cancer centre complete the referral form.
- Provide 3 business days of advance notice to book a ride.
- Have no cold, flu or COVID-19 symptoms.

You are encouraged to:

- Use hand sanitizer before and after the ride to your appointment.
- Wear a medical grade mask during the ride to your appointment.

If you need assistance getting in and out of the vehicle, you must arrange to have a family member or friend (18 years of age or older) travel with you in the vehicle. Drivers are not allowed to lift you in and out of the vehicle. Wheelchairs cannot be accommodated.

Wheels of Hope is a shared ride service dependant on the availability of volunteer drivers. It is important to have a back up plan for your transportation to the cancer centre as these rides are not guaranteed.

### **Travel Treatment Fund**

The Canadian Cancer Society's (CCS) Travel Treatment Fund offers short-term financial assistance to offset some costs for travel to cancer treatments. This includes expenses like fuel and taxi or public transit fares. A member of your healthcare team needs to complete your application form. You can apply for this fund once a year while you are having cancer treatments. Call the Cancer Information Helpline at 1-888-939-3333 or go to the website found at [cancer.ca](https://cancer.ca) and search for transportation. If you are currently registered for the Volunteer Driving Program, you cannot apply for the Travel Treatment Fund.

The Canadian Cancer Society's Community Services Locator found at [csl.cancer.ca](https://csl.cancer.ca) can help you search for other fee for service transportation options.

### **3. Community Care**

Volunteers are available to drive you to your medical appointments. You need to call and register with the Community Care office closest to your home. There is a fee for this service.

Call to register:

- Community Care Durham: 1-888-255-6680
- Community Care Peterborough: 705-742-7067
- Community Care Kawartha Lakes: 1-800-461-0327
- Community Care Northumberland: 1-866-514-5774

Community Care in Scarborough does not provide rides to Oshawa.

#### 4. Non-Emergency Ambulance Transportation

Non-emergency ambulance transportation can transport you in wheelchair or stretcher accessible vehicles to your appointments.

Organization	Phone number
AmbuTrans Website: <a href="http://ambutrans.on.ca">ambutrans.on.ca</a>	416-423-2323
Dignity Transportation Inc. Website: <a href="http://dignitytransportation.com">dignitytransportation.com</a>	1-866-398-2109
Laedan Website: <a href="http://laedan.ca">laedan.ca</a>	647-671-7197
MedEvac Canada Website: <a href="http://medevac.ca">medevac.ca</a>	416-704-2353
MedicVan Patient Transportation Website: <a href="http://medicvan.com">medicvan.com</a>	1-866-764-2424
Non Urgent Patient Transport Website: <a href="http://nupt.ca">nupt.ca</a>	1-844 GET NUPT
RNR Patient Transfer Service Inc. Website: <a href="http://nrpt.com">nrpt.com</a>	1-866-567-1001
Voyago Health Website: <a href="http://voyagohealth.ca">voyagohealth.ca</a>	1-855-263-7163
Durham Region Ambulance Services (non-emergency)	905-430-5534

#### 5. Taxi

Call a local taxi company or book online. Ask if they offer any reduced rates for medical appointments. Some taxi services offer accessible services.

**6. Durham Region Transit (DRT) and DRT Specialized Services**

Durham Region Transit (DRT) has bus service available in the municipalities of Pickering, Ajax, Whitby, Oshawa, Clarington, Scugog, Brock, and Uxbridge. DRT Specialized Services has accessible door-to-door transit service for residents of the Durham Region who are temporarily or permanently disabled, and not able to ride on a regular bus or walk 175 metres. You need to have a member of your healthcare team complete the application form before you can use this service. Call 1-866-247-0055 to book your trip in advance.

Go to the Durham Region Transit website: [durhamregiontransit.com](http://durhamregiontransit.com) or call 1-866-247-0055 for more information.

**7. GO Transit**

GO Transit is a regional public transit service for the Greater Toronto Area and surrounding regions. There is a fee for this service.

Website: [gotransit.com](http://gotransit.com). You can plan your trip to the cancer centre based on the time of your appointment on this website.

**8. The Leukemia and Lymphoma Society of Canada (LLSC)**

The Leukemia and Lymphoma Society of Canada (LLSC) offers funding support if you have:

- A blood cancer and
- 4 appointments in the next 60 days and
- A problem paying for transportation to your appointments.

