



UPDATE

SPRING 2014

the role of PEER HEALTH WORKER

- ▶ interview with Clarence Cachagee, KDCHC Peer Health Worker at House of Friendship Charles Street Men's Hostel 2011–2013
- ▶ by Doug Rankin, Community Health Worker

What did you do as a Peer Health Worker at Men's Hostel?

I built relationships with people, and then supported them by listening and helping them **solve problems**. I would let them know what resources are available in the community so they had some **options** for accessing health care, housing, employment, food, clothing, and a lot of other resources. I was very **positive** and **supportive** of the men and would provide a lot of encouragement to them. And I was there to support them when they were ready to move forward and make bigger changes.

Were a lot of people you supported ready for big changes?

Not everyone is ready for change and that's okay – I accept people where they are at – and **I let residents know I am their equal, no higher, no lower**. Sometimes I would just listen and I think that's important. A lot of people I work with are at a place in life where they feel like nobody is listening. But I ask people what I can do to help them. **I ask them what they are hoping for in life**, what their goals are. Several men I worked with were ready to deal with **long-standing issues** like their health, addiction, family conflict, going back to school.

How did you know you were successful?

I would see residents who followed up on our conversations by accessing resources and getting additional health or other supports in the community. Many men I worked with accessed physical or mental health services. Many of them got housing with my support. People would ask for me at the hostel after hearing from other residents who worked with me. I



Clarence Cachagee

always thought a word of mouth referral was a good sign! Some would come back to the hostel to see me and check in and let me know how things are going. One guy didn't want to talk with me until his second stay at the shelter – now he always says that I'm part of his extended family. **I feel honoured** to be a support to him.

Did you like being a Peer Health Worker?

I loved it. It was a privilege to be a part of people's journey and help support them. I tried to be there for people to provide **non-judgemental support** whatever issue people had. **I was also able to share what I've done** in my life and help energize them to explore themselves. **I helped people process their own change on their terms**, helping them with the steps. I liked making the most out of each visit with people

What are you doing now?

I'm working as a **Shelter to Housing Outreach Worker here at Men's Hostel**. And I'm in the Social Service Worker, Indigenous Knowledge program at Anishinabek Educational Institute and Loyalist College. I'm learning how to give back to my community by doing **social work in a holistic approach** that knows how native people feel culturally about colonization, residential schools and oppression. Oppression has had a negative inter-generational impact that is passed down. Many people don't understand this broader context. It results in some people having shame and I am learning how to be aware of oppression and its impact. With cultural knowledge and my own experience I am able to gently challenge and encourage members of my community and **let them know they are worthy, original people**.



Video: How one Kitchener man went from being homeless to housed (courtesy CBC)

<http://www.cbc.ca/news/canada/kitchener-waterloo/how-one-kitchener-man-went-from-being-homeless-to-housed-1.1699819>



Message from Eric Goldberg

— Executive Director

Accountability to our Community

KDCHC is entering into a contract with its major funder, the Waterloo Wellington Local Health Integration Network (WWLHIN).

It is a 3 year agreement from April 1, 2014 to March 31, 2017. This contract provides KDCHC with funding in exchange for providing health care services to our community. The contract will be posted on our website by the end of April.

The contract includes a focus on:

- Ensuring high quality care
- Quality improvement to support access to services

- Asking clients about their satisfaction for services they receive.
- Working with other agencies to improve services for people across our community.
- Having a balanced budget.

Things that are being measured include: cancer screening, how staff work together to provide service to people with diabetes, how many clients we serve and results of client satisfaction surveys.

In the future, I will provide you with updates about how we are doing.

Sincerely, *Eric Goldberg*

Staffing Updates

► by Stephen Gross
Director, Client Services



Pam Rafter



Lana Brasher



Danielle Yantha

WE WELCOMED...

Nurse Practitioner Specialized Acquired Brain Injury Services: We welcomed **Pam Rafter**, Nurse Practitioner as our full time staff person for this program in late October.

Aboriginal Health and Wellness Promoter: We welcomed **Lana Brasher** to this new position with KDCHC and in the Waterloo Wellington LHIN area. Lana began in mid March. Details about this program will be highlighted in the next newsletter

Primary Care Manager: We welcomed **Danielle Yantha** as our new Primary Care Manager in mid March. Danielle will be assuming responsibility for the Primary Care Team (Counsellors, Dietitian, Chiroprapist, Registered Nurses, Nurse Practitioners, Physicians)

HELLO! My name is Danielle Yantha and I am very excited to join the team at KDCHC as **Primary Health Manager**. My clinical background is nursing and I started working as a frontline nurse at the Hospital for Sick Children, working with adolescents with eating disorders and working in psychiatry with kids in crisis.

