



**Professionally–led online support groups
for Canadians affected by cancer**

User's Guide

November 2019

Table of Contents

Introduction	3
About Cancer Chat	4
Online Support Groups.....	6
Signing Up for Cancer Chat.....	7
Enrolling into an Online Support Group.....	9
First Time Logging In	10
User Welcome Page	11
Choice of Avatar	12
Chatroom Features.....	13
Logging Out	14
Glossary of Terms and Acronyms	15
What are the abbreviations and acronyms I see others using?.....	15
Update Your Browser	16
Disclaimer and Limitation of Liability	16

Introduction

The purpose of this guide is to help you navigate through the cancerchat.ca website and become familiar with logging in and participating in a support group.

This includes:

- ❖ Browsing the homepage
- ❖ Signing up for Cancer Chat
- ❖ Enrolling for an online support group
- ❖ Logging in
- ❖ Navigating through an online chatroom
- ❖ Logging out

Please read through this guide before participating in an online group – the instructions, screenshots and notes were written to create easy and comfortable navigation through our website and support groups.

If you have any questions about the program, the registration/enrollment process, or the support groups, please contact our support team at cancerchat@desouzainstitute.com

Sincerely,



About Cancer Chat

Since 2007, Cancer Chat has been providing free and professional-led online support groups for Canadians affected by cancer, including patients, survivors and their family members. The program was originally developed and hosted by BC Cancer Agency (BCCA), in collaboration with other Canadian cancer agencies providing in kind support. With funding support from the Canadian Partnership against Cancer (CPAC), the program is now administered through the de Souza Institute at University Health Network (UHN) in Toronto, Ontario.

Cancer Chat Canada online support groups are structured to provide emotional support by trained professionals and to provide a safe space to discuss personal and sensitive topics regarding many aspects of the cancer journey.

Anyone who visits cancerchat.ca can browse our [Learn More](#) section. You do not need to sign up in order to explore the website, the [Calendar](#) or to use the [Resources](#) page.

The screenshot shows the Cancer Chat Canada website. At the top, the logo features a green speech bubble with a blue 'C' inside, followed by the text 'Cancer Chat CANADA' and 'AT DE SOUZA INSTITUTE'. To the right of the logo, the text reads 'Professionally-led online support groups for Canadians affected by cancer'. Further right are three buttons: 'DONATE', 'HELP' (with a question mark icon), and 'MY ACCOUNT' (with a user icon). Below these, a navigation bar includes 'Sign Up', 'Learn More' (circled in red), 'About', 'Calendar' (circled in red), and 'Resources'. The main content area has a large banner with the text 'Get the support you need Join a free online cancer chat group' and two green buttons: 'SIGN UP' and 'LEARN MORE'. Below the banner, it states 'Support groups are always free and your privacy is protected'. On the left side, there are three support group listings. The first is '21 SEP Caregiver Support Group', described as an online support group for caregivers, with a start date planned for Thursday. The second is '27 SEP Post Treatment Support Group - All Cancer Types', for participants who have completed treatment. The third is '27 SEP Advanced Cancer Support Group', for all cancer patients. At the bottom right, there is a video player titled 'What is Cancer Chat?' showing a man and a woman in a clinical setting.

Cancer Chat
CANADA
AT DE SOUZA INSTITUTE

Professionally-led online support groups for Canadians affected by cancer

[DONATE](#) [HELP](#) [MY ACCOUNT](#)

[Sign Up](#) [Learn More](#) [About](#) [Calendar](#) [Resources](#)

Online Support Groups
Open for Registration

21 SEP Caregiver Support Group

This is an online support group for caregivers who are caring for family members and/or friends with any cancer diagnosis and stages.

The group start date is planned for Thursday....

27 SEP Post Treatment Support Group - All Cancer Types

We are now enrolling participants for an online support group for all cancer patients who have completed treatment.

This is an informational support group with...

27 SEP Advanced Cancer Support Group

This is an online support group for all

Get the support you need
Join a free online cancer chat group

[SIGN UP](#) [LEARN MORE](#)

Support groups are always **free** and your **privacy** is protected

What is Cancer Chat?

Cancer Chat is an innovative, engaging and user-friendly website. Using secure participant registration and up to date resources Cancer Chat Canada was created to help you and your loved ones cope through all stages of the cancer journey.

