

SEPTEMBER 2020

# WEST CARLETON FAMILY HEALTH TEAM

Monthly Clinic and Community Newsletter

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## Ontario 211

211 Ontario is a free telephone helpline and website that provides information on over 60,000 community and government social services and programs.

They provide help for people experiencing illness, newcomers to Canada not knowing where to turn for help, support for people experiencing mental distress, hunger, unemployment, or just general information on recreation, older adult programs, youth centres, libraries and more.

They are continuing to answer calls 24/7 during the pandemic. Call 2-1-1 or visit their website for their comprehensive resource database.

## Return to School - Resources for Families

With the start of September comes the return to school for many students, whether in person or online. The following resources provide information and tips for families to help ease the transition this September.

[Ottawa Public Health Resource page](#)

[CHEO's Back to School Tips for Parents and Caregivers](#)

[Guide: Helping Your Family Prepare for Return to School During a Pandemic](#)



## Returning to Work?

The Canadian Mental Health Association (CMHA) has created a toolkit to support employees and employers in navigating and planning a psychologically-safe return to the workplace.

[To view toolkit, click here.](#)



## WCFHT Outdoor Injection Clinic - CFPC Online Journal

We are pleased to announce an article about our outdoor injection clinic has been featured in The College of Family Physicians of Canada - CFPC online journal. We are very proud of the staff involved in planning and implementing this adaptive process which has allowed us to continue safely offering care to our patients during the pandemic. Congratulations, Dr. Ferguson and Registered Nurse Julie!

To view article, visit:

<https://www.cfp.ca/news/2020/07/14/07-14>

## Healthy Growth and Development During COVID-19: Services for Parents in Ottawa

Ottawa Public Health has implemented innovative services for parenting in Ottawa. Services include:

### Virtual Prenatal Classes

Patients more than 5 months gestation can register for classes. Themes include: birth basics, breastfeeding basics, and baby basics. To register, contact the Ottawa Public Health Information Centre (OPHIC): Monday to Friday, from 9:00 am to 4:00 pm at 613-580-6744 or 613-727-3687

### Baby Help Line

To offset the suspension of the in-person Parenting-in-Ottawa drop-ins, Ottawa Public Health has increased telephone support for parents of children up to 1 year of age. A public health nurse is available to answer questions on the Baby Help line, from 9:00 to 15:00, 7 days a week at 613-580-2424, ext. 23774. Parents can call the Baby Help Line to be assessed and, as needed, booked with a public health nurse for an in-person appointment.

### Video Series for new and soon-to-be parents

For more information, [visit the Parenting in Ottawa website.](#)





## Ontario Health Promotion Workshops

The following workshops are hosted online, meaning you can participate from home. The workshops are highly interactive and free to join - without a referral. You will be able to see and interact with your facilitators and the other members of your group. You can choose whether or not to be seen on camera. After registering you will receive instructions on how to join.

### **Living a Healthy Life with Chronic Conditions**

A six week workshop for anyone with a chronic health condition as well as their family members and/or caregivers. This could include diabetes, heart disease, arthritis, lung disease, and other chronic health issues.

### **Living a Healthy Life with Chronic Pain**

A six week workshop for anyone suffering from pain which could include but is not limited to: low back pain, pain from motor vehicle accidents, arthritis, and fibromyalgia.

### **Powerful Tools for Caregivers**

This six week workshop provides caregivers with tools and strategies to better handle the unique challenges they face. Caregivers will develop tools to reduce personal stress, change negative self-talk, communicate their needs, deal with difficult feelings, and make tough caregiving decisions.

For more information and list of upcoming workshops, [visit their website.](#)

## Patient Portal

WEST CARLETON FAMILY HEALTH TEAM

We are encouraging patients to avoid non-urgent clinic visits and where possible, communicate with us via the WCFHT Patient Portal. Through the Portal, you can send questions or concerns about a medication or medical issue and a doctor or nurse will typically respond within three business days. Patients can also request medication renewals, view lab results, submit blood pressure readings, view upcoming appointments and print immunization records online. All patients of the WCFHT are encouraged to register.

Please note: While online messaging and medication renewals through the portal are more convenient, it is not necessarily quicker than processing requests over the phone. Please allow 3 business days for us to process your request before following up with the clinic. Thank you for your cooperation.

For information about the Portal: [click here](#). To register: [click here](#). At the main page, select "Login" then "New User? Create Account." You will need to enter your OHIP card (health card number).

To login/register, visit: <https://portal.wcfht.ca/>





## Ontario Caregiver Peer Support Group

If you are feeling anxious or overwhelmed by the responsibilities of caregiving, particularly during the pandemic, you are not alone. Connect with others in a peer support group and share your experience, challenges and solutions with another caregiver today.

<https://ontariocaregiver.ca/peer-support/>



## Ottawa Public Health Catch-Up Immunization Clinics for Students

Ottawa Public Health (OPH) is holding catch-up clinics, by appointment, for students who missed their shots at school. To book an appointment or if you have any questions about your child's vaccination, please call OPH at 613-580-6744.

[For more information, click here.](#)

## Carp Fitness Park: Opening Ceremony

CARP HEALTH ACCESS

After almost 3 years of planning and fundraising, the Carp Fitness Park has been installed! Join members of Carp Health Access on Saturday, September 26 at 10:00 am (rain or shine) for the official reopening and ribbon-cutting ceremony. There will be a live equipment demonstration and a mini "tradeshow" featuring health and wellness-related businesses from the Village.

To RSVP, [click here.](#)



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

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

