1. **How can American Cancer Society staff support CoC programs in meeting the new Standards?**
   ACS staff can provide accredited programs with additional information on the ACS resources outlined in this Collaborative Action Plan Guide that support specific Standards and Eligibility Requirements. Questions regarding interpretation of the Standards, criteria for compliance, and other questions related to accreditation should be directed to the CAnswer Forum. Information on the CAnswer Forum and other CoC resources to support the new Standards are noted on pages 9 and 10 of this Guide.

2. **What are the key highlights of the 2012 standard revisions?**
   b. There are 12 eligibility requirements that establish guidelines for cancer program structure, program resources, and service offerings. Several of the eligibility requirements were previously standards.
   c. Accreditation categories have been redefined and new category names have been assigned to reflect the scope of cancer program services, resources, and cancer caseload. A table of eligibility and standard requirements for each CoC Cancer Program Category can be found in Appendix A of the Standards Manual.
   d. The 34 standards include several new standards focused on “patient-centered care” and “quality and outcomes.”
   e. New Clinical Services and Continuum of Care Services Standards:
      - Risk Assessment & Genetic Counseling
      - Palliative Care Services
      - Patient Navigation
      - Psychosocial Distress Screening
      - Survivorship Care Plan
   f. The following standards will be phased in, with programs required to demonstrate compliance by 2015:
      - Patient Navigation
      - Psychosocial Distress Screening
      - Survivorship Care Plans
      - Clinical Trial Accrual
      - Cancer Registrar Credentials

3. **What are the new Eligibility Requirements and which are supported by resources available from the American Cancer Society?**
   - E1: Facility Accreditation
   - E2: Cancer Committee Authority
   - E3: Cancer Conference Policy
   - E4: Oncology Nurse Leadership
   - E5: Cancer Registry Policy & Procedure
   - E6: Diagnostic Imaging
   - E7: Radiation Oncology Services
   - E8: Systemic Therapy Services
   - E9: Clinical Trial Information
   - E10: Psychosocial Services
   - E11: Rehabilitation Services
   - E12: Nutrition Services
### Eligibility Requirements supported by ACS resources

<table>
<thead>
<tr>
<th>Eligibility criteria</th>
<th>ACS resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E9: Clinical Trial Information</strong></td>
<td>A policy or procedure is used to provide cancer-related clinical trial information to patients.</td>
</tr>
</tbody>
</table>
| | • Patient & clinician videos  
  *Exploring the Options: Clinical Trials*  
  [http://www.youtube.com/watch?v=q1dxWZMu_xl](http://www.youtube.com/watch?v=q1dxWZMu_xl)  
  *Raising Awareness About Clinical Trials: A Video for Clinicians*  
  [http://www.youtube.com/watch?v=cT_6n0cLM9ce](http://www.youtube.com/watch?v=cT_6n0cLM9ce) |
| | • For patients  
  *Is a Cancer Treatment Clinical Trial the Right Choice for Me?*  
  Print booklet overview of clinical trials, available in Spanish and English  
  *Clinical Trials Matching Service Flyer*  
  *Clinical Trials Matching Service – 11x17 poster*  
  *Clinical Trials: What You Need to Know*  
  A patient guide to help them better understand what clinical trials are, how they work, and how they can get involved with a trial.  
  [http://www.cancer.org/Treatment/TreatmentsandSideEffects/ClinicalTrials/WhatsYouNeedToKnowaboutClinicalTrials/](http://www.cancer.org/Treatment/TreatmentsandSideEffects/ClinicalTrials/WhatsYouNeedToKnowaboutClinicalTrials/) |
| | • For clinicians  
  *Referring Your Patient To a Clinical Trial*  
  A print brochure designed to educate health care professionals about the American Cancer Society Clinical Trial Matching Service.  
  *PDF versions of the patient booklet and poster are available in the CoC Best Practices repository* |
| **E10: Psychosocial Services** | A policy or procedure is in place to ensure patient access to psychosocial services either on-site or by referral. |
| | • Local ACS programs and services – contact your ACS representative for information on programs available in your area. |
| | • Look Good Feel Better (LGFB) – teaches patients techniques to help with appearance-related side effects of cancer treatment. If a LGFB program is not offered in your community, online programs for men, women, and teens are available at [http://lookgoodfeelbetter.org/](http://lookgoodfeelbetter.org/). Patients may also call 1-800-395-LOOK (5665) to request a LGFB kit in English or Spanish. |
| | • cancer.org – the Society’s online resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations. To access this database, click on the “Find Support and Treatment” tab at the top of the cancer.org home page, and the “Find Support Programs and Services in Your Area” located in the “Quick Finder” section.  
  The “Find Support & Treatment” section also has numerous patient education materials about a wide variety of cancer-related issues ranging from anxiety to sexuality.  
  [http://www.cancer.org/Treatment/index](http://www.cancer.org/Treatment/index) |
| | • National Cancer Information Center – 1-800-227-2345  
  Cancer Information Specialists at the National Cancer Information Center (NCIC) are available 24/7, 365 days a year via to provide many services, including referrals to local & national resources, reliable cancer-related information, clinical trials information, support, and assistance with health insurance questions. |
E12: Nutrition Services
A policy or procedure is in place to access nutrition services either on-site or by referral.

