



CANCERCARE®

About Us

CANCER CHANGES EVERYTHING. CANCERCARE® CAN HELP.

For over 80 years, CancerCare has empowered millions of people affected by cancer through free counseling, resource navigation, support groups, educational resources, advocacy and direct financial assistance. Our oncology social workers improve the lives of people diagnosed with cancer, caregivers, survivors and the bereaved by addressing their emotional, practical and financial challenges.

- CancerCare provided **150,508 services** to people affected by cancer, serving clients with **101 different types** of cancer in all **50 states**.
- Our oncology social workers answered **41,956 calls** to our Hopeline.
- Our staff provided **106,699 hours of emotional and practical support** through our Hopeline, individual counseling, support groups, community programs and more.
- CancerCare provided financial and co-payment assistance to **25,609 people** for costs including transportation, practical needs and to help pay for cancer medications.
- CancerCare welcomed **1.8 million visits** to our websites, and users completed **58,780 searches** in our Online Helping Hand to find practical and financial assistance.
- We distributed **447,052 print and digital publications** to people living with cancer, caregivers, loved ones and health care professionals.
- Leading experts in oncology led **66 CancerCare Connect® Education Workshops**, from **152 faculty members** and **76 partner organizations**, drawing **36,614 participants**.
- The Pet Assistance & Wellness (PAW) Program helped **754 clients** keep their pet in the home.
- My Cancer Circle™ served **46,808 users** in **2,303 caregiver communities**.

The size and scope of CancerCare has grown tremendously since 1944, but it has never wavered from its mission of providing help and hope to people affected by cancer.

To learn more, visit www.cancercare.org or call **800-813-HOPE (4673)**.

CONTACT US: PRESS@CANCERCARE.ORG

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Programs and Services

Counseling

Counseling is core to what we do. All of our professional oncology social workers hold a master's degree and can:

- Provide cancer-focused support
- Help reduce feelings of anxiety and distress
- Help increase feelings of hope and empowerment
- Assist in learning new ways of coping
- Help improve communication between the patient, loved ones and medical team
- Provide practical information about treatment
- Provide resources in the community

Counseling is available over the telephone, virtually or in-person for residents of New York and New Jersey.

CancerCare Resource Navigation

Oncology social workers offer individualized and professional guidance to help people living with cancer, post-treatment survivors and caregivers address barriers to care. CancerCare Resource Navigation is available over the telephone nationally.

Live Support Groups

Live support groups led by CancerCare oncology social workers are available at our offices in New York City, Long Island and New Jersey. Due to public health concerns, live support groups are being held virtually for residents of New York and New Jersey at this time. Outside of these areas, CancerCare can help clients find local support groups in their communities.

Online Support Groups

Our password-protected online support groups are led by professional oncology social workers. Members must go through a registration process, after which they can participate 24 hours a day, seven days a week. Online support groups are available nationally.

Connect Education Workshops

Connect Education Workshops offer the latest information from leading oncology experts over the phone or online. Like all of CancerCare's services, these one-hour workshops are completely free of

charge—no phone charges apply. Registrants can listen in live over the phone or online as a webcast.

Financial Assistance

We can help with costs such as:

- Transportation to and from cancer treatment
- Home care
- Child care
- Pain medication
- Lymphedema supplies (breast cancer only)

Co-Payment Assistance Foundation

The CancerCare® Co-Payment Assistance Foundation (CCAF), established in 2008, is a philanthropic arm of CancerCare. It is a nonprofit, 501(c)(3) organization dedicated to helping people afford co-payments for chemotherapy and targeted treatment drugs. This critical assistance helps ensure patient access to care and compliance with prescribed treatments.

Visit www.cancercarecopay.org/copayfoundation to learn more.

Publications

Written by experts, our easy-to-read booklets and fact sheets provide reliable information. CancerCare provides 300+ publications to update the public and health care providers on the latest news in cancer research and treatment.

