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Holiday Clinic Schedule:

Our clinic will be open during the holiday season, with some reduced hours and closures. Please remember that all appointments must be pre-booked-we do not allow walk-ins.

See clinic schedule below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
21	22	23	24	25	28	27
Regular	Regular	Regular	Reduced	CLOSED	Regular	Regular
9am to 8pm	9am to 8pm	1:30-8pm	9am to 12:30pm	Stat Holiday	Urgent Care (9am to 1pm)	CLOSED
28	29	30	31	1	2	3
CLOSED	Regular	Regular	Reduced	CLOSED	Regular	Regular
Stat Holiday observed	9am to 8pm	1:30-8pm	9am to 12:30pm	Stat Holiday	Urgent Care (9am to 1pm)	CLOSED

Your Health is Important!

We hope you are staying safe and keeping well. Although the city has entered another lockdown, we want you to know that we are still here to provide healthcare and support.

Please reach out to us if you have any unaddressed health concerns. We do not know how long we will be in this pandemic, and 'saving up' health issues for when the pandemic is over can lead to worsening problems.

Many health issues can be managed virtually!

Requesting Appointments:

Have you tried our [online chat feature](#)? During normal business hours, we will provide a first response within two hours. After 6pm and outside of business hours, we will respond by noon on the next business day.

Tips for a Successful Virtual Visit



A virtual visit is a meeting with your health care provider to discuss your health issues. This meeting may take place by phone, or video. Here are some tips for getting the most out of your visit:

1. When you book the appointment, ensure that you share your preferred method of communication.
 - a. If you choose the phone, **then ensure your phone number is up to date.**
 - b. If you choose a video appointment, please make sure that you have the **appropriate technology** to join this type of visit.
You will need:
 - a web-cam enabled computer, smartphone or tablet with good quality speakers, a microphone and supported web browser
 - strong internet connection with wifi or data
 - an e-mail account

2. If your concern is urgent, you may want to book an in-person appointment instead of a virtual appointment. **If you are not sure how urgent your concern is, please ask to speak with a nurse.**

3. Make sure that you are in a **private, quiet place** to participate in the meeting (for example, the car or grocery store is not ideal).

4. **Be available for about 30 minutes before and 30 minutes after your scheduled visit time.** Similar to an in-person visit, your health care provider often has appointments with other patients that day. This sometimes makes it difficult to be exactly on-time.

5. **Be prepared** with a list of your concerns and expectations, and share them at the beginning of your visit. Like an in-person visit, **virtual appointments with your physician last about 10-15 minutes.** Appointments with allied health clinicians may range from 30-60 minutes. If you run out of time, then your provider will ask you to book another appointment.

6. As always in a teaching practice, **learners may be involved in your care.** They may participate in your virtual visit under the supervision of your main health care provider.

YOU CAN
QUIT
SMOKING!



Would you like to quit smoking?

Our family health team offers a **smoking cessation program** which supports smokers to quit successfully using the best proven treatments available.

What Should I Expect?

- Personalized counselling sessions and quit plan based on your needs.
- Ongoing support to help you quit
- Strategies to help you avoid smoking and manage stress
- How to use the right medications to help you quit.

To Register:

You can self-refer by calling 416-603-5888, ext. 3422 or register [online](#)

Keeping Busy During The Winter Season

Welcome T.O Winter Parks Plan

The City is offering new and enhanced exercise-based recreational activities in parks across locations in Toronto. Click [here](#) for details!



Indoor Activities

The City of Toronto also continues to offer free activities for all ages to enjoy in the comfort of your home. All activities are free. Click [here](#) for details!

Mental Health Resources

The pandemic has been a stressful event for individuals and communities. While it's normal to feel some stress and anxiety, there are **free resources available to help support your mental health** during this time of uncertainty.

- Click [here](#) for mental health, wellness and addiction support resources funded by the Ontario government
- Or, visit, [Wellness Together Canada](#), which provides 24/7 support, including education, e-courses and free counselling.
- [211 Ontario](#) is your primary source of information on government and community-based social services. 211 Community Navigators are available 24/7, in 150 languages. Just call 2-1-1.

Managing Mindfully this Holiday Season

The Centre for Mindfulness Studies is offering a one-hour, live, online session, focusing on how mindfulness can help during the holiday season.

When: Thursday, December 10 from 3-4pm

Cost: Pay what you can

Register [here](#)



Contact us

 Phone: 416 603 5888

 Website: twfht.ca

Location

 Bathurst Street Site: 440 Bathurst Street, 3rd Floor