Along with positions in acute care settings, I have been an instructor for Sheridan College working with both PSW and RPN students in various clinical settings.

For the past eight years I have been working at the Homewood Health Centre in Guelph. During my time there I worked as both a Patient Care Coordinator and Administrator of four different inpatient mental health programs.

For me, leadership and management have always been a passion. This interest inspired me to enroll in a Master's program (Masters in Health Studies, Administration focus) which I started in 2012 and continue on a part time basis.

I am really looking forward to the opportunity to work with this dedicated group of staff and learn more about primary care and how it links with the community supports and services that are so unique to the centre.

WE SAID GOODBYE TO...

Primary Care: **Dr's Sheila Russek and Kris Varano** completed their locum contracts as of March 31, 2014.

Diabetes Education: **Nathalie Leduc**, Registered Dietitian left KDCHC in February. Due to funding changes, we said goodbye to Alex Muresan March 31st.

Our Chiroprapist **Dushara Kirishnakanthan** began her leave in March.

RECRUITMENT @ KDCHC

KDCHC is currently in the recruitment process for the **Chiroprapist** position. We hope to have some coverage for this service soon.

KDCHC will be short staffed in the physician role until mid May until Dr. Kaphengst returns from leave. We ask our primary care clients to be patient as we work to serve all clients well in the midst of this staff shortage.

KDCHC is currently in the recruitment process for a new **Registered Dietitian** for the Diabetes Education Program.

KDCHC is in the recruitment process for **three new positions** related to the additional funding investment announced in the last newsletter. We look forward to announcing new hires soon.



MESSAGE FROM THE BOARD

You are Invited to the Annual Meeting of KDCHC...

WHEN ▶ **June 24th, 2014 @ 5.00pm**

WHERE ▶ **44 Francis St. South, 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.

KDCHC Board of Directors Supports Volunteer Development

VOLUNTEER APPRECIATION

The Board of Directors recognizes the importance of volunteer appreciation and development. **Each year the Board nominates one Volunteer to attend the Association of Ontario Health Centre annual conference.**

Volunteers submit a one page application outlining their involvement with the KDCHC (e.g. number of volunteer hours, description of support provided and impact on the KDCHC). They also state the reasons they wish to attend the Conference and how their attendance would benefit them and the Centre.

The successful candidate will have their Conference registration fees, accommodation and travel costs paid for by the Board of Directors.

KDCHC has many wonderful volunteers and it's a great honour to review their applications and see the incredible contributions volunteers make to KDCHC.

About the Conference:

This year, for the first time, **Public Health and Primary Health Care will be hosting a joint conference** focused on the shared vision of the best possible health and wellbeing for everyone living in Ontario.

This conference will take place June 4 & 5, 2014 at the Sheraton Parkway Toronto North. It will include inspiring presentations, panel discussions, learning and networking sessions that will enable both sectors to learn from each other and share best collaborative practices on shared priorities.

ASSOCIATION OF ONTARIO HEALTH CENTRES ANNUAL CONFERENCE

June 4th & 5th • Sheraton Parkway Toronto N.



The Conference has three overarching themes

- ▶ Best practices for keeping people healthy
- ▶ Working upstream to promote community health and well-being
- ▶ Increasing the effectiveness and sustainability of partnerships between the primary health care and public health sectors.

The successful candidate will have their **Conference registration fees, accomodation and travel costs paid** for by the Board of Directors!

Volunteer

Voices

MY EXPERIENCE
WITH KDCHC

► by Melanie Lurz, Volunteer



I came to Canada last August from Germany after recently getting married to a Canadian. We applied for permanent residence. It's been a long journey waiting for all the paperwork to clear. While I was waiting for my status (thankfully most of that is over!) I've been volunteering at the KDCHC.

I started in February 2013 as a **hospitality volunteer**. Everybody at the centre is really nice and helpful, so it was easy for me to learn by example. This role entails organizing the kitchen, keeping the fridge clean and ordering supplies. Once a month I also help out at the culture kitchen. 20 or so people at a time can book this program to get to know food from a variety of cultures.

