



Newsletter

May - June 2024

[CLICK HERE TO VIEW NEWSLETTER](#)

New Phone System

Great news! We wanted to improve access to the clinic and have launched a new call centre phone system. The system allows for better flow of calls by creating a queue so your call is answered in the order it is received. We offer live answer during the day and your voicemail will be replied to in the evenings or the morning on the next business day. A reminder that we are closed on Wednesday mornings and cannot respond to live calls. We look forward to learning about your experience and feedback on our *Patient Experience Survey*.

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Donate to the TW FHT

Together, let's make a
difference in primary
healthcare.

You have the power to make a difference!



Clinic Updates

Donate to the Toronto Western FHT

The Toronto Western Family Health Team and the Department of Family Medicine (UHN DFCM) provide comprehensive and compassionate team-based care to our patients and model excellence in academic training for the next generation of family physicians and other primary care providers.

[Click here to donate to
Family Medicine at UHN](#)

Every donation, regardless of the amount,
has the power to make a difference!

The UHN DFCM also houses world class primary care researchers, who help create the future of excellence in primary care. From conducting game changing research, to developing new health programs, to training the next generation of clinicians, we cannot do this without the support and strength of our donors.

Here are some examples of what your donor dollars can achieve:

- Support excellence in primary care research that will positively impact the care of patients
- Purchase much needed equipment that is not funded through hospital budgets
- Support innovation in the education of primary care physicians and other primary care providers

Clinic Updates: Forms

From time to time, you may require your health care provider to complete forms for you. We are pleased to assist you and have developed processes to ensure they are completed accurately and efficiently.

Here are some tips and frequently asked questions you can follow if you have forms that require completion.

How do I get my form to my health care provider?

You can submit your forms online by going to twfht.ca, clicking on your site tab ([Bathurst](#) or [Garrison Creek](#)) and then selecting the option to [submit a photo or document](#). Alternatively, you can drop the form off at our clinic reception. Please do not bring forms to a visit scheduled with your provider for another reason, as your provider will not have time to complete a form during a regular visit.

Make sure you sign the consent portion of the form before you submit it online or drop it off. If you have not completed this, we cannot complete the form and it will delay the process.

Do I need an appointment to complete the form?

Not all forms require an appointment. Your health care provider will review the form and our staff will contact you if an appointment is needed to complete the form.

How long will it take to complete a form?

Most forms can be completed in a timely fashion (1-2 weeks); however, some forms require a lengthier review. Please expect up to a 4-week turnaround time. Completing the consent portion and ensuring any payment is completed will speed up the process.

Is there a fee to complete forms?

Completion of most forms is not covered by the Ontario Health Insurance Program (OHIP), so you can expect a charge to complete a form. Sometimes, this fee will be reimbursed by your insurance provider or employer. You will be contacted to pay for this form online or can do so in person with our reception team. Please note that your form will not be released to you or submitted without payment.

Any forms that are covered by OHIP or have direct payments from insurance companies will have no extra charge to you.

Please [click here](#) to review uninsured services.

Sleep Tips

Sleep is important for both physical and mental health, improving productivity and overall quality of life. Here are some tips to help you sleep better:

1. Stick to a sleep schedule

Having consistent sleep and awake times will signal to your brain and body that it is time to sleep. This reinforces your sleep-wake cycle.

2. Keep your bed for sleep activities only

This signals to your brain and body that the bed is only for sleep (and intimacy). Try to avoid reading books or watching tv in bed. This way, when your head hits your pillow, your body knows it is time to sleep!

3. Limit daytime naps

If you sleep in the middle of the day, your body does not need to rest at bedtime and you may have a harder time falling asleep. If you need a nap keep them short and limit the nap to early afternoon.

4. Manage your worries

Finding strategies to avoid worrying in bed and manage your stress with relaxation techniques can help you fall asleep better.

5. Limit screen time before bed

Un-plug from electronics as these can cause mental stimulation and affect your ability to fall asleep.