- **American Cancer Society Guidelines on Nutrition and Physical Activity for Cancer Prevention**
  A guide to help reduce personal cancer risk by making healthy food choices and through physical activity.  

- **Nutrition for the Person With Cancer During Treatment: A Guide for Patients and Families:**
  A guide to coping with treatment side effects and addressing nutritional needs during cancer treatment  

  Also available as a free print book called “Nutrition For The Person With Cancer During Treatment - A Guide For Patients And Families,” available in English, Spanish, and Chinese, contact your ACS representative for details

- **Nutrition for Children with Cancer**
  Helps parents learn about their child’s nutritional needs and how cancer and its treatment may affect them. Also gives suggestions and recipes to help parents ensure their child is getting the nutrition he or she needs.  

- **I Can Cope online classes**
  The following on-line classes are available via cancer.org at no charge:  
  **Nutrition During Treatment Part I: Nutrition Basics**
  – Nutrition tips for treatment  
  – How dietary supplements can affect treatment  
  – Where to get more information about nutrition and cancer  
    [https://american cancerc society.adobeconnect.com/ a300451731/p76965488/](https://american cancerc society.adobeconnect.com/ a300451731/p76965488/)

  **Nutrition During Treatment Part II: Managing Side Effects**
  – Nutrition tips for managing side effects of treatment  
  – How a caregiver can help  
    [https://american cancerc society.adobeconnect.com/ a300451731/p67809603/](https://american cancerc society.adobeconnect.com/ a300451731/p67809603/)

  **Nutrition and Physical Activity After Cancer Treatment**
  – Maintain a healthy weight  
  – Adopt an active lifestyle  
  – Eat a healthy diet  
    [https://american cancerc society.adobeconnect.com/ a300451731/p14378344/](https://american cancerc society.adobeconnect.com/ a300451731/p14378344/)

- **American Cancer Society books**
  **ACS Healthy Eating Cookbook**
  Reflects the latest research on nutrition, physical activity, and cancer prevention.  

  **What to Eat During Cancer Treatment**
  Over 100 recipes to help patients deal with nausea, diarrhea, constipation, and other treatment side effects. Includes a special section for caregivers a kitchen staples list, and advice on avoiding weight changes during treatment,  

  **American Cancer Society Complete Guide to Nutrition for Cancer Survivors, Second Edition**
  This comprehensive guide covers everything a person with cancer should know about eating well before, during, and after treatment.  

  Find out more about costs and ordering at [https://cancer.org/books](https://cancer.org/books) or call 1-800-227-2345.
What are the new Program Management Standards and which are supported by resources available from the American Cancer Society?

1.1: Physician Credentials  
1.2: Cancer Committee Membership  
1.3: Cancer Committee Attendance  
1.4: Cancer Committee Meetings  
1.5: Cancer Program Goals  
1.6: Cancer Registry Quality Control Plan  
1.7: Monitoring Conference Activity  
1.8: Monitoring Community Outreach  
1.9: Clinical Trial Accrual  
1.10: Clinical Educational Activity  
1.11: Cancer Registrar Education  
1.12: Public Reporting of Outcomes

