



## In this newsletter:

- [Holiday Clinic Schedule](#)
- [Clinic Updates & Vaccination Information](#)
- [Crisis Resources](#)
- [Celebrating the Holidays Safely](#)
- [Research at UHN](#)
- [Additional Educational Resources](#)
- [Aerobika Device](#)

### 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 accommodate walk-ins. If you require urgent care during the holidays, please call ahead and we will accommodate you during our open hours.

See clinic schedule below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
20	21	22	23	24	25	26
Regular	Regular	Regular	Regular	Reduced	CLOSED	Reduced
9am to 8pm	9am to 8pm	1:30pm-8pm	9am to 8pm	8:30am-12pm		Urgent Care (9am-1pm)
27	28	29	30	31	1	2
CLOSED	CLOSED	Regular	Regular	Reduced	CLOSED	Reduced
Christmas Day (Observed)	Boxing Day (Observed)	1:30pm-8pm	9am to 8pm	8:30am-12pm		Urgent Care (9am-1pm) <b>Mon, Jan 3<sup>rd</sup> - CLOSED</b>

## **CLINIC UPDATES**

### **COVID-19 VACCINES**

Please visit our [website](#) for updated information on booking your COVID-19 vaccine at the Toronto Western Family Health Team-Bathurst site (440 Bathurst Street, 3<sup>rd</sup> Floor).

### **PROOF OF VACCINATION REQUIRED FOR ESSENTIAL CARE PARTNERS**

Reminder: As of October 22<sup>nd</sup>, 2021, essential care partners will need to provide proof of full COVID-19 vaccination (two doses) to enter UHN, including appointments at the TW FHT. Please visit the [TW FHT website](#) and [UHN](#) for policy details.

### **VACCINE CERTIFICATES WITH QR CODES**

As of January 4, 2022, the province will only accept vaccine certificates with QR codes.

If you haven't done so already, you can follow the steps below:

#### **How can I obtain my enhanced vaccine certificate with QR code?**

1. Click on this [link](#) and then select "download your vaccine certificate"

### **Proof of COVID-19 vaccination**

You must be fully vaccinated against COVID-19 and provide proof to access certain businesses and settings.

[Download your vaccine certificate](#)

[Book an appointment](#)

- 
2. You will be prompted to answer a few questions about your doses and where you received them.

### 3. Click "Continue"

**Get your enhanced vaccine certificate online through the provincial website.**

You will need:

- a **green photo health (OHIP) card** (you will need numbers on both sides of the card, expired cards will be accepted)
- a **modern web browser** (the website is not compatible with Internet Explorer 11 or earlier)

**Reminder:** to access certain non-essential businesses and settings, you must wait 14 days after getting your final dose (when you are considered fully vaccinated).

[Continue](#)

### 4. Scroll to the middle of the page, click on the consent box, and select "Download your enhanced vaccine certificate or book your vaccine appointment"

To book your vaccine appointment, read and accept the Terms of use below and click the button to continue.

