

WEST CARLETON FAMILY HEALTH TEAM CLINIC AND COMMUNITY NEWSLETTER

May 2019 Issue

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

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2. Stress Management Resources
3. Office Closures – Victoria Day
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6. Savvy Seconds – Local FREE Clothing Shop
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REMINDER: ID REQUIRED WHEN PICKING UP ITEMS FROM WCFHT

This is a reminder of our policy regarding collection of items from reception. To maintain patient privacy, we require photo ID to release any documents containing patient information (Eg. completed medical forms, results, immunization records, FOBT kits etc.).

If another person is presenting on behalf of the patient, we require that there be a completed privacy directive on file, signed by the patient. Please call ahead if another person is coming to pick up an item on your behalf. Privacy forms can be printed from our website: <http://www.wcfht.ca/patient-information/forms/>

STRESS MANAGEMENT RESOURCES

At one time or another, we all face stress in our lives. Not only does stress affect our thoughts and feelings, it can also have negative impacts on our behaviour and our health. For instance, stress can impact our sleep, result in increased anger, social withdrawal or cause us to engage in damaging behaviour such as increased drug/alcohol/tobacco use, excess caffeine, or unhealthy eating habits (over-eating, under-eating or poor food choices). Sources of stress vary from one individual to another but commonly involve work/school, health concerns (your own, or of a loved one), financial issues, and family.

Being able to recognize common stress symptoms can help our ability to catch them early and begin to manage them. Some common signs and symptoms of stress include:

Headache	Upset stomach	Lack of motivation
Muscle tension	Problems sleeping	Feeling overwhelmed/irritable
Anxiety/worry	Fatigue	Feeling sad/depressed

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Portal Feature: Obstetrical Appointments

Patients receiving prenatal care from our doctors can book obstetrical appointments ONLINE via our Patient Health Portal. This feature has been added to save you 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!

Registering on the portal is easy. You just need your Ontario Health Card number and your date of birth. To login or begin this simple registration process, visit: <https://portal.wcfht.ca/>

STRESS MANAGEMENT

Some strategies that may help to manage stress include: getting plenty of sleep; regular exercise; eating a healthy, balanced diet; avoiding tobacco, excess caffeine and alcohol; learning relaxation techniques, meditation and mindfulness; and seeking help at the earliest signs of stress.

Services are available both at the West Carleton Family Health Team and in the community.

Extended Health Plan and/or Employee

Benefits: Check to see if your employer offers health benefits for counselling/psychological services or resources that assist employees with stress management. Some organizations, including the Government of Canada, offer an Employee Assistance Program (EAP). An EAP service generally offers employees confidential, in-person and online counseling along with online resources. You can find out if your employer offers an EAP service by asking your manager, Human Resources Department, Union, or Health and Safety Representative.

Note: Government of Canada employees with access to the EAP service can call the 24-hour Crisis and Referral Centre at 1-800-268-7708 (or 1-800-567-5803 for persons with hearing impairment) for support and assistance.

Counselling is available for clients of the WCFHT to support with stress management, including caregiver stress. Please talk to your healthcare provider if you would like to be referred to a mental health counsellor. Twice a year we offer a 5-week interactive group workshop that teaches a variety of techniques to better manage stress and reduce its impact on your health.

Ottawa residents can access the following community mental health resources:

Distress Centre: Calls answered 24/7 at 613-238-3311

Tel-Aide Outaouais French-language mental health telephone support 24/7. Ottawa residents: 613-741-6433 and Gatineau residents can contact 819-775-3223.

Kids Help Phone (1-800-668-6868) provides confidential 24/7 phone and web-counselling for children ages 20 and under.

Youth Services Bureau (YSB) provides youth and family counselling, crisis support, a 24/7 crisis line at 613-260-2360, walk-in counselling and an online crisis chat service for youth at chat.yzb.ca

The Walk-In Counselling Clinics provide free, confidential single-session counselling sessions throughout Ottawa.

211.ca connects callers to community, social, government and health service information in Ottawa 24/7. The service is free, confidential and multilingual.

The following Family Service Agencies provide counselling services with a sliding fee scale geared to income and family size. All services are nondenominational.

Family Services Ottawa (613-725-3601)
Jewish Family Services (613-722-2225)
CFS Ottawa (613-233-8478)

OFFICE CLOSURES – VICTORIA DAY

The clinic will be CLOSED on Monday, May 20th (no urgent care clinic). We will be back to our regular hours on Tuesday, May 21st (8 am – 8 pm).

