



UPDATE

WINTER 2017

HEALTH TIPS FOR WINTER

Do i need

Stacey Bricknell, Nurse Practitioner

Antibiotics?

Antibiotics aren't always the answer

Antibiotics do not fight infections caused by viruses such as colds, flu, most sore throats, bronchitis, and many sinus and ear infections. **Symptom relief is often the best treatment for viral infections.**



What to Do

Just because your healthcare provider doesn't give you an antibiotic **doesn't mean you aren't sick.** Talk with your healthcare provider about the best treatment for you or your child's illness.

Taking antibiotics for viral infections...



- ▶ Will not cure the infection
- ▶ Will not keep other people from getting sick
- ▶ Will not help you or your child feel better
- ▶ May cause unnecessary and harmful side effects
- ▶ May contribute to antibiotic resistance, which means antibiotics will eventually stop working to treat infections

Rest, fluids and over-the-counter products may be your (or your child's) best treatment option against viral infections!



What Not to Do

Do not demand antibiotics when your healthcare provider says they are not needed



Do not take an antibiotic for a viral infection

Do not take antibiotics prescribed for someone else. The antibiotic may not be right for your illness. Taking the wrong medicine may delay correct treatment and allow bacteria to grow

If your healthcare provider prescribes an antibiotic for a bacterial infection

Do not skip doses

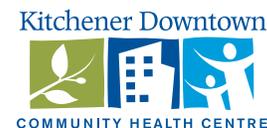
Do not stop taking the antibiotics early unless your healthcare provider tells you to do so

Do not save any of the antibiotics for the next time you or your child gets sick

Illness	Usual Cause		Antibiotic Needed?
	Viruses	Bacteria	
Cold or Runny Nose	✓		
Bronchitis/Chest Cold (in otherwise healthy persons)	✓		
Whooping Cough		✓	YES
Flu	✓		
Strep Throat		✓	YES
Sore Throat (except Strep)	✓		
Fluid in the Middle Ear (otitis media with effusion)	✓		
Urinary Tract Infection		✓	YES

Message From the Executive Director

Eric Goldberg • Executive Director



INDIGENOUS HEALTH & WELLNESS PROGRAM

KDCHC welcomes the opportunity and is proud to host this program to support the Indigenous community in Waterloo Wellington to enhance access to services that focus on supporting health and wellness through traditional cultural practices.

In 2014 and 2015 the program had positive impacts, including:

- ▶ Health and wellness forums that attracted over 200 participants
- ▶ Brought traditional healers to support the local community
- ▶ Connected Indigenous residents to local health services
- ▶ Facilitated the availability of culturally specific service delivery through connections made with the Southern Ontario Aboriginal Diabetes Initiative and Healthy Weights Connection in London
- ▶ Enabled partnerships with the Indigenous community through connections made with local organizations and services including White Owl Native Ancestry, Healing of the 7 Generations, the Aboriginal Student associations at University of Waterloo, Wilfrid Laurier University, University of Guelph and Conestoga College

This program was put on hold with the departure of our first Health Promoter and because of work by the WWLHIN to determine next steps. This fall received word that the program would be starting up again with increased funding from the WWLHIN to now support 2 positions and funding to offer more services.

Given the positive impact the program had started to provide, one position for the geographic area of the LHIN was

not sufficient for all of Waterloo Wellington. **So now, the Guelph Community Health Centre will also host an Indigenous Health Promoter along with the position hosted by KDCHC.**

We are currently working with members of the Indigenous community to recruit for the KDCHC position. Guelph CHC is doing the same.

As host of this position, it is our role to support the Health Promoter/Navigator, not lead the initiative. It will be the role of the Health Promoter/Navigator to work with members of the Indigenous communities to address health and wellness issues and make recommendations to the WWLHIN about needed services and supports. KDCHC recognizes and supports the expressed need by the Indigenous community "that self-determination is fundamental." KDCHC sees itself as an ally in that work.

We are pleased to be able to continue the work in supporting health and wellness for members of the Indigenous Community. It's hoped the new positions will be in place sometime in January 2017.



KDCHC IS LOOKING FOR NEW BOARD MEMBERS

Kitchener Downtown Community Health Centre provides primary health care services with an emphasis on persons who experience barriers to health care access and health inequities.

These services address the social determinants of health and include medical care, health promotion, illness prevention and community capacity building. Our diverse and dynamic interdisciplinary team works collaboratively with clients and the community.

