



The Chatham-Kent Community Health Centres is a teaching site. As a teaching site, we are able to provide a variety of learning experiences for our students and may select your appointment as a teaching opportunity, with your consent. Rest assured, students are monitored closely by your provider and together they will provide you and your family with the best possible care. Thank you for helping us to train your future healthcare providers in Ontario!



Chatham-Kent
Community Health Centres
Centres de santé communautaire
de Chatham-Kent



CLIENT HANDBOOK

2022

Table of Contents

About the Chatham-Kent Community Health Centres	1
Mission, Vision, Values, Our Promise	2
Model of Health & Wellbeing	3
Frequently Asked Questions	4
Programs & Services	6
Accessibility	7
Same Day Appointments	8
Healthcare Priority Levels	9
Missed & Cancelled Appointments	10
After-Hours Care	11
Cancer Screening	12
CKCHC Advisory Committee	13
Your Rights	14
Your Responsibilities	15
Your Medications	16
Your Privacy	18
Your Feedback	19
Blood Work & Other Tests	20
Zero Tolerance	21
Crisis Services	22
2020 Statutory Holidays	23
Locations & Hours of Operation	24
Connect With Us	25

Connect With Us



www.facebook.com/ckchc



www.twitter.com/ckchc



www.ckchc.ca



<https://www.youtube.com/channel/UCUcNUmJ8dxuxv2gqDcoUagQ>

Serving the Chatham-Kent community at the following locations:

Chatham

150 Richmond Street
Chatham, ON N7M 1N9
Tel.: 519-397-5455
Fax: 519-397-5497

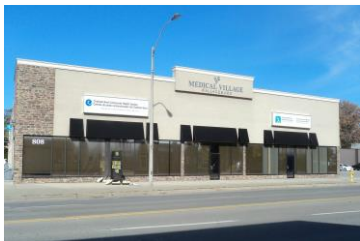
Monday: 9AM-4:30PM
Tuesday-Thursday: 9AM-8PM
Friday: 9AM-4:30PM



Wallaceburg

808 Dufferin Avenue
Wallaceburg, ON N8A 2V4
Tel.: 519-397-5455
Fax: 519-627-8652

Monday-Friday: 9AM-4:30PM
Wednesday: 9AM-8PM



Walpole Island

785 Tecumseh Road, Unit 16
Walpole Island, ON N8A 4K9
Tel.: 519-397-5455
Fax: 519-627-4436

Monday: 9AM-8PM
Tuesday-Friday: 9AM-4:30PM



About the Chatham-Kent Community Health Centres

The Chatham-Kent Community Health Centres (CKCHC) are non-profit, community-governed, multi-service health centres that provide primary health care, health promotion and community development services all under one roof. We are designed with the community in mind and for that reason we assist the following populations:

- Persons of all ages whom are economically and/or socially disadvantaged with focus on:
 - Mental health and addictions
 - Persons that face barriers because of race, language, culture and sexual orientation
 - Persons who are homeless/under-housed or at risk for homelessness

We also collaborate with other community service agencies as we believe that by utilizing each other's skills, we are able to deliver the best programs that promote health and improve wellbeing for our clients and the community at-large. Many of our programs are accessible free of charge to all residents of the Chatham-Kent community.

Mission

Together with clients and community partners, we provide access to a broad range of services that promote health and improve wellbeing.

Vision

The best possible health and wellbeing for those we serve.

Values

At the CKCHC we believe that values are important and culture counts. We will strive to use these values in all that we do:

- Trust
- Respect
- Equity
- Collaboration



Our Promise

The staff at the CKCHC will take the time to listen carefully to your concerns and will work together with you to develop a plan that works for you.

2022 Statutory Holidays

The CKCHC will be closed on the following dates in recognition of Statutory Holidays and will reopen on the next scheduled business day:

Monday, February 21, 2022 – Family Day

Friday, April 15, 2022 – Good Friday

Monday, May 23, 2022 – Victoria Day

Friday, July 1, 2022 – Canada Day

Monday, August 1, 2022 – Civic Holiday

Monday, September 5, 2022 – Labour Day

Monday, October 10, 2022 – Thanksgiving Day

Monday December 26, 2022 – Boxing Day

Crisis Services

A helping hand is just a phone call away.

Any Emergency (Police, Fire & Ambulance)

911

AIDS Hotline

1-800-668-2437

CMHA Mental Health First Response 24/7 Crisis Line

1-866-299-7447

Chatham-Kent Children's Services

519-352-0440

Chatham-Kent Courts

519-355-2200

CKHA Crisis Services

519-352-6400 x6300 (Chatham Emerg. Dept.)

519-352-6400 x8151 (Wallaceburg Margaret Ave.)

