

FEBRUARY 2015

# Windsor Essex Community Health Centre Program and Services Guide



Supported by:



[www.wechc.org](http://www.wechc.org)

Main Office Hours:

Monday, Thursday 9:00 am - 6:00 pm

Tuesday, Wednesday 9:00 am - 8:00 pm

Friday 9:00 am - 5:00 pm

## Who We Are

Welcome to Windsor Essex Community Health Centre.

As a community health centre, WE CHC continuously aims to support the vulnerable population in Windsor-Essex by offering the right care at the right time close to home. The locations we operate include Teen Health (Ouellette Ave.), Street Health (Pelissier), Sandwich Community Health (College Ave.), Chronic Disease Management (Lauzon Pkwy) and offices in Leamington District Memorial Hospital. The Erie St. Clair LHIN largely funds our programs and services allowing us to offer them to our clients at no charge.

Please take note of the advertisers in this publication. Thank you to them for making it possible for us to provide this Directory to you at no cost to WE CHC. Please support these advertisers when possible.

Sincerely,

Glenn Bartlett

Executive Director

Windsor Essex Community Health Centre

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# Mission, Vision and Values

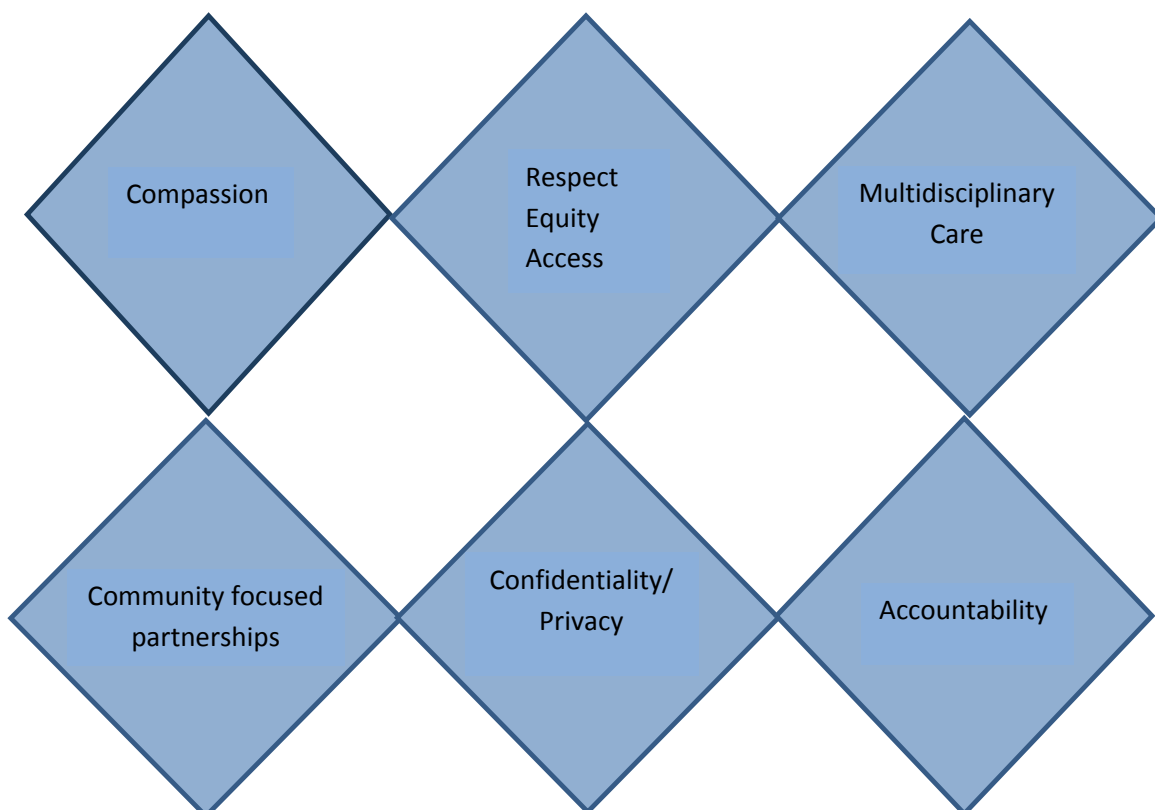
## Mission

To support the health and wellness of our vulnerable population in everything we do. Vulnerable are those in need of care and system navigation due to identified risk factors.

