

WELCOME PACKAGE



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Welcome to Windsor Team Care Centre

We are here to work with you towards achieving your health and wellness goals. Our team-based approach to care may be different than what you are used to. We ask that you please review the information contained in this package so you feel prepared and ready for your appointments.

What is team-based care?

We provide all patients aged 16 and up the opportunity to receive the best care possible to produce optimal outcomes. The team will use their expertise and work with you to develop a plan of care.

When you consent to treatment by our team, you can be certain that they will collaborate to give you the best coordinated care possible. This means they will communicate with each other and your Primary Care Provider (your doctor or Nurse Practitioner), when needed, related to the issues you present and how best to address your goals.



“The team surrounded me like a warm blanket. Everything you describe that you are going to do for your patients - you really do!”

- Doreen, Former Team Care Patient

Some important things to know about our team:

- ▶ Our team members are highly skilled in their area of expertise.
- ▶ You will be actively involved in your care. Our team helps guide you through the plan of care that is created in collaboration with you. They will also help you work through any difficulties you may encounter. You may be surprised by what you can achieve!
- ▶ Services are offered on a short-term basis. Team members monitor your progress with each visit and tailor the number of visits to your unique needs.
- ▶ You will be supported in learning and practicing new skills between appointments. Completing these activities is an important part of your plan of care and gives you an opportunity to experience some success and address any challenges that may arise.
- ▶ Group support is available. From time to time, we offer educational groups to provide in-depth understanding of an issue (i.e. Healthy Minds 4 Life, One Team Recovery). Groups give you an opportunity to build additional skills and meet others working to achieve similar goals.

Our Commitment

The Windsor Family Health Team and Team Care Centre have fully endorsed the Alliance for Healthier Communities Health Equity Charter. As an organization, we recognize the need for health equity and believe this charter provides a roadmap towards achieving this goal.

The Health Equity Charter states, "Access to the highest attainable standard of health is a fundamental human right. Everyone deserves equal access to a full, vibrant life, which is essential to a healthy and just society." We believe that by adopting this charter, we are committing to providing equitable care to all of our patients. We are dedicated to implementing the principles of the charter in our practice and ensuring that our patients receive the care they need to achieve optimal health outcomes. Together, we can work towards a healthier and more equitable community.

For more information on the Health Equity Charter, please [Click Here](#). This is a progressive living document oriented to advance health equity through a human rights and social justice approach.

The Team Care Journey

Our team is trained to work with you on a short-term basis that may last from a few visits to several months depending on the type of treatment. Here are the stages that most patients work through:



**This is a general process and not everyone follows this exact path.*



Team Care Members

Team Member	Description of Services
You	<p>You're the most important team member of all!</p>
Nurse Practitioner	<ul style="list-style-type: none"> • Provides in depth assessment, treatment planning and medical management for patients with mild to moderate mental health and addictions, and chronic conditions.
Consulting Psychiatrist	<ul style="list-style-type: none"> • Provides psychiatric consults in support of mental health care.
Intake Nurse	<ul style="list-style-type: none"> • Provides initial intake assessment and supports patients to navigate and access health, social and community services within and outside of WTCC. Additionally, may offer and provide health teaching.
Addictions Counsellors	<ul style="list-style-type: none"> • Provides private/confidential addiction counselling using best practice therapies and tools to those with substance use, gambling misuse, and/or harmful behavior. Our Addictions Counsellors use a harm reduction approach to help patients work towards individual goals, ranging from moderation or abstinence, as well as assists with access to community resources (withdrawal management, detox, etc.). • Offer One-Team Recovery Substance Use Program (group based, 12-step alternative and non-faith based or spiritual recovery program)
Counselling	<ul style="list-style-type: none"> • Provides counselling services to manage mild to moderate mental health concerns, managing emotions, improve overall health and wellness using a variety of therapeutic modalities such as: Cognitive Behavior Therapy (CBT), Dialectical Behavioral Therapy (DBT), Solution-focused Therapy, Mindfulness. • Assists patients with referrals and/or recommendations to other health, social and community services.
Respiratory Therapist	<ul style="list-style-type: none"> • Provides respiratory assessments, spirometry testing (pre/post), and COPD & Asthma education with the goal of supporting patients with improved self-management or their asthma or COPD. • Offers smoking cessation (STOP program – 26 weeks of free Nicotine Replacement Therapy)

Kinesiologist

- Assessment, treatment and education to support patients to improve movement and mobility and assist with managing and preventing chronic conditions, pain, and mental health.

