



Support

Below is a list of our current, ongoing support groups and supportive services. If you do not see what you are looking for, please contact us at **415-885-3693** and we will help you locate a support group or service that suits your needs.

Advanced Breast Cancer First and third Tuesdays. Call 415-476-3315. **MB, MZ**

All Cancers, All Stages (Patients only) Wednesdays, 5:20 - 6:50 pm. Call 415-353-9745. **MZ**

Bladder Cancer First Thursday, 5:30 - 7 pm. Call 415-514-1707. **MB**

Blood Cancer Second Tuesday, 3 - 4:30 pm. Call 415-353-2965. **P**

Brain Tumor First Wednesday, 6 - 8 pm. Call 415-990-4461. **P**

Caregivers of UCSF Brain Tumor Patients Second Wednesday, 6 - 8 pm. Light dinner provided. Call 415-353-2076. **P**

Colorectal Cancer Second and fourth Mondays, 6 - 7:30 pm. Partners welcome. Contact Vittorio Comelli, PsyD, at 415-476-0468, ext. 1 or vittorio.comelli@ucsf.edu. **MZ**

Family & Friends Second and fourth Wednesdays, 5:30 - 7 pm. Call 415-514-1707. **MB**

Grief Group An 8-week closed support series for those grieving the loss of a loved one. For dates and times, call 415-514-4203 for loss of an adult **MB, P** and 415-514-4204 for loss of a child. **MB**

Gynecological Cancer First and third Wednesdays, 2 - 3:30 pm. Call 415-514-1962. **MB**

Husbands and Significant Others Second and fourth Tuesdays, 6:30 - 8 pm. Call 415-514-6338. **MZ**

Lung Cancer and Mesothelioma Second Tuesdays, noon - 1:30 pm. Call 415-885-7789. **MZ**

Neuroendocrine Tumor Support and Education First Wednesday (odd months), 12 - 2 pm. Call 415-353-7632. **MB**

Peer Support Program One-on-one phone support with a cancer survivor who has been matched to your needs. Call 415-885-3693 and ask for Margaret or Mikela or visit cancer.ucsf.edu/support/crc/peer-support.

Prostate Cancer First Tuesdays, 1 - 3 pm. Patients, their spouses, friends and caregivers welcome. Please call 415-514-1707. **MZ**

Prostate Cancer Support for Gay Men Partners welcome. First and third Mondays, 6 - 7:30 pm. Contact Vittorio Comelli, PsyD, at 415-476-0468, ext. 1 or vittorio.comelli@ucsf.edu. **MZ**

Psycho-Oncology Service Individual counseling with a psychologist or psychiatrist available for UCSF cancer patients. Also offers a variety of group programs including sleep/fatigue and stress management. Call 415-353-7019. **MZ, MB, P**

Social Work Available to UCSF patients and their families for short-term support. Contact your oncology practice for a referral. For general Social Work questions, call 415-353-4762. **MZ, MB, P**

Spiritual Counseling and Grief Support Interfaith chaplains provide spiritual counseling, help create meaningful rituals and assist UCSF patients with questions regarding life, death and losing a loved one. Call 415-353-1941. **MZ, MB, P**

Other Resources

Advance Directives State your preferences for medical treatments. www.ucsfhealth.org/your_stay/advance_directives

Art for Recovery Connect with your creative spirit through art, journal writing, poetry and music. Contact amy.vancleve@ucsf.edu or 415-885-7225. **MZ, MB**

Fertility Preservation Center Get practical and financial counseling for preserving fertility before or during cancer treatment. Call 1-888-353-9115. **MB**

Fishbone Library Health research by professional medical librarians. Call 415-885-7285. **MZ**

Friend to Friend Shop Wigs, mastectomy bras, breast forms, and head wear, with personal fittings by knowledgeable staff. Call 415-353-7776. **MZ, MB**

Genetic Counseling / Cancer Risk This group uses family history and genetic testing to identify hereditary risk for cancer. Call 415-885-7779. **MZ, MB**

Nutrition Consultations Individualized counseling sessions for UCSF cancer patients. Contact your oncology practice for a referral. **MZ, MB**

Neuro-Oncology Caregiver Program Resources for all UCSF families and caregivers of adult patients undergoing care for primary brain tumor. Call 415-514-5674. **P**

Osher Center for Integrative Medicine Integrative therapies and consultations designed to supplement your conventional cancer treatment. Fees may apply. Call 415-353-7700. **MZ**

Patient Education Resources Curated online information on a variety of topics available at cancer.ucsf.edu/crc/patient-education-resources.