Program Management Standards supported by ACS resources

<table>
<thead>
<tr>
<th>Program Management Standard</th>
<th>ACS resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1.8: Monitoring Community Outreach</td>
<td>ACS representatives can help the community outreach coordinator network and connect with other community organizations involved in outreach efforts and documenting joint initiatives.</td>
</tr>
</tbody>
</table>
| Standard 1.9: Clinical Trial Accrual | ACS Clinical Trials Matching Service – A free, confidential program that helps patients, their families, and health care workers locate appropriate cancer clinical trials for each specific patient. It is offered by the Society in partnership with the Coalition of Cancer Cooperative Groups. [www.cancer.org/ClinicalTrials](http://www.cancer.org/ClinicalTrials) or 1-800-303-5691  
ACS resources noted previously for E9: Clinical Trials Information also support accruals to clinical trials. |

4. What is the purpose of the Clinical Services and Continuum of Care Standards?

These new standards were created to support quality of life alongside disease-directed treatment across the entire continuum of care, increase quality of cancer care delivered, improve patient and family satisfaction with care, and create efficiencies in care through improved communication and coordination that reduce care costs.

5. What are the new Clinical Services and Continuum of Care Standards and what resources are available from the American Cancer Society to support them?

2.1 College of American Pathologists Protocols  
2.2 Nursing Care  
2.3 Risk Assessment & Genetic Counseling  
2.4 Palliative Care Services  
3.1 Patient Navigation Process  
3.2 Psychosocial Distress Screening  
3.3 Survivorship Care Plan
Clinical Services Standards supported by ACS resources

<table>
<thead>
<tr>
<th>Clinical Services Standards</th>
<th>ACS resources</th>
</tr>
</thead>
</table>
| **Standard 2.3: Risk Assessment and Genetic Counseling**  
Cancer risk assessment, genetic counseling, and testing services are provided to patients either on-site or by referral by a qualified genetics professional. | • *Genetic Testing: What You Need to Know*  
A patient guide on genetic testing to help them understand what it is, how it’s used in cancer, and how to find a certified genetic counselor.  
• *Heredity and Cancer*  
Helps patients and loved ones better understand how and which cancers seem to “run” in some families.  
• *National Cancer Information Center – 1-800-227-2345*  
Patients and family members can be directed to call the National Cancer Information Center any time, 365 days a year to speak to a Cancer Information Specialist and learn more about genetic testing |
| **Standard 2.4: Palliative Care Services**  
Palliative care services are available to patients either on-site or by referral. | • *cancer.org* – the Society’s online resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations. To access this database, click on the “Find Support and Treatment” tab at the top of the cancer.org home page, and the “Find Support Programs and Services in Your Area” located in the “Quick Finder” section.  
Information on various physical side effects that can be caused by different cancer treatments:  
Information on different feelings people with cancer commonly experience during and after treatment, as well as suggestions for healthy ways deal with these common feelings:  
• *National Cancer Information Center – 1.800.227.2345*  
Patients and family members can be directed to call the National Cancer Information Center any time, 365 days a year to speak to a Cancer Information Specialist and about all aspects of cancer care and treatment.  
• *Caring for the Patient With Cancer at Home*  
Has general information about the more common problems people with cancer experience, signs of problems they can look for, and some ideas for things they can do if problems come up.  
• *Getting Help tearsheet series*  
These easy-to-read, single page PDFs cover a variety of cancer treatment side effects and are available in English and Spanish.  
Standard 2.4: Palliative Care Services

Palliative care services are available to patients either on-site or by referral.

- **American Cancer Society Books**
  
  *When the Focus is on Care: Palliative Care and Cancer*
  
  Explains what palliative care is and how it can help people with cancer from time of diagnosis to the end of life. Find out more about costs and ordering at [https://cancer.org/books](https://cancer.org/books) or call 1-800-227-2345.

- **Cancer-Related Pain: A Guide for Patients and Caregivers**
  

- **Pain Control: A Guide for Those With Cancer and Their Loved Ones**
  
  Can help your patients learn about the types of pain that people with cancer may have, medicines and other ways to help manage pain, and how to work with the healthcare team to find the best ways to control pain. Does not contain graphics and can be printed in black and white. [http://www.cancer.org/Treatment/TreatmentsandSideEffects/PhysicalSideEffects/PainDiary/index](http://www.cancer.org/Treatment/TreatmentsandSideEffects/PhysicalSideEffects/PainDiary/index)

- **Patient/caregiver communication worksheets**
  
  Can be printed for patient use from the ACS Web site
  
  *Pain Diary* (in regular and large print versions)
  