It's been a lot of fun to cook and talk with a great variety of interesting people. There is always lots of food to eat and lots to learn about nutrition and cooking. These programs are really

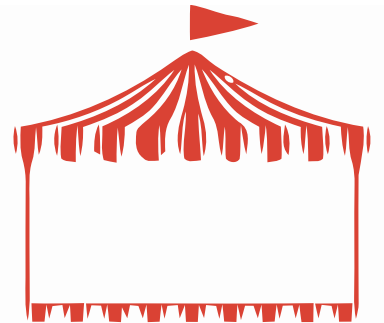
good for new Canadians or just people who are interested in food in general.

I'm also volunteering at the Front Desk with the Diabetes Team. This role entails greeting people and directing people to appropriate personnel, as well as some clerical duties including phone and computer use. Since I've been volunteering with these lovely people, I've Improved my computer skills a lot. I really appreciate the opportunity given to me as a volunteer at the Kitchener Downtown Community Health Centre, an organized place with great programs.

If all goes well, my permanent residence in Canada will be clinched on November 29th, so keep your fingers crossed! In the meantime, I'm looking for a job that will take advantage of my organizational skills and attention to detail.

COME ONE. COME ALL!

TO THE KDCHC VOLUNTEER APPRECIATION CARNIVAL!



Kitchener Downtown
Community Health Centre

44 Francis St. South
Kitchener

(childcare available)



Thursday, May 1st • 1 – 3pm

HOPE TO SEE YOU THERE!



Health Information

Spring can be tough for people with Asthma

► by Margie French,
Nurse Practitioner



WHAT IS ASTHMA?

Asthma is a common lung condition that affects how you breathe. Normally air flows in and out of the lungs without any effort.

People with asthma have sensitive airways that result in three things:

1. The inside lining of the airways gets thick and swells (inflammation).
2. The muscles around the airways get tight (constrict).
3. The airways produce thick mucus which makes it hard to breathe.

When someone is having an asthma attack he may experience a frequent, dry cough, chest tightness, shortness of breath and wheezing (high or low pitched sound).

It is important to see your doctor or Nurse Practitioner if you are experiencing any of these symptoms so that relief measures can be offered, education provided, and additional testing done if necessary.

MEDICATIONS

Medication plays an important part in managing and treating asthma. There is no cure for asthma but if you try to avoid your triggers and use your medication as ordered, **the symptoms can be controlled.**

Inhaled medications (breathed in) are used often because they go directly into the lungs and provide relief. **The main types of inhaled medications are called controllers and relievers.**

CONTROLLER MEDICATIONS

- Stop lining in airway from swelling & decrease swelling & mucus when used every day
- Should be used on a daily basis, even when feeling well
- Examples are Flovent, Qvar, Advair, Symbicort (known as corticosteroids)

It is important to rinse your mouth after use or drink a glass of water afterwards to prevent the growth of thrush (yeast infection) in mouth area.

BE AWARE OF YOUR TRIGGERS

There are certain “triggers” that can bother a person’s airways and cause an asthma attack. **If you are aware of what your triggers are**, steps can be taken to avoid them and decrease the chance of having an asthma attack.

ALLERGIC TRIGGERS

- Household pets such as cats, dogs, furry animals, birds
- Dust mites in carpets, furniture, mattresses, feather pillows, toys
- Mold (indoor & outdoor) in damp areas, garbage cans, humidifiers, household plants
- Pollen from trees, grass, ragweed
- Foods & additives such as nuts, shellfish, eggs, milk, chocolate, food colouring, MSG, sulphite in dried fruits, beer, wine, salads

NON-ALLERGIC TRIGGERS

- Medications such as aspirin, anti-inflammatory medication (Advil), certain blood pressure pills, and eye drops
- Cigarette smoke, paint fumes, fireplace smoke, perfume, chemicals
- High humidity or cold air; cold or chest infections
- Work-related products such as fumes, gases, chemicals, or working in dusty areas
- Emotions – excitement, crying, laughing, stress
- Exercise can cause shortness of breath and cough

RELIEVER MEDICATIONS

- Relaxes the muscles around the airways & opens them so it is easier to breathe
- Examples are Salbutamol, Ventolin, Bricanyl
- Helps to treat symptoms such as cough and wheeze
- Can be used 10-15 minutes before starting an exercise or sport

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HEALTH: Spring can be tough for people with Asthma

EARLY WARNING SIGNS OF DANGER

Some early warning signs that indicate your asthma is not under control are:

- ▶ Use of relief inhaler more than 3 doses per week or you are not getting any relief
- ▶ Waking up at night because of a cough, wheeze or shortness of breath
- ▶ Having a morning wheeze or tight chest after using your inhaler
- ▶ You cannot work, play or go to school because of your asthma symptoms

In these circumstances you need to make an appointment with your health care provider.