## Vision

We will achieve our Mission through health promotion, illness prevention and primary care using an integrated model in collaboration with community partnerships.

## Values



# WE CHC Board of Directors 2014-2015



**Kathryn Hengl,  
President**

- Appointed to the Board April 2011
- Lawyer, Rosati Construction Inc.
- Chair, Finance Committee



**Bob Fetherston**

- Appointed to the Board April 23, 2013
- Veterinarian, Town and Country Animal Clinic
- Chair, Governance Committee



**John Mowat  
Vice President**

- Appointed to the Board May 2012
- Human Resources, Training & Development Management (30 years)
- Member, Governance Committee



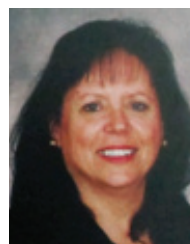
**Tracy Urquhart**

- Appointed to the Board April 23, 2013
- Human Resource Manager
- Member, Quality Utilization & Risk Committee



**Garnet Fenn, Treasurer**

- Appointed to the Board October 4, 2013
- Wide range of practical, and educational experience in Finance for-profit and not-for-profit organizations
- Member, Finance Committee



**Toni Scislawski**

- Appointed to the Board April 15, 2014
- Work Transition Specialist, Workplace Safety and Insurance Board
- Member of Finance Committee



**Janet Giffen, Secretary**

- Appointed to the Board November 2009
- Chair, Quality Utilization & Risk Committee

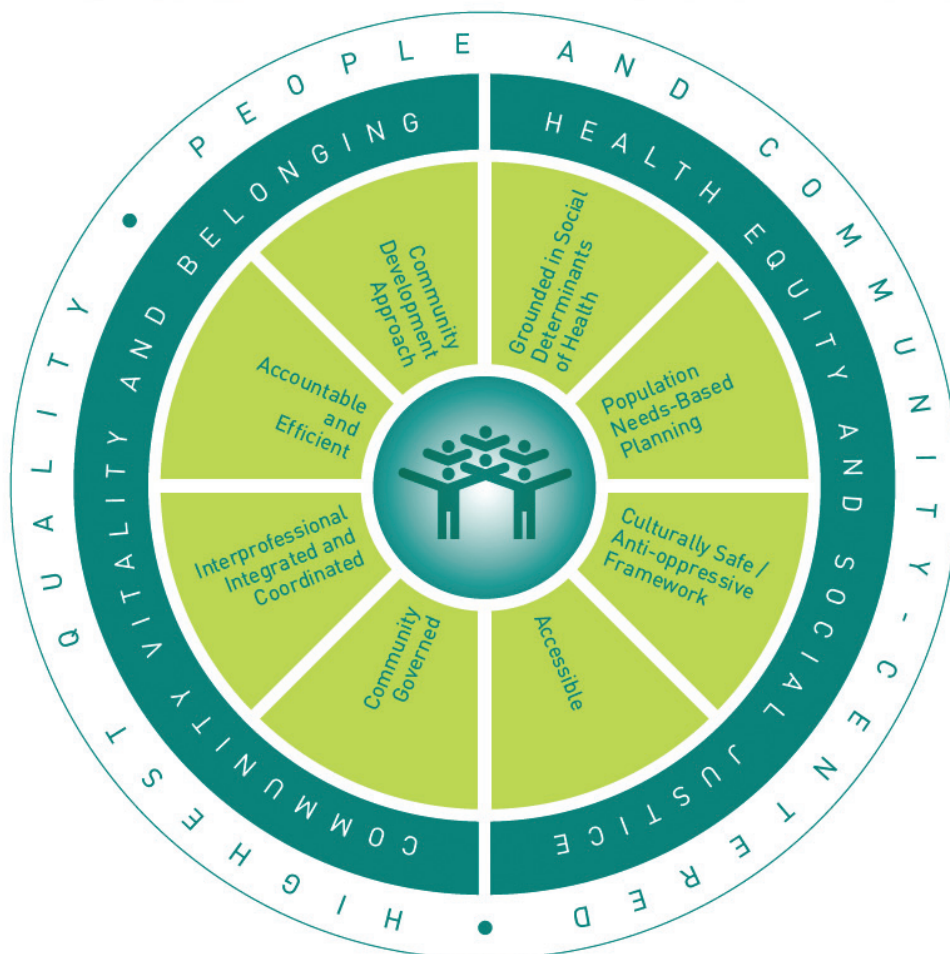
# What is a Community Health Centre?