If you are having trouble falling or staying asleep, join our 2-part Sleep Therapy workshop. Click below for online registration:

- ✓ [Sleep Therapy \(Part I\): Sleep Restriction and Stimulus Control](#)
- ✓ [Sleep Therapy \(Part II\): Cognitive Behavioural Therapy for Insomnia and Relaxation Techniques](#)

Online Resources

[MySleepWell.ca](#)

[Sleep Foundation](#)

[Sink into Sleep](#)

[Sleep on it Canada](#)

Elder Abuse

June 15 is [World Elder Abuse Awareness Day](#). The abuse of older people is a serious problem that exists all over the world but is often not reported. [Studies](#) have shown that between 8% to 10% of older adults experience some type of abuse.

What is Elder Abuse?

According to the World Health Organization, elder abuse is “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person”- [World Health Organization](#), 2022

What are the different types of elder abuse?

Financial Abuse - Occurs when a senior’s money or assets are used or managed improperly with or without the senior’s consent. For examples go to <https://eapon.ca/learn-the-facts/>

Psychological Abuse – Occurs when any verbal or non-verbal action lessens a person’s sense of identity, dignity and self-worth. For examples go to <https://eapon.ca/learn-the-facts/>

Physical Abuse – Is any act of violence or rough handling that may or may not cause physical injury but causes physical discomfort or pain. For examples go to <https://eapon.ca/learn-the-facts/>

Sexual Abuse – Any sexual behaviour directed toward an older adult without that person’s full knowledge and consent. Includes coercing an older person through force, trickery, threats or other means into unwanted sexual activity. For examples go to <https://eapon.ca/learn-the-facts/>

Neglect – Failure to meet the needs necessary for a person’s physical and mental well-being. Neglect can be intentional or unintentional due to lack of experience, information, resources or ability. For examples go to <https://eapon.ca/learn-the-facts/>

Systemic or Institutional Abuse - Rules, regulations, policies, or social practices that exist in our society but can harm or discriminate against older adults. Sometimes staff shortages can lead to systemic neglect. For examples go to <https://eapon.ca/learn-the-facts/>

Where to get help

1. Call 911 if the safety and well-being of an older adult is in immediate danger.
2. To report concerns of abuse in a long-term care or retirement home, call:
 - Long-Term Care Family Support and Action Line 1-866-434-0144
www.ontario.ca/page/long-term-care-ontario
 - Retirement Homes Regulatory Authority 1-855-ASK-RHRA | 1-855-275-7472 www.rhra.ca
3. Telephone Support Services:
 - **Seniors Safety Line** (confidential helpline available 24/7 in over 200 languages)
1-866-299-1011 | www.awhl.org/seniors
 - **Talk4Healing** (confidential helpline for Indigenous women, available 24/7 in 14 languages)
1-855-554-HEAL (4325) | www.talk4healing.com
 - **Assaulted Women's Helpline**
(confidential helpline for women available 24/7 in over 200 languages) 1-866-863-7868 | www.awhl.org
 - **Ontario Caregiver Organization Helpline** (provides information and support to caregivers to be successful in their role) 1-833-416-2273 | www.ontariocaregiver.ca/helpline



Vaping & Your Health

Vaping or the use of e-cigarettes has gained popularity especially amongst adolescents and young adults over the last several years. E-cigarettes are devices that heat a liquid into an aerosol, which a person breathes in. The aerosol produced by an e-cigarette usually has flavouring, nicotine, and other harmful and potentially harmful chemicals in it. It is also very important to know that nicotine is a highly addictive substance.

Key Points About Vaping and Your Health

- The best way to protect your health from the harms of vaping is not to vape
- Vaping can cause serious lung damage, trouble breathing, or a cough that lasts a long time or does not go away
- If you vape or used to vape, talk to your doctor or nurse practitioner if you have chest pain, trouble breathing or a cough. Go to the emergency room if your symptoms are serious and you cannot wait to talk to your doctor.
- Young people who vape may be more likely to try smoking cigarettes.
- Vaping devices with nicotine are addictive, which means it can be hard to quit vaping.
- There is not enough information on the long-term harms of vaping to know all the related health effects.