Speakers Bureau

Need an expert? CancerCare oncology professionals are available to speak on a large variety of topics such as:

- Managing financial challenges
- How counseling and support groups work and benefit patients and their loved ones
- Communicating with children and family members about cancer
- Managing treatment side effects such as pain, nausea and memory problems
- Going back to work after treatment

For an expert speaker, please contact:

Email: press@cancercare.org

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Psychosocial Facts & Stats

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- According to the Institute of Medicine (IOM), psychosocial health care addresses the emotional challenges that can accompany a serious illness as well as the life challenges that can prevent good health care and patients' ability to take care of themselves.
- The health care community is increasingly aware of the importance of addressing psychological and social problems in the lives of patients in order to provide good quality health care and promote better health. As a result, the National Institutes of Health (NIH) asked the IOM to examine and report how the health care system copes with cancer patients' psychological and social problems, and how psychosocial care can be improved.
- Patients suffering from depression, anxiety or excessive stress can have difficulty remembering things, concentrating and making decisions. These mental health problems can also decrease patients' motivation to complete treatment and change unhealthy practices as well as decrease their ability to cope with the demands of a rigorous treatment process.
- There is growing evidence that stress can directly interfere with the working of the body's immune system and other functions.
- The IOM report recommends a new standard for quality care. This standard states that all cancer care should ensure appropriate psychosocial health services by:
 - Facilitating effective communication between patients and care providers
 - Identifying each patient's psychosocial health needs
 - Designing and implementing a plan that links the patient with needed psychosocial services, coordinates biomedical and psychosocial care and engages and supports patients in managing their illness and health
 - Systematically following up on, re-evaluating and adjusting plans
- The IOM committee found that health care providers often do not ask about psychosocial problems or link patients to available services—with detrimental effects.
- In 2012, the American College of Surgeons Commission on Cancer (CoC) released standards stating that all cancer programs will need to demonstrate that they screen patients diagnosed with cancer and identify the issues that can negatively impact treatment and outcome.

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CANCERCare®

Press Room FAQs

Frequently Asked Questions about CancerCare®

CANCER CHANGES EVERYTHING. CANCERCARE® CAN HELP.

What is CancerCare®?

A leading national, nonprofit organization, CancerCare helps people cope with and manage both the emotional and practical challenges of cancer. We are unique because all of our services are provided by professional, master's-prepared oncology social workers dedicated to supporting people affected by cancer.

CancerCare services include resource navigation, individual counseling, support groups, education, resource referrals and financial and co-pay assistance. The CancerCare website, **www.cancercare.org**, offers information, tools and interactive support and has grown to become a highly respected online cancer resource.

Is CancerCare a nonprofit organization? How are you funded?

Yes, we are a national, nonprofit 501(c)(3) organization. Like any other nonprofit, CancerCare raises funds from individuals, corporations and foundations to support our mission.

What is “psychosocial support”?

The word “psychosocial” is used to describe an individual’s psychological development and, in particular, the person’s involvement with their social environment. Psychosocial support helps people address the emotional challenges that

can accompany a serious illness as well as the practical life challenges that can prevent good health care and patients’ ability to take care of themselves.

Why is psychosocial support important to quality cancer care?

The health care community is becoming increasingly aware of the importance of addressing emotional and social problems in the lives of cancer patients. In fact, in landmark 2007 and 2013 consensus reports, the Institute of Medicine (IOM) recommended that health care professionals recognize a patient’s unique emotional needs and connect them to resources that provide information and support—each and every time, for each and every patient.

The 2007 IOM report, “Cancer Care for the Whole Patient: Meeting Psychosocial Health Needs,” found attention to psychosocial needs to be the exception rather than the rule. Building on the 2007 report, the IOM released a report in 2013 titled “Delivering High-Quality Cancer Care: Charting a New Course for a System in Crisis.” The report reaffirms IOM’s recommendation that health care professionals address patients’ psychosocial (practical, financial and emotional) concerns, along with medical needs, in order to provide the most comprehensive care.

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The American College of Surgeons Commission on Cancer (CoC) also recognizes the importance of screening for psychosocial concerns such as anxiety and distress as a part of overall care, and requires its accredited cancer centers to screen all patients diagnosed with cancer.

CancerCare is committed to helping people affected by cancer cope with psychosocial issues by providing high-quality emotional and social support. Through our comprehensive network of support services, anyone anywhere can get help.

Who does CancerCare serve?

CancerCare helps anyone affected by cancer. We help people living with cancer, post-treatment survivors, caregivers, families, friends and the bereaved.