You need to have a social worker at the cancer centre complete the online application form. Go to [llsform.org/8101FS01/bhn2ubohiw/index.html](http://llsform.org/8101FS01/bhn2ubohiw/index.html) for more information.

**9. Ontario Government Assistance Programs – Ontario Works (OW) and Ontario Disability Support Program (ODSP)**

If you receive assistance from OW or ODSP, you may be eligible to receive money to cover the cost of travel to and from medical appointments. Talk to your OW or ODSP worker to find out if you are eligible for assistance with transportation costs.

**10. Private transportation companies**

There are many private companies that offer transportation and ridesharing (such as Uber, Lyft, etc.) for a fee. Research the company so you know what to expect before booking your ride.

## 11. 211 Ontario

211 is a helpline offering information on services, programs and supports in your community. Call or text 211 or go to the website found at [211ontario.ca](http://211ontario.ca) for more information.

Call the DRCC at 905-576-8711 / 1-866-338-1778 extension 33282 and ask to talk to a social worker if you need help with an application form or you have problems planning transportation to your appointments.

### Driving to the cancer centre

#### If you are coming from the west

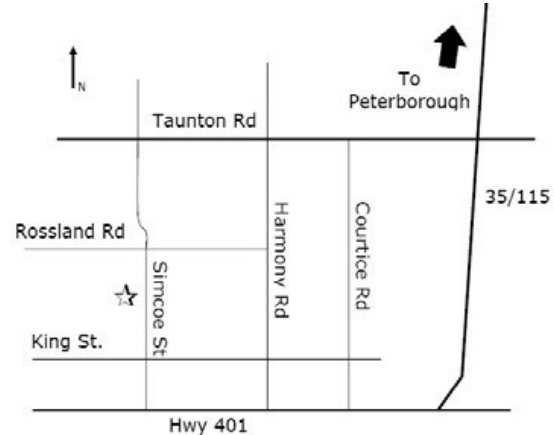
Take Hwy 401 east (to Kingston) to exit #417 – Simcoe Street. Turn left at Bloor Street. Turn left at Simcoe Street. Continue driving north on Simcoe Street for 2.6 km. Turn left on Parkwood Court. There is a parking garage at the end of the Court. You can also park in the parking garage on the north side of the hospital (Hospital Court).

#### If you are coming from the east

Take Hwy 401 West (to Toronto) to exit #418 – Ritson Road/Simcoe Street. Merge onto Drew Street. Turn left at First Avenue and then turn right at Simcoe Street. Continue driving north on Simcoe Street for 2.6 km. Turn left on Parkwood Court. There is a parking garage at the end of the Court. You can also park in the parking garage on the north side of the hospital (Hospital Court).

#### If you are coming from the north

Take Hwy. 35/115 South to exit for Taunton Road. Travel west on Taunton Road. Turn left at Simcoe Street. Continue driving south on Simcoe Street for 3.3 km. Turn right on Parkwood Court. There is a parking garage at the end of the Court. You can also park in the parking garage on the north side of the hospital (Hospital Court).



★ R.S. McLaughlin Durham Regional Cancer Centre

### Parking is available:

- On the south side of the hospital at the end of Parkwood Court
- On the north side of the hospital on Hospital Court

Bring the ticket you get from the machine when you enter the parking garage with you into the hospital. You will need it to pay a fee before you leave the parking garage. Payment can only be made by credit or debit card. Pay stations are located in the main lobby of the hospital and in the parking garages. If you are coming to the cancer centre for regular appointments, buying a 5, 10 or 30 exit pass will save you money on the daily parking rate. You may also want to call the Parking Office to ask about a monthly parking pass.

You can call the Parking Office at 905-576-8711 or 1-866-338-1778 at extension 33707.

If you are unable to walk from the parking garage, your driver can drop you off at the front of the cancer centre on Parkwood Court (south side of the hospital).

You may be able to claim your parking and transportation costs as medical expenses on your taxes.

**The Durham Regional Cancer Centre is a scent-free environment.** We ask you not to use anything with a perfume or scent before you come to the cancer centre.

Talk to a member of your healthcare team if you have questions or do not understand any of the information in this handout.



*This handout was created by the Patient Education Program at the Durham Regional Cancer Centre/Lakeridge Health. It was last reviewed in June of 2025.*