From [Ontario Health: Cancer Care Ontario](#)

What are the Health Effects of Vaping?

- **Addiction:** E-cigarettes contain nicotine, a drug that's highly addictive. You don't have to vape every day to get addicted.
- **Anxiety and depression:** Nicotine makes anxiety and depression worse. It also affects memory, concentration, self-control, and attention, especially in developing brains.
- **Becoming a smoker:** People who vape are more likely to start smoking regular **cigarettes** (tobacco) and may be more likely to develop other addictions in the future.
- **Impotence:** There is some evidence that vaping can cause sexual dysfunction in men.
- **Sleep problems**
- **Exposure to cancer-causing chemicals**
- **Chronic bronchitis**
- **Lung damage** that can be life-threatening

From [Kids Health](#)

If you need help reducing or quitting vaping, talk to your primary health care provider about options and ask about our **Smoking Cessation Program**. You can also self-refer [online here](#).

Parents looking to help their teens with vaping, [click here](#).

TALKING WITH YOUR TEEN ABOUT VAPING

A TIP SHEET FOR PARENTS

BEFORE THE TALK: GET THE FACTS

Vaping has risks

- > Vaping can increase one's exposure to chemicals that can potentially harm your health.
- > Vaping can lead to physical dependence and/or addiction.
- > Vaping can increase coughing, wheezing and asthma exacerbations in teens.
- > The long-term health consequences of vaping are unknown.

Although not all vaping products contain nicotine, the majority of them do, and the level of nicotine can vary. A vaping product can deliver more or less nicotine than a cigarette.

Quitting vaping can be challenging once one has developed a physical dependence and/or an addiction to nicotine. Nicotine withdrawal symptoms can be unpleasant.

Vaping nicotine can interfere with healthy brain development until the mid-20s.

Even if a vaping product does not contain nicotine, there is still a risk of being exposed to other potentially harmful chemicals.

Risks of nicotine

Nicotine is a highly addictive chemical. Youth are especially susceptible to its negative health effects, as it can interfere with healthy teen brain development and can affect memory and concentration. It can also lead to physical dependence and/or addiction. Youth may become dependent on nicotine with lower levels of exposure than adults.

How it Works: From liquid to aerosol

- 1 Vaping liquid, which contains chemicals, is heated to become an aerosol
- 2 The aerosol is inhaled through the mouth and lungs where it is absorbed into the bloodstream
- 3 The remaining aerosol is exhaled

Health Canada Santé Canada

Canadian Paediatric Society

UHN Masking Updates

As of May 1, 2024, **UHN has adjusted its Masking Policy**

- You no longer need to wear a mask in most areas at UHN
- If you want to wear a mask at any location at UHN you are welcome to do so.
- Tell your provider if you would like them to wear a mask during your care.
- You may be requested to wear a mask at reception based on the results of screening questions

For more information, visit [Masking at UHN](#)



The image shows a blue and white informational sign for UHN. At the top left is the UHN logo with the text "Canada's #1 Hospital". The main heading reads "UHN is a mask-friendly environment". Below this is a graphic of a teal surgical mask. A white curved banner at the bottom contains the text: "Masks are required in high-risk areas. Those areas have Mask Required signage. Thank you for your cooperation."

Upcoming Health Education Workshops



Toronto Western
Family Health Team

Garrison Creek
Bathurst

TW Family Health Team **May 2024 Health Education** FREE workshops & easy online registration

May

14

1:30 pm

Learning Technology - TW FHT Tech Tips

Do you want to learn simple technology skills related to myUHN patient portal and the Toronto Western Family Health Team health education workshops? Do you want to learn how you can access free materials and resources you need to make informed health decisions? Then join us for our **in-person** technology tips workshop.

Presented by Natalie (myUHN), Lisa & Olga (UHN Patient & Family Learning Centres, Lilly & Olivia (TW FHT). [Click here to register](#)

May

15

5:30 pm

Sleep Therapy Part I

Techniques to Improve Your Sleep: Are you having trouble sleeping, such as falling or staying asleep? This 2-part workshop is for patients and caregivers interested in learning about strategies to improve their sleep without medications.

