



**You are Invited to Annual General Meeting of Kitchener Downtown Community Health Centre**

**June 26, 2012 at 5:30 p.m.**

**44 Francis Street S., Kitchener, Ontario**

We celebrate the people and the community with whom we work with food, sharing stories and conversation.

The annual meeting is a requirement of KDCHC to be accountable to our community and to the people for whom we provide services.

The annual meeting provides an opportunity to share information about the Centre, highlight plans for the upcoming year, present financial information and vote in our Board members representing the community.

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## Strategic Planning at Kitchener Downtown CHC

After more than 10 years of service in the community our organization has updated the Centre’s vision, mission, principles and strategic directions.

The Board lead the process that integrated all the information received from clients, volunteers and staff.

We identified service needs and opportunities for KDCHC today and into the future.

We want to build on the community of people aligned with KDCHC’s vision, values, mission and who will champion KDCHC’s future with partners, clients, funders and other key stakeholders.

In each newsletter we will share more details about our strategic plan and highlight what we are working on.

On the next page are descriptions of our new vision and mission and an overview work we do. It honours our history and focuses on our future.

We would welcome any

Sincerely,  
Kim Wilson,  
*Board Chairperson*

**Our Vision:**

“A healthy community where Every One Matters”

**Our Mission:**

“Act as an agent of change to build community capacity and deliver client-centred primary health care, with emphasis on people experiencing barriers to access”

**Our Strategic Directions:**

- A Healthy Community
- High Quality Programs and Services
- A Healthy Place to Work & Volunteer
- Accountability and Sustainability

comments you may have about the information by e-mailing Eric Goldberg, Executive Director at [egoldberg@kdchc.org](mailto:egoldberg@kdchc.org) or by phoning at 519-745-4404 extension 206.

Sincerely,  
Eric Goldberg,  
*Executive Director*



**Grow.** Engaged living includes active participation



**Live.** My well-being depends on a healthy community



**Be.** Everyone is valued and heard

# KDCHC's new vision and mission

## Our Vision:

### A healthy community where Every One Matters

The vision is a long term goal that KDCHC will work towards, along with all others who make up our community. It emphasizes that living in a healthy community, means everyone deserves to have access to the supports and services they need and be valued and accepted for who they are.

## Our Mission:

Act as an agent of change to build community capacity and deliver client-centred primary health care, with emphasis on people experiencing barriers to access

The mission reflects our part in working to bring our vision to reality. The mission specifically identifies what KDCHC does and its unique focus on people experiencing barriers to access. It is consistent with our vision in that everyone who is connected with KDCHC is welcomed in a way that reflects our commitment to diversity and inclusion. This is supported by KDCHC principles of client centred collaborative care, health equity and anti-oppression.

## Primary Objectives of our Mission

### Community Capacity Building

- Community capacity building for KDCHC goes hand in hand with providing primary health care to individuals. It includes collaborating with others in the community on ways to build the services

and supports necessary for a healthy community. Our focus is to assist people to stay healthier, access supports when needed and be full participants in our cities and neighbourhoods.

- KDCHC services and programs are responsive to local community initiatives and needs. The community development approach builds on community leadership, knowledge and life experiences of community members and partners to contribute to the health of our community. KDCHC works towards increasing the capacity of our community to improve community and individual health outcomes. Examples include participating in community wide planning focused on the social determinants of health, advisory groups made up of participants with lived experience and providing a range of peer programs. This also includes community partnerships to deliver other health services such as diabetic education and access to dental care.

### Primary Health Care Services

- KDCHC provides primary health care to Kitchener residents. It is often the first level of care or entry point into the health care system. We also facilitate access to a broad range of health and social services through referrals and community partnerships. Other features of primary health care at KDCHC include:
  - Focusing on the whole person, looking at all the



**Eric Goldberg**  
Executive Director

issues that may affect them. These issues are called the social determinants of health and include factors such as employment, income, family and social support networks, education, food security and housing.

- Providing a coordinated approach to services with an interdisciplinary team of health professionals focused on illness prevention, education and health promotion programs to clients who are registered with KDCHC.
- Striving to provide client-centred care by working with clients towards identified goals, so that people may work towards good health. We support clients to acquire knowledge and skills to participate in their own care.
- Focusing on clients who have barriers to accessing health care and often have health inequities. KDCHC has a focus on isolated seniors, youth at-risk, people with low-incomes, new Canadians and people who are homeless/homeless at risk.