Symptom Management Service Interdisciplinary team to help UCSF patients and families deal with the troubling physical and emotional effects of cancer and its treatment. Call 415-885-7671. **MZ, MB, P**

UCSF Helen Diller Family Comprehensive Cancer Center

Ida & Joseph Friend Patient and Family Cancer Support Center
1600 Divisadero Street, Room B101
San Francisco, CA 94143-1725

Non-Profit Org.
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Go paperless

Ask us to send you a monthly e-calendar of events instead



SPRING 2020 CALENDAR OF EVENTS

Ida & Joseph Friend Patient and Family Cancer Support Center at Mount Zion
Patient and Family Cancer Support Center at Mission Bay

The Patient and Family Cancer Support Center promotes wellness and the healing process by providing patients and their families with supportive care services and cancer-related information. We offer a range of programs designed to bring persons with cancer together, foster community, educate and offer effective tools to help navigate the disease process. Most of our programs are free to anyone living with cancer, regardless of where they receive care.

OUR SERVICES INCLUDE

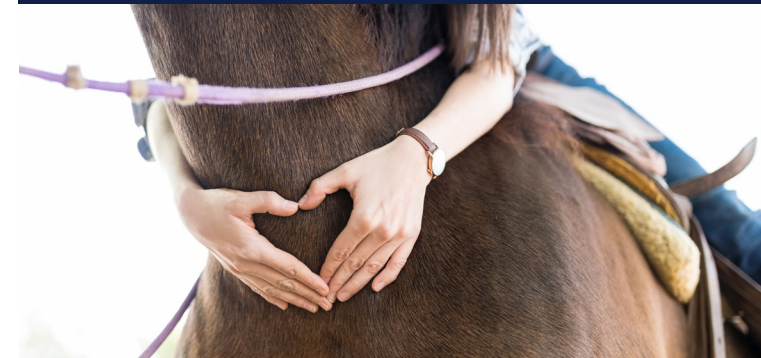
- Individualized assistance in finding information on diagnosis, treatment and support services.
- A specialized lending library with books, audio, video and online podcasts.
- Workshops and classes on a variety of topics of interest to persons with cancer and their families.
- Referrals to community resources and other UCSF programs.
- Support groups for a variety of cancers and referral to more than 500 other Bay Area support groups.
- One-on-one peer support for persons with cancer and their spouses or partners.

- Exercise classes including core strength, yoga and restorative movement.
- Nutritional counseling and seminars.
- A knitting gathering with yarn, needles and support provided. Free knit hats are also available for persons going through chemotherapy.
- Meditation and guided imagery classes.
- A comfortable space to relax, knit or have a cup of tea.

We are grateful to the organizations and individuals who provide ongoing support to our groups and programs. Special thanks to the ongoing support provided by the Donna Smith Endowment at UCSF, the Mount Zion Health Fund and the UCSF Osher Center for Integrative Medicine.

SPRING 2020 CALENDAR OF EVENTS

Ida & Joseph Friend Patient and Family Cancer Support Center at Mount Zion
Patient and Family Cancer Support Center at Mission Bay



SPECIAL EVENTS AND PROGRAMS

Look inside for detailed descriptions and more events

SPECIAL EVENTS

- **Canvas Art Workshop**
Thursday, March 5, 1:00 – 3:00 pm or
Thursday, March 12, 12:00 – 2:00 pm
With UCSF Art for Recovery
- **Healing in Nature**
Sunday, April 19, 12:00 – 1:30 pm
At the San Francisco Botanical Garden
- **Let's Talk**
Tuesday, April 28, 5:00 – 7:00 pm
With Julie Frank, LCSW, Lacy Fetting LCSW and Laura Ronay, CCLS
- **Journey to Wellness: Cancer Survivors' Workshop**
Saturday, May 16, 8:30 am – 4:00 pm
- **Managing the Costs of Cancer Care: To Work or Not to Work?**
Thursday, May 21, 12:00 – 1:30 pm
With Daphne Stuart, LCSW and Lacy Fetting, LCSW
- **Nutrition and Prostate Cancer**
Tuesday, May 26, 4:00 – 5:30 pm
With Greta Macaire, MA, RD, CSO

