

Fall Update 2018

HEALTH TIPS - THIS FALL FEEL WELL AND BEAT THE FLU

By Andrea Schilha, Registered Practical Nurse and Gebre Berihun, Health Promoter

The flu and the common cold are both respiratory illnesses, but they are caused by different viruses. Because colds and flu share many symptoms it can be difficult to tell the difference between them based on symptoms alone. In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. Colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.

A cold is the most common upper airway infection. There are more than two hundred viruses that can cause colds. The virus is spread through the air and from person-to-person contact. The virus can go from one person to another through sneezing, coughing and touching things with the virus on them. Colds are not caused by cold weather.

The first sign of a cold is usually a little sore throat and a stuffy nose, followed by sneezing, cough and headache. Some people will get a low-grade fever. Cold symptoms can last anywhere from two to fourteen days. Most people feel better in about a week.

Flu vs. common cold

The symptoms of the flu and the common cold can be very similar but, unlike a case of the common cold, the flu can lead to serious health problems like pneumonia.

Use this chart to help determine if you have a cold or the flu:

Who is most at risk?

Complications from the flu can include pneumonia, which is a serious illness. Flu causes about 12,200 hospitalizations and 3,500 deaths in Canada each year. Some people are more vulnerable to complications or hospitalization from the flu:

Babies

- under 6 months are too young to get the flu shot, but they'll get some protection if their parent gets the flu shot while pregnant

Children under 5 years of age

- because their immune systems are developing, and their airways are small and more easily blocked
- **People over 65 years old**, because their immune systems are weaker and they may have an underlying condition that increases their risk
- **Pregnant people**, because their immune system, heart and lungs change – especially later in pregnancy – and makes it harder to fight infection
- **People with underlying health conditions**, such as asthma, heart disease or diabetes

SYMPTOM	COLD	FLU
fever	rare	common, high (102°F – 104°F or 39°C - 40°C). Starts suddenly, lasts 3 to 4 days. Not all people with flu experience this
general aches and pains	sometimes mild	common, often severe
muscle aches	sometimes, usually mild	often, can be severe
feeling tired and weak	sometimes mild	common, may last 2 to 3 weeks or more
fatigue, extreme tiredness	unusual	common, starts early
sneezing	common	sometimes
complications	can lead to sinus congestion or earache	Can lead to pneumonia and respiratory failure, worsen a current chronic respiratory condition, be life-threatening
chest discomfort and/or coughing	sometimes, mild to moderate	common, can be severe



WASH YOUR HANDS OFTEN

- EVEN AFTER GETTING THE FLU SHOT, WASHING WITH SOAP AND WATER FOR AT LEAST 15 SECONDS HELPS PREVENT THE SPREAD OF THE VIRUS, WHICH CAN LIVE ON YOUR HANDS FOR UP TO 3 HOURS
- IF SOAP AND WATER ARE NOT AVAILABLE, USE A HAND SANITIZER (GEL OR WIPES) WITH AT LEAST 60% ALCOHOL



COVER YOUR MOUTH WHEN YOU COUGH OR SNEEZE

- USE A TISSUE AND THROW IT OUT RATHER THAN PUTTING IT IN YOUR POCKET, ON A DESK OR TABLE
- IF YOU DON'T HAVE A TISSUE, COUGH INTO YOUR UPPER SLEEVE



DON'T TOUCH YOUR FACE

- THE FLU VIRUS SPREADS WHEN PEOPLE WITH THE FLU COUGH, SNEEZE OR TALK AND DROPLETS ENTER YOUR BODY THROUGH YOUR EYES, NOSE OR MOUTH



STAY AT HOME WHEN YOU'RE SICK

- VIRUSES SPREAD MORE EASILY IN GROUP SETTINGS, SUCH AS BUSINESSES, SCHOOLS AND NURSING HOMES



CLEAN (AND DISINFECT) SURFACES AND SHARED ITEMS

- VIRUSES LIVE ON HARD SURFACES LIKE COUNTER-TOPS, DOOR HANDLES, COMPUTER KEYBOARDS AND PHONES FOR UP TO 8 HOURS

What do I do if I get the flu? Be sure to:

