

## Patient Update

August 1<sup>st</sup>, 2025

Dear patients,

We are writing to remind you about our upcoming long weekend clinic closure, and some updated information about requests to speak with your doctor or nurse practitioner.

### Statutory Holiday Urgent Care Clinics

**On Monday Aug 4<sup>th</sup>, 2025 our clinics will be closed.** If you need urgent medical care you can call Health Connect Ontario at 1-866-553-7205. This service will connect you with a nurse who will provide you with advice over the phone. When you call, tell them you are a patient of the St. Michaels Family Health Team and your doctor or nurse practitioner's name and clinic location. This service is for urgent health issues that are not an emergency. If your medical concern is an emergency, please call 911 or go to your nearest Emergency Room.

We will continue to run Urgent Care Clinics on Saturday Aug 2<sup>nd</sup> and Sunday Aug 3<sup>rd</sup>. For more information about our Urgent Care Clinics and after hour's services, please see our [website](#).

### Requests to Speak With Your Doctor or Nurse Practitioner

We understand there may be times when you want to follow up with your Doctor or Nurse Practitioner (NP) or ask them a question outside of a scheduled appointment. Though these requests may seem simple, it takes time to review your chart and often results in a number of back-and-forth messages between our clerical team and your Doctor or NP. Doctors and NPs have full schedules of patient appointments and generally do not have time in the work day to address patient messages outside of scheduled appointments.

Examples would include messages requesting:

- a return phone call from your Doctor or Nurse Practitioner
- a request for a referral to a specialist
- a request for an appointment at a time that is not currently available
- a request for a form to be completed outside of a scheduled appointment with your Doctor or Nurse Practitioner

In order for your concerns to be given the right amount of time, our clerical team will be asking you to schedule an appointment for the above requests and other requests that require a

conversation with your Doctor or Nurse Practitioner. You can request for the appointment to be a phone appointment if it does not require an in-person assessment.

If you have a new or worsening health concern that is too urgent to wait until your Doctor or Nurse Practitioner's next available appointment, the clerical team will offer for you to speak with a clinic nurse.

We appreciate your understanding of this process. This will help ensure you get the answers you need, and support our team.

### **Fall Mental Health Group Programs**

Join one of our group classes this Fall! Our groups are facilitated by Social Workers, Psychologists, Income Security Health Promoters, and learners. These groups are open to patients within the St. Michael's Academic Family Health team from any of our five clinics. Our groups may be held in-person or virtually through zoom (must have access to electronic device with microphone and camera).

To sign up or learn more about these classes, click on the [link here to register](#).

After you register, a team member will contact you to discuss next steps.

Take care and be well,  
SMAFHT Leadership

# Fall 2025

## Group Program Calendar

### St. Michael's Hospital - Unity Health Toronto Family Health Team

**To participate in groups:**

patients must be age 17+

patients must be located in Ontario.

**Do you require accommodations?**

Inform our facilitators. We are dedicated to providing accessibility for all.



Our groups are facilitated by Social Workers, Psychologists, Income Security Health Promoters, and learners. These groups are open to patients within the St. Michael's Academic Family Health team from any of our five clinics.

Our groups may be held in-person or virtually through zoom (must have access to electronic device with microphone and camera). After you register, a team member will contact you to discuss next steps.

---

**CLINIC CLOSURES:**

Groups will not run on the following dates:

**Monday September 1, 2025**

**Monday October 13, 2025**

**Tuesday November 11, 2025**

**Wednesday December 24-26, 2025**

**Wednesday December 31, 2025**

# Mental Health Groups

---

## Managing Mood

Managing Mood is a 5 week psychoeducational group using elements of DBT, CBT, and Mindfulness practices to build tolerance and resilience skills in people suffering from depression and/or anxiety.

**Date:** Wednesday September 10 - Wednesday October 8, 2025

**Time:** 10am-12pm

**Location:** Online via Zoom

**Facilitators:** Naitang Chiu & Jeevi Puvirajasingam

## Mind, Body and Pain

Mind, Body, and Pain is a 5-week blended therapy group which aims to promote acceptance of chronic pain and commitment to making changes in one's life to increase fulfillment.

**Date:** Monday September 22 - Monday October 27, 2025 (we will skip Oct 13 as is a holiday)

**Time:** 1:30 p.m. - 3:30 p.m

**Location:** Online via Zoom

**Facilitators:** Jen Schulze & Natalie Garrison

## Life After Trauma

7-session CBT-based trauma program for women identified individuals.

**Date:** Wednesday October 15 - Wednesday November 26, 2025

**Time:** 1:30pm - 3:30pm

**Location:** Online via Zoom

**Facilitators:** Heather Campbell & Rejona Hussain

**Please Note:** This group is for women-identified clients with a history of childhood trauma.

## Mindfulness Awareness Stabilization Training (MAST)

MAST is a 5-week group that teaches emotion regulation skills through psychoeducation and mindfulness practice. Handouts and guided meditations are offered to participants throughout this program.

**Date:** Tuesday November 18- Tuesday December 9, 2025

**Time:** 10am-12pm

**Location:** Online via Zoom

**Facilitators:** Rejona Hussain & Jeevi Puvirajasingam

If you'd like to join any of these groups, please click the following link to register:

<https://ocean.cognisantmd.com/questionnaires/core/QuestionnaireOnline.html?accessKey=t6N2ZDhX5uREkulinQQi7ragraph text>

# Health Justice Program

---

This program, offered by Neighborhood Legal Services (NLS), provides Legal System Navigation, Legal Information, and Brief Legal Services to low-income patients of the St. Michael's Hospital Family Health Team (FHT). To qualify for support, participants must meet the financial eligibility requirements for legal aid. The program also offers a **monthly drop-in service** at several clinics.

## The schedule is as follows:

**First Friday** of each month from 1:00 p.m. to 5:00 p.m.

@ 61 Queen Street East, 3rd Floor

**Second Friday** of each month 1:00 p.m. to 5:00 p.m.

@ The Health Centre at 80 Bond St.

**Third Friday** of each month from 1:00 p.m. to 5:00 p.m.

@ Wellesley-St Jamestown Health Centre, 95 Homewood Ave

**Fourth Friday** of each month from 1:00 p.m. to 5:00 p.m.

@ Sumac Creek Health Centre, 73 Regent Park Blvd, 3rd Floor