Chatham-Kent Sexual Assault Crisis Centre

519-354-8688

Chatham-Kent Victim Services

519-436-6630

Chatham-Kent Women's Centre

519-354-6360



Model of Health & Wellbeing

The Model of Health and Wellbeing serves as the beating heart of all 74 Community Health Centres in Ontario. It plays a vital role in our service delivery and program development.



For more information, please visit www.allianceon.org/model-health-and-wellbeing.

Frequently Asked Questions

Do the Chatham-Kent Community Health Centres have a walk-in clinic?

The CKCHC offers a walk-in clinic for clients only at their Walpole Island First Nation site every Monday evening from 4:00 p.m. to 7:00 p.m. If you are client of the CKCHC and do not receive your primary care services at the Walpole Island First Nation site, you will be treated by a different Nurse Practitioner or Physician. This is only for minor health issues such as sore throats, colds, etc.

What if I need to see a health professional on short notice?

Every effort will be made to leave appointment time slots open and available for clients needing urgent care. Clients must call the CKCHC to obtain urgent care appointments.

What are the types of health professionals and other staff that provide service?

The CKCHC is comprised of Physicians, Nurse Practitioners, Nurses, Dietitians, Social Workers, Health Promoters, Physiotherapists, Kinesiologists and other health care professionals who provide services such as mental health counselling, diabetes education, health promotion and community outreach programs. Check out our Services Directory for more information on our programs and services.

Do I have to pay to receive services?

You do not have to pay and you do not need an OHIP card to receive services.

Zero Tolerance

The CKCHC believes every staff member has the right to work in a safe environment.



We also believe every client or visitor to our centres has the right to receive care in a safe environment.

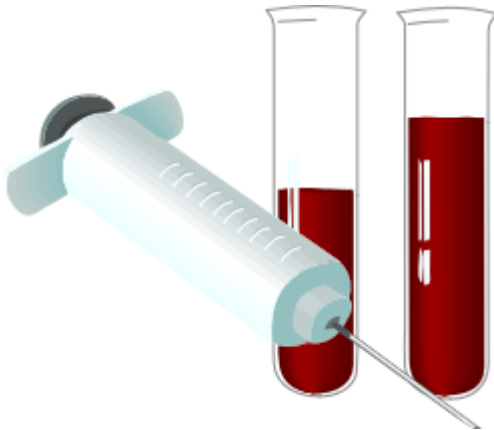
Swearing, threatening language, angry outbursts or aggressive behaviours of any kind **in person or **by phone** will not be tolerated.**

Clients or visitors that do not follow the Zero Tolerance policy may be asked to leave. If you are asked to leave and choose not to, police services may be contacted.

Blood Work & Other Tests

To better manage your care, your Physician or Nurse Practitioner may recommend blood work and other tests such as an X-ray, ultrasound or CT scan.

These tests assist with diagnosing medical conditions, planning or evaluating treatments, and monitoring diseases.



Once you have completed your test, we encourage you, as an active partner in your care, to contact our office within a few days to follow up on the results.

Frequently Asked Questions (continued)

Can I go to another Physician or Nurse Practitioner while I am a client of the Health Centre?

When you become a client of the CKCHC, you are enrolled with the Physicians and Nurse Practitioners at the centre. If you choose to see another primary care provider outside of the CKCHC, the Physician or Nurse Practitioner with whom you are registered can remove you from their client list.

How do I book an appointment?

Call 519-397-5455 or visit the CKCHC location in your area.

Do the Chatham-Kent Community Health Centres provide emergency services?

The CKCHC does not handle medical emergencies. Please go directly to your local hospital for immediate care or dial 911.

Programs & Services

We have a wide range of programs and services that are FREE and available to CKCHC clients and community members (unless otherwise stated).

Our programs and services focus on the following:

- Chronic Disease Prevention & Management
- Mental Health & Addictions
- Nutrition
- Youth
- General Health & Wellness
- Outreach



For a complete list of our current programs and services, please visit our website at www.ckchc.ca or ask for a copy of our [Services Directory](#).

Your Feedback

...is important to us! We can only provide *the best possible health and wellbeing for those we serve* if those we serve provide us the best possible feedback.

What do you like? What do you not like? What can be improved? Answering these questions and any other comments you wish to share can be done the following ways:

- Speaking directly to your Physician, Nurse Practitioner or other Healthcare Professional
- Submitting online feedback by visiting our website at www.ckchc.ca
- Filling out our client surveys that are distributed periodically throughout the year
- Filling out a comment card in our waiting area
- Requesting to speak with a manager
- Requesting to speak with a CKCHC Advisor who is a client or caregiver of the CKCHC

We will do our best to address your compliments and/or concerns in a timely manner and if indicated, may offer to involve you in the process.