Dietitian

- Provides education to individuals that have chronic and/or complex health issues (e.g. Type 2 Diabetes), nutritional needs and/or Body Mass Index greater than 30, or malnourishment. Provides care and support with weight management, nutrition planning, and digestive issues.

Foot Care Nurse

- Provides assessment, treatment, and health teaching to support achieving and sustaining healthy feet according to best care practices using standardized assessment and screening tools.

Pharmacist

- Supports patients with review, education, and support in taking prescribed medications, as well as trouble shooting potential issues encountered with pharmacotherapy. Services include medication management & reconciliation, therapeutic drug monitoring, and health education.

Medical Reception

- Processing and managing all referrals, scheduling of initial appointments, and are available to answer questions you may have through your care journey.

Oral Health Educator

- Provides education to individuals in all aspects of oral health such as cavity & decay process, dry mouth management, periodontal (gum) disease, smoking/vaping, prenatal & infant oral health.
- Provides oral cancer screenings, visual dental assessments, cavity risk checks and preventative treatments, such as: fluoride varnish or silver diamine fluoride applications if needed (or indicated).

Nurse/Health Promoter

- Provides support to patients and team members to ensure their access to services within the team and to external services, working with our partner Primary Care providers and health and social service agencies.

Our team aims to provide compassionate, patient-centred care. If you have a request, question or concern, any one of our team members can help answer or direct your inquires.

Frequently Asked Questions

FAQ

Do I have to pay for parking?

No, we provide our patients with a parking pass when you arrive for your 1st appointment. Please **DO NOT PAY FOR PARKING** as we cannot reimburse you. You will need to ensure that you write your licence plate number on the pass and clearly display it in your vehicle. Parking is overseen by the City of Windsor, and any violations and/or resulting tickets must be dealt directly with the City of Windsor.

What do I bring to my first intake appointment?

- ▶ Valid Ontario Health Card
- ▶ List of current medications

What do I bring to my appointments with a team member?

- ▶ Valid Ontario Health Card
- ▶ Any homework discussed in your previous session with your provider

Do I have to pay?

No, our services are FREE.

Team Care Centre is funded by the Ministry of Health. All services are provided free of charge and are offered to eligible individuals who do not have private insurance coverage.

Do you offer translation services? I am not comfortable speaking English for the length of my appointments.

We use the WeSpeak service of professional translators whom can provide language support during your appointments. Please let us know in advance so we can arrange this service.

How do I book an appointment?

Give us a call at 519-250-5656. Generally, each time you attend an appointment, your follow-up appointment will be booked.

How do I change or cancel an appointment?

Please phone our office as soon as you know you need to change or cancel an appointment. We request at least 24 hours' notice to change or cancel appointments.

I have a form I need to have completed (i.e. for ODSP, WSIB, work, etc.).

Who should I call?

Medical forms require your Primary Care Provider's signature. Please see your usual provider to have any forms completed.

What happens if I forget an appointment?

As soon as you remember, call us to re-schedule. If we don't hear from you, we will make attempts to contact you. If you miss two or more consecutive appointments or we cannot contact you, we will assume you are no longer interested in the service and will discharge you.

Do you offer virtual appointments?

Yes. We are able to offer telephone or videoconferencing appointments. Your clinician will give specific instructions about how to get connected based on your preferred method of communication. That said, there may be times when your practitioner needs to see you in person.

What if I change primary care providers while attending Team Care Centre?

We will have you consent to making that change in our records as well as obtain your consent to notify and exchange information with your new Primary Care Provider regarding your involvement with us.

Can I ask for a different practitioner?