PROGRAMS








- **Improving Sleep and Fatigue**
Wednesdays, March 18 – April 29, 2:00 – 3:30 pm
With Anna Levin, PhD and Lacy Fetting, LCSW
- **Eat to Nourish**
Thursdays, April 2, 9, 23 and 30, 5:00 – 6:30 pm
With chef Carly Wertheim and UCSF dietitian, Greta Macaire
- **Poetry Café**
Thursdays, April 9, 16, 23 and 30, 11:00 – 12:30 pm
With Redwing Keyssar, RN
- **Horses as Healers**
Tuesdays, May 5, 12, 19 and 26, 1:00 – 2:30 pm
At Miwok Stables in Mill Valley

Mission Bay Campus
Patient and Family Cancer Support Center
Gateway Building
1825 Fourth Street, First Floor
San Francisco, CA 94158

E-mail: crc@ucsf.edu
Phone: 415-885-3693
Website: cancer.ucsf.edu/csc

Mount Zion Campus
Ida & Joseph Friend Patient and Family
Cancer Support Center
1600 Divisadero Street, First Floor
San Francisco, CA 94115

UCSF Helen Diller Family
Comprehensive
Cancer Center

March					April					May				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2 	3 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Open Art (MB) 1-3pm Wild Writing 2-4pm	4 Sing Along noon-1pm Open Art (MZ) 1- 4pm Laughter Yoga 5:30-6:30pm	5 Feldenkrais 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Canvas Art Workshop 1-3pm	6 Core & More 10-11:30am Integrative Cancer Care (2 of 3) 10am-noon	★ 	7 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Integrative Cancer Care (2 of 3) 2-4pm	8 Sing Along noon-1pm Beauty & Wellness 101 1-3pm Open Art (MZ) 1-4pm Improving Sleep & Fatigue (4 of 7) 2-3:30pm What Matters (1 of 2) 5:30-7:30pm	9 Feldenkrais® 11am-noon Poetry Cafe (1 of 4) 11-12:30pm Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Eat to Nourish (1 of 4) 5-6:30pm	10 Core & More 10-11:30am Laughter Yoga 2:30-3:30pm	 4 Survivorship Group Orientation 3-4pm	 5 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm	 6 Sing Along noon-1pm Open Art (MZ) 1-4pm Laughter Yoga 5:30-6:30pm	7 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	8 Core & More 10-11:30am
9 Survivorship Group Orientation 3-4pm	10 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm	11 Sing Along noon-1pm What Matters (1 of 2) noon-2pm Beauty & Wellness 101 1-3pm Open Art (MZ) 1-4pm	12 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Canvas Art Workshop noon-2pm	13 Core & More 10-11:30am Laughter Yoga 2:30-3:30pm	6 ★	7 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Integrative Cancer Care (2 of 3) 2-4pm	8 Sing Along noon-1pm Beauty & Wellness 101 1-3pm Open Art (MZ) 1-4pm Improving Sleep & Fatigue (4 of 7) 2-3:30pm What Matters (1 of 2) 5:30-7:30pm	9 Feldenkrais® 11am-noon Poetry Cafe (2 of 4) 11-12:30pm Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Eat to Nourish (2 of 4) 5-6:30pm	10 Core & More 10-11:30am Laughter Yoga 2:30-3:30pm	11 Survivorship Group Orientation 3-4pm	12 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm	13 Sing Along noon-1pm Beauty & Wellness 101 1-3pm What Matters (1 of 2) noon-2pm Open Art (MZ) 1-4pm	14 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	15 Core & More 10-11:30am Laughter Yoga 2:30-3:30pm
16	17 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm	18 Open Art (MZ) 1-4pm Improving Sleep & Fatigue (1 of 7) 2-3:30pm	19 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	20 Core & More 10-11:30am Integrative Cancer Care (3 of 3) 10am-noon	13 Survivorship Group Orientation 3-4pm	14 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Integrative Cancer Care (3 of 3) 2-4pm	15 Open Art (MZ) 1-4pm Improving Sleep & Fatigue (5 of 7) 2-3:30pm	16 Feldenkrais® 11am-noon Poetry Cafe (2 of 4) 11-12:30pm Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Eat to Nourish (3 of 4) 5-6:30pm	17 Core & More 10-11:30am SUNDAY, APRIL 19 Healing in Nature 12-1:30pm	11 Survivorship Group Orientation 3-4pm	12 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm	13 Sing Along noon-1pm Beauty & Wellness 101 1-3pm What Matters (1 of 2) noon-2pm Open Art (MZ) 1-4pm	14 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	15 Core & More 10-11:30am Laughter Yoga 2:30-3:30pm
23	24 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Integrative Cancer Care (1 of 3) 2-4pm Wild Writing 2-4pm	25 What Matters (2 of 2) noon-2pm Open Art (MZ) 1- 4pm Improving Sleep & Fatigue (2 of 7) 2-3:30pm Laughter Yoga 5:30-6:30pm	26 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Knitting noon-1pm Mindfulness/Pain noon-1pm	27 Core & More 10-11:30am	20	21 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm What Matters (1 of 2) 5:30-7:30pm	22 Open Art (MZ) 1-4pm Improving Sleep & Fatigue (6 of 7) 2-3:30pm Laugh/Meditate 5:30-6:30pm What Matters (2 of 2) 5:30-7:30pm	23 Feldenkrais® 11am-noon Poetry Cafe (3 of 4) 11-12:30pm Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm Eat to Nourish (4 of 4) 5-6:30pm	24 Core & More 10-11:30am	18	19 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm	20 Open Art (MZ) 1-4pm	21 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Managing Cancer Cost noon-1:30pm Knitting noon-1pm	22 Core & More 10-11:30am Integrative Cancer Care (1 of 3) 10am-noon
30	31 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm	 			27	28 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Let's Talk 5-7pm	29 Open Art (MZ) 1-4pm Improving Sleep & Fatigue (7 of 7) 2-3:30pm	30 Feldenkrais® 11am-noon Poetry Cafe (4 of 4) 11-12:30pm Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	★	25 UCSF Holiday Offices Closed	26 Exer. CnsIng. (MB) 10am-1pm Wig Clinic 10am-4pm Meditation 1-2pm Open Art (MB) 1-3pm Wild Writing 2-4pm Nutrition & Prostate Cancer 4-5:30pm	27 What Matters (2 of 2) noon-2pm Open Art (MZ) 1-4pm Laugh/Meditate 5:30 - 6:30pm	28 Feldenkrais® 11am-noon Exer. CnsIng. (MZ) 11:30am-4pm Mindfulness/Pain noon-1pm Knitting noon-1pm	29 Core & More 10-11:30am