Community Health Centres (CHCs) are community governed centres providing high quality primary care services with health promotion programs, illness prevention programs and community development initiatives.

As part of this integrated, comprehensive primary health care approach, CHCs support communities and residents to achieve health by addressing so called “social determinants of health” – factors such as income levels, access to shelter/housing, education, language/geographical barriers and other factors that are known to have a direct impact on health outcomes for individuals, families and communities.

CHCs partner with other local agencies within the health sector and other sectors such as education, housing and justice to address the bigger picture of health.

At WE CHC we implement quality initiatives to ensure we are meeting client needs. This includes the client satisfaction survey, participating in the accreditation process and supporting the Health Quality Ontario Quality Improvement Process (QIP).



## Health Promotion

The Windsor Essex Community Health Centre Health Promoters assist the vulnerable population of Windsor and Essex County with the social determinants of health in mind.

They support individuals to recognize their potential, gain control of their health and make improvements in their current health status.

Together the inter-professional team members and the health promoters follow a wholistic approach towards client care. They encourage a healthy lifestyle that will benefit the client's day to day life in all aspects: physical, mental and spiritual.

Health Promoters are constantly incorporating the community needs, client input and identified gaps in service to modify and develop programs that meet the specific needs of our community.

**Overall, Health Promotion involves a number of different approaches. It can be accomplished through the five action areas of Health Promotion:**

1. building health public policy
2. creating supportive environments
3. strengthening community action
4. developing personal skills
5. re-orienting health services

**Health Promoters offer a variety of presentations and programs on a wide array of topics including but not limited to:**

- Smoking Cessation
- Healthy Relationships
- Self-Esteem
- Bullying
- Cancer Prevention
- Sun Safety
- Healthy Lifestyles
- Personal Hygiene

**Go to [www.wehc.org](http://www.wehc.org) to see our calendar of upcoming dates and presentations.**

**Have a presentation topic in mind? Presentations are personalized to meet the needs of your group or organization. Requests can be submitted on our website under Speakers Bureau.**

# Chronic Disease

## Diabetes

Windsor Essex Community Health Centre, Diabetes Wellness is a community based diabetes education program providing no charge services at a location near you, including your family doctor or endocrinologist's office. The Diabetes Wellness team is made up of registered nurses and registered dietitians most of whom are certified diabetes educators.

### Our clients:

- are or have been recently diagnosed with Type 1 or Type 2 Diabetes
- are at risk of developing Diabetes
- are the support person for someone living with Diabetes

**Individual Appointments** offer you the individualized care you need at a date/time that is convenient for you.

**Group classes** allow you to learn more about diabetes and are offered mornings, afternoons and evening through Windsor Essex.

Monthly Diabetes Support Group meetings are offered in Windsor and Leamington.

