

Patient Lodge at Holiday Inn Express and Suites

This handout will give you information about the Patient Lodge the Durham Regional Cancer Centre (DRCC) has at Holiday Inn Express and Suites in downtown Oshawa.

You may be able to stay at the Patient Lodge if you:

- Are not able to travel to your daily radiation treatment appointments and
- Live more than 50 km away from DRCC

Talk to your primary nurse or the radiation therapist at your CT simulation appointment about staying at the Patient Lodge.

If you qualify to stay at the Patient Lodge

The reservation for your stay will be booked through the B1 level reception desk at the DRCC. You will receive information about your reservation at the Patient Lodge at this time.

You may have a family member/care partner stay with you in the room. This person must be listed on the request form at the time of booking, If this person is not listed on the request form, you will need to register them when you check-in at the hotel.

Call the B1 level receptionist at 1-866-338-1778 / 905-576-8711 extension 33856 to cancel if plans change and you do not need to stay at the Patient Lodge.

What is available at the Patient Lodge

The Patient Lodge rooms:

- Are free of charge if booked through the DRCC.
- Have 2 queen size or 1 king size bed (bed sizes are not guaranteed as it depends on availability).
- Are only available from Monday to Thursday (Friday morning check out). These rooms are not available on weekends or holidays.
- Include a telephone for unlimited local calls, cable television, an alarm clock radio, mini fridge and microwave.

Your stay at the Patient Lodge includes:

- Free parking
- Free Wifi
- Daily breakfast buffet on main floor
- Use of a common area with coffee and tea available
- Use of a fitness room, indoor pool, and computers on main floor

You need to bring or buy your own food while you stay at the Patient Lodge. Breakfast is the only meal provided. You need to pay for movie rentals and any room damages. There is no smoking/vaping or pets allowed except for service animals.

Check in and out at the Patient Lodge

Check in is after 3 pm. Check out is at 11 am.

When you check into the Holiday Inn Express and Suites, you need to fill in a registration card. The hotel also requires you to provide your credit or debit card and a government issued ID (example: driver's license). A \$100 deposit is needed if a credit card is used. This amount is automatically released (and not charged to your card) at time of checkout. A \$200 deposit is required if a debit card or cash is used. You must return to the hotel reception desk at check out to have your deposit returned.

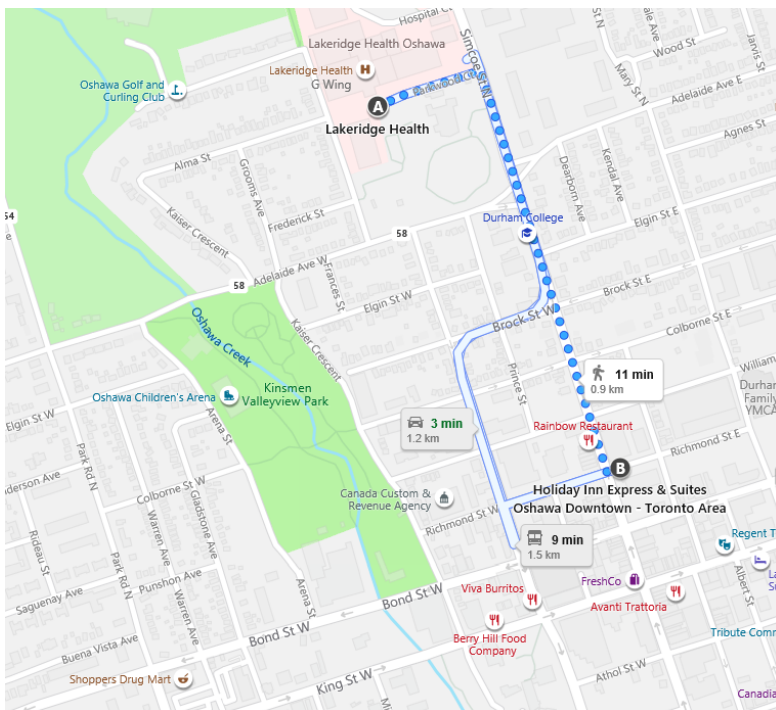
Your card will only be charged if you use other services or cause damage. If you do not have a credit or debit card, you must complete a pre-authorization form when you check-in. If the card holder is not present with their ID, the physical card cannot be used. A pre-authorization form can be emailed to the card holder to complete. This form needs to be completed before you can check in.

Transportation to the Patient Lodge

You need to drive yourself or arrange your own ride from the Patient Lodge to DRCC. Ask a member of the healthcare team for a 'Transportation to the Durham Regional Cancer Centre' handout.

Location and contact information for the Patient Lodge

Holiday Inn Express and Suites is located at 67 Simcoe St. N., Oshawa. It is about 1 kilometer away from the cancer centre. The parking and entrance is on the east side or back of the building (from Ontario Street). Contact information for the Patient Lodge: 905-434-3666 extension 0 (front desk of the hotel) or info@hieoshowa.com.



There are several restaurants close to the Holiday Inn Express and Suites. If you want to have food delivered, the staff at the front desk staff can help you with this.

How to eat well when you stay at the Patient Lodge

The registered dietitians from the DRCC shared these suggestions if you want to “eat in” when you stay at the Patient Lodge.

Useful items to bring:

- Disposal cups/mugs/plates/bowls/cutlery
- Milk (small individual cartons are ideal)
- Favorite drinks in small containers (juice, pop, etc.)
- Favourite condiments/seasonings (salt, pepper, ketchup, mustard, etc.)

Meals to bring:

- Packaged leftovers from home
- “Just add water” dishes (soups, chilies, pastas)
- Sliced meat or sandwich filling (egg/tuna/salmon salad) with bagels/bread/buns
- Individual serving size of cottage cheese or yogurt with fruit (fresh or canned)
- Individual serving size of salads with cheese/cheese strings
- Instant hot cereal mixes

Snacks to bring:

- Pudding cups/custard
- Yogurt
- Cheese, cheese strings
- Fresh fruit, dried fruits (examples: raisins, apricots, cranberries), fruit cups
- Nuts/peanuts/trail mix
- Crackers/breadsticks/cookies, granola bars, cereal bars
- Nutritional supplements (examples: Ensure, Boost)

If you have a problem or concern about a symptom or side effect from your cancer treatment:

1. Call your primary nurse at the cancer centre from Monday to Friday, 8:30 am to 4 pm, (except on holidays). Use the phone number your primary nurse gave you.
2. Contact CareChart Digital Health from Monday to Friday, 4 pm to 8:30 am and anytime on weekends and holidays for symptom management support.

Talk to a nurse using one of these options:

- Call the after-hours telephone line at 1-877-681-3057.
- Request a video call by going to www.carechart.ca.
- Use the CareChart Digital Health App. This App is available to download for iOS or Android devices.

Call 911 or go to the Emergency Department at the hospital closest to you for a medical emergency. Talk to any member of your healthcare team if you have questions or do not understand any of the information in this handout.

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