  
  *Chemotherapy Side Effects Worksheet*
  
  
  *Radiation Side Effect Worksheet*
  

- **I Can Cope online classes**
  
  *Managing the Effects of Illness and Treatment:*
  
  - Common physical and emotional side effects of treatment
  - How to track side effects
  - How a caregiver can help
  
  [https://american canc ersociety.adobeconnect.com/_a300451731/p55837142/](https://american canc ersociety.adobeconnect.com/_a300451731/p55837142/)
  
  *Managing Cancer-related Fatigue*
  
  - What causes fatigue in people with cancer
  - How to describe fatigue to your cancer care team
  
  [https://american canc ersociety.adobeconnect.com/_a300451731/fatigue/](https://american canc ersociety.adobeconnect.com/_a300451731/fatigue/)
  
  *Relieving Cancer Pain*
  
  - Facts about cancer pain
  - How to manage pain with medicine and non-medical treatments
  - How to develop a pain control plan with your doctor
  
  [https://american canc ersociety.adobeconnect.com/_a300451731/p93174255/](https://american canc ersociety.adobeconnect.com/_a300451731/p93174255/)

  *Communicating Concerns and Feelings*
  
  - How to talk to your friends, family, and children
  - Tips for talking to doctors, nurses, and co-workers about cancer
  
  [https://american canc ersociety.adobeconnect.com/_a300451731/p96885307/](https://american canc ersociety.adobeconnect.com/_a300451731/p96885307/)
### Continuum of Care Standards supported by ACS resources

<table>
<thead>
<tr>
<th>Continuum of Care Standards</th>
<th>ACS resources</th>
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<tbody>
<tr>
<td><strong>Standard 3.1: Patient Navigation Process</strong>&lt;br&gt;A patient navigation process, driven by a community needs assessment, is established to address health care disparities and barriers to care for patients</td>
<td>• Local ACS programs and services – contact your ACS representative for information on programs available in your area.&lt;br&gt;• cancer.org resource database – the Society’s online resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations.&lt;br&gt;• National Cancer Information Center – 1-800-227-2345&lt;br&gt;Patients and family members can be directed to call the National Cancer Information Center any time, 365 days a year to speak to a Cancer Information Specialist and about all aspects of cancer care and treatment.&lt;br&gt;• Cancer Supplement, August 2011: National Patient Navigation Leadership Summit (NPNLS): Measuring the Impact and Potential of Patient Navigation&lt;br&gt;<a href="http://onlinelibrary.wiley.com/doi/10.1002/cncr.v117.15s/issuetoc">http://onlinelibrary.wiley.com/doi/10.1002/cncr.v117.15s/issuetoc</a></td>
</tr>
<tr>
<td><strong>Standard 3.2: Psychosocial Distress Screening</strong>&lt;br&gt;The cancer committee develops and implements a process to integrate and monitor on-site psychosocial distress screening and referral for the provision of psychosocial care.</td>
<td>• Local ACS programs and services – contact your ACS representative for information on programs available in your area.&lt;br&gt;• cancer.org resource database – the Society’s online resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations.&lt;br&gt;• National Cancer Information Center - 1-800-227-2345&lt;br&gt;Patients and family members can be directed to call the National Cancer Information Center any time, 365 days a year to speak to a Cancer Information Specialist and about all aspects of cancer care and treatment.&lt;br&gt;• Coping checklists for patients and caregivers&lt;br&gt;These checklists can help patients and caregivers spot signs of anxiety or depression in themselves or others, and learn about their own coping methods&lt;br&gt;<a href="http://www.cancer.org/Treatment/TreatmentsandSideEffects/EmotionalSideEffects/CopingChecklistforPatientsandCaregivers/index">http://www.cancer.org/Treatment/TreatmentsandSideEffects/EmotionalSideEffects/CopingChecklistforPatientsandCaregivers/index</a>&lt;br&gt;• Distress in People With Cancer&lt;br&gt;Downloadable guide to help patients understand cancer-related distress and how they can get help and support&lt;br&gt;<a href="http://www.cancer.org/Treatment/TreatmentsandSideEffects/EmotionalSideEffects/DistressinPeoplewithCancer/index">http://www.cancer.org/Treatment/TreatmentsandSideEffects/EmotionalSideEffects/DistressinPeoplewithCancer/index</a></td>
</tr>
<tr>
<td><strong>Standard 3.3: Survivorship Care Plan</strong>&lt;br&gt;The cancer committee develops and implements a process to disseminate a comprehensive care summary and follow-up plan to patients with cancer who are completing cancer treatment.</td>
<td>• cancer.org&lt;br&gt;Survivorship: During and After Treatment section&lt;br&gt;Links to various topics on cancer survivorship and survivor care plans&lt;br&gt;<a href="http://www.cancer.org/Treatment/SurvivorshipDuringandAfterTreatment/index">http://www.cancer.org/Treatment/SurvivorshipDuringandAfterTreatment/index</a>&lt;br&gt;National Cancer Survivorship Resource Center&lt;br&gt;A collaboration between the Society and the George Washington Cancer Institute funded by a 5-year cooperative agreement from the Centers for Disease Control and Prevention&lt;br&gt;<a href="http://www.cancer.org/Treatment/SurvivorshipDuringandAfterTreatment/NationalCancerSurvivorshipResourceCenter/index">http://www.cancer.org/Treatment/SurvivorshipDuringandAfterTreatment/NationalCancerSurvivorshipResourceCenter/index</a></td>
</tr>
</tbody>
</table>
6. **What is the purpose of the Patient Outcomes Standards?**