Special Events

Canvas Art Workshop
Thursdays, March 5, 1:00 – 3:00 pm at MB
Thursday, March 12, 12:00 – 2:00 pm at Parnassus Maker's Lab
With UCSF Art for Recovery
Join us to create a permanent installation for our hematology oncology patients, on the theme of Hope, Healing and Gratitude. No charge. March 5 event is drop-in. For March 12 event, register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MB, P**
Improving Sleep and Fatigue
Wednesdays, March 18 – April 29, 2:00 – 3:30 pm
With Anna Levin, PhD and Lacy Fetting, LCSW
Learn scientifically-supported, non-medication strategies for managing cancer-related fatigue and insomnia. Open to UCSF cancer patients, survivors and caregivers; covered by most insurance. Call 415-353-7019 to register. **MB**

Eat to Nourish
Thursdays, April 2, 9, 23 and 30, 5:00 – 6:30 pm
With chef Carly Wertheim and UCSF dietitian, Greta Macaire, MA, RD, CSO
This 4-class series blends interactive nutrition education with cooking demos and tastings. Open to UCSF cancer patients and survivors. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MZ**
Poetry Café
Thursdays, April 9, 16, 23 and 30, 11:00 – 12:30 pm
With Redwing Keyssar, RN
Come and learn how to channel your thoughts and emotions into poem-making as a process of healing in this 4-session series. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MZ**

Healing in Nature
Sunday, April 19, 12:00 – 1:30 pm
At the San Francisco Botanical Garden
Explore the aromatic plants of SFBG's Garden of Fragrance followed by a sound meditation session.
No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **OFFSITE**
Let's Talk
Tuesday, April 28, 5:00 – 7:00 pm
With Julie Frank, MSW, Lacy Fetting MSW and Laura Ronay, CCLS
Learn how to have difficult conversations about cancer with your children, receive resources, and connect with others going through a similar process. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MB**