*KDCHC focuses on disease prevention, health promotion, early intervention & chronic disease management. Addressing access barriers for those who are at greater risk of developing health problems and strengthening individual and community capacity is a primary focus for our organization. Incorporating the social determinants of health into client services is also key to our work. (www.kdchc.org).*

# National Volunteer Week: A view from the Board of Directors

As Volunteer week fast approaches, it provides an opportunity for reflection. The value of volunteering is measured not only by hours, but by relationships, gaining knowledge and experience, as well as, the extra value volunteers bring to KDCHC. We are privileged to have our dedicated volunteers at Kitchener Downtown CHC.

Board members themselves are volunteers and have an active role in steering KDCHC. We recognize the essential role of volunteers throughout the Centre.

KDCHC attracts an amazing number of volunteers from all parts of our community. They are a diverse group with a broad range of skills. Our advisory groups recruit those

with lived experience to keep our focus community driven. We have 200-250 active volunteers who will contribute 7000 volunteer hours for the year.

Volunteers are involved in the delivery of many direct service programs such as sketching, learn to knit, lunch and learn, outreach programs, front desk reception, Community Resource Centre, income tax clinics and flu clinics. There are also many volunteers for the Breastfeeding Buddies Program, Community Health Helpers and administrative support. Volunteers help to ensure high quality of our programs.

It is important to us that volunteers achieve not only for KDCHC but also for

themselves. There are great personal health benefits to those who volunteer such as creating community, gaining experience that could be used in other settings and leadership opportunities. The Board has just completed its strategic plan with a focus on ways to increase the use of volunteers and their skills at the Centre. The Board recognizes the importance of Volunteers through a new initiative providing one volunteer each year with an opportunity to attend our annual Provincial Association conference.

Volunteering is a way to celebrate people's skills, promote community participation and inclusion. Congratulations to all of our volunteers. The work that you do is appreciated and valued.

*"KDCHC is governed by a Board of Directors elected from, and accountable to, the community involved in KDCHC. The Board provides leadership to KDCHC's work."*

## Health tips for spring

Good bye winter, hello spring, and welcome allergies! An allergy is an unusual sensitivity to a particular substance. Hay fever and asthma are often caused by allergies to certain pollens and dusts. In April and May the most common allergy is to tree pollen;

May to

middle of July is usually grass; and in August through September the offending substance is ragweed.

The signs and symptoms of allergies include clear nasal discharge, sniffing, sneezing, itchy, watery eyes, sinus or ear congestion, and sometimes a tickling sensation in the back of the throat.

Allergies may be inherited and often recur every year during the spring, summer

and fall. People with allergies generally feel miserable so learning some ways of preventing and controlling the symptoms can be helpful.

- Keep windows and doors closed to prevent pollen from entering the rooms and if possible try to spend some time in an air-conditioned space.
- Dust furniture weekly with a damp cloth.
- Shower and wash your hair with symptoms of itchy, burning skin after heavy exposure to pollen and avoid handling pets that have been outside and may be covered with pollen.

- Wash itchy, watery eyes with cool water and apply a cool compress for relief.
- Medications called antihistamines and decongestants can provide relief for runny noses and itchy, watery eyes but always check with your pharmacist or health care provider first as these medications may interact with other drugs you are on or have side effects that you are unaware of.

So, enjoy the nice weather, have fun, and don't let your allergies get the better of you. Oh yes, don't forget the KLEENEX!



# Recreation for all!

By Nicole Waizer, Community Health Worker

With the summer weather fast approaching, it is time to get outside, get active and enjoy recreational activities. There are so many benefits to participating in recreation and there is something for everyone, regardless of age or income. Studies suggest that recreation “enhances overall health and well-being to improve quality of life.”

- Some of the many health benefits to recreation and physical activity include:
  - Helps people to live longer—adding up two years in life expectancy
  - Combats osteoporosis
  - Reduces diabetes
  - Helps prevent specific cancers—particularly colon, breast and lung cancer
  - Helps prevent back problems
  - Reduces stress, anxiety and depression
  - Improve sleep and digestion
- Proven therapeutic tool to restore physical, mental and social abilities
- Some research also indicates that recreation can lead to positive life choices, and can help reduce smoking and drinking.