IN EMERGENCY SITUATIONS, SUCH AS:

- ▶ an inability to stop coughing or trouble talking
- ▶ feeling extremely tired or blue-coloured lips/skin
- ▶ a feeling that you're suffocating or cannot get any air

CALL 911 immediately for an ambulance.

While waiting for the ambulance to arrive try to keep using your reliever medication.

There is a vast amount of information to be learned about asthma but if you try to avoid your triggers, and take your medication as prescribed, you will be able to live a healthy and active life. **Be sure to stay well informed** about your condition and **see your health care provider on a regular basis** to manage your asthma.

My Journey in Quitting Smoking

▶ by Esha, KDCHC
Quit-Smoking
Program Participant



EVERYONE WHO QUILTS SMOKING tobacco has their own unique story to tell about what their challenges were and the strategies they used to become smoke free. **Here is one of KDCHC's quit smoking participants' journey on how she quit smoking.**

I participated in the Quit Smoking group in spring 2013. **From my perspective, I want to give you courage not to give up, to trust yourself, and to tell you about my experience.** I tried to quit smoking several times in the past.

One time I was successful for one year. New Year Eve came and I was with my friends. Everyone started smoking except me. After a few hours, my friends said to me "today" is New Year Eve, one cigarette wouldn't hurt", and that was the time I started again. I didn't listen to myself. I wanted to be one of them.

After that day, I realized that smoking is a strong addiction and it would take a while to quit smoking. I decided to try quitting again. I knew my daughter's dearest wish would be to keep me alive and healthy.



I decided to attend the Kitchener Downtown Community Health Centre's quit smoking program. When I met people, I knew I am not alone and the people in the group were not here to judge me, but help. We had a list of phone numbers, so that we can call each other for support and share our experience.

WHEN WE DECIDE to quit smoking, **we realized we have to consider that we will change ourselves** and that would be a challenge for friends and family too. When I started the program, I told my family about my intention, that I may act "weird" for them. I told them I could be nervous, or I could leave the place if it will be too much for me, considering I wouldn't see them for a while.

I understood I had to have the patience in order to get rid of smoking. I understood that for me, I have the choice, to smoke or not to smoke.

I chose not to smoke and started making small steps forward. I never thought about the end result, because I didn't want to bet with myself that I would quit smoking. I didn't put myself under any kind of pressure.

I used different strategies to help me cope in my journey:

- I wrote on my water bottle that "I am strong", "I love myself" "I live health", "I am proud of myself".
- I wrote notes to praise myself and I stuck them everywhere around me and I read them all the time.
- I participated in the breathing program 4 times until the deep breathing became a routine.
- I also started practicing in the yoga program until that became a routine.
- I met the counsellor at the health centre.
- I participated in the sketching program because that work required patience. I wasn't good at the beginning, but then I started getting better and better.

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HEALTH: My Journey In Quitting Smoking

- When I became nervous, I took my dogs for long walks. During the first weeks of sessions of the quit smoking program, I reduced smoking. When I came home with the dogs, I rewarded myself with a cigarette. I used to wake up in the morning, have a coffee and a cigarette.
- Once I started quit smoking program, I started to move furniture around and when I had the feeling, that I would find again a "spot", I moved the furniture around again and again. I am still doing that.
- As much as I could, I replaced coffee with tea.
- I never used the gum because it made me nervous and I never had a pencil or another "replacement" between my fingers, because that made me think about a cigarette.
- I used the stress ball "brain" that was and is still helpful.

These are the strategies that I used, and I remain smoke free.

MY MESSAGE TO YOU IS, **no matter what somebody would tell you, just follow the way you chose** and what works for you in your quit smoking journey.

From my experience, I know smoking and drinking coffee made me feel like I am not hungry. I didn't eat properly for years. I didn't feed my brain. It didn't work properly and I had no energy for anything. **When I quit smoking, I regained the appetite to cook and eat regularly.** I took longer walks and so I lost weight, rather than gaining it.

My journey was difficult, but the outcome to my health makes me happy. IF I MADE IT, YOU CAN TOO.

PROGRAMS OPEN TO THE COMMUNITY

MINDFULNESS AND BREATHING CLASSES

Mindfulness and Breathing classes have many benefits, including:

- "Me" time
- Broaden the relaxation response
- Better self-care
- Enhanced contentment
- Improved sleep
- Overall improved well-being
- More satisfying daily experience!

You will learn:

- What is mindfulness and how it helps
- How to do deep diaphragmatic breathing
- Many mindfulness exercises
- Drop-in for the first 2 sessions ONLY

Who can attend?