We strive to establish a professional and therapeutic report with each of our patients. If an effective relationship is not established or a situation arises that impacts your relationship with your assigned practitioner, WTCC will work in your best interest and honour your request. However, we do ask that this request be initiated with your assigned practitioner to allow them an opportunity to meet your needs in a different way, and if not possible, they will facilitate your request for a change in provider.

How can I make the best use of my involvement with my healthcare team?

Try making time in-between appointments to practice the new skills you are learning. If challenges arise during your treatment, let your team members know at your next appointment. Treat challenges as a learning opportunity.

Your opinion is VERY helpful in understanding what Team Care Centre patients need and want. You can provide feedback by participating in surveys or focus groups when they arise or by providing confidential feedback on patient comment cards located in the reception area. Be kind to yourself and know that change takes time. Celebrate your success.

How do I know when to call Team Care Centre vs. my usual Primary Care Provider?

You should call us for any of the following reasons:

- ▶ You need a prescription renewal for a medication prescribed by the Team Care Centre Nurse Practitioner and you are still receiving care from us.
- ▶ You need to reschedule an appointment with your Team Care Centre provider.
- ▶ You would like to see if you can get an earlier appointment with your Team Care Centre provider.



Patient Bill of Rights

- 1 You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality, and cultural background.
- 2 You have the right to privacy in care for your personal needs.
- 3 You have the right to information concerning your medical condition, in terms you can understand.
- 4 You have the right to participate in decisions regarding your care.
- 5 You have the right to an explanation about your treatment including benefits, risks, and alternatives.
- 6 You have the right to give or refuse consent for treatment, including medication, and to be informed of the consequences of giving or refusing consent.
- 7 You have the right to confidentiality of all information as outlined in the law.
- 8 You have the right to know the identity and profession of those responsible for your care.
- 9 You have the right to express any concerns by responding to patient feedback surveys, by attending patient satisfaction focus groups or completing and submitting a "concern Form" available by request at our reception or online at: <https://windsortcc.ca/patient-resources/concerns-and-complaints/>.
- 10 If you have a physical or intellectual disability, you have a right to reasonable accommodation in accordance with the law.



Patient Responsibilities

In order to make the most of your time with us, we believe that you have the responsibility to:

- 1 Actively participate with all team members who are part of your plan of care.
- 2 Provide accurate information to support your care.
- 3 Choose and commit to goals you set in your plan of care.
- 4 Ask as many questions as needed in order to feel comfortable with your treatment.
- 5 Accept responsibility for the choices you make that affect your health.
- 6 Be considerate and respectful of all team members and other patients you may encounter.
- 7 Be reliable in coming to your appointments.
- 8 Manage and take your prescribed medications to the best of your ability.
- 9 Advise us of changes in your condition, address, and/or contact information.
- 10 Talk about your progress with your usual Primary Care Provider.

Your Right to Privacy

Protecting your privacy and the confidentiality of your personal health information is an important aspect of what we do. We strive to provide you with service excellence which includes treating your personal health information fairly and with respect.

For full details about how we handle your information, your consent and exceptions to consent, please see **APPENDIX A** at the end of this package.



Discharge Process

What are some reasons I may be discharged from the Team Care Centre?

Patients finish their time with us for various reasons. Some reasons include:

- 1 You have completed services by achieving your goals or your allotted time with us has come to an end.
- 2 You have chosen to self-discharge.
- 3 The service provider reserves the right to end services at any time. Should this occur, the reasons will be discussed with you.

Your providers will work with you on a plan to continue working on your skills after discharge from the team!

What happens when I am discharged?



**This is a general process and not everyone follows this exact path.*



Community Partners

We have formal arrangements with some community partners to provide services to Team Care Centre patients. These providers offer treatment on behalf of us. You are still our patient if you are referred to one of these providers. Each of these providers is bound by our policies and commits to providing you with the same quality of care provided at Team Care Centre.

Counselling Services

Family Services Windsor Essex

Provides up to five sessions of counselling for referred patients.