There are also many other ways that recreation can benefit children, youth, families and communities. Participation in recreational activity helps children and youth in learning, motor skills, social skills, creativity, and life skills. It also enables children to learn team work, increase self-esteem and positive self-image, and make healthier choices. Recreation strengthens families and healthy communities as it allows families to participate in activities and leisure interests together and helps produce community leaders and community pride.

No matter what your skill level or physical condition, recreation can be fun and can include different activities.

Here are some tips and affordable opportunities to make recreation apart of your life.

- Register for KDCHC’s walking group. 519-745-4404 Ge-bre ext 208, Charla ext 242
- Create a walking route on a nice trail, or make a walking route for yourself with a destination. If you have heart problems, check out the Heart and Stroke Foundation’s HeartWalk workout.

- Go to a used sporting goods store to find inexpensive equipment, e.g., equipment to play catch, soccer, or bocci ball.
- Ask a friend to go swimming or cycling. (Inexpensive, fixed-up bicycles can be purchased at Recycle Cycles through the Working Centre.)
- Apply for a Leisure Access Card that is available for people with low incomes and can provide subsidies and access to different City of Kitchener leisure programs. To apply, pick up an application form at your local Community Centre or contact Nicole at KDCHC at 519-745-4404, extension 234.
- Get the Leisure Guide at your local community centre and sign up for a program. (Subsidies may be available for low-incomes families through Community Outreach Workers at designated centres).
- Sign for a YMCA membership. (Subsidies also available)
- Try gardening. Don’t have a garden? Sign up for a local Community Garden through Public Health.

- Sign up your children for a summer camp. Check with the organization to see if subsidies are available for the camps.

For further information on affordable recreational activities contact Nicole Wazir at 519-745-4404 ext 234.

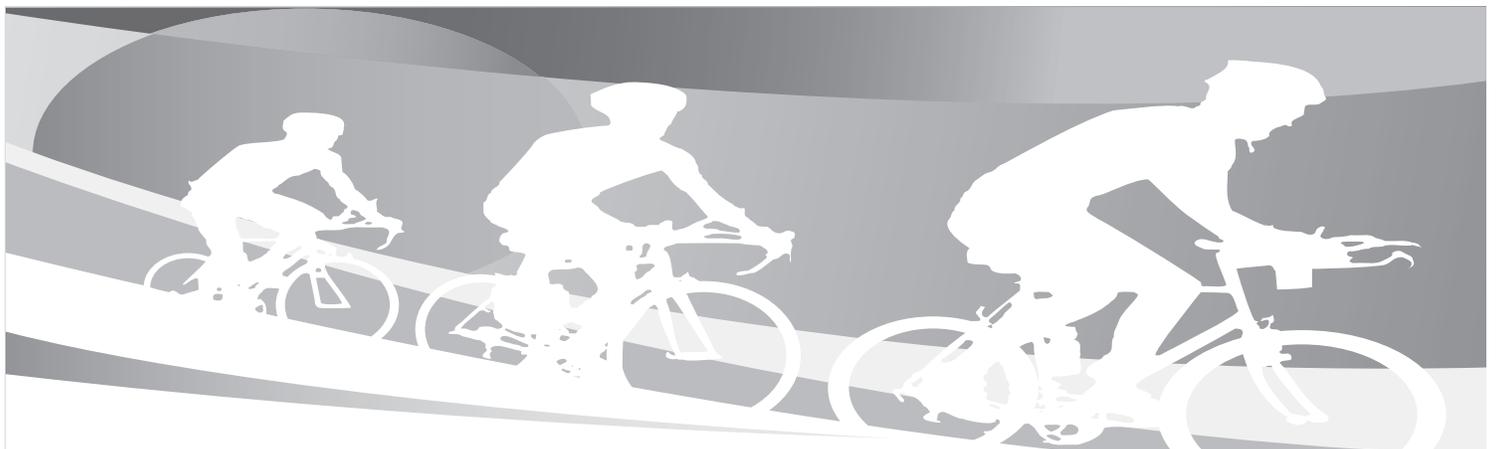
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## Volunteer voices by Teresa Palmer, Volunteer

Approximately a year and a half ago, an opportunity to volunteer at KDCHC came my way and I haven't looked back.

My role within the Centre is to maintain the pamphlet information in the two reception areas as well as the clinical area. This I find to be a very interesting and rewarding responsibility because I am al-

ways eager to learn new things and am able to do so each time I come into the Centre.