KDCHC is currently seeking candidates who have a keen interest in the vision and mission of KDCHC for its 13 member Volunteer Board of Directors. Skills related to leadership, strategic thinking, creativity, and good written and verbal communication are important. The Board is also looking for people with public relations, communications or fundraising experience.



Living in the downtown and surrounding area and current involvement with KDCHC is also an asset. A time commitment of 6-8 hours per month is required for Board related activities.

KDCHC values the diversity and welcomes applications from people of all races, ethnicity, religions, culture, sexual orientation, gender identify and those with disabilities. Candidates will be requested to submit a resume, cover letter focusing on their interest to become a Board Member.

Please contact Eric Goldberg, Executive Director for more information at 519-745-4404 ext. 206 or by e-mail at egoldberg@kdchc.org.

ANNE WHITE

Hello, my name is Anne White and I am just thrilled to join the KDCHC team as the Volunteer Services Assistant. I look forward to using my customer service and health care administration background in this role. I am excited to learn more about KDCHC and our valuable Volunteer Services Department. My husband and I live in Waterloo with our two daughters. I am actively involved in our local youth basketball and soccer organizations as both a volunteer and parent. I enjoy baking in my spare time...very spare time. I look forward to meeting and forming relationships with staff, volunteers and clients.



MATT KIANFAR

Hello, my name is Matt Kianfar and I am one of the Registered Nurses in the Diabetes Education Program. I am honoured and privileged to be able to join the wonderful team of staff and volunteers that make up KDCHC. I recently got married in the summer and moved to Kitchener after working at Guelph General Hospital and Baycrest Hospital in Toronto. I have always had a desire to work in a community health centre, providing care to a diversity of individuals across a wide cross section. I look forward to contributing to the team, getting to know more of the community, and learning a lot during my time here.



TIANA McBRIDE

Tiana McBride comes to the KDCHC Diabetes Education Program as Client Services Assistant from the Volunteer Services Program at the centre. She has a skill set in administrative support, volunteer support and a keen interest in community healthcare. Tiana came to KDCHC over a year ago from Toronto, ON where she spent two years at one of Toronto's leading specialized public rehabilitation centres in administrative support roles. Her background and education comes from a Bachelor's Degree in Women's Studies and Cultural Anthropology from the University of Toronto. Tiana is very happy to continue to be a part of KDCHC and is looking forward to supporting clients at the centre in her new role.



KURTIS BORLAND

Kurtis, a student of Chiropody Program at The Michener Institute in Toronto and on internship at KDCHC received the scholarship for achieving the highest mark (GPA) in his current year of the Chiropody program.

He demonstrated leadership in the classroom and lab as well as received exemplary professional performance appraisals and demonstrated initiative. Congratulations Kurtis!!!



► Kurtis Borland (right), with his Chiropodist mentor Dushara Kirishnanathan (left)

GOODBYE AND THANK YOU...

We said goodbye to **Leanne Séguin** (Nurse), **Julie Keta** (Registered Dietitian, Diabetes Education), and **Pam Rafter** (NP, ABI Program).

We thank them all for their great contributions to the centre and wish them all the best.

Thank You!



With the winter season fast approaching, the Kitchener Downtown Community Health Centre is **fortunate enough to receive donated shoes from local stores.**

The Shoepex Store (Wendy) and Running Room (Sandra) have generously supplied hundreds of boots and running shoes to KDCHC Chiropody Clinic for those in need.

At KDCHC and St. John's Kitchen we are able to provide biomechanical and footwear assessments, supplying appropriate shoes to those patients requiring additional support and protection.

As well, we are able to provide shoes to our clients at other outreach centres (House of Friendship, Anselma, etc) when needed.