Foot Care Services

Windsor Essex Community Health Centre - Foot Care Nurse

Registered Nurses and Practical Nurses provide basic and advanced foot care to referred patients.

Where do I go in Crisis?

If you need **IMMEDIATE** support in an emergency, here are some places to call or go:



Hotel-Dieu Grace Healthcare : 24 Hour Crisis Line

Call: 519-973-4435 for telephone support



Crisis And Mental Wellness Centre

Walk in: 500 Ouellette Ave., Windsor. 8:00am-8:00pm, 7 days/week

Call: 519-257-5224



Windsor Regional Hospital - Ouellette Site -

Emergency Department

1030 Ouellette Ave., Windsor, ON



Erie Shores Healthcare - Emergency Department

194 Talbot West, Leamington, ON

Call 911 for an ambulance

If you have a question that wasn't answered in this package, give us a call and let us know.

If you need additional support:



211 Information and Referral to Community, Social, Health and Government Services

Call: 2-1-1 for telephone support or Visit: www.211southwest.ca

211 provides free, confidential, multilingual access to information and referrals to the full range of community, social, health and government services. 211's Certified Community Resource Specialists assess each person's needs and connect them to the best available resources.

Through 211 you can access the following publicly funded, not-for-profit or sliding fee-based services:

- ▶ Health and Mental Health
- ▶ Newcomer and Immigrant Services
- ▶ Food Bank and Meal Programs
- ▶ Housing, Shelters and Utility Help
- ▶ Seniors' Services and Home Care
- ▶ Government Programs and Services
- ▶ Parenting and Family Programs
- ▶ Disability Support

...and more.

Appendix A

Privacy, Consent & Information Handling

Our responsibility to you is written in the law.

The Federal Personal Information Protection and Electronic Document Act (PIPEDA) and Ontario's Personal Health Information Protection Act (PHIPA) are the laws that govern how we handle your personal information. Consent is implied when information is provided by you for health care purposes. You may withdraw your consent in writing. You have a right to access your personal health information and to challenge its accuracy, if needed.

With your consent, your personal health information may be used as follows:

- ▶ With team members directly involved in your care and your primary care provider to discuss your care.
- ▶ External care providers to whom we refer you.
- ▶ For research, testing and statistics.
- ▶ To provide anonymous, patient participation statistics to our funder.

What is Personal Health Information?

Personal Health Information includes any factual or subjective information, recorded or not, about patients. This includes information in any form such as:

- ▶ Registration information (i.e. patient status, contact information, etc.)
- ▶ Health history, treatment or care information.
- ▶ Health services provider information.

Limiting use, disclosure and retention

Your personal health information is used only for the purposes defined. We will need your consent before using the information for purposes beyond the scope of your original consent unless the use or disclosure is authorized by mandatory reporting requirements, for appropriate health care in an emergency and where there is a duty to warn a third person. Withdrawal of consent may be submitted in writing. Information that has already been disclosed cannot be withdrawn.

With your knowledge, your Personal Health Information may be disclosed:

- ▶ To treat and care for you.
- ▶ To the estate/trustee/solicitor, individual with a Certificate of Approval or personal representative of a deceased patient/client where appropriate.



- ▶ In a proceeding before the Ontario Review Board, Consent and Capacity Board
- ▶ To the Psychiatric Patient Advocate Office
- ▶ To the Police
- ▶ To Children's Aid Society

How long we will keep your records

In accordance with PHIPA and PIPEDA and the regulatory bodies for our regulated health professionals, your records shall be electronically retained:

- (a) If you are eighteen years of age or older, for at least TEN YEARS after you stop being a patient (discharge or death).
- (b) If you are under eighteen years of age, for at least TEN YEARS after your eighteenth birthday.

Accuracy

All decisions and patient care involving personal health information should be based on accurate and timely information. While we do our best to base our decisions on accurate information, we rely on you to provide all the information requested, as accurately as you can, and to let us know of changes as they occur.

Safeguards: Protecting your Personal Health Information

We will protect your information with safeguards and security measures through our computer usage and security policies. We audit our procedures and security measures regularly to ensure that your information is properly protected and administered. Team Care Centre maintains personal health information in electronic files. Team Care Centre's computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases.