The focus of these standards is on continuous quality improvement and adherence to National Quality Forum endorsed accountability and quality improvement measures.

7. **What are the Patient Outcomes Standards and which are supported by resources available from the American Cancer Society?**

<table>
<thead>
<tr>
<th>Patient Outcome Standards</th>
<th>ACS resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard 4.1: Prevention Programs</strong></td>
<td>• cancer.org: Information for Healthcare Professionals</td>
</tr>
<tr>
<td></td>
<td><strong>American Cancer Society guidelines</strong></td>
</tr>
<tr>
<td></td>
<td>Links to complete guidelines for the early detection of a number of cancers, as well as those for cancer prevention and surveillance</td>
</tr>
<tr>
<td></td>
<td><strong>Fact Sheets</strong></td>
</tr>
<tr>
<td></td>
<td>Concise information summaries for 11 cancer sites, alcohol, tobacco use, UV exposure and nutrition.</td>
</tr>
<tr>
<td></td>
<td><strong>Cancer Presentations</strong></td>
</tr>
<tr>
<td></td>
<td>Ready-to-use Power Point presentations with speaker’s notes on risk factors, prevention, and early detection for five major cancer sites, as well as nutrition and physical activity</td>
</tr>
<tr>
<td><strong>Standard 4.2: Screening Programs</strong></td>
<td><strong>Easy Reading for Patients: Tobacco Cessation and Cancer Screening</strong></td>
</tr>
<tr>
<td></td>
<td>Easy-to-read PDFs for patients with low health literacy; available in English and other languages.</td>
</tr>
<tr>
<td><strong>Asian Pacific Islander Cancer Education Materials</strong></td>
<td><strong>ColonMD: Clinicians’ Information Source &amp; ProstateMD: Clinicians’ Information Source</strong></td>
</tr>
<tr>
<td></td>
<td>A search tool to find cancer information in Asian or Pacific Islander languages from credible health organizations including the ACS.</td>
</tr>
<tr>
<td><strong>Standard 4.3: Cancer Liaison Physician Responsibilities</strong></td>
<td>• Cancer Facts &amp; Figures</td>
</tr>
<tr>
<td></td>
<td>The Society’s regular updates on current cancer trends and information on symptoms, prevention, early detection, and treatment</td>
</tr>
</tbody>
</table>

**Patient Outcomes Standards supported by ACS resources**

- **Standard 4.1: Prevention Programs**
  - Each year, the cancer committee provides at least one cancer prevention program that is targeted to meet the needs of the community and should be designed to reduce the incidence of a specific cancer type. The prevention program is consistent with evidence-based national guidelines for cancer prevention.

- **Standard 4.2: Screening Programs**
  - Each year, the cancer committee provides at least one cancer screening program that is targeted to decreasing the number of patients with late-stage disease. The screening program is based on community needs and is consistent with evidence-based national guidelines and evidenced based interventions. A process is developed to follow up on all positive findings.

- **Standard 4.3: Cancer Liaison Physician Responsibilities**
  - A Cancer Liaison Physician (CLP) serves in a leadership role within the cancer program and is responsible for evaluating, interpreting, and reporting the program’s performance using the National Cancer Data Base (NCDB) data.

