

# West Carleton Family Health Team Clinic and Community Newsletter

December 2017 Issue

## HERE IS WHAT'S INCLUDED IN THIS MONTH'S UPDATE:

1. Clinic Update
2. Office Closures
3. New Health Resources
4. Food Drive in Support of the West Carleton Food Access Centre
5. Carp Rural Walking Club
6. WCFHT Workshop – Feeding Your Baby Solid Foods
7. Better Strength, Better Balance Registration
8. WOCRC Counselling Services
9. Well Water Drop-Off Locations in West Carleton
10. Snow Removal Support
11. West Carleton Arts Society Christmas Event

## A BRIEF UPDATE FOR OUR VALUED PATIENTS

Over the past several months you may have noticed increased promotions of clinic and community news and events on our social media, waiting room display and this, now monthly e-newsletter update. I'd like to take a brief moment to tell you why we do what we do (hint: it's all for you)!

Our goal at the West Carleton Family Health Team is to deliver the highest quality of primary and preventative health care for our patients by providing information and services that promote health and prevent disease. While our staff work to take good care of you while visiting our facility, you may not know we also work very hard to support your health while you are at home. We do this by providing information and tools to help you manage and promote your health while you are not in our care. After all, you are the most important part of your healthcare team and we are here to support you!

**Newsletter and Social Media** - Each month we send out this e-newsletter that features clinic and community news and events to highlight some of the great organizations in the community that support you in maintaining good health. There are many great programs, workshops, resources, and events happening in and around West Carleton that support your health, and we'd like you to know about them. You can also follow us on **Facebook** ([@WestCarletonFHT](#)) and **Twitter** ([@WestCarletonFHT](#)) for updates on clinic and community programs and events as well as up to date information on local health advisories. Join our growing online community!

**Patient Health Portal** - Our Patient Health Portal was developed for you, our patient, to deliver health information. The portal is a user-friendly, innovative and secure communications platform that allows patients to: message their provider, get blood work results, view upcoming appointments, book certain appointments, check immunization records, and more! The portal is offered free of charge to all WCFHT patients!

### Portal Feature: Obstetrical Appointments

Patients receiving prenatal care from our doctors can now book obstetrical appointments ONLINE via our Patient Health Portal. This is a new feature that has been added to help you save time and make your appointment booking experience more efficient.

Note: you must make your first major and first minor obstetrical appointments over the phone. After that, all registered portal users will be able to schedule their follow-up appointments online!



If you're not already using the portal, register today! <https://portal.wcfht.ca/>

**Workshops and Events** - We offer free workshops at our clinic, some in partnership with community organizations, to further support your health and enhance the services you receive in clinic. This past year we offered a variety of workshops, including: Chronic Pain Management (in partnership with Living Healthy Champlain), Stress Management (in partnership with the Ottawa Heart Institute, offered by our Social Worker, Andrea and Registered Nurse, Kate), and for our new parents, our Registered Dietitian, Deidra ran workshops on feeding your baby from 6-12 months. Please continue to read our newsletter for updates on future workshops as we plan to offer new sessions and topics starting next Spring!

In the new year you can also look forward to a new website that will contain a wealth of health information along with community programs and services that promote health. We are also looking to provide new services and group workshops to continue to serve the adapting needs of our patient population.

We thank you for choosing us as your primary health care provider and for working with us to promote the maintenance of good health in our clinic and community. All of here at the West Carleton Family Health Team wish you a fantastic holiday season with family and friends. Have a happy and healthy holiday season and a wonderful start to your new year.

Best Wishes,

*Your West Carleton Family Health Team*

### **OFFICE CLOSURES – HOLIDAY SEASON**

Reminder: The clinic will be CLOSED on the following dates (no urgent care clinic):

Monday, December 25<sup>th</sup>  
Tuesday, December 26<sup>th</sup>  
Monday, January 1<sup>st</sup>

The Urgent Care Clinic (WCFHT patients only) will be open as follows:

Saturday, December 23: 10 am – 1 pm  
Sunday, December 24: 10 am – 1pm  
Saturday, December 30: 10 am – 1 pm  
Sunday, December 31: 10 am – 1pm

9-1-1 for emergencies

Telehealth Advisory Service: 1-866-553-7205  
(WCFHT patients only)

On-Call Physician: 613-769-1286 (WCFHT patients only - urgent medical conditions requiring a physician only)

### **NEW WEBSITES LAUNCHED LAST MONTH**

The **Ontario Centre of Excellence for Child and Youth Mental Health** launched a new site called [Walking the talk](#). It is a toolkit for engaging youth in mental health by learning skills and working on issues they're passionate about to contribute to social change. You'll find benefits of youth engagement for youth, adults, agencies, and communities, and tools to help you take action in promoting mental health.

The **Canadian Centre for Occupational Health and Safety** launched a new website providing tips on how to minimize flu and infectious disease outbreaks in your home, community and workplace (tips for employers and workers). Visit the [Flu and Infectious Disease Outbreaks](#) site to help you plan, prepare, prevent and protect from the spread of infectious disease.

### **FOOD DRIVE IN SUPPORT OF THE WEST CARLETON FOOD ACCESS CENTRE**

For the first two weeks of December we will be accepting items to support our local food bank, the West Carleton Food Access Centre (WCFAC). If you would like to contribute food items, drop them off in the designated box in our waiting room before December 15<sup>th</sup>.



For more information on the WCFAC or to learn how you can make a cash donation, check out the community spotlight feature in our [November Newsletter](#).