- stay home and get plenty of rest
- drink lots of fluids
- avoid caffeine
- speak to your doctor or nurse practitioner about over-the-counter medications that can help you feel better (basic pain or fever relievers), but do not give acetylsalicylic acid (ASA or Aspirin®) to children or teenagers under the age of 18
- treat muscle pain using a hot water bottle or heating pad — apply heat for short periods of time
- take a warm bath
- gargle with a glass of warm salt water or suck on hard candy or lozenges
- use spray or saline drops for a stuffy nose
- avoid alcohol and tobacco

Call your doctor or nurse practitioner if:

- you don't start to feel better after a few days
- your symptoms get worse
- you are in a high-risk group and develop flu symptoms
- You can also call Telehealth at 1-866-797-0000 to talk to a registered nurse 24 hours a day, 7 days a week. You do not need to provide your OHIP number and all information is confidential.

Source:

<https://www.ontario.ca/page/flu-facts#section-3>

MESSAGE FROM THE DIRECTOR

ERIC GOLDBERG

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KDCHC Partnerships

KDCHC plays a key role in the community to address the needs of people who have barriers to accessing health care services.

Partnerships are important to better support people using our services. Coordinating with other agencies in the community to improve access and quality of services. Here are a few examples of recent work:

Canadian Mental Health Association (CMHA)

A CMHA staff person is on site two half days a week for staff consult, meeting with clients, following up on client needs and working with the KDCHC team. KDCHC has many clients with significant and persistent mental illness and are eligible for CMHA services. This partnership is improving access to supports that people need. KDCHC will also take CMHA clients who do not have a primary care provider and we are discussing other opportunities for collaborative programming.

Home and Community Care (formerly CCAC) – Alignment with Primary Care

KDCHC is meeting with Home and Community Care to support their alignment with Primary Care to increase communication, service coordination and client access. A Care Coordinator will be on-site at KDCHC at different times. This will support both agencies to improve efficiency, access and service quality.

Primary Care Outreach

KDCHC is leading a series of planning opportunities with the community in Kitchener and Waterloo to provide additional outreach services in order to increase access to primary care. The services will meet people where they are at in the community. Many community partners will be playing key roles to implement this expanded service. This expansion is being funded by the Waterloo Wellington Local Health Integration Network (WWLHIN).

Waterloo Region Integrated Drugs Strategy

KDCHC is playing a key role with many community partners, including Public Health which is funding the project for the next three years. The strategy's vision is to make Waterloo Region safer and healthier. Its mission is to prevent, reduce or eliminate problematic substance use and its consequences. Work includes a Community led Waterloo Region Opioid Response plan and Supervised Consumption Services Feasibility Study. Both initiatives are focussed on how to increase supports and services for those affected by drug use. A series of short Public Service Announcement videos were developed to provide more understanding about the opioid crisis in Waterloo Region and is getting province-wide attention.

<http://www.waterlooregiondrugstrategy.ca/en/home/>

Refugee Supports

Working with the Centre for Family Medicine, Sanctuary Health Centre, Reception House and the Benton Street Clinic, KDCHC is in the early stages of discussion to find collaborative ways to work together and identify potential additional supports and services for Refugees. KDCHC has a long history of providing primary health care services to the community (primary care, community programs and supports), including newcomers (immigrants and refugees). KDCHC continues to support the work of the Community Coalition on Refugee and Immigrant Concerns, which has provided a variety of programs over the years focussed on the newcomer community.

MEET KDCHC'S NEWEST STAFF ADDITIONS...



Mandy Schade

Hello, my name is Mandy Schade and I am very excited to join the team at the Kitchener Downtown Community Health Centre! I am a Registered Practical Nurse having graduated from Conestoga College. Over the years, I have worked in various areas of health care with each step in my nursing journey. I join the KDCHC team coming from nearly 9 years of Community Nursing, visiting clients in their homes. Also, I enjoyed the great experience of being a volunteer with KDCHC at volunteer reception on the first floor. This experience gave me the great pleasure of helping and getting to know so many great people!

