

FAMILY MEDICINE/ URBAN FAMILY HEALTH TEAM – UPDATES

Lots has changed since we last reached out to you... including the arrival to Canada of the COVID-19 vaccine and the declaration of a second emergency lockdown in Ontario. As we move into the winter months, we hope that you continue to follow the stay at home directives and go out only when necessary, while making sure to wash your hands, maintain a safe distance from those you do not reside with, and consistently wearing a mask when you are in public. Our team is committed to remain responsive to you and your families' health needs while minimizing the risk and exposure for our patients and staff. Here is an update from our team as of this **January**:



Important reminders:

- **Virtual Care:** our team is committed to keeping your phone or video appointment, please make every effort to be on time for your phone and/or video appointments.
- **In-person Visits/Care:** Since we are limiting the number of patients coming in the clinics, it is extremely important that you attend your in-person appointment(s); please remember that a missed appointment or failure to advise of cancellations 24hrs in advance of your appointment will result in a \$40 charge. If you think that you need an in person appointment, please call us to book a telephone or video visit first to discuss your concern(s).
- **Seasonal Flu Vaccine:** If you would like to get the vaccine, please just call 416-530-6860 to book your appointment or contact your local community pharmacy.
- **Staying in touch:** We are continuing to send important information via email such as reminders for prevention screening and immunization for eligible patient.

One-time Funding available to support Families with Young and School Aged Children

Support for learners in Ontario applications have now been extended to **Monday, Feb 8**. This includes help with additional costs during the 2020-2021 school year due to COVID-19. It doesn't matter if a child or youth is enrolled in school or child care. Children, youth or students are eligible if they:

- ✓ attend a publicly funded school
- ✓ attend a private school
- ✓ attend a First Nation operated or federally operated school
- ✓ attend school in-person or online
- ✓ are homeschooled
- ✓ are enrolled in child care
- ✓ are at home

There is also new support is now available for High school students. To learn more, Please follow this link: <https://www.ontario.ca/page/get-support-learners> The Link is also available now through our website!!!

Survey on Virtual Group Services offered by our Team

We are inviting you to share your thoughts regarding Virtual Groups our Mental Health Program offers during the winter and spring seasons. Hence we ask you to complete this brief survey by clicking on the following link: <https://www.surveymonkey.com/r/XZJ2M65> Deadline = Friday February 5, 2021

If you come to an In-person appointment/clinic:

St Joe's continues to actively screen any person(s) entering the hospital for potential risk of COVID-19 to ensure the safety and well-being of our people and patients. We strongly encourage you to use the East Entrance when you come to your in-person appointment in Family Medicine during the day. If you come after 1600hrs, please use the Tranquility Entrance.

Any patient, and their family/essential care partners (ECPs) must pass the screening criteria at the entrance before they are allowed in the hospital. Patients under the age of 18 and/or those requiring support due to mobility, cognitive, significant language barrier, intellectual/developmental disability are limited to one essential care partner (ECP), guardian or designated parent. While you are anywhere in the hospital, you (and your care partner) will have to:

- 1) Make sure you are wearing a mask,
- 2) Use the hand sanitizer dispensers or wash your hands and
- 3) Keep physical distance (6 feet-2m apart) from others

To help keep everyone safe and to adhere to the occupancy limit of our waiting room, we ask that you do your best to arrive no earlier than 15 mins before your scheduled appointment time. Once registered, please stay in our waiting area, using the properly identified seats. One of our team members will come to get you whenever ready to see you.

Needing Info on COVID-19?

Please note that Toronto Public Health continues to be your best resource regarding any COVID-19 concerns or questions. Their frequently updated website can be accessed at: <https://www.toronto.ca/home/covid-19/>
Their phone number is 416-338-7600.

<https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/>

Here's a great resource for you to explore opportunities for safe winter outings!

<https://www.toronto.ca/explore-enjoy/festivals-events/welcome-to-winter/>

COVID-19 Vaccine

The arrival of the COVID-19 vaccine is exciting news for all in allowing us to control the COVID-19 pandemic. Ontario's goal is to vaccinate every eligible person by the end of 2021. To support you and your family in learning more about the vaccine, we suggest you look at the following link to learn more: <https://covid-19.ontario.ca/covid-19-vaccines-ontario> or http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19_information_sheet_pfizer-biontech.pdf

We Are Here for You!

You can always consult our website at: <https://stjoestoronto.ca/areas-of-care/family-medicinurban-family-health-team/> under Patient resources.

Should you have any questions or concerns about your health, please call us at 416-530-6860 Monday to Friday from 9:00 to 17:00hrs.

STAY SAFE!!!

St Joe's Family Medicine/Urban Family Health Team