Anyone can access service from a Diabetes Wellness team member – **no doctor's referral is required.**

### We are located at:

2885 Lauzon Pkwy  
Windsor ON  
N8T 3H5

**Make an appointment or learn more by phoning 519-997-2823.**



## COPD

Windsor Essex Community Health Centre, Chronic Disease Management offers specialized programming for individuals living with Chronic Obstructive Pulmonary Disease (COPD). Programs have been designed to combine education and exercise to support clients in managing their COPD. Clients are supported by a multidisciplinary team. The intake assessment will ensure we can meet your needs.

### **COPD Wellness engages the client in:**

- circuit training
- track walking
- low impact aqua fit classes
- smoking reduction counselling
- outdoor walking programs
- indoor mall walking programs
- self management through education

COPD Education provides education and support to clients who have been diagnosed with COPD. Caregivers are encouraged to attend. The course is once a week for six weeks and is primarily facilitated by a multidisciplinary team.

## Aging at Home

Windsor Essex Community Health Centre Aging at Home program provides specialized exercise programs and education to people with chronic disease in Windsor Essex.

### **Some components of the program include:**

- Circuit exercise programs based on function ability
- Group exercise for clients with chronic diseases in Windsor, Lasalle, Amherstburg and Leamington
- Therapeutic pool program
- Smoking cessation counselling
- Social work support by referral
- Registered Dietitian by referral
- Speech language pathology
- Tai Chi and Qi Gong exercise in Windsor and Amherstburg
- Mall walking at Devonshire Mall
- Outdoor walking and Nordic walking during the summer months

Individuals interested in taking part in the exercise program can register themselves or be referred by their health care provider.

**For more information phone 519-997-2823 ext. 341.**

## Falls Prevention

WE CHC is proud to be the Erie St. Clair LHIN lead for Falls Prevention.

Falls are a leading cause of injury and death among seniors. Most falls are avoidable with appropriate education, awareness, screening, assessment, intervention and prevention. In 2011, Ontario's LHINs and Public Health Units partnered to develop the Integrated Falls Prevention Provincial Framework & Toolkit. This framework aims to improve the Quality of Life for Ontario seniors aged 65 yrs and over and to lessen the burden of falls on the health care system by reducing the number and impact of falls.

**For more information phone 519.997.2823 ext. 334.**

## Chronic Disease Self Management

**Master Your Health** and **Choices and Changes**.

Windsor Essex Community Health Centre is the Erie St. Clair lead for Chronic Disease Self Management.

Self-management is a key component of improving the management of chronic disease(s), such as diabetes. The ability of individuals to self-manage their condition 365 days per year has a powerful impact on their health and well-being.

### Master Your Health

**Master Your Health** is designed to achieve a much needed shift in the health system, focused on preparing and empowering individuals with or at risk of developing diseases to assume greater control and responsibility for daily health care decisions.

### Choices and Changes

**Choices and Changes** is an evidence-based program which is approved and accredited by the College of Family Physicians of Canada. This four hour FREE workshop specifically for healthcare professionals is led by two faculty trained members from the Institute of Healthcare Communication.

**For more information phone 519-997-2823 ext. 312.**



## Community Programs

Community Programs supports all areas of the WE CHC. Focusing on Education, Health Promotion and Disease Prevention the Community Program team travels throughout Windsor and Essex County engaging children, youth, adults and seniors on how to live a healthier lifestyle.

### Kids Alliance

Kids Alliance is a youth – lead program with the vision to raise the self-esteem, self confidence and empower youth which live in vulnerable/at risk neighbourhoods. The main goal is “the strengthening of our community’s youth and recognizing their contribution to building community capacity while assisting them to improve the quality of life in their neighborhood”. This goal is achieved through a model, which includes school-based youth councils with students from grade 7 & 8 and many community partners all under the umbrella of the Windsor Essex Community Health Centre.

**For more information phone 519-997-2824 ext. 500.**

### FEED - Food Education Exercise and Diversity

**Little Fit Kids** – a program for parents or caregivers who have children 6 years old and under. This 6-8 week program is designed to inform parents of Canada’s Food Guide, Portion Sizes, Label Reading, Picky Eaters, Lunch Box Ideas, fun physical activities for both parents and child and so much more!