What is especially interesting is when I go on the Internet to re-order information and I then find other information which may be useful to the clients of the Centre. In some cases this has proven worthwhile and valuable to both the clients and staff.

The staff has been very supportive of my efforts and pleased with the way in which the information is set up; it certainly has been a wealth of information to the clients who frequent the Centre.

Volunteering at KDCHC is truly what I had hoped for; an enriching and rewarding experience.

For those of you who are looking for such an experience, I strongly encourage you to volunteer at KDCHC. The staff are extremely supportive, outgoing and great to work with.



*Teresa Palmer*

### Volunteers – A work of heart

Mark your calendars for the KDCHC annual Volunteer Appreciation event, set for Tuesday April 24th at the Centre.

All volunteers will receive an invitation by email or regular mail, so watch for yours to arrive. We look forward to seeing all of our volunteers out at this fun event!



## Storytelling – Do you have a story you would like to share?

We would like to connect with you about your KDCHC stories.

KDCHC stories are a great way to capture a person's memory about their experiences. Often, people with lived experience who share their stories help others to understand and appreciate circumstances beyond themselves. It may inspire, show how successes were achieved,

it likely highlights hardships and obstacles, and portrays optimism or pessimism about the future.

KDCHC stories could be short stories, poems or pictures.

KDCHC stories would provide insight and understanding regarding the nature of people's circumstances, what is important to people and what is valued.

If you are interested in sharing your story, please let me know, or connect with someone you already know at KDCHC. You could write your own story, or be interviewed and we can help develop your story. It will be your story that could go in our newsletter, or our website.

Contact Eric Goldberg at [egoldberg@kdchc.org](mailto:egoldberg@kdchc.org).

## Learn how to knit for beginners

Have you seen a beautiful hand knitted sweater and thought to yourself, "Wow, I would love to knit something for my child, or family member, but I was never taught how to and I don't know where to begin."

Learn How To Knit For Beginners is a 6 Week Session for beginner knitters brought by KDCHC's Seniors Advisory Group. . The spring session starts on Monday April 2nd, 2012, from 10:00 am - 11:30 am. Once you get started the possibilities are endless...

- All materials will be provided.

- Participants will be matched with a volunteer knitter.
- The first project will be knitting dish cloths.
- You will learn the skills to make hats, scarves, sweaters etc.

To register as a participant or sign up as a volunteer. Child Care and Bus Tickets will be available upon request.

For more information about the program, please contact Nicole at 519-745-4404 ext 234.



*KDCHC believes that health is a shared responsibility. Advisory groups involved with KDCHC are able to influence the things that make them healthy*



## KDCHC Programs & Services update

### Stress Management Classes Now Offered for the Diabetes Program

The Diabetes Program at KDCHC would like to welcome a new addition to their team. Tricia Apostolon has recently come on board as the Social Worker for the Diabetes Education Program. In addition to providing one-on-one counselling, Tricia would also like to announce that she will be starting a Stress Management Class for individuals with diabetes. The first class will be offered on Wednesday, April 25th from 5:30-7:30 pm. Additional dates for the stress management class will be added in the upcoming months. For more information or to sign up please call 519-772-0192 ext. 280.

### Smoking Cessation

Are you thinking about quitting smoking? We offer a quit smoking program that is now offered in partnership with Waterloo Region Homes for Mental Health. This is a 6-week smoking group and is designed for individuals who would like to quit smoking. You be offered support and will learn about the effects of smoking, stop smoking aids, triggers, stressors, coping strategies that can help you quit.

To register, or for more information about the program please contact Nicole at (519) 745-4404 ext. 234

### The Chronic Disease Self-management Program

- A 6 week workshop facilitated by certified facilitators.
- Teaches people with chronic diseases the skills needed to manage their illness and live a healthy life.
- A way to learn from others with chronic conditions.

### Who Can Attend the Workshop?

- Individuals who have a chronic health condition (Heart disease, Arthritis, Asthma, Diabetes, Mental health, Blood pressure, Back pain, etc)
- Individuals who are caring for persons with chronic health conditions

### What do you learn?

- Participants learn about:
- Coping with pain and fatigue
  - Exercise, and healthy eating
  - Communication strategies
  - Goal setting and problem solving
  - Partnerships with their healthcare providers
  - Medication and informed decisions.

To register for the workshop, or for more information about the program and content of the workshop contact: Gebre (519) 745-4404 ext. 208, or Charla Ext. 242.

