

Direct Services for Newcomers & Other Diverse Communities



Joanne Kaashoek, March 2011

Toward a healthy city...

Dedicated focus on access and equity

- **Services:**
 - general public
 - vulnerable populations
- **Multi-lingual resources**
- **Healthy public policies**
 - Request to end OHIP wait times for immigrants



انتظار کرو اور دیکھو کا کھیل نہ کھیلیں

اپنے بچے کی نشوونما کے ساتھ۔

18 ماہ کی عمر تک، آپ کے بچے کو مندرجہ ذیل کے قابل ہونا چاہئے:

- جب پوچھا جائے تو جسم کے کئی حصوں کی طرف اشارہ کرے۔
- ایک انگلی کو استعمال کرتے ہوئے تصویروں کی طرف اشارہ کرے۔
- کم از کم 20 الفاظ کو تسلسل سے استعمال کرے۔
- کھلونوں کے ساتھ کچھ جھوٹے موٹے کھیل کا مظاہرہ کرے۔
- سادہ سی کتابوں کے پڑھے جانے اور انہیں آپ کے ساتھ شیئر کرنے میں لطف اندوز ہوتا ہو۔
- سادہ سے سوالات کا الفاظ یا اشارات سے جواب دے۔
- لوگوں، پالتو جانوروں یا کھلونوں کے ساتھ لگن کا اظہار کرے۔
- بغیر کسی سہارے کے خود بخود چلیں۔

4-0 سالوں کی کسی عمر میں اپنے بچے کے بولنے اور زبان کی نشوونما کے بارے میں آپ کے کوئی خدشات ہوں، تو فوراً نیشنل سروسز کو کال کریں: 416-338-8255 • (ٹی ٹی وی) 416-338-0025 • www.tpsls.on.ca

اگر اپنے بچے کی مجموعی نشوونما کے بارے میں آپ کے کوئی سوالات ہوں، تو فوراً نیشنل سروسز کو کال کریں: 416-338-7600

خدمات مفت ہیں اور مدد مختلف زبانوں میں دستیاب ہے۔

 **TORONTO** Public Health

Direct Services

1. Scarborough Urban Health Clinic
2. Pregnant women
3. Families with young children
4. Dental care
5. Immunization
6. Sexual health services
7. Vulnerable seniors
8. Other health issues



Access service

Toronto Health Connection:

- **416-338-7600 or 311**
- **TTY call 416-392-0658**

- Translation services available

- Agency may call for the client:
 - client's consent is needed to provide personal information and receive service from TPH



Monday to Friday
8:30 a.m. to 4:30 p.m.

1. *Scarborough Urban Health Clinic*
1127 Markham Road, M1H 2G1
(416) 397-4753

- **free** health care services for refugees, immigrants & other uninsured

- must live in Scarborough

- visitors to Canada will not receive services

Evening walk-in clinic:

- Tuesday and Thursday
5-9 pm

Pediatric clinic:

- Once a month on Saturdays 10am- 2 pm
- Must make an appointment

2. Having a baby and becoming a parent

- **Evening prenatal classes:**



- **Specialized prenatal services*** for women who are at risk of delivering a low birth weight infant

- *Offers:**

- Group education classes
- Individual counselling
- Healthy snacks
- Child care
- Food certificates
- Nutritional counselling
- Social support
- Referral and advocacy
- TTC tokens

3. Services for families with young children

1. Mother and baby health check (48 hours post delivery)
2. Breast-feeding
3. Parenting
4. Identification of developmental delays in children
5. Nutrition support

Services may include:

- Health assessment
- Home visit
- Clinics
- Classes
- Group support



Parenting classes

Classes for parents with:

- **Infants** (6 wks - 6 mths)
- **Children** (18 mths - 6 yrs)

Additional classes:

- parent - infant attachment and communication
- for parents dealing with child behavioral issues



Early identification of child development delays

- Vision, speech and language
- Fine and gross motor skills
- Cognitive, social and emotional skills



Nutrition support

- Learn how to prepare healthy foods in a new country
- for parents / caregivers of children 6 mths to 6 yrs of age
- is offered in different languages
- provides child care
- provides gift certificates for healthy foods



Peer Nutrition Program

4. *Free and Low-cost Dental Care*