I have lived and worked in Waterloo Region my whole life and love the diversity that comprises our great community. Life keeps me busy with my husband and two children. From going rink to rink during hockey season to cheer on our son and his teammates, to the horse or sheep barns with our daughter who has a great love for animals with the 4H club of Waterloo. I love seeing the world through their eyes.

I have been warmly welcomed by all at the Kitchener Downtown Community Health Centre and look forward to growing and learning as a new team member.

Hello, my name is Helen Choi and I recently joined the Primary Health Administration team as a Client Services Assistant this past April. Prior to joining the health administration team, I had volunteered at the front-desk reception at KDCHC since October 2017. I recently moved to Kitchener after getting married last June to be closer to my husband's work. I immigrated to Canada with my family from South Korea in my early years and grew up most of my life in Mississauga. I am a graduate of the Social Service Worker (Gerontology stream) program from Sheridan College. I have 5 years work experience in a Long-Term Care home as a Recreation Therapist where I worked with adults and seniors with mental and physical challenges to assist them in finding meaningful leisure activities as well as building strong social relationships. Volunteering at KDCHC allowed me to be a part of a larger community in Kitchener-Waterloo, and to give back by helping others. I greatly enjoy being able to continue learning about different aspects of health administration and knowing that I can contribute to our clients' well-being in any capacity, whether big or small. I would like to thank everyone at KDCHC for being so welcoming and supportive.



Helen Choi



Deanna Tischart

Hello everyone! My name is Deanna Tischart and I am happy to tell you that I have been accepted into the position of Volunteer Services Assistant. I have worked at Grand River Hospital for the past ten years and I am very excited to continue in a role that allows me to support volunteers.

I have lived here in Kitchener my entire life. My husband and I have three wonderful daughters and two grandsons. We celebrated 25 years of marriage just last August. For enjoyment and downtime we head up to our trailer in Port Elgin just about every weekend from May-Oct. If you have never traveled to Port Elgin I highly recommend a visit! Make sure to go down to the beach to watch the sunset and fish and chips at Lord Elgin's is a must! I would like to thank everyone here at KDCHC for making me feel welcome!

MY EXPERIENCE WITH KDCHC

(BY BHAVNA BHARATI, VOLUNTEER)



Bhavna Bharati, Volunteer

Coming to Canada was not an easy decision for me, especially when I had an alluring job, settled life and well-connected friends and family networks. With a background of Occupational therapy as my core profession, I moved forward to Public health, a journey from clinical and academics to research and implementation at community level. I feel afraid when I look back, it was not easy to give up the career it took me years to build and make a new start in Canada.

My commencement to Public health in Canada started with volunteering and fortunately I got an opportunity to be associated with KDCHC. I still remember the day when I first entered KDCHC, anxious, questioning myself about how I am going to convince and how can I contribute to this organization and people. With lots of hope and sparkle in my eyes I met Lorri McDermott Holmes, the coordinator of volunteer services at KDCHC. She is an amazing lady with a great personality and her warm welcome made me comfortable.

My first contribution was in the Breast-Feeding Buddies program followed by a project with the Waterloo Regional Drug Strategy Initiative on the effect of Crystal meth on the brain. The key tasks were digitisation of data, analysis and report writing. I was amazed to see how they are doing a great job in creating awareness, encouraging and providing support to the community. During this time, I also got chance to intermingle with another interesting program, Culture Kitchen. I joined for a one-day event where I enjoyed cooking and sharing ideas about Indian food and culture.

I am delighted with the experience I am gathering from KDCHC and how it enhanced my knowledge and skills. I would like to contribute more to KDCHC, for the benefits and upliftment of the community. My contribution is not huge to the organization, but I feel blessed being a tiny part, I must say they have wonderful staff who are doing outstanding job.

I am touched beyond words the kind of support and love I got from KDCHC family. I would like to personally thank Lorri, Michelle Buckner and Lindsay Sprague for encouraging words, support, believing me and giving me an opportunity to be associated with KDCHC where really everyone matters.