This is open to KDCHC clients, volunteers and the community. You need strong English skills. Practice on floor mat or in a chair.

When

**Thursdays, from May 1 to June 19, 2014
6.00pm – 8.00pm (for 8 weeks)**

Where

KDCHC (44 Francis Street South, Kitchener)
First Floor (please ask at the front desk when you arrive)

To register, call 519.745.4404

Ask for Doug, ext. 207 or Penny, ext. 244

Breastfeeding Buddies Cafe

Are you a mom who has breastfeeding questions or are expecting a baby soon? Would you enjoy meeting other experienced breastfeeding moms? Come and visit the NEW Breastfeeding Buddies drop in Café at Downtown Community centre. **The drop-in Café is led by Breastfeeding Buddies on a weekly basis.**

A breastfeeding buddy is a trained peer volunteer who will be available to answer breastfeeding questions, provide support and share community resources. **It is free.**

Every Monday 10.00am – 11.30am

Kitchener Downtown Community Centre
(35B Weber Street W., Kitchener, in the toddler room upstairs)

for more information please contact:

Michelle Buckner Breastfeeding Buddies
Program Coordinator at 519.772.1016 or mbuckner@kdchc.org.



MULTICULTURAL DIABETES EDUCATION PROGRAM

This is a program for people who speak Arabic, Spanish, Urdu/Hindi.

Participants learn from professionals and from each other regarding issues related to diabetes prevention and management including: contributing risk factors, monitoring diabetes and ways to prevent complications.

Sessions are facilitated by health care professionals.

When & Where

**Third Wednesday of every month
5:30 pm – 7:30 pm**

KDCHC (44 Francis St. S., Kitchener)

For more information about the program contact **Fauzia Mazhar**
519.745.4404 ext 209 or by
e-mail at fmazhar@kdchc.org

Childcare available upon request.

Programs Open to the Community

SPRING/SUMMER 2014 PROGRAMS

Name of Group	Meeting Date	Time	Meeting Place
Breathing and Mindfulness Classes (registration required)	8 weeks, every Thursday May 1- June 19, 2014 Call Doug 519.745.4404, ext. 207 or Penny, ext. 2044	6.00pm – 8.00pm	
Culture Kitchen (For KDCHC clients and volunteers only)	Fourth Friday of every month Call Fauzia 519.745.4404 ext. 209	12.00pm – 2.30pm	
Eat Well, Spend less (formerly known as Living on a Survival Budget) Pre-registration required	2nd Monday of the month To register call Charla 519.745.4404 ext. 242.	1.00 pm – 4.00 pm	44 Francis St. S.
“I Have The Power” - Quit Smoking Program (For KDCHC clients only)	Call Nicole 519.745.4404 ext. 234		
Learn to Knit (registration required)	Every Monday From April 7th – May 12th Call Nicole 519.745.4404 ext. 234	10.00am – 11:30am	
Take Charge (registration required)	A six-week workshop for people who live with any ongoing health conditions • May 26 – June 30 Call Charla 519.745.4404 ext. 242 or Gebre ext. 208	1.00pm – 3.30pm	

ON-GOING PROGRAMS

Breastfeeding Buddies (to new mothers)	Call Michelle 519.772.1016		44 Francis St. S.
I.D Clinic (for people experiencing homelessness or at risk of homelessness)	Monday (for residents)	12.00 pm	Mary’s Place
	Tuesday (drop-in)	10.00 am – 1.00pm	St. John Kitchen
	Wednesday (for residents)	9.00 am	Men’s Hostel
	By Appointment: Call Doug 519.745.4404 ext.207		
Multicultural Diabetes Program Workshop in English, Spanish, Arabic, Urdu/Hindi)	Every Third Wednesday of the month Call Fauzia 519.745.4404 ext. 209	5.30 pm – 7.30 pm	
Walking Group Runs spring, summer, fall (outdoor) and winter (indoor) (Drop-in)	Every Tuesday morning for 12-weeks Call Charla 519.745.4404 ext. 242 or Gebre ext. 208	10.00 am – 11.30 am	44 Francis St. S.

ADVISORY GROUPS

Community Coalition on Refugee and Immigrant Concerns	Call Fauzia 519.745.4404 ext. 209		
Community Health Helpers	Call Fauzia 519.745.4404 ext. 209		44 Francis St. S.
Mental Health Advisory Group	Call Penny 519.745.4404 ext. 244	1 – 3.00 pm	
Volunteerism Advisory Group	Call Lori Holmes 519.745.4404 ext. 250		