Please click the circled sections below to learn more about:

1. [Available online support groups](#)
2. [Resources for patients and families](#)
3. [Sign up to be notified of upcoming groups matching your criteria](#)
4. [Learn more about Cancer Chat](#)
5. [Help](#)

Cancer Chat CANADA
AT DE SOUZA INSTITUTE

Professionally-led online support groups for Canadians affected by cancer

[DONATE](#) [HELP](#) [MY ACCOUNT](#)

[Sign Up](#) [Learn More](#) [About](#) [Calendar](#) [Resources](#)

1 Online Support Groups
Open for Registration

21 SEP **Caregiver Support Group**

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Get the support you need
Join a free online cancer chat group

3 [SIGN UP](#) [LEARN MORE](#) **4**

Support groups are always **free** and your **privacy** is protected

What is Cancer Chat?

Online Support Groups

Cancer Chat support groups are free of charge, and available to Canadians who have been diagnosed with cancer and to family or friends caring for them. All chat sessions are text-based and take place in real time, with all participants logging in simultaneously to take part in the discussion.

- ❖ A professional psychosocial oncology counsellor facilitates each chat.
- ❖ Groups have 8-10 members and meet once a week for 8-10 weeks.
- ❖ The online chat sessions are hosted on a secure, password protected website; only members of the specific group can log in and join the discussion.
- ❖ Each session is approximately 90 minutes in length. Group discussions are focused around common experiences or concerns and questions.
- ❖ Members are encouraged to speak openly and to support each other throughout the conversation, and allow everyone a chance to share.

The online groups are structured to provide emotional support and a place to safely discuss personal and sensitive topics related to their cancer journey. Some groups use a manual designed for cancer survivors and weekly topics to help generate discussion.

In general, support groups are not the best place to learn about specific cancer-related treatment issues. We have provided a resource page to learn more about cancer care and treatment.

Please fill out the [online registration form](#) to find the right group for you, or call us toll-free at 1-844-725-2476, or e-mail cancerchat@desouzainstitute.com

Signing Up for Cancer Chat

Signing up for Cancer Chat provides you the ability to enroll into an online support group of your interest as they become available on our website.

Fill out the form to the best of your ability. These steps will assist you with creating a profile with Cancer Chat.

Start by [Clicking Sign Up](#) then:

1. Enter your e-mail address
2. Enter a password
3. Choose a display name. This will be shown to others in the group chat room.

*****We suggest making note of your username and password*****



Professionally-led online support
groups for Canadians affected by cancer

[Sign Up](#) [Learn More](#) [About](#) [Calendar](#) [Resources](#)

DONATE

HELP

LOGIN

Sign up for an online support group!



If you are interested in joining an online group, please complete the form below.

* Required.

Email address and password

Your Email Address*

1

Re-enter Your Email Address*

Create Your Password (at least 8 characters with at least 1 upper case, 1 lower case and a number)*

2

Re-enter Your Password*

Enter a display name for your group chat

Please enter a display name. This is the name for your online chat sessions. It could be any nickname that you can easily remember, such as "Jane Ontario". It could be your real name, if you are comfortable with it. This display name is what other people will see during your group chat sessions.*

3

After completing this step, please scroll down to the next sections of the registration process. This allows us to gather more information about your connection with cancer, your availability for online groups and type of group which would best fit your interests.

Your location

City or Town*

Province*

Country*

Time Zone*

4

Help us place you in an online support group

Preferred Language*

Age Range*

Check all the times you are available to participate in a group:*

- ☐ Late Morning
- ☐ Mid Afternoon
- ☐ Late Afternoon
- ☐ Evening

Type of cancer*

Please tell us what type of online support group you are interested in:*

5

Help us reach others

How did you first learn about our online support group?*

6

Subscribe to our Newsletter

Subscribe today to receive updates about our program via email. You may [unsubscribe](#) from this service at any time. See our [Privacy Policy](#) for more details.

☐ Yes, I consent to receiving electronic communications from Cancer Chat at de Souza Institute

Agreement*

☐ Yes, I agree to the [Terms of Usage](#) and [Privacy Policy](#).

[Sign me up!](#)

7

4. Tell us your city/town, province and time zone
 5. Indicate your language, age range, availability, type of cancer and type of support group you are seeking
 6. Select how you heard about the online support group and subscribe to
- Version 5: 7-Nov-19 Page 8 of 16

our newsletter

7. Please agree to the [Terms of Usage](#), [Privacy Policy](#) and click [Sign me up!](#) to complete the process.

Enrolling into an Online Support Group

After completing the online registration form, you will receive an e-mail to confirm your registration. Please click the link in the message to verify your e-mail address within 5 days.

When a support group of your interest becomes available for enrollment, you will receive an e-mail notification. You must then log on to your account to enroll into the group. We also suggest visiting our website regularly for updates and additional information.

We ask you to fill out an enrollment survey which will take 10-15 minutes to complete. Afterwards the enrollment coordinator will call you. Once we have done a brief assessment to determine whether an online group is the best support for you. The enrollment coordinator provides you with instructions for logging in to your group chat.