Presented by Jadie (Pharmacist) & Laurel (Social Worker).
Online Workshop: [click here to register](#)

May

22

5:30 pm

Sleep Therapy Part II

Cognitive Behavioural Therapies for Insomnia and Relaxation Techniques: Sleep therapy includes stimulus control, sleep restriction therapy, muscle relaxation, and cognitive behavioural therapy strategies. Join us for Sleep Therapy Part II.

Presented by Jadie (Pharmacist) & Laurel (Social Worker).
Online Workshop: [click here to register](#)

May

29

6 pm

All About ADHD

An overview of ADHD (Attention-Deficit/ Hyperactivity Disorder), including signs and symptoms, historical changes, current controversies, and management strategies.

Online workshop: [click here to register](#)

Visit our website for more information and take a closer look at our Health Education Workshops Calendar

www.twfht.ca



Upcoming Health Education Workshops



Toronto Western
Family Health Team

Garrison Creek
Bathurst

TW Family Health Team **June 2024 Health Education** FREE workshops & easy online registration

June

5
12 pm

Dealing with Depression

An overview of Major Depressive Disorder including signs and symptoms, treatments and self-care strategies. Gain a better understanding of depression as a disorder and learn about treatments for depression including antidepressant medications and psychotherapy.

Presented by Dr. Hirjee (Psychiatrist),
Online workshop: [Click here to register](#)

June

10
12 pm

Gut Health 101

In this workshop, we will discuss common digestive issues and share tips for keeping your digestive system running smoothly. We will talk about how to improve your bowel movements, increase your fibre intake, and discuss gut bacteria. We will also review how your gut affects your brain and tests for food sensitivities. Plus, we will give nutrition and lifestyle tips for specific conditions.

Presented by Doreen and Sarah (Registered Dietitians)
Online workshop: [Click here to register](#)

June

12
12 pm

Learning About Mental Health Care Services in Ontario

Are you struggling with your mental health or living with someone who has mental health problems and don't know where to find help? The mental health care system in Ontario is complex and can be challenging to find what you need.

Presented by Lina (Social Worker)
Online Workshop: [click here to register](#)

Visit our website for more information and take a closer look at our Health Education Workshops Calendar

www.twfht.ca



Preventing and Managing Pressure Injuries: Working together to protect the integrity of your skin



Topics:

- Understand what Pressure Injuries are (sometimes called pressure ulcers or bed sores)
- Understand the importance food and and the ability to move can have on a Pressure Injury
- Build confidence to care for your Pressure Injury

Presenters include: Clinical Nurse Specialists (CNS), Dietitian and Occupation Therapist

Date and time:

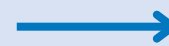
This virtual presentation will be released on YouTube on:

Thursday May 30, 2024

How to participate:

Submit your questions by Monday May 6, 2024 at:

slido.com/UHNHealthTalk or Scan the QR code



Watch this recording and past events at:

bit.ly/UHNHealthTalksPlaylist or scan the QR code using your smartphone camera or a QR code scanner app

For more information, email pfep@uhn.ca or call 416 603 6290



Contact Us

☎ Phone: 416 603 5888

🌐 Website: twfht.ca

📍 Locations:

- Bathurst Site: 440 Bathurst Street
- Garrison Creek Site: 928 St. Clair Ave West

Newsletter Feedback:



Do you have feedback about our newsletter?

Do you want to learn more about other health education topics? If so, [click here](#).



MINDFULNESS PRACTICE

A MINDFUL EXPLORATION OF BODY AND BREATH

Find a calm space and assume a comfortable position for stretching.

Begin with a deep breath, inhaling slowly.

As you gently stretch each muscle from the bottom of your feet to the top of your head. Focus on the sensation, allowing your breath to guide the movement.

Embrace the present moment, fostering gratitude for the connection between your body and breath during this mindful stretching session.