### Sketching Classes

Aziz Yousefi will provide weekly instruction in sketching skills and techniques as well as individual support. These classes are free and will run for 8 weeks starting May 15th 2012 and ending July 3rd. These classes will be drop-in, come when you're able.

Each participant will receive a sketch pad and drawing tools (pencils and or charcoal). These are for class work and for use between class sessions to practice and develop your drawings. Child Care and bus tickets will be provided.

**When:** Starting May 15th, 2012 – Tuesday afternoons from 1 – 3 pm – May 22nd, May 29th, June 5th, June 12th, June 19th, June 26th, July 3rd.

Please check in with our main floor receptionist for directions to the Sketching class.

**Questions?** Call: 519-745-4404 Lori Butler (ext: 224) (Staff supporting Sketching Classes).

*The strength of our programs and services is due to the active participation of volunteers and people with lived experience. Their wisdom guides our work.*

# Recovering from post-partum depression

By *Ruby Chung, Intercultural Mental Health Navigator*

I have been working with a client with a history of post-partum depression. When I met my client for the first time, she was 2 months from her second delivery. At that time, she had not been able to sleep for nights and her husband was very concerned about her increasing sadness.

Her husband has to work for long hours, seven days a week and she was alone in the house most of the time. She lost interest in connecting with friends and felt that everyone was busy with their life. She did not want to bother people with her problems. She told me that her friends think that she has a nice husband and a big house and what more does she want. Her first child who is almost 3 years old now was sent to China when she was still a

baby to be taken care of by her in-laws because she could not handle taking care of her. On top of all her issues, both she and her husband speak very little English.

I accompanied her to her Gynecologist's appointment and with my client's permission alerted him of her past history and her present condition. The specialist, after his assessment, put her on anti-depressant right away. My client was initially afraid to take the medication. I provided her with the literature and reassured her that the benefit of taking the low dose anti-depressant outweighs more over the risk of not taking it. The medication would not likely harm her fetus at the last trimester.

Her condition started to improve with medication and she

once told me that her mind has never been so clear for a long time. She began to take care of herself by eating well, going for walks and resting more.

She delivered a healthy baby boy before Christmas. During her hospital stay, she felt the pressure from the nurses about breast feeding. Her husband would rather she could get enough rest and forget about breast feeding. My client felt that the nurses thought she was not a good parent by not willing to keep her baby in a 'skin-to-skin' position.

With my client's permission, I discussed with the nurses about my client's condition and also about our cultural standpoint on breast feeding. In our culture, breast feeding is only a 50/50 practice. The nurses were not aware that they had been giving pressure to my client.

At present, my client has good days and bad days. She is still on the anti-depressant and she is able to cope with taking care of her baby. She felt comfortable to reach out for support, sometimes just by a phone call because she was being understood. I will encourage her to make friends in our community and empower her to seek the healthy support that she needs to break free from isolation and depression.

The Intercultural Mental Health Navigators provide help to individuals and families of the culturally diverse communities of the Waterloo region to help them navigate and access support systems for mental health and substance use and organize workshops with cultural-linguistic communities to learn more about the mental health and addiction systems.

## Walking group at KDCHC

By *Ali Sheikh and Terrilyn Holst*

The Walking Group has been active in the winter. It has been unique opportunity for those who were involved. The program was being hosted at the St John's church every Tuesday morning. The facilitators and the participants alike were amazed of the crowd. It has been incredibly amazing to see the variety of community members who could attend. The participants include men and women, young and seniors. The supportive environment established by both the motivating facilitators and dedicated participants was the greatest factor of success the program is enjoying. The program serves as health and wellbeing promotion to the community as per KDCHC's mandate and mission.

The program is structured in a way that promotes the health and the wellbeing of the participants. It gives a brief educational presentation at the beginning and makes sure that the participants are ready

for the activity. The educational presentations include topics around healthy eating, nutrition, advantages of physical activity for health and wellbeing, stress reduction etc. The group members walk together in the gym in St John's church and then have a setting goals activity at the end and share updates of their weekly physical activities. Some of the participants reported a progress in the life style change in their families. The group facilitators adopted the behavior change based model to encourage a lasting life style change in the participants and their families.

Research shows that physical activity is essential for overall health, well-being and quality of life. People who are physically active live longer, healthier lives. Active people are more productive, and more likely to avoid illness and injury. While living in a world where our lives are full of activities assisted by technology, we use vehicles for most of our day

to day activities and most services are moving to the use of drive through to decrease the possible movement we would otherwise engaged.