**To download your enhanced vaccine certificate or book your vaccine appointment**

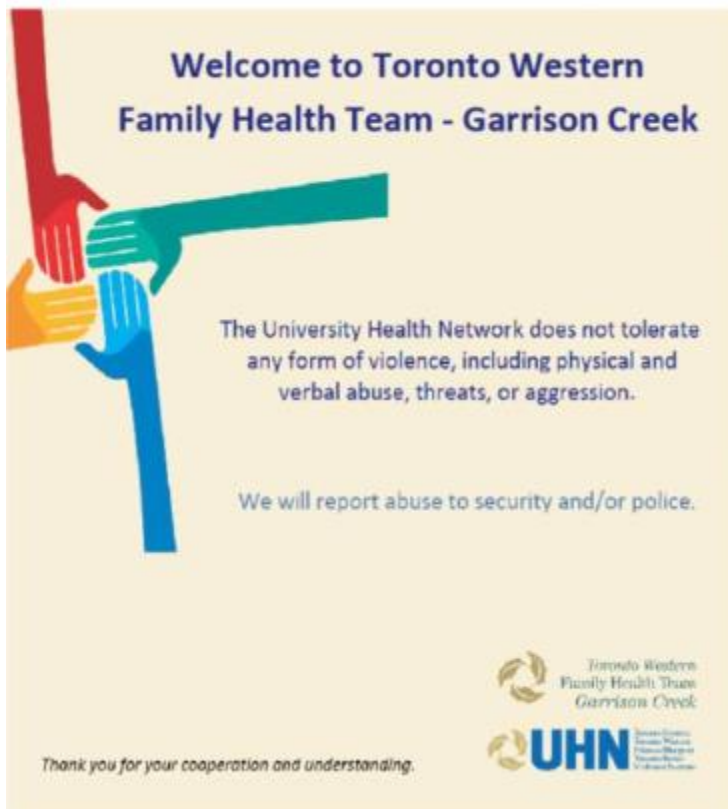
☒ I confirm that I read, understood, and accept the [full Terms of use](#).

[Download your enhanced vaccine certificate or book your vaccine appointment](#)

### 5. Lastly, you will be directed to a page to input your health card information and will then be able to download the certificate as a PDF or print it.

If you do not have a photo OHIP card or do not have access to the internet, call the provincial booking line at 1-833-943-3900.

## DISRESPECTFUL BEHAVIOR



We have had some unfortunate interactions with patients at our clinic that have involved verbal abuse, aggressive and threatening behaviours towards our staff.

A reminder that we are here to support you but will not tolerate inappropriate behaviour and that we will take action (report to police or discharge from clinic).

## CRISIS RESOURCES

If you ever find yourself in an emergency or are in crisis, please:

- Visit your local emergency department or call 911
- Call a 24/7 distress center near you:
  - Toronto Distress Centre: 416-408-4357
  - Gerstein Centre: 416-929-5200
  - Canada Suicide Prevention Service: 1-833-456-4566
  - Kids Help Phone: 1-800-668-6868

For specialized crisis services, you can call **211**



## CELEBRATING THE HOLIDAYS SAFELY

Many Ontarians will be celebrating the holidays with larger groups of people this year. We are still living with COVID-19, and the Ministry has released guidelines on celebrating safely.

The current guidelines are available [here](#). Public Health guidelines may change based on new information, and we encourage you to stay up to date with the latest information provided by [Toronto Public Health](#).

## RESEARCH AT UHN

Did you know that the UHN Department of Family And Community Medicine **conducts cutting-edge research in primary care**, often together with other leading UHN researchers?

Our amazing team of family medicine researchers conduct world-class studies in critically important areas such as:

- **innovations for virtual and remote** primary health care
- developing **treatment protocols** for patients living with **long COVID**
- discovering surprising **new links** between **health risk factors and disease** through something known as 'big data'
- **supporting culturally safe and effective community interventions** for improving health and wellness, especially for those who have difficulty accessing good healthcare

The success of these and future research projects depends on support from people like you, our patients. There are two ways you can help!

1) Donate to fund research in specific clinical areas or projects that you care about: [CLICK HERE TO FIND OUT HOW](#)

1) Offer to be contacted about studies led by our researchers that you can participate in: [CLICK HERE TO FIND OUT HOW](#)

## **HONOURING YOUR HEALTHCARE PROVIDER**

Have you ever wanted to recognize the excellent care you received from your provider at the TW FHT? Two of the most meaningful things you can do are:

- 1) Contact [UHN Patient Relations](#) to let them know about a positive care experience. It will brighten the face of your provider to receive a compliment from Patient Relations!
- 2) If you are in a position to do so, make a donation to [UHN Family Medicine](#)

## ADDITIONAL EDUCATIONAL RESOURCES



### Pregnant, breastfeeding or planning a pregnancy?

The COVID-19 vaccine is safe, effective and highly recommended to protect you from COVID-19.