Access to your personal health information will be granted only to those service providers for whom access is required to perform their duties, and to any person granted access by you through the consent process.

Respecting and responding to your privacy concerns

We encourage you to contact us with any questions or concerns you might have about your personal health information or our privacy policy. We will investigate and respond to your concerns about any aspect of handling your personal health information. In most cases, an issue is resolved simply by telling us about it and discussing it. You can reach our Privacy Officer at 519-250-5656 x 201.

If the issue is still not resolved satisfactorily, you can contact:

Information and Privacy Commissioner – Ontario
2 Bloor Street East, Suite 1400 Toronto, ON. M4W 1A8

Toll Free: 1-800-387-0073 | TDD/TTY: 1-416-325-7539 | Fax: 1-416-325-9195

Important Exceptions to Confidentiality

We will keep your information private and confidential as outlined above with a few important exceptions that are described in the law.

Risk of harm and duty to warn.

If your team member believes there is a chance that you pose a risk of harm to yourself or others that could result in serious physical injury or death, they have a legal responsibility to act to prevent that harm from occurring through any means necessary, including alerting family or police and/or warning the person whom is being threatened.

Suspected child abuse.

If your team member believes a child may be at risk of or may have been exposed to physical, sexual, or emotional harm, they have a legal responsibility to take precautions to prevent the harm from occurring or continuing by consulting with the Children's Aid Society.

COVID-19 contact tracing.

Due to COVID-19, Team Care Centre may be required to disclose patient names, appointment dates, time of entry and departure to public health officials to aid in contact tracing should Team Care Centre become aware that a patient, staff member, student or volunteer who has been onsite has developed a confirmed COVID-19 infection.

Patient Concern Process

Why raise a concern?

Team Care Centre is committed to listening, learning, and responding to your concerns as we strive to provide the highest quality of healthcare services in a welcoming and supportive environment. We are here for you and we want you to be satisfied. Raising a concern may also lead to improvements for all our patients. We value your concerns. In raising them, you will not be compromising future access to care. Concerns raised by you do not become part of your patient record.

How do I raise a concern?

We want it to be easy for you to raise a concern. You can talk to anyone on the Team Care Centre Team. You can do it in person or give us a call. If you prefer, you can send us something in writing and if you like, use our Concern Form available: on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team. We are happy to assist you in any way we can. Please do not hesitate to ask us for help.

What is the process for raising a concern?

Step 1: If you have a concern, we encourage you to raise it directly with our team members at the time the concern first arises. We understand that sometimes concerns are not immediate.

If a concern comes to you after the circumstances that caused it have passed, please

let us know and we will coordinate a virtual, or in-person meeting, or telephone conference at the earliest opportunity with the relevant team members. Our team members will listen to you, consider our position carefully and make every effort to resolve your concern.

Step 2: If you are not satisfied after raising your concern directly with involved Team Care Centre members, or if you do not feel comfortable dealing directly with them, another member of our team will be available to help you – just contact anyone with whom you feel comfortable dealing. At this point in the process we will use one of our Concern Forms. You can fill it out on your own or we can help. It's available: on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team.

Step 3: All completed Concern Forms are forwarded to our Executive Director. You can e-mail it, drop it off or post it to the following address:

Windsor Family Health Team 2475 McDougall, Suite 245 Windsor, Ontario, Canada, N8X 3N9
Attention: Margo Reilly, Executive Director E-mail: mreilly@windsorfht.ca

The Executive Director will review your concern and use whatever resources are thought appropriate to provide proper resolution. If your concern involves the Executive Director then our Board President will carry out this step.

Step 4: You will hear from us within 10 business days of receiving your completed Concern Form. Hopefully by that time we will have had an opportunity to thoroughly investigate your concern and can provide you with a response but if not, we will give you a status report and thereafter keep you posted until the matter is resolved as best we can.



JACKSON PARK
HEALTH CENTRE

Team Care Centre: A program of the Windsor Family Health Team