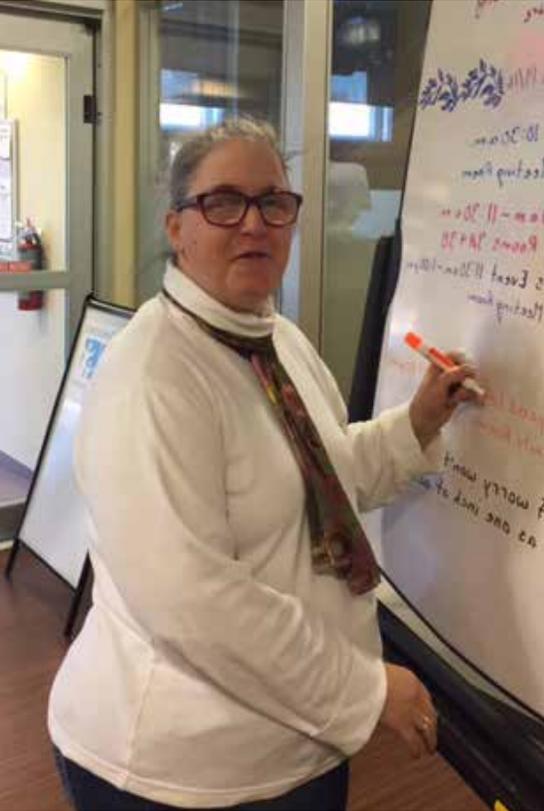
This is a great step in the right direction for foot health in our community. **On behalf of the people receiving the shoes, we say Thank You to our local heroes.**



Community is much more than belonging to something; it's about doing something together that makes belonging matter.

Volunteer VOICES

My Experience with KDCHC



 Bonnie • Volunteer

What brought you to KDCHC?

While searching for employment after obtaining my Personal Attendant Certificate my very wonderful Employment Counsellor provided me with the volunteer application form and contact information for KDCHC. Volunteering is a wonderful way to continuing utilizing your skills while still continue searching for employment. Filling out that application was one of the best decisions I made in March 2015.

What was one of the things you liked best?

What impressed me the first time I came was Lorri's zest for life and laughter. There was a welcoming, open and friendly atmosphere that you get the moment you enter the building. I was amazed when I was invited to the volunteer appreciation before I had even completed my first shift here!

What have you experienced in the past year?

I have made many friends because I have worked several different shifts at the front desk. I am always willing to do an extra shift because I absolutely love being here. I have

done some training of volunteers too. There is nothing more worthwhile than being able to pass on knowledge to others. In doing so I am sharing a part of myself. I've been given specific jobs that highlight my skills. As a volunteer my ideas and suggestions are valued and taken into consideration.

What do you like about the front desk?

The people. People matter to me. I care about what they think, what is important to them and how I can contribute to the lives of others. Giving a friendly smile and hello to someone can turn out to be the highlight of both their day and mine. Being able to provide assistance to anyone that comes in. Greeting clients and making them feel welcome when they come for an appointment. Giving directions to go upstairs, directions to a program, making reminder calls so that appointments are not missed, contacting staff for a client or showing another volunteer how to use the photocopier.

I feel KDCHC is a great part of the community but it is also a little community in itself. 

Would you like to join the Volunteer Team at KDCHC?

FACILITIES SUPPORT

If you love organizing and keeping things in tip top order, we need your help! In this role, you will assist with organizing our teaching kitchens, maintaining toys in the playroom, maintaining some program supplies, completing laundry from nutrition programs and primary health care services, and maintaining client waiting rooms. Experience with cleaning and the ability to use detergent and bleach products and do some occasional heavy lifting are required for this role.

TALK, WALK AND STRETCH PEER FACILITATOR

If you have experience as a fitness instructor, enjoy walking and encouraging others in developing a more healthy lifestyle, then this role may be for you! This program meets Thursday mornings from 10 am -11:30 am.

MENTAL HEALTH ADVISORY GROUP

This active group meets monthly to advocate for mental health services and raise awareness of mental health issues. If you are one of KDCHC's primary health care clients and

Here are some of the current volunteer roles available. If you are interested, please contact Lorri Holmes at 519.745.4404 x.250 or lholmes@kdchc.org

have lived experience navigating the mental health system, this group volunteer role may be for you. The MHAG meets monthly on a Wednesday afternoon.



REMEMBER TO SUBSCRIBE @ www.kdchc.org

Please take a moment to subscribe to our quarterly electronic newsletter at <http://www.kdchc.org> Find out what's new and going at KDCHC, read great articles and stories from our varied contributors. It's easy to sign up and just as easy to unsubscribe if you would like to in future.



7th Annual Kindred Spirit Award Winner

At the National Housing Day celebrations on Nov. 17th, KDCHC's 7th annual Kindred Spirit Award was given out.

The Award is given out each year in partnership with the YWCA, oneROOF, Ray of Hope and the House of Friendship.

It was developed by the Homelessness Advisory Group (at KDCHC) who wanted to acknowledge and honor people who have experienced homelessness, who are supporting their peers.