**Learn more at [Ontario.ca/covidvaccinepregnancy](https://ontario.ca/covidvaccinepregnancy)**

**Questions?** Call the Provincial Vaccine Contact Centre to speak to an experienced agent or health specialist at **1-833-943-3900** (TTY: 1-866-797-0007).





## COVID-19 Vaccine Consult Service

**Available to children, youth and their families across Ontario**

The SickKids COVID-19 Vaccine Consult Service is a by-appointment phone service that provides a safe, judgement-free space to have an open conversation about the COVID-19 vaccine for children and youth.

Over the phone interpretation is available for free in many languages.

If you have questions about the COVID-19 vaccine for children and youth, the answers are one phone call away.

### **Make a booking to:**

- Talk to a knowledgeable SickKids clinician
- Have a confidential phone appointment
- Make an informed decision

Visit [sickkids.ca/vaccineconsult](https://sickkids.ca/vaccineconsult) to make a booking  
If you need assistance booking an appointment, please call 437-881-3505

**Over the phone interpretation is available for free in many languages.**

L'interprétation par téléphone est disponible gratuitement dans beaucoup de langues.

免費提供多種語言電話口譯。

免費提供多種語言電話翻譯。

Los servicios de interpretación telefónica están disponibles en varios idiomas sin cargo.

தொலைபேசியூடான மொழிபெயர்ப்பு இலவசமாகப் பல மொழிகளில்  
கிடைக்கப்பெறுகின்றது.

سے رسیدہ تلفون کی ترجمت مفت میں ودراپ نوف



COVID-19 Vaccine  
Consult Service

SickKids



## FREE PROGRAM

# TorCH: Peer led health coaching with support to find local programs & services

Toronto Coaching in Health is designed to set participants up with strong problem solving skills to manage their health condition and everyday lives.

### You will receive:

- Weekly social check-in, encouragement, guidance, and self-management support
- Support to access local program & services to manage your health condition
- Book on Living a Healthy Life with Chronic Pain / Chronic Conditions
- Relaxation CD



This is a three month long intervention with 30 minute phone calls per week starting in January 2022.

Information and Referrals to local programs provided by **211Findhelp.**

REGISTRATION IS REQUIRED | TO REGISTER, PLEASE CONTACT



416-461-9043 x 2359



ChooseHealthTC@srhc.com

**Choose Health**

Toronto Central

Self-Management Program



Central Region



This program is an exciting partnership between the South Riverdale Community Health Center (SRHC) and Findhelp/211 Central (211).



## AEORBIKA DEVICE

### Aerobika™ Oscillating Positive Expiratory Pressure (OPEP) device

When you have **COPD**, mucus can build up in your lungs making it hard to breathe. It can also lead to chest infections.

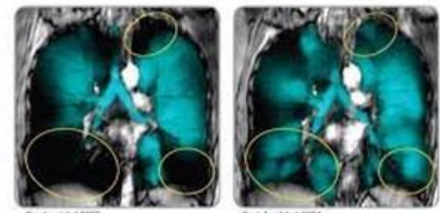
The Aerobika™ device is a drug-free, natural, easy to use handheld device that provides resistance and oscillation (vibration) during exhalation to:

- Assist with opening weak or collapsed airways
- Thin and loosen mucus enabling it to move to the larger airways of the lungs, where it can be coughed out more easily

#### **BENEFITS - when used daily**

- Reduces COPD exacerbations & need for antibiotics
- Improves lung function and airflow in and out of the lungs
- Helps inhaled medication distribution in the lungs
- Improves Quality of Life
- Cost effective addition to COPD management

No prescription needed - unless required for claim through your insurer.



Teal color and intensity show areas with gas distribution. Yellow circles represent areas of greatest change after 3 weeks of Aerobika™ OPEP device use.

**NOW AVAILABLE FOR PURCHASE THROUGH THE BATHURST TWFHT - \$70**

**Speak to your healthcare provider to see if the Aerobika™ is right for you!**

#### **Contact us**



Phone: 416 603 5888



Website: twfht.ca



#### **Location**

Garrison Creek Site: 928 St. Clair Avenue West