**Fit Kids Summer Camp** – a program for children and youth ages 4-14 who attend various summer camps throughout Windsor and Essex County. The program teaches kids the importance of healthy eating, portion sizes and physical activity, through fun interactive activities.

**3F – food, fun and foundation** – for parents or caregivers who have children 6-14 years old. This 4 week program is designed to inform parents of Canada’s Food Guide, Portion Sizes, Label Reading, Meal Planning, Healthy Alternatives, Recipes, Lunch Box Ideas, and Picky Eaters. Separate sessions are held for new Canadians to discuss cultural sensitivities, learning how to feed your children in a western world while maintaining tradition and culture.

**More Month than Money** – a 3-4 session series designed to educate participants around Nutrition, Label Reading, Portion Sizes, Budgeting, Meal Planning, Healthy Choices, Recipes, Weight Management, and Physical Activity.

Specialty sessions will be offered for: Student Cooking, Senior’s Cooking, Diabetic Cooking, Aboriginal Cooking, Cooking on a Budget, and One Pot – One Person.

**For location and times or for more information  
call 519-997-2824 ext. 505**

## Morning Glory Moments Program

- Free Post Natal Program offered to young parents with children ages 0-6
- Parents take part in a parent information/education session with a Registered Nurse
- Each week a different topic is discussed
  - For example: nutrition, breastfeeding, sibling rivalry, and behavior
- Offers free play time and child-centred crafts for children with an Early Childhood Educator
- Promotes parent-child activities: preparing a healthy snack, story time, singing, games and outside activities.

### Purpose:

- Helps parents access resources within the community
- Increase parenting knowledge and skills
- Offers support to young parents, caregivers and their children
- Parents can ask questions about health and parenting topics
- Develop support system with other young mothers

**This drop-in program is offered weekly,  
for 1.5 hours, at two different locations:**

#### **Great Beginnings Child Centered Co-operative Inc.**

3440 Bloomfield Road

Wednesday's from 12:30pm – 2:00pm

#### **Drouillard Place**

1102 Drouillard Road

Every Thursday from 12:30pm – 2:00pm

## Mindful Eating Workshops

Two hour workshops designed to help adults achieve common goals in promotion health eating habits and portion sizes, weight management and more.

**For more information phone 519-997-2824 ext. 501 or 505.**

# Street Health

Windsor Essex Community Health Centre, Street Health Site provides primary care and supportive services to individuals in our community who are homeless or at risk of homelessness.

## **Our clients are often:**

- living on the streets,
- living in temporary shelters, motels, or rooming houses,
- living temporarily with friends or family,
- at risk of becoming homeless and/or coming from a treatment centre or corrections with no permanent housing.

## **We provide:**

- Primary Care
- Foot Nurse Services
- Chiropractic Care
- Dental Assessments and Cleaning
- Replacement assistance for identification and health cards
- Laundry Facilities - washers, dryers, detergent and laundry sheets are offered at no cost to the client
- Showers - showers are fully accessible. Towels and soap are provided to the client at no cost to the client
- Community Health Days - free hygiene products are distributed to anyone who participates. Information and Education are provided around a specific Primary Health Care/Disease Prevention topic

## **We are located at:**

711 Pelissier

**Make an appointment by calling 519-997-2824 ext. 401**

# Hepatitis C Treatment & Support

Windsor Essex Community Health Centre Hepatitis C Treatment & Support team is a specialized inter-professional team that works collaboratively with healthcare, social service and law enforcement providers. The goal of the team is to establish support and treatment and to ensure that clients affected with or at risk for acquiring Hepatitis C have access to quality specialized care. Our team helps prevent the spread of the Hepatitis C virus and promotes overall health by providing education, testing, support and treatment as soon as possible.