The group and its partners also want to say with this award, that to give back to your community, to reach out, to support people struggling with things you have endured, takes great courage and great leadership.

The work of peers in the community plays a unique role in supporting people on their journey towards housing stability and improved health.

This year's recipient of the award is Jeremy Megit!

Jeremy has worked at House of Friendship as a relief worker, and is now working full time there as a Skills Development worker. He also worked for KDCHC as a Peer Health Worker, located at House of Friendship. He was good at sitting one-on-one with the men,



2016 Kindred Spirit Award Winner, Jeremy Megit (on left) with Ashley Grinham (centre) and Doug Rankin (right)

referring them to community resources and being a safe person to talk to for those who wanted it.

As a Skills Development Worker Jeremy has really shined. He was instrumental in putting the AA group in motion at the Shelter and he created opportunities for men to volunteer and give back.

A lot of the programs that the men can access are because of Jeremy.

Ashley Grinham, House of Friendship Charles Street Men's Shelter Coordinator, wrote in her nomination of Jeremy, "that is just a little bit of what he has done, along with a few more ideas that are in the beginning phases but I'm sure they will come into place, as Jeremy is usually unstoppable when he has an idea and the passion behind it.

He is making a difference daily through his contributions to the shelter environment and beyond. He is incredibly passionate about the work he does supporting and developing relationships. Jeremy pours his heart and soul into everything he does for the community".

Congratulations to Jeremy! You are celebrated by your peers, family and friends, and community. 🌟

OVERDOSE ALERT FOR WATERLOO REGION : DEC 5TH 2016

CARFENTANIL DETECTED IN WATERLOO REGION

Health Canada has confirmed the presence of Carfentanil in green counterfeit pills stamped 'CDN' and '80' in Waterloo Region

Carfentanil is

- ▶ **10,000 times more toxic** than morphine
- ▶ an opioid that is used to sedate large animals, such as elephants, and is **not for human consumption**
- ▶ **cannot be detected** by sight, smell or taste

Please exercise caution when using ALL drugs

IF SOMEONE OVERDOSES

- ▶ **Call 911**
- ▶ Administer Naloxone if an opioid overdose is suspected
- ▶ Continue to assist the victim until paramedics arrive
- ▶ The victim should accompany paramedics to hospital

IF USING SUBSTANCES

- ▶ **Never use substances alone**
- ▶ Try a very small amount first
- ▶ If you use with someone, do not use at the exact same time
- ▶ Avoid mixing substances
- ▶ Have naloxone ready. Know how to respond to an overdose

TO GET NALOXONE AND OPIOID OVERDOSE TRAINING

CONTACT

- ▶ Region of Waterloo Public Health – 519.575.4400
- ▶ Sanguen Health Centre – 519.603.0223
- ▶ You can also ask your local pharmacist if they dispense Naloxone (health card required)

This Alert is provided by the Waterloo Region Integrated Drugs Strategy via the OMARS initiative (Overdose Monitoring, Alert & Response System). Visit <http://www.waterlooregiondrugstrategy.ca/en/home/> and follow us on Twitter for overdose alert updates: @DrugStrategyWR.



PROMOTING the Mental Health & Wellness of Syrian Refugees

Gebr Berihun • Health Promoter

The Mental Health and Wellness Project started with a generous fund from the Immigration Partnership and Kitchener Waterloo Community Foundation and has been providing mental health support to Syrian Refugees, the sponsors and the organizations involved in helping newly-arrived Syrians.

Since last July different mental health and wellbeing focused workshops were held in different venues, including Victoria Hills Community Centre, Kingsdale Community Centre and Kitchener Masjid.

Since September, 80 refugees attended educational workshops About 28 were referred to counseling services for further support.

In addition, more than 100 sponsors and mental health practitioners attended workshops about culture and mental health and introduction to Syrian traditions and cultures. A group of sponsors has also been meeting weekly to share their experience.

The project achieved a lot in a short time because we created a safe space for refugees to express their feelings and needs. Being flexible and conducting workshops at places where the refugees are, providing the information in Arabic language and the ability to connect them with other service providers are all factors in this success.



WALK IN COUNSELLING IS CHANGING

Walk-in counselling for KDCHC clients! Starting January 23rd, 2017.

After 4 years (since November 27th 2012) of offering Walk in Counselling, we are changing it to offer more availability and flexibility.

Appointments are now available Monday through Friday.