### **CARP RURAL WALKING CLUB**

Join the Carp Rural Walking Club for their last 3 group walking sessions of the year. This is a free drop-in program where the group meets weekly at the Carp Branch of the Ottawa Public Library to walk 2-5 km (weather permitting). All walking levels are welcome!

For information, call: 613-580-2940 or visit: <https://bibliooottawalibrary.ca/en/event/carp-rural-walking-club>

## WCFHT WORKSHOP – FEEDING YOUR BABY FROM 6-12 MONTHS



Join WCFHT's Registered Dietitian in this workshop that helps parents learn when, what and how to start feeding your baby solid foods from 6 months to 1 year. You'll take home

handouts, recipes, and watch a food demonstration on how to easily make homemade food for your baby! Workshop is facilitated by Deidra Chipman, RD.

**Wednesday, December 6, 2017, 10:00 – 11:30 a.m.  
West Carleton FHT, 119 Langstaff Drive, Carp, ON**

The following session is scheduled for January 17, 2018, 10:00 – 11:30 a.m.

Please note: it is ideal to take this course when your baby is 4-9 months, but other ages welcome. Babies are welcome to attend!

For more information or to register, contact Deidra, 613-839-3271 x109 or email [deidra@wcfht.ca](mailto:deidra@wcfht.ca)



## BETTER STRENGTH, BETTER BALANCE REGISTRATION OPENS

Better Strength, Better Balance is a fall prevention exercise and education program for people aged 65+. It is a beginner level program for those wishing to improve their strength and balance. Strong muscles, strong bones and better balance will make you more mobile and less likely to fall. First time and returning participants can now register for the next session. Program runs from January 8 to March 9, 2018 at various locations.

To register or for more information, please call Ottawa Public Health at 613-580-6744 (TTY: 613-580-9656).

<http://www.ottawapublichealth.ca/en/public-health-topics/better-strength--better-balance--exercise-program.aspx>

## WOCRC COUNSELLING SERVICES

The Western Ottawa Community Resource Centre provides short-term [counselling support](#), information, referrals and practical assistance to community members. Whether you are coping with a stressful situation, looking for coping techniques, support or enquiring about community services and resources, you are welcome to come. Counsellors can assist with practical supports such as providing information about energy assistance programs, Essential Health & Social Services, Ontario Works, Ontario Disability Support Program, housing and shelters etc.

For more information or to schedule an appointment, call 613-591-3686 and ask to speak to a counsellor.

## WELL WATER SAMPLE DROP-OFF LOCATIONS IN WEST CARLETON

West Carleton residents now have five drop-off points in the community for well water samples. Ottawa Public Health provides a well water testing service for free for those living with residential well water systems. Residents can drop off their water samples and pick up new sample bottles for future testing. Recently the city has extended the number of locations and times where water samples can be dropped off.

The five drop-off locations and times are:

The Carp branch of the Ottawa Public Library on Carp Road adjacent to the Diefenbunker from 10 a.m. to 8:30 p.m.

Darvesh Grocery in Kinburn from 7 a.m. to 8 p.m.

Dunrobin Meat and Grocery on Dunrobin Road from 7 a.m. to 8 p.m.

Lighthouse Restaurant on Bayview Drive in Constance Bay from 7 a.m. to 9:30 p.m.

West Carleton Client Service Centre at the corner of Carp Road and Kinburn Road between Kinburn and Woodlawn from 8:30 a.m. to 4:30 p.m.

## SNOW REMOVAL SUPPORT – WESTERN OTTAWA COMMUNITY RESOURCE CENTRE

The City of Ottawa has [two programs](#) to help low income seniors or persons with a disability. The two programs are as follows:



**The Snow Go Program** provides a matching service for seniors and people with disabilities looking to hire an individual or contractor to clear snow from private driveways and walkways. Residents who participate in this program are responsible for paying the individual or contractor removing the snow.

**The Snow Go Assist Program** provides financial assistance to eligible low-income seniors or persons with disabilities looking to hire an individual or contractor to clear snow from private driveways and walkways. Approved participants may be reimbursed for 50% of the cost of snow clearing per event, up to a seasonal maximum of \$250. Rural applicants who have excessively high cost of snow removal, as defined by staff, are eligible up to 50% of the cost of snow clearing for their private driveways and walkways per event, up to a maximum of \$250 per term.

For more information, contact: Dee Machum at [machum@wocrc.ca](mailto:machum@wocrc.ca) or 613-591-3686 ext 315

## WEST CARLETON ARTS SOCIETY CHRISTMAS EVENT

The West Carleton Arts Society (the group who hangs art at the WCFHT) is hosting their annual Christmas sale December 1-3 at the same time as the Christmas Farmer's Market. Don't forget to walk down the street to St. Paul's Church and see what's available for your Christmas shopping. We will be located on the lower level to the left as you enter.

Friday, December 1<sup>st</sup> from 2:00 – 6:00 pm  
Saturday December 2<sup>nd</sup> from 9:00 am – 3:00 pm  
Sunday December 3<sup>rd</sup> from noon – 3:00 pm

St. Paul's United Church, 3760 Carp Road

Questions? Visit the organizer's [website](#)

Thank you for reading the December update! If you have any questions or comments about **clinic** events or are organizing your own (free) community health promotions event, please feel free to contact Talia Ignacy at [taliai@wcfht.ca](mailto:taliai@wcfht.ca)

Follow us on **Facebook** ([@WestCarletonFHT](#)) and **Twitter** ([@WestCarletonFHT](#)) for updates on clinic and community programs and events as well as up to date information on local health advisories.