*****PLEASE NOTE*** All profile information and requests for membership are reviewed by the Cancer Chat enrollment coordinator during the assessment process and only participants who have been verified as Canadian cancer patients or family/friends of a Canadian cancer patient are admitted into groups. This verification process is part of our safety protocol that assures you are given a safe and comfortable place in which to gain support.**

First Time Logging In

Once your account has been activated by verifying your e-mail, you will be able to log in at <https://cancerchat.desouzainstitute.com/login>

1. To log in, enter your **E-mail address** and **Password**
2. If you have forgotten your password, click on **Forgot Password**. This will submit a request to have your password reset.
3. Click **Log In**



Professionally-led online support groups for Canadians affected by cancer

[Sign Up](#) [Learn More](#) [About](#) [Calendar](#) [Resources](#)

DONATE

HELP

LOGIN

Login to Cancer Chat

Email Address

1

2

[Forgot password?](#)

Log In

3

[Don't have an account? Create one now.](#)



User Welcome Page


1. You can see **My Current Groups**
2. Click **My Profile** to update your information or change your **Chat Avatar**
3. Description of your **Online Support Group**
4. Current/Upcoming **Chat Sessions**
5. Enter the **Chatroom** to participate in your online support group.
Please note that you will only be able to enter the chatroom when the support group is in session
6. Fill out the **Baseline Survey** form prior to the start of the first session
7. Fill out the **Post Survey** form after your last session
8. You can view your past groups and sign up for new groups in **My Groups**
9. You can message your group facilitators by clicking **Messages**
10. For groups that deal with insomnia, click on **My Sleep Diary** to fill it out
11. For groups that involve journaling, click on **My Journal** to fill it out

The screenshot shows the Cancer Chat Canada website interface. At the top, the logo and navigation links (DONATE, HELP, LOGOUT) are visible. Below the header, a blue navigation bar contains links for My Profile, My Groups, Messages, My Sleep Diary, and My Journal. A dropdown menu for My Profile is open, showing options for View, Edit, and My Avatar. The main content area is titled 'My Current Groups [Confirmed]' and displays a table of active groups. The first group listed is 'Online Support Group for Cancer Patients', which meets on Tuesdays for 8 weeks at 10:10 am (EST) for 75 minutes. The table includes columns for Group, Current/Next Chat Session Start Time (In Your Timezone), Chatroom, Baseline Survey, and Post Survey. The 'Current/Next Chat Session' column shows the start time for Eastern, Pacific, Mountain, and Central time zones. The 'Chatroom' column has buttons for 'Enter the Chatroom' and 'View Chat History'. The 'Baseline Survey' column indicates that the form is currently closed. The 'Post Survey' column has a button for 'Post Survey Form'.

Group	Current/Next Chat Session Start Time (In Your Timezone)	Chatroom	Baseline Survey	Post Survey
Online Support Group for Cancer Patients Meets on Tuesdays for 8 weeks at 10:10 am (EST) for 75 minutes November 5, 2019 to November 5, 2019	Nov 5, 2019 10:10 am (EST) Eastern - ON, QC (most areas) Show more Nov 5, 2019 07:10 am (PST) Pacific - Yukon (south) Nov 5, 2019 08:10 am (MST) Mountain - NT (central) Nov 5, 2019 09:10 am (CST) Central - ON (west); Manitoba	Enter the Chatroom View Chat History	Baseline Survey Form is currently closed.	Post Survey Form

Choice of Avatar

Choose an avatar to identify yourself. It doesn't have to look like you, or it can if you wish...the choice is yours! This image will be seen by other users in the chatroom.



Professionally-led online support groups for
Canadians affected by cancer


[Sign Up](#) [Learn More](#) [About](#) [Calendar](#) [Resources](#)

[HELP](#) [LOGIN](#)























































[My Profile](#) [My Groups](#) Hi, flowerpower

Home

This is your current avatar:



You can change your avatar by clicking on any of the images below:

Chatroom Features

1. Click to see **Chat History**. It will open in a new tab at the top of your browser.
2. Click the **Clock** to toggle time stamps on and off; the **Dropper** to change your font colour and **Emoticons** to express how you feel. These are small icons that allow for non-verbal communication such as smiley faces, animals and objects.
3. The Chat Windows is where you can see what other group members have typed
4. List of **Group Members** currently participating in the chatroom
5. To post a message, type in the text box and hit **Enter** on your keyboard.