We heard the feedback from those who used the service and we are making the changes! **As of January 23rd 2017, if you want counselling, please go to the 2nd floor reception and ask for the one page referral sheet.** Complete and return it to reception (in the provided envelope) and within three to seven days a counsellor will contact you with an appointment time.

Attend your appointment at this scheduled time and participate in the counselling/therapy session. Any questions please speak with your primary care provider or ask to speak with a counsellor or reception staff.

The Counselling team looks forward to better supporting you in 2017!

ME? BREASTFEED



WORKSHOP SCHEDULE

A FREE PRENATAL BREASTFEEDING WORKSHOP FOR MOMS, PARTNERS AND SUPPORT PEOPLE!

DATE	TIME	LOCATION (EYC - Early Years Centre)
Tue, Jan 10th	6.00pm	Waterloo EYC • 161 Roger St, Waterloo
Tue, Jan 24th	6.00pm	Cambridge EYC • 149 Ainslie St, Cambridge
Wed, Feb 8th	5.30pm	Kitchener EYC • 154 Gatewood Rd, Kitchener
Tue, Feb 21st	6.00pm	Waterloo EYC
Tue, Mar 7th	6.00pm	Cambridge EYC
Wed, Mar 29th	5.30pm	Kitchener EYC
Tue, Apr 11th	6.00pm	Waterloo EYC
Tue, Apr 25th	6.00pm	Cambridge EYC
Wed, May 10th	5.30pm	Kitchener EYC
Tue, May 23rd	6.00pm	Waterloo EYC
Tue, June 13th	6.00pm	Cambridge EYC
Wed, June 28th	5.30pm	Kitchener EYC

TO REGISTER FOR

- ▶ **Waterloo classes** call 519.741.8585
- ▶ **Kitchener classes** call 519.571.1626
- ▶ **Cambridge classes** call 519.740.8353

A NEW YEAR'S RESOLUTION

KICKING THE HABIT – SMOKING IN 2017

Every year on January 1st, many people make New Year's resolutions. Many people decide to quit smoking as a New Year's Resolution. If you're one of the smokers who want to quit, why not make a resolution to get started? Over the past decades, the proportion of Canadians who smoke cigarettes regularly has declined steadily and this a great public health success story!

Nicotine, the chemical in cigarettes, is very addictive. It can take as many as 6 tries before a person has quit smoking successfully.

YOU MAY BE ADDICTED TO NICOTINE IF YOU ANSWER 'YES' TO SOME OF THESE QUESTIONS

- ▶ do you smoke your first cigarette within 30 minutes of waking up in the morning?
- ▶ do you smoke 20 or more cigarettes in one day?
- ▶ at times when you can't smoke or don't have any cigarettes, do you feel a craving for one?
- ▶ is it tough to go without smoking for more than a few hours?
- ▶ when you're sick enough to stay in bed, do you still smoke?

HERE ARE SOME TIPS TO HELP YOU GET STARTED

- ▶ Start by figuring out why and when you smoke. That's the first step to quitting for good.
- ▶ In order to succeed, you must convince yourself that you really want to stop smoking.
- ▶ There are two ways to quit: going 'cold turkey' (stopping suddenly), or tapering off slowly.
- ▶ Pick a memorable date to quit, during a time of low stress.
- ▶ Get plenty of exercise.

If you have been a heavy smoker, you may need some extra help with the nicotine patch, gum or medication. Ask your doctor or nurse practitioner for further information.

WHAT ARE YOUR TRIGGERS?

One of the first steps to quitting smoking is to figure out what makes you want to smoke.

These are called smoking triggers.

DRINKING ALCOHOL

DRIVING YOUR CAR

FEELING STRESSED

FINISHING MEALS

DON'T BE DISCOURAGED!

It can take as many as six tries before a person has quit smoking successfully.

THE FOUR D'S TO STAYING SMOKE-FREE

▶ DRINK WATER

Water with crushed ice helps flush nicotine out of your system faster and helps satisfy cravings.

▶ DEEP BREATHING

Take a "deep breath break" instead of a cigarette break. Take 10 deep breaths and hold the last one while lighting a match. Exhale slowly, and blow out the match.

▶ DELAY

Each day, delay lighting your first cigarette by one hour. When you have your next craving, delay for another 15 to 30 minutes. Now YOU will be in control!

▶ DO SOMETHING DIFFERENT

When you have a craving, change your activity. Get out of the situation that makes you want to smoke.

WHAT CAN FRIENDS AND FAMILY DO?