Your Privacy

At the CKCHC, we are committed to protecting your *personal health information (PHI)*.

- We take steps to protect your PHI from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protect your information and only use your PHI for the purposes you have consented to.
- We may use and disclose PHI in order to (but not limited to) treat and care for you alongside other providers that are involved in your health care; process, monitor, verify or reimburse claims for payment; plan, administer and manage our internal operations; conduct research; teach or educate students; compile statistics; plan or deliver programs or services; comply with legal and regulatory requirements; or fulfill other purposes permitted or required by law.
- You may request to access, correct your PHI or withdraw your consent for some of the above uses and disclosures by contacting us.
- You can speak to our Privacy Officer if you have any questions, concerns or would like to request a copy of our full Privacy Statement by calling 519-397-5455 or by email at privacy@ckchc.ca.



You may also contact:
Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
E: info@ipc.on.ca Toll Free: 1-800-387-0073

Accessibility

The CKCHC is committed to excellence in serving all clients, including people with disabilities, and will carry out its responsibilities and functions in an appropriate manner to accommodate such individuals.

The CKCHC is also dedicated to giving people with disabilities the same opportunity to access our services, and allowing them to benefit from the same services, in the same place, and in a similar way as other clients. The CKCHC will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the Accessibility for Ontarians with Disabilities Act.

Dignity – Services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

For more information, please contact **Sherri Saunders, Executive Director**, by email at accessibility@ckchc.ca or by calling 519-397-5455 extension 106 should you wish to:

- request a copy of our Accessibility policy;
- provide feedback on the way we provide services to clients with disabilities;
- provide feedback on our policy; and/or
- request additional information.

Same Day Appointments

We are committed to providing the right care at the right time. If you are feeling unwell or have an immediate health concern, call our office to book an appointment for the same day.

Same day appointments are booked on need and are provided on a first call basis. To access these appointments, we strongly recommend you call at 9:00 a.m. when our offices open.

When speaking with the receptionist, please provide as much information as you can regarding your health concern.



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Visit safemedicationuse.ca for more information.



SafeMedicationUse.ca



Your Medications

As part of your healthcare at the CKCHC, your Physician or Nurse Practitioner may prescribe medications. It is important that you understand your medications and keep your medication record up to date. We encourage you to ask your Physician or Nurse Practitioner to review all your medications to see if any can be stopped or reduced.

Refills

You may be prescribed a medication that includes one or more refills. If you are running low on your medication, we ask that you contact your pharmacy at least **7 days in advance** for a refill. This will enable your Physician or Nurse Practitioner to receive, review and approve the refill request in a timely manner.

It is important to not wait until you have run out of your medications when contacting the pharmacy. We want to ensure there is no interruption in your healthcare and therefore, providing enough notice avoids any potential risks and keeps your healthcare on track.

Controlled Medications

Controlled medications, such as narcotics, treat certain health conditions. In the event that you are prescribed a controlled medication, you will be asked to sign a contract by your Physician or Nurse Practitioner. This contract sets out the rules for the use of these medications.

Healthcare Priority Levels

CLIENTS OF THE COMMUNITY HEALTH CENTRE		
	Threat to life or limb - Chest pain - Blacking out - Choking - Loss of consciousness	Emergency Department call 911
	Symptoms that start suddenly/acutely and require urgent care: - Ear pain - Throat pain - Rashes - Stomach pain	Chatham-Kent Community Health Centres same day appointment call (519) 397-5455
	- Chronic conditions - Pap - Routine bloodwork - Routine childhood visits and immunizations Non-urgent symptoms that do not resolve within 1-2 weeks with usual care	Chatham-Kent Community Health Centres Family Doctor or Nurse Practitioner
	Minor symptoms of: - Cough - Runny nose - Headache - Diarrhea - Nausea - Heart burn/Acid reflux	Pharmacy
	Unwell? Unsure? Need help?	Telehealth Ontario call 1-866-797-0000
	- Hangover - Minor cuts/scrapes - Sunburn - Minor muscle aches/pains - Any other symptoms that are short lived that you feel you can treat at home	Self-care
After Hours Service 1-866-553-7205		
 Chatham-Kent Community Health Centres Centres de santé communautaire de Chatham-Kent		

Missed & Cancelled Appointments

We understand that unexpected circumstances occur which may affect your appointment attendance. If you are unable to make it to your appointment, we ask that you provide at least 24 hours' notice in order to respect the time of our team and the other clients.

The clinic is very busy and clients who do not show up for scheduled appointments take time away from other clients who may be waiting for care.