Last year, CancerCare provided services to clients in all 50 states. Our client base reflects a diverse population representing a variety of socioeconomic populations, gender identities, age ranges and racial and ethnic groups.

What makes CancerCare different from other cancer support organizations?

CancerCare is unique in that we have a broad range of professional support services ranging from counseling and emotional support to financial and co-pay assistance. We are one of the only cancer organizations where all psychosocial support is provided by master's-prepared oncology social workers.

What is the history of CancerCare?

CancerCare was founded in 1944 in New York City with the mission of helping cancer patients. A lamp was chosen as the original symbol for the organization, with its light representing warmth, comfort and hope. The flame in our current logo echoes these sentiments. From the very beginning, we provided financial assistance for home care as well as counseling by professional oncology social workers.

During the 1980s and 1990s, technological advances helped the organization grow to its current national scope. CancerCare's toll-free Hopeline, case management, online services, Connect Education Workshops and website make a variety of services available to people across the country.

Today, we help thousands of people impacted by cancer each year and our websites have grown to become leading online resources for information and support. The size and scope of the organization has grown tremendously since 1944, but the essential work is the same: caring for the individual, supporting their loved ones and providing help and hope to anyone affected by cancer.

What is the expertise of oncology social workers?

Our professional oncology social workers are all at the master's level or above. They are specially trained to provide support, information and resources to help people cope with and manage the challenges of cancer.

Areas of expertise include:

- Finding new ways to cope with cancer
- Managing emotions such as anxiety or sadness
- Improving communication with family and the health care team
- Providing reliable information
- Referring patients and caregivers to resources in their community
- Managing financial challenges

How does CancerCare contribute to the oncology community?

CancerCare provides the latest and most up-to-date information available on specific diagnoses, treatment options, coping strategies and other emotional and practical cancer-related topics. Our Connect Education Workshops offer the latest information from leading oncology experts in one-hour teleconferences over the telephone and online.

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There are more than 300 patient-friendly educational Connect booklets and fact sheets in our extensive library, all of which are reviewed by experts in the field.

Can I use your website as an educational resource?

Yes. We encourage you to utilize our website and any of the materials here for educational purposes.

How can I get access to CancerCare educational materials?

Visit our online publications library to easily access all of our educational materials. You can read all of our publications instantly online or download them as PDFs. You can also order hard copies using our online order form. Our free publications cover a wide variety of cancer-related topics for health care providers, patients and caregivers. CancerCare's series of booklets and fact sheets now includes more than 300 titles; publications are available in print and online versions. All CancerCare publications can be viewed online at www.cancercare.org/publications.

Are support groups available to anyone?

We offer groups for people living with cancer, post-treatment survivors, caregivers, loved ones and people who have lost a loved one. All support groups are led by one of our oncology social workers and allow participants to connect with others in similar situations.

We offer in-person support groups at our offices in New York City, Long Island and New Jersey. Support groups over the telephone and via video-conference are available to residents of New York and New Jersey. Online support groups are available nationally. To learn more about our support groups or to register, visit www.cancercare.org/support_groups or call **800-813-HOPE (4673)**.

How do I find out about upcoming CancerCare events?

Visit our events page for a year-round list of events at www.cancercare.org/events.

What is the CancerCare® Co-Payment Assistance Foundation?

The CancerCare Co-Payment Assistance Foundation (CCAF) helps people afford the cost of co-payments for chemotherapy and targeted treatment drugs. We provide this assistance free of charge to ensure patient access to care and compliance with prescribed treatments. Learn more at www.cancercare.org/copayfoundation.

How can I make a donation to CancerCare?

Thanks to the generosity of our supporters, we are able to provide people affected by cancer with free services they can use to help manage the challenges of cancer. To donate online, please visit www.cancercare.org/donate. You can also mail your donation to:

**CancerCare
485 Madison Avenue
New York, NY 10022**

How can I arrange for an interview with an expert on cancer support services?

Our leading experts can speak to a large variety of cancer support topics. To arrange for an interview, please reach out via email press@cancercare.org.

CONTACT US: [PRESS@CANCERCARE.ORG](mailto:press@cancercare.org)

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