FALL INTO VOLUNTEERING!

THIS SEPTEMBER! KDCHC OFFERS MANY INTERESTING AND FUN VOLUNTEER ROLES. WOULD YOU LIKE TO HELP IN ONE OF OUR COMMUNITY PROGRAMS? TEACH SOMEONE A NEW SKILL? GAIN OFFICE EXPERIENCE AS A RECEPTIONIST? USE YOUR COOKING SKILLS IN ONE OF OUR NUTRITION PROGRAMS?

FEATURED VOLUNTEER ROLE...

Is going for walks a regular part of your routine? Do you have a passion for helping others develop healthy lifestyle habits? We are looking for a peer facilitator for our walking group. The group meets every Thursday from 10-12. Gentle stretching is followed by a walk outdoors (weather permitting, if not indoor walking space is used). After the walk, a healthy snack is enjoyed while the program volunteers facilitate discussion on a topic associated with healthy living.

*To learn more, please contact Lorri McDermott-Holmes, Coordinator,
Volunteer Services at 519-745-4404 ext 250 or at:*

lmcdermottholmes@kdchc.org



WHY DO WE NEED FAMILY MEALS?

by Mairead Rodgers, Dietetic Intern

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Family meals are important! It's hard to find the time to cook a meal and sit down as a family, but research shows that eating together as a family may be more important for children and teens than any other factor or activity they take part in!

Children with regular family meals:

- Eat a more nutritious diet
- Are less finicky eaters
- Do better in school
- Have better social skills
- Maintain a healthier weight
- Are less likely to develop eating disorders
- Are less likely to use drugs
- Are less likely to engage in early sexual behaviour



9 tips for family meals:

- Include children in planning and cooking meals, setting the table, and cleaning up. They'll learn food skills and be more interested in what they're eating.
- Model good eating habits for children at meals and snacks (i.e. enjoying your food, trying new foods).
- As much as possible, try to sit down at a table to enjoy a meal instead of eating on the go or in the car.
- Parents are responsible for deciding what, when and where eating takes place, while children decide whether to eat and how much.
- Setting the family routine of meals and snacks is easiest early in childhood, but it's never too late to start the habit. Even teens will respond well to family dinners if they are enjoyable for everyone.
- Keep meals simple. An easy and enjoyable meal is better than a stressful one.
- Turning off the TV, putting down books and electronics, and avoiding fighting at the table all make family meals more enjoyable.
- When planning meals, put at least one food on the table that you know your children will enjoy, so they have something to eat if they decide they don't want anything else. Set the rule that children can pick from what is offered on the table, and eventually they may try new foods.
- If children decide they don't want something, encourage them to say, "no thank you" and just not eat it.

Children and families may take time to adjust if family meals are a new routine. Encourage everyone to take part and enjoy the family time!

WORLD REFUGEE DAY 2018 in Waterloo Region

by Gebre Berihun, Health Promoter

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The Community Coalition on Refugee and Immigrant Concerns (CCORIC), with the financial and in-kind support from the City of Kitchener, City of Waterloo, Kitchener Downtown Community Health Centre, Muslim Social Services Kitchener-Waterloo, Immigration Partnership, K-W Multicultural Centre, Canadian Lutheran World Relief, Mennonite Central Committee, Mennonite Coalition for Refugee Support, THEMUSEUM, YMCA Immigrant Services and Reception House of Waterloo Region hosted three (3) events:

- World Refugee Day Launch and Awards of Distinction on June 2, 2018 at THEMUSEUM,
- Candlelight Vigil on June 20th, 2018 at City Hall (Carl Zehr Square)
- “Walk with Refugees for a Stronger Canada” (a 2km walk) on June 23, 2018



Award winners: Dr. Abdelfateh Elkchirid, Amal Al Hassan, and Muna Al-Nidawi with MP Raj Saini, MP Bardish Chagger, and KW Multicultural Centre's CEO, Lucia Harrison.