Horses as Healers
Tuesdays, May 5, 12, 19 and 26, 1:00 – 2:30 pm
At Miwok Stables in Mill Valley
In this 4-class series, you will partner with a specially selected gentle horse to learn basic horse grooming and riding. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **OFFSITE**
Journey to Wellness: Cancer Survivors' Workshop
Saturday, May 16, 8:30 am – 4:00 pm
Learn from UCSF experts how to navigate the post-treatment phase of physical and emotional recovery. \$15 in advance, \$20 onsite. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MB**

LOCATIONS:
MB - Mission Bay Campus
MZ - Mount Zion Campus
P - Parnassus Campus

Managing the Costs of Cancer Care: To Work or Not to Work?
Thursday, May 21, 12:00 – 1:30 pm
With Daphne Stuart, LCSW and Lacy Fetting, LCSW
UCSF Social Workers will provide guidance and resources to help you understand your options as you choose to work or not while being treated for cancer. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MB**
Nutrition and Prostate Cancer
Tuesday, May 26, 4:00 – 5:30 pm
With Greta Macaire, MA, RD, CSO
Learn the latest research on nutrition and prostate cancer and how to better meet your nutritional needs. No charge. Register at cancer.ucsf.edu/patient-events or call us at 415-885-3693. **MZ**

Ongoing classes
Beauty & Wellness 101 Monthly makeup and skincare class for UCSF cancer patients. Taught by oncology-trained "Lipstick Angels" professionals. Register at cancer.ucsf.edu/patient-events or 415-885-3693. **MB**
Core & More Pilates-based mat exercises to enhance range of motion, flexibility, balance and muscular strength. Waiver required. Call 415-722-5314. **MZ**
Exercise Counseling Trained professionals help cancer patients design personal exercise programs. One-hour individual sessions. Call 415-502-5547. **MB, MZ**
Feldenkrais® Restorative Movement Simple floor lessons that have a profound effect on posture, breathing and movement capabilities. Waiver required. Call 415-931-7719. **MZ**

Integrative Cancer Care Group Visits
Three group sessions with Donald Abrams, MD of UCSF Osher Center. Oncologist referral required. Covered by most insurance. For more information visit cancer.ucsf.edu/patient-events or email crc@ucsf.edu. **MB**
Knitting Gathering Make hats, scarves, etc. No experience necessary. Yarn and needles provided. Held at the CSC. Drop-in format. **MZ**
Laughter Yoga & Meditation Simple laughter exercises followed by meditation. Osher Center for Integrative Medicine, 1545 Divisadero St., 5th floor. Drop-in format. **MZ**
Laughter Yoga Experience the benefits of laughter. 1545 Divisadero St., 5th floor. 415-353-7718. Drop-in format. **MZ**
Meditation & Guided Imagery For all levels of experience. 1545 Divisadero St., Room 523. Drop-in format. **MZ**
Mindfulness Group for Pain Management Learn techniques to self-manage your pain. 1545 Divisadero St., 5th floor. Drop-in format. **MZ**

Open Art Studio Explore your creative spirit. Art supplies provided. Held in the Art for Recovery studio. Subject to change. Call 415-885-7225 or email amy.vancleave@ucsf.edu. **MB, MZ**
Sing Along 1st and 2nd Wednesdays in the main lobby at 1600 Divisadero St. Bring an instrument and/or your singing voice or just come watch the fun. No experience necessary. Drop-in format. **MZ**
Survivorship Wellness Group Mondays. 8-week interdisciplinary program focusing on optimizing health and wellness after cancer treatment. Initial orientation required. UCSF patients only. Most insurance accepted. Call 415-353-3931. **MZ**
What Matters Most? Monthly 2-part workshop to explore ideas and values in order to create a meaningful advance health care directive. Register at <https://wmm2019.eventbrite.com> or contact Gayle.Kojimoto@ucsf.edu. **MZ**

Wig Clinic Bring in your wig for personal, customized, professional trimming. Offered weekly, by appointment, at the Friend to Friend Shop. Call 415-353-7776. **MB**
Wild Writing Learn techniques that help you tell stories with depth and courage. A five week series for writers and non-writers. Email Jena.Leake@ucsf.edu or call 415-885-7221 to register. **MZ**
YogaCares Gentle postures for all levels. Waiver required. Subject to change. Call 415-353-7718 for class dates. **MZ**
Unless otherwise mentioned, all classes are offered free of charge and open to patients no matter where they are treated. Call the CSC at 415-885-3693 for more information on the programs or to request additional services.