## **Our Clients are often:**

- Homeless or inadequately housed
- Drug users
- Involved with corrections
- Without a primary care provider
- Live with mental health issues

## **Client benefits include:**

- Overall health improvement
- Our specialized team travels to multiple locations
- Access to peer support
- Short wait times
- Flexibility
- Education and support for clients and loved ones from initial visit onward

## **We are located at:**

711 Pelissier

**Access to the program is by self or primary care referral,  
Phone: 519.890.6392 Fax: 519.252.3733**



# Sandwich Community Health

## Primary Care Team Services

Windsor Essex Community Health Centre, Sandwich Community Health, has a primary care team that consists of Physicians and Nurse Practitioners and is supported by Registered Nurses, Registered Practical Nurses, a Registered Dietitian and Medical Receptionists. The health care teams work in an inter professional collaborative environment that includes other health care professionals.

Sandwich Community Health provides laboratory diagnostic services with twice daily lab courier, ECG, spirometry and home visits for clients unable to access our services. We offer consultants such as a chiroprapist, respiratory therapist and social work through self referral.

We welcome vulnerable community members who have difficulty seeking help or are without a family doctor. There are no geographical boundaries or catchment area.

Sandwich Community Health also provides support and transitional care for people with development and physical disabilities in partnership with the John McGivney Children's Centre.

## Counselling

Sandwich Community Health offers free, confidential general counselling to individuals aged five and up. Counselling is limited to 12 sessions and is a collaborated process that is focused on increasing the wellbeing of our clients. Family and couples counselling is also available at our site.

To find out if you are eligible for our counselling services, please contact (519) 258-6002 ext 222 to speak with the intake counselor.

### **WE CHC Sandwich Community Health counsellors can assist you in the following areas.**

- Stress
- Anxiety
- Depression
- Work Related Stress
- Grief
- Family Conflict
- Self-Harm
- Suicidal Thoughts
- Coping with chronic illness/recent diagnosis of chronic illness
- Caregiver Stress
- Traumatic Life Events
- Assistance with forms

## Registered Dietitian Services

Nutrition assessment and counselling services are provided, free of charge by a registered dietitian for vulnerable individuals in the community. Individual counselling is provided for healthy weight management, chronic disease management, adapting to the Canadian Food supply, gastro-intestinal disorders and other nutrition concerns.

To find out if the dietitian can see you, or for additional information, please leave a message at 519-258-6002 ext. 733. Primary care provider referrals are also accepted by fax at 519-258-7896. Individuals will be contacted to complete a brief intake by phone.

**We are located at 3320 College Avenue**





# Leamington

In partnership with Leamington District Memorial Hospital (LDMH), WE CHC has opened a **primary care clinic** inside LDMH for clients without a primary care provider meeting the following criteria: children, youth, adults and seniors that are in need of a safe place to receive care and system navigation due to identified risk factors. This is in addition to services currently being offered by WE CHC in Leamington.

## Services we provide include:

- Primary care
- Teen specific counselling
- Registered dietitian
- One on one or group support for individuals affected by Diabetes



## Teen Health

Windsor Essex Community Health Centre Teen Health Site provides primary care and counselling services to youth ages 12 – 24 years.

### Counselling

**Teen Health offers free, confidential individual counselling for youth ages 12-24 in the following areas:**

Family Conflict	Relationship problems with friends
Grief	Depression
Anxiety	Substance Abuse
Eating Disorders	Self-Harm
Unplanned Pregnancy	Suicide Thoughts
Other general teen concerns	

Please call and speak to the intake worker for more information 519-253-8481 ext. 0. Youth must consent to receive counselling services.

### Mosaics (Mood) Group

A therapeutic treatment group for youth ages 16-24 who are experiencing depression and/or anxiety with negative coping behaviours.

### Community Capacity Building Program (Substance Abuse)

The Community Capacity Building Program provides assessment, treatment, and service coordination for adolescents and their families who are experiencing substance abuse issues and are referred by the Windsor-Essex Children's Aid Society (WECAS).