In addition to the above events, CCORIC's partner organizations hosted eight (8) events. All in all, CCORIC and partner organizations hosted a total of 11 events attended by more than 800 people and a month-long Refugee Art Exhibition at THEMUSEUM visited by more than 1000 people, including all students from one school (Empire Public School in Waterloo). In all events, the audience left with heightened sensitivity to refugees in our community, the challenges they face, the talents and experience that they bring and the welcome and support they received in our community. This year's local World Refugee Day theme was: "Becoming Neighbours".

BUILDING INFORMAL COMMUNITY SUPPORTS FOR MULTICULTURAL COMMUNITIES

by Gebre Berihun, Health Promoter

The Community Coalition on Refugee and Immigrant Concerns (CCORIC) in partnership with KDCHC will undertake a needs and assets assessment of multicultural community leaders in fall 2018. Over the last two decades CCORIC and KDCHC have built strong links in the community with several cultural, linguistic and ethnic associations and are keenly aware of the strength and



Art made by students from Empire Public School

influence of informal leaders or connectors. These are individuals that people in many the multicultural communities turn to when they face concerns which range from issues of personal health (physical and mental) issues, between parents and the school systems, employment issues and general social and cultural adaptation issues. This study will enhance the growing links between mainstream organizations and multicultural community groups and the informal leaders of linguistic, cultural and ethnic groups. Bringing these leaders together will build a stronger community for everyone. A summary of the key findings emerged from this study will be shared with local community organizations. The project is funded by the Ontario Ministry of Citizenship and Immigration.

KDCHC Hosted Stomp Out Stigma Event

(BY BILL JACKSON, KITCHENER POST)

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In partnership with Grand River Hospital, KDCHC hosted Stomp Out Stigma event on June 6, 2018 for the first time. The event was held at the Tannery Courtyard with a theme 'Small things matter' to create a more welcoming mental-health environment. The event was focused on tackling the stigma around mental health, encourage people to reach out, as well as sharing resources and experiences with the community.

Everyone has baggage, according to Katherine Klooster.



Katherine Klooster has struggled with anxiety and depression most of her life, but as many people at a local mental health awareness event learned on Wednesday, help can't be had by hiding it. - Bill Jackson/Metroland

Hers happens to be a knapsack that often contains pictures of family, food, medication for diabetes and arthritis and, among other things, a big rock that represents her anxiety and depression.

To this day, when the straps tighten and weigh her down, Klooster said she often wants to climb inside and zip it up, but on Wednesday she was holding it out for everyone to see.

About 40 years ago, at the age of 20, Klooster woke up one morning and said she no longer wondered if she was going to kill herself, only how. When she went to the doctor, he asked how he could help.

"I felt comfortable, and this started me on my journey ... a lot of counselling through the years, and it's been fantastic," Klooster said.

"I can say what a blessing and how fortunate I was to receive such care and amazing people who helped me, but it's talking and asking for help that saved my life," she stressed.

"So talk, and don't be afraid to."

That's a message an event called Stomp Out Stigma at the Tannery courtyard in downtown Kitchener tried to impart on Wednesday.

The annual event organized by Grand River Hospital is in its sixth year bringing together community health partners for a common cause, but this was the first time the event was held in two locations, including the hospital's Freeport campus on King Street East.

Eric Goldberg, Executive Director of Kitchener Downtown Community Health Centre, said he wanted to have an event nearby because access to transportation can be an issue for many people the centre works with. Addressing social isolation by connecting with people is important, he noted, especially when it comes to mental health.

Various organizations such as the Mental Health Advisory Group, Lutherwood and the Waterloo Region Suicide Prevention Council were on hand with information booths detailing the services they provide. Participants who stopped by each booth were able to get a 'passport' stamped and enter it in a prize draw.

"There are a lot of different services out there and so part of it is to just provide an increased awareness," Gillespie said. "There are a lot of organizations that are non-judgmental that it's OK to approach and talk to."

Maham Mundh, with Muslim Social Services, said her organization attempts to connect people with "culturally sensitive and language-specific counselling services" and does a lot of work with refugees from "trauma-driven" countries. "We're trying to expand our understanding in the community," she said.