Some of the benefits physical activities have include: Healthy growth and development, it prevents chronic diseases like cancer, type 2 diabetes and heart disease, it makes us stronger, it gives us energy, decrease stress, and prolongs independence as we age. Walking is a fun way to incorporate a daily physical activity in your life. It costs nothing. The Walking Group program offers you a supportive environment, guidance, and socializing opportunity.

The winter program ended on April 3rd and the spring session started on April 10 (see the schedule on the calendar on Page 8). With the already beautiful weather spring has brought, the program will be in the park. Join us in this amazing program and enjoyment and fun are guaranteed.

Program	Meeting Date	Meeting Time	Meeting Place
<b>Spring 2012 Programs</b>			
<b>Breathing and Mindfulness Classes</b>	Tuesday mornings Apr. 24th to Jun. 12th Call Doug 519-745-4404 ext. 207	10:00 – 11:30 am	44 Francis St. S.
<b>Chronic Disease Self-management (Registration required)</b>	Every Monday afternoon (for 6 weeks) Apr. 30th to Jun. 11th Call Gebre (519) 745-4404 ext. 208	1:30 – 4:00 pm	44 Francis St. S.
<b>Living on a Survival Budget</b>	For more information or to register call Charla 519-745-4404 ext. 242		44 Francis St. S.
<b>Senior Lunch and Learn</b>	Every 3rd Tuesday of the month Call Nicole 519-745-4404 ext. 234	11:30 am – 1:30 pm	St. Peter's Church 49 Queen St. N., Kitchener
<b>Walking Group</b>	Tuesday morning Apr. 10th to Jun. 26th. Call Charla 519-745-4404 ext. 242	10:00 – 11:30 am	44 Francis St. S.
<b>On-going Programs</b>			
<b>Breastfeeding Buddies Training</b>	Call Michelle 519-772-1016		44 Francis St. S.
<b>I.D. Clinic Call 519-745-4404 ext. 207</b>	Monday (for residents) Tuesday (drop-in) Wednesday (for residents)	12:00 pm 10:00 am – 1:00 pm 9:00 am	Mary's Place St. John Kitchen Men's Hostel
<b>Latin American Diabetes Program</b>	Every Third Wednesday of the month	5:30 pm – 7:30 pm	44 Francis St. S.
<b>Sketching Classes (Drop-in)</b>	Every Tuesday (for 8 weeks) May 15th – July 10th Call Lori 519-745-4404 ext. 224	1:00 pm – 3:00 pm	44 Francis St. S.
<b>Advisory Groups</b>			
<b>Community Coalition on Refugee and Immigrant Concerns</b>	Call Fauzia 519-745-4404 ext. 209		44 Francis St. S.
<b>Community Health Helpers</b>	Call Fauzia 519-745-4404 ext. 209		44 Francis St. S.
<b>Homelessness Advisory Group</b>	Third Wednesday of the month. Call 519-745-4404 ext. 207	5:00 pm – 7:00 pm	44 Francis St. S.
<b>Mental Health Advisory Group</b>	Every Second Tuesday of the month	1:00 pm – 3:00 pm	44 Francis St. S.
<b>Seniors Advisory Group</b>	Second Wednesday of the month	1:00 pm – 3:00 pm	44 Francis St. S.



### Kitchener Downtown



COMMUNITY HEALTH CENTRE

#### Current Hours of operation:

Monday, Tuesday & Friday - 9:00 am - 4:30 pm  
 Wednesday - 9:00 am - 7:30 pm  
 Thursday - 9:00 am - 12:00 pm & 4:00 - 7:30 pm  
 (closed from 12:00 pm - 4:00 pm)

### Kitchener Downtown Community Health Centre

44 Francis Street, South  
 Kitchener, ON N2G 2A2  
 (corner of Francis & Joseph St.)  
 Tel: 519-745-4404  
 Fax: 519-745-3709  
 Web: www.kdchc.org

KDCHC Update is a newsletter of the Kitchener Downtown Community Health Centre. It is printed three times a year (fall, winter and spring). We welcome article submissions from our clients, volunteers and the community. Please send them to Gebre by e-mail at [gberihun@kdchc.org](mailto:gberihun@kdchc.org) or at the address above.