Studies show that friends and family can help a person quit smoking. You can't make someone quit smoking. What people can do is show you care and be supportive. Support can be very important when a smoker decides to quit. The former smoker is trying on a new lifestyle. Here are some tips to help a smoker stay smoke-free:

- ▶ agree that giving up cigarettes is difficult!
- ▶ ask occasionally how things are going
- ▶ make it clear how glad you are that the smoker has quit
- ▶ offer praise and rewards

QUITTING SMOKING IS POSSIBLE!

Of course, giving up any addiction is difficult, but quitting smoking is possible. **There are more former smokers than current smokers in the Waterloo Region.** This means that quitting has worked for many people!

Your health care providers can help recommend medications and other quitting strategies to help you succeed!

Programs Open

to KDCHC Clients, Volunteers and the Community

The KDCHC gratefully acknowledges the financial support of the Waterloo Wellington Local Health Integration Network (WVLHIN)



all programs held at KDCHC, unless noted

our tagline

Grow. Live. Be.

WINTER 2017 PROGRAMS

ART CLASS	Thursdays (6 weeks) Feb 16th to Mar 23rd • 5.00pm – 6.30pm
Questions? Call Lori 519.745.4404 x224	Drop in. No calls needed
CRAVING CHANGE	
Call Penny 519.745.4404 x244 or Charla x242	A how-to workshop for changing your relationship with food. Must pre-register
EAT WELL, SPEND LESS	Second and Fourth Monday of the month • 1pm – 4pm
To register, call Charla 519.745.4404 x242	(formerly known as Living on a Survival Budget). Pre-registration required.
FEEL BETTER, LIVE FULL: SKILLS FOR CHRONIC PAIN	Wednesdays, February 22 – April 12, plus May 10 • 2pm – 4pm
Call Jannah 519.745.4404 x.230, or Christina x252	
GARDENING PROGRAM WORKSHOP AND ACTIVITY	Second and Fourth Tuesday of every month • 9.30am – 12pm • February 14th to November 8th
Call Almira 519.745.4404 x.209	Gardening Workshops – Second Tuesday • Gardening Activity – Fourth Tuesday
GARDENING PROGRAM – TASTING TUESDAY	Tuesdays, June 27, July 25, Aug 22, Sept 26 • 9.30am – 12pm
Call Almira 519.745.4404 x.209	An opportunity to explore a variety of vegetables and recipes with a Cooking Demo and Tasting
HEALTHY LIVING IN CANADA	Tuesdays • Feb 7th – Apr 11th • 10.00am – 1pm
Call Almira 519.745.4404 x209 or Charla x242	For people new to Canada
PREPARING FOR 65	January 18th – February 22nd • 1pm – 4pm
Call Almira 519.745.4404 x209 or Mandi x234	Helps adults 55+ gain information about income, wills, community supports, housing and much more
SKILLS FOR SELF ADVOCACY	Wednesdays (6 weeks) • Mar 1st – Apr 5th • 11.00am – 1.30pm
Call Almira 519.745.4404 x209, or Mandi x234	
TAKE CHARGE (CHRONIC DISEASE SELF-MANAGEMENT)	Mondays (6 weeks) • Jan 11th – Feb 15th • 1.30pm – 4.00pm
Call Gebre 519.745.4404 x.208 or Charla x.242	Registration required
YOGA (KDCHC)	Wednesdays (8 weeks) • January 11th – March 29th • 10.30am – 11.30am
Call Mandi 519.745.4404 x234, or Almira x. 209	Must be referred by KDCHC staff and register before attending. Limited spaces available

ONGOING PROGRAMS

CULTURE KITCHEN	Fourth Friday of every month • 12pm – 2.30pm
Call Almira 519.745.4404 x.209 or Charla x242	For KDCHC clients and volunteers only.
I.D. CLINIC (FOR THOSE THAT ARE HOMELESS OR AT RISK)	Tuesdays (Drop-in at St. John Kitchen) • Wednesdays (outreach at Men's Hostel, One Roof, YWCA)
By appointment - Call Doug 519.745.4404 x207	10am – 1pm (St. John Kitchen) • 9am (Men's Hostel) • 12pm (YWCA) • 1pm (oneROOF)
WALKING GROUP	Every Thursday • 12 weeks • 10.00am – 11.30am
Call Almira 519.745.4404 x209	Drop-in. Runs spring, summer, fall (outdoors), winter (indoors).