Brenda Van de Keere, a program co-ordinator with the City of Kitchener, wants to make seniors aware of what's out there for them.

"Socialization is really important for mental health," Van de Keere said, highlighting a card for \$15 that provides access to a plethora of group activities, as well as physical fitness programs that can also aid in preventing depression.

"We see it a lot, especially with people who have lost a spouse," she added.

Dr. Robyn Fallen, a local psychiatrist, said programs and services related to mental health and well-being, though still imperfect, have come a long way and should be celebrated. But finding them is something that needs to come from within, she said. "If we don't reach out, it's hard for others to reach us."

Sometimes that means not letting the negative experiences deter you.

Hina Parmar, a former University of Waterloo student, said she was shaken by a lack of compassion from medical professionals following her failed suicide attempt at the age of 18, but as a student she was able to access counselling services.

Today, Parmar works with the Canadian Mental Health Association in self-help and peer support and recalls just how far a warm smile and listening ear can go.

The theme of this year's Stomp Out Stigma event was "small things matter," which focused on things that make for a welcoming mental health environment.

"I challenge each of us here today to walk away knowing more, and simply doing better," Parmar said.

HEALTH & WELLNESS PROGRAMS

OPEN TO KDCHC CLIENTS, VOLUNTEERS, AND THE COMMUNITY

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All programs held at KDCHC (44 Francis St. South) unless noted

FALL 2018

Name of Group	Meeting Date	Time
CULTURE KITCHEN - A monthly program that promotes healthy eating through cultural cuisines	4th Friday of the month (except September 21): Call Almira 519-745-4404 ext. 209 or ext. 242	10:30AM - 1:00PM
EAT WELL, SPEND LESS. Pre-registration required	2nd and 4th Monday of the month To register call 519-745-4404 ext. 242.	1:00PM - 4:00PM
GARDENING PROGRAM 2nd and 4th Tuesday of the month	Gardening Workshop - 2 nd Tuesday of the month: Sept 11 and Oct 9 Call Almira 519-745-4404 ext. 209 Gardening Activity Day - October 23 Call Almira 519-745-4404 ext. 209 Tasting Tuesday (From the garden to the table: Tasting Tuesday is an opportunity to explore a variety of vegetables and recipes with a COOKING DEMO and TASTING) September 25 - Call Almira 519-745-4404 ext.209	9:30AM - 12:00PM
I.D Clinic (get/replace Health Card, birth certificate or Verification of Status, and other ID information)	Tuesdays : drop-in at St. John's Kitchen Outreach for participants at YWCA, House of Friendship, OneROOF By appointment - call Doug 519-745-4404 ext.207	10:00AM - 1:00PM
TAKE CHARGE (Chronic disease self-management)	Registration required. Mondays (6 weeks) Nov 5 – Dec 10 Call Almira 519-745-4404 ext. 209 or Gebre ext.208	1:00PM - 3:30PM
WALKING GROUP (Drop-in) Runs spring, summer, fall (outdoor) and winter (Indoor).	Thursdays. October 4 -December 20 Call Almira 519-745-4404 ext.209	10:00AM - 11:30AM
Knitting Class	Mondays, from September 24 – November 26 Call Chris : 519-745-4404 ext. 234	10:00AM - 11:30AM
Preparing for 65 - provides information and resources for people as they turn 65	Wednesdays (6 Wednesdays) Nov 7 – Dec 12 Call Chris 519-745-4404 ext.234	9:30AM - 11:30AM
Healthy Eating, Healthy Living in Canada program for new Canadians	Tuesdays, Oct 16 - Dec 4 Call Almira 745-4404 ext. 209	10:00AM - 1:00PM
Yoga (KDCHC Yoga) - Must be referred by KDCHC staff and register before attending. Limited spaces available.	Wednesdays, September 19 – December 19 Call Chris : 519-745-4404 ext.234 or Almira ext.209	10:30AM - 11:30AM
SKILLS FOR SELF-ADVOCACY	Wednesdays, Sept 19– Oct 24 Call Almira 519-745-4404 ext. 209	9:30AM - 12:00PM

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