The urgent care clinic (WCFHT patients only) will be open as follows:

Saturday, May 18: 10 am – 1 pm

Sunday, May 19: 10 am – 1pm

9-1-1 for emergencies

Telehealth Advisory Service: 1-866-553-7205

Have a happy and healthy long weekend!

CAREGIVER SUPPORT GROUPS IN WEST CARLETON

Western Ottawa Community Resource Centre offers monthly Caregiver Support Groups in both Carp and Fitzroy Harbour. Respite care will be available on-site at both locations for those who require it. Refreshments and a light snack will be served.

Carp

Friday, May 17, 10:00 am – 12:00 pm

St. James Anglican Church, 3774 Carp Road.

Fitzroy Harbour

Tuesday, May 7, 10:00 am – 12:00 pm

Bethel St. Andrews United Church, 184 Jack Loughed Way

Register in advance with CSS by calling 613-591-3686 ext. 333 or by emailing css@wocrc.ca

WCFHT WORKSHOP – INTRODUCING SOLIDS



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. Workshop is facilitated by Courtney Fowler, RD.

Tuesday, June 4, 10:00 – 11:30 a.m.
West Carleton FHT, 119 Langstaff Drive, Carp, ON

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 Courtney, 613-839-3271 x109 or email cfowler@wcfht.ca

SAVVY SECONDS – LOCAL, FREE CLOTHING

Savvy Seconds is a free clothing venue that serves families in West Carleton. They provide gently used clothing, shoes, outerwear, workwear (including office wear and scrubs), and accessories. The service is completely free of charge and confidential. With inventory constantly changing, there's a variety of options for the entire family.

Savvy Seconds is holding pop-up shops in Constance Bay on the following dates:

Monday, May 6 & Thursday, May 9, 9 am – 12 pm
262 Len Purcell Drive, Woodlawn

You can also visit the shop at the Kinburn Client Service Centre at 5670 Carp Road. Hours are: Mondays, Wednesdays, and Fridays: 2:00 - 4:00 pm, and by private appointment.

OASIS IN KANATA INFORMATION SESSION – DIALECTICAL BEHAVIOUR THERAPY (DBT)

The Oasis in Kanata is a community outreach program of Glen Cairn United Church that offers information, education, and support for caregivers of people with mental illness. The topic of the next information session is ***Dialectical Behaviour Therapy (DBT)***. DBT is a therapeutic treatment for those diagnosed with Borderline Personality Disorder and other mental health illnesses. Family members learning DBT skills can support successful outcomes for their loved ones and also improve relationship and family health. Marian Meade RN, BScN, and Karen Hanna, Vice-

President, Ottawa Network for Borderline Personality Disorder (ON-BPD) will discuss DBT and provide practical skills for caregivers. This session is free and open to all.

Monday, May 13, 7:00 p.m.
Glen Cairn United Church, 140 Abbeyhill Dr., Kanata

For more information, visit:
<https://theoasiskanata.ca/events-calendar-2/>

CARP HEALTH ACCESS – THE HIGHS & LOWS OF CANNABIS

Carp Health Access is thrilled to present the next event in their Community Education Series, *The Highs & Lows of Cannabis*. Attendance is free but seats are limited. Registration is required to attend. Event open to those 19+ years.

Saturday, May 25, 10:30 a.m. – 12:30 p.m.
WC Amateur Sports Club, 3832 Carp Rd, Carp, ON

For more information or to register, visit:
bit.ly/chacannabis

WEST CARLETON SUSTAINABILITY PLAN – COMMUNITY DISCUSSION

The Ottawa Biosphere Eco-City (OBEC) is developing a community sustainability plan for West Carleton. It will bring together ideas on 10 themes such as: food security, health, habitat, energy, waste, recreation, and transportation. The OBEC is inviting West Carleton residents to attend a community discussion on:

Tuesday, May 14, 7:00 – 8:30 p.m.
WC Community Complex, 5670 Carp Road, Kinburn

For more information on the sustainability themes, or to register your attendance, visit: <http://obec-evbo.ca/west-carleton-community-sustainability-plan>

Thank you for reading the May 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

Follow us on **Facebook** ([@WestCarletonFHT](https://www.facebook.com/WestCarletonFHT)) and **Twitter** ([@WestCarletonFHT](https://twitter.com/WestCarletonFHT)) for updates on clinic and community programs and events as well as up to date information on local health advisories.