For clients who frequently miss or cancel their appointments, the following applies:

Clients will be offered to meet with Health Promotion to discuss reasons or barriers they may be facing that prevent them from keeping their appointments, why no-shows are an issue for the centres, and develop a plan of action and/or booking strategy.

If clients **continue to not show for appointments made the same day**, reception will double book this time slot and the client who frequently does not show for appointments will be seen after the other booking, and only if time permits.

For more information in regards to our managing appointments policy, please speak with the reception staff.

Your Responsibilities

As a client of services provided by the CKCHC you have the *responsibility* to:

- ✓ show respect and consideration for staff, volunteers, visitors and other service users;
- ✓ follow the CKCHC's infection control policies;
- ✓ arrive early for your appointment or group;
- ✓ please call to cancel at least 24 hours ahead of time if you can't make your appointment;
- ✓ follow the plan for your healthcare and if unable to adhere to your plan, talk to your healthcare provider;
- ✓ know your medications and keep your medication record up to date;
- ✓ keep your immunization record up to date;
- ✓ report to your provider about your symptoms and changes in your health between visits;
- ✓ report to your healthcare provider about all the treatments you are using for your health, including medications (prescribed and non-prescribed);
- ✓ report to your healthcare provider about all visits to healthcare providers outside of the CKCHC, including emergency room visits and walk-in clinics;
- ✓ respect and follow group rules so that everyone is able to enjoy and participate in community groups;
- ✓ keep information learned about other clients and group members confidential;
- ✓ help the CKCHC keep a safe environment by informing staff and volunteers when you see unsafe conditions; and
- ✓ arrive for your appointment in the best possible condition to participate in your care, free from the effects of alcohol and illegal substances.



Your Rights

As a CKCHC client, you have the *right* to:

- ✓ be treated with respect and dignity, and without discrimination;
- ✓ expect that your values, beliefs and behaviours respected;
- ✓ receive appropriate service or treatment that is professional, courteous, caring, and timely;
- ✓ expect that your personal health information will be kept confidential;
- ✓ expect that your health care providers will work together to give you care;
- ✓ be informed about preventative care;
- ✓ understand your diagnosis, treatment and prognosis;
- ✓ be listened to and ask questions or express concerns;
- ✓ make choices about treatments, and be informed of the health risks and benefits of your decisions;
- ✓ recognition of all areas that impact your health including your family, friends, community, social, cultural and spiritual beliefs and traditions;
- ✓ be involved in the development of your plan of care;
- ✓ consent to or refuse service or treatment;
- ✓ access your health record information, in accordance with legislation; and
- ✓ provide feedback on CKCHC programs and services.



After-Hours Care

At the CKCHC, we understand that illnesses or other health concerns can occur at any time of the day,

even after we close our doors. You can now take comfort in knowing that healthcare services are just a phone call away!



Clients of the CKCHC can access after-hours on-call services by simply calling the number below:

1-866-553-7205

You will be assessed by a Registered Nurse who will then help you decide whether to care for yourself, make an appointment with your doctor, go to a walk-in clinic, contact a community service or go to your local hospital emergency room.

After-hours on-call services are available to all CKCHC clients 7 days a week and all statutory holidays. This service is accessible once our offices close for the evening.

Cancer Screening

Screening for breast, cervical and colorectal cancer saves lives. Cancer screening detects pre-cancerous changes, or cancer at an early stage when there is a better chance of treating it successfully. Screening is for individuals who do not have any cancer symptoms.

Our team strives to ensure you are up to date on your cancer screening by following these recommended guidelines:

Breast Cancer

Mammogram every two years for women ages 50-74



Cervical Cancer

Pap test every three years for women ages 21 and up

Colorectal Cancer

Fecal immunochemical test (FIT) every two years for men and women ages 50-74

For more clinical information on screening guidelines, please visit www.cancercare.on.ca or call 1-866-662-9233.

CKCHC Advisory Committee

The CKCHC Advisory Committee offers the opportunity for clients and/or their caregivers to share their ideas, concerns and needs in relation to our programs and services. We want to learn from you and your experiences!

Meetings occur on a monthly basis and are guided by our Director of Clinical and Client Services and Health Promoter. Members serve at least a minimum of one year on the committee and membership will be reviewed annually.

Here are just some of the qualities we are looking for in a committee member:

- Is a client or family member/caregiver of a client;
- Listens well;
- Can show concern for more than one issue or agenda;
- Respects views/opinions of others;
- Interacts well with many different kinds of people;
- Works in partnership with others; and
- Respects privacy and confidentiality



Join the CKCHC Advisory Committee and improve client care experiences at the Chatham-Kent Community Health Centres.

For more information, contact Health Promotion at 519-397-5455.