### Adolescent Substance Abuse Program

The Substance Abuse Treatment Program offers counselling to young people who are concerned about their alcohol or drug use. The program also serves the needs of those clients seeking support in caring for those in their lives who have addiction issues. The program offers assessment, individual counselling and follow up.

### Parenting Fix

A support group designed to provide parents or caregivers with the information and tools needed to address the complex issue of substance abusing teens.

**Your teen does not have to be a Teen Health client for parents or caregivers to register.**

**For more information on all Teen Health programs  
and services phone 519.253.8481.**

[www.wechc.org](http://www.wechc.org)

## Changes

Changes is a cognitive based support group designed for individuals ages 18-24 wanting to change their drug behaviours.

## Off the CUFF - Support Group for Caregivers and Parents of Teens (age 12-24) with Eating Disorders

This is a support program for caregivers and parents who are struggling to help their teens battle this all encompassing disorder.

## Medical Services

The team of medical professionals at Windsor Essex Community Health Centre's (WE CHC) Teen Health specialize in the health of young people ages 12-24 years.

Our staff encourages clients to ask questions and they provide the latest information about medical and emotional concerns.

Walk in's are welcome however, to avoid waiting, you can call and make an appointment first. Our nurses can answer many of your questions right over the phone.

### **We offer services in the following areas:**

- Annual Health Exams
- General health concerns ex. Sore throat, flu, etc.
- Information on birth control methods and abstinence
- Diagnosis and treatment of sexually transmitted infections (STI's)
- Pelvic examinations
- Pregnancy tests, counseling regarding pregnancy and prenatal care
- Depression and anxiety assessment
- Eating disorders, bulimia and anorexia nervosa
- Smoking cessation
- Acne and skin care
- Sports injuries and nutrition
- Sexuality and puberty information

## Individual Nutrition Counselling

Clinical nutrition services are provided, free of charge by a registered dietitian for youth ages 12 - 24 years.

**For additional information , please call 519-253-8481.**

## Prenatal Support Program

The “Special Additions” program is a support group held in a warm and friendly atmosphere and designed especially for adolescents and young adults. Our prenatal instructor gives participants the information and help they need to have a healthy and happy pregnancy, labour and delivery.

Tuesdays from 6:15pm – 8:00pm

Duration: 10 weeks

Frequency: Groups are run three times/year

**Call 519-253-8481**



## Volunteer Opportunities

WE CHC volunteers donated over 3,200 hours in 2013. Our volunteers assist us in various ways.

### Our Volunteers:

- Work with children – post natal program. (reading books)
- Work with youth – Kids Alliance program (assisting with and supporting youth driven initiatives such as park clean ups and wall murals)
- Work with seniors and people with disabilities in the Active Aging program – assisting clients while performing exercises, providing support to clients in the pool program, provide one on one support to clients who participate in balance exercises
- Perform administrative duties

The WE CHC Board of Directors is a volunteer board consisting of members who encompass a breadth of knowledge and experience.

The Community Health Foundation of Windsor Essex County is the fundraising arm of WE CHC and is led by a volunteer Board of Directors. Volunteers also fill our fundraising event committees.

## Student Placements

WE CHC continually provides learning opportunities for students from various college and university programs. We provide placements at all of our sites for variety of students including:

Dental Hygiene	Dietetic students
Gerontology	Human Resource
Human Kinetic	Social Work
Psychology	Medical student observership
Nursing	Nurse Practitioner
Advertising, Marketing and Communication Studies	Medical Secretary

Student placements are arranged by the school or educational institution.

**For more information phone 519-253-8481 ext. 226.**

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## Locations Served

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Centre de santé communautaire de Windsor Essex

**weCHC**  
*Supporting the Wellbeing*



-  Chronic Disease Self Management
-  Diabetes
-  Street Health / Community Programs
-  Hep C
-  Sandwich Community Health
-  Teen Health