- **American Cancer Society Resources**
  - Lists and links to additional ACS resources available to CLPs, including:
    - **ACS-CoC Collaborative Action Plan:** Documents opportunities for ACS collaboration with CoC-accredited programs
    - **ACS Cancer Committee Reporting Template:** A worksheet documenting collaborative activities for the cancer committee.
8. How has the role of the Cancer Liaison Physician been expanded by Standard 4.3?

This new standard enhances the role of the Cancer Liaison Physician (CLP) by expanding their responsibilities to include evaluating, interpreting, and reporting the program's performance using available National Cancer Data Base (NCDB) data. As a secondary role, CLPs will report on CoC activities and serve as the liaison for the cancer program with ACS. Examples of liaison activities include providing ACS representatives with introductions to cancer committee members, inviting ACS representatives to join the cancer committee or attend meetings, and offering guidance on opportunities for ACS to support the cancer program and its implementation of the new Patient Outcomes Standards.

9. How can ACS support Cancer Liaison Physicians?

ACS staff should provide Cancer Liaison Physicians (CLPs) with information on ACS offerings and work with the CLP and/or other members of the cancer committee to establish a collaborative action plan which documents ACS offerings that support CoC Standards. ACS staff should provide CLPs and members of the cancer committees with regular ACS updates and information at cancer committee meetings.

10. Has the role of the Cancer Committee been changed or impacted by the new standards?

Yes. The new standards stress the committee's role in all cancer program activities and place more emphasis on goal setting, program monitoring, assessment, and improvement in all areas of program activity. Coordinator roles and responsibilities have been expanded:

- i. Cancer Conference Coordinator
- ii. Quality Improvement Coordinator
- iii. Cancer Registry Quality Coordinator
- iv. Community Outreach Coordinator
- v. Clinical Research Coordinator
- vi. Psychosocial Services Coordinator

11. When will cancer programs be surveyed under the new standards?

CoC programs surveyed in 2012 will need to demonstrate compliance with the 2004 standards for the years of 2009, 2010, and 2011. A major portion of the 2012 survey will be focused on discussion of the new standards and how programs are preparing for or beginning implementation.

The first year a CoC program will be evaluated under the new standards will be in 2013, at which time their program evaluation will include review of 2010 and 2011 activity under the old standards, and 2012 activity under the new standards.

12. What resources will be available from the CoC to support the new standards?

The CoC strives to meet the education needs of all members of the cancer care team, as well as organizational administrators and executives. The following resources are available to CoC-accredited programs and ACS staff.

CAnswer Forum: The CAnswer Forum is a free on-line bulletin board and database to assist CoC-accredited cancer programs in interpreting the program standards. Questions submitted will be answered either by CoC staff members or peer constituents from CoC-accredited programs. In addition, answers to previously asked questions are posted for immediate viewing. Available at: [http://cancerbulletin.facs.org/forums/](http://cancerbulletin.facs.org/forums/)

Online Education Portal: Offers a variety of fee-based, educational webinars and other learning materials suitable for all members of the cancer care team. Available at: [http://eo2.commpartners.com/users/acs/index.php](http://eo2.commpartners.com/users/acs/index.php)

Webinar Series: All Webinar topics have a full description page which lists the target audience and the educational credit available. Webinars are available live and on-demand with streaming audio.

Video Vignettes: Brief video presentations that offer strategies, resources, and best practices to assist programs in meeting the new 2012 standards. Available in mid-2012.

CoC Best Practices Repository: Web page with tools and resources developed by the CoC, CoC-accredited programs, and CoC member organizations to help programs implement and meet the new standards. The CoC encourages people to submit best practices through the e-mail link that is available at: [www.socialtext.net/cancer_standards/coc_best_practices_repository](http://www.socialtext.net/cancer_standards/coc_best_practices_repository)
13. Where can I get a copy of the Cancer Program Standards manual?


Hard copies of the manual are available for $50.00 via the Publications and Services Catalog at: https://web4.facs.org/ebusiness/ProductCatalog/product.aspx?ID=501

16. Who do I contact if I have questions about the new standards?

ACS staff should direct questions to their supervisor or Division CoC Relationship Manager. CoC-accredited program members can direct questions to the CAnswer Forum at cancerbulletin.facs.org/forums/