The screenshot displays the Cancer Chat Canada website interface. At the top, the logo for Cancer Chat Canada (AT DE SOUZA INSTITUTE) is on the left, and navigation links (Sign Up, Learn More, About, Calendar, Resources) and buttons (HELP, LOGIN) are on the right. Below the header, a blue bar contains 'My Profile' and 'My Groups' links, and a greeting 'Hi, flowerpower'. The main content area shows a chat room window titled 'Online Support Group for Cancer Patients'. Inside the chat room, there is a message from 'facilitator_noor' and a response from 'Me'. A list of users ('facilitator_noor', 'flowerpower') is on the right. At the bottom of the chat room is a text input field labeled 'Type your message here'. To the right of the chat room window, two smaller windows are shown: one for selecting a color (labeled '2') and one for selecting an emoticon (labeled '4').

1. Chat History button

2. Color selection window

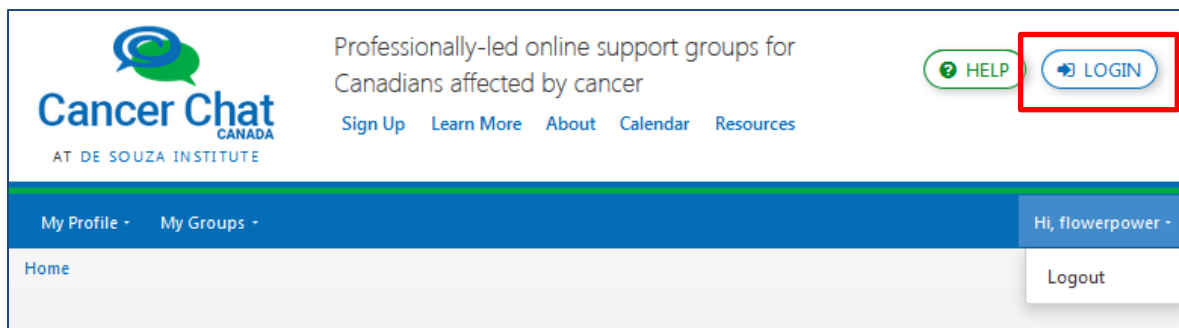
3. Chat message

4. Emoticon selection window

5. Text input field

Logging Out

When your session is finished, you can choose to **Logout** of the system.



From anywhere in the system, you can go to the icons bar at the top of the page and click **Logout** if you want to exit. Logging out is highly recommended if you are sharing your computer.

Remember, you will have to log in the next time you want to participate in an online group

Glossary of Terms and Acronyms

Here is a collection of terms that you may encounter in this document and on the website.

Chatroom	A chatroom is part of a website, or part of an online service such as Cancer Chat, that provides a place for members to communicate in real time (synchronous). Inside the chatroom, generally there is a list of the people currently online, who also are alerted that another person has entered the chatroom. To chat, users type a message into a text box. The message is almost immediately visible in the larger communal message area and other users respond.
OSG	Online support group

What are the abbreviations and acronyms I see others using?

Acronyms and abbreviations are often used to speed up typing. You can also use symbols to express emotions. Select some (from the Smiley menu) as you type.

The following list provides some of the shorthand used with online chat.

- ☐ AFK - Away from keyboard
- ☐ BRB - Be right back
- ☐ BTW - By the way
- ☐ CYA - See ya
- ☐ FYI - For your information
- ☐ GTG – Got to Go
- ☐ IMHO - In my humble opinion
- ☐ LOL - Laughing out loud
- ☐ LTNS - Long time no see
- ☐ LTNT - Long time no talk
- ☐ NBD - No big deal
- ☐ OIC - Oh I see
- ☐ ROFL - Rolling on the floor laughing
- ☐ TBH – To Be Honest
- ☐ THX - Thanks
- ☐ WTG - Way to go

Some abbreviations specific to cancer:

Some short forms have become fairly standard when talking with others who are familiar with breast cancer. You'll often see these shorter versions:

- ☐ Chemo - chemotherapy
- ☐ DCIS - ductal carcinoma in situ
- ☐ Dx - diagnosis
- ☐ Meds - medications/medicines

- ☐ Mets - metastasis/metastases
- ☐ Rads - radiation therapy
- ☐ Tx – treatment

Update Your Browser

The chat platform on cancerchat.ca works best with the latest Internet browsers such as Google Chrome, Firefox or Internet Explorer 11. Listed below are the links to several browsers that you can download to upgrade yours.

Chrome:

<https://www.google.com/intl/en/chrome/browser/>

Firefox:

<http://www.mozilla.com/>

Internet Explorer:

<http://www.microsoft.com/windows/internet-explorer/default.aspx>

Disclaimer and Limitation of Liability

Our complete terms of use can be accessed here:

<https://links.desouzainstitute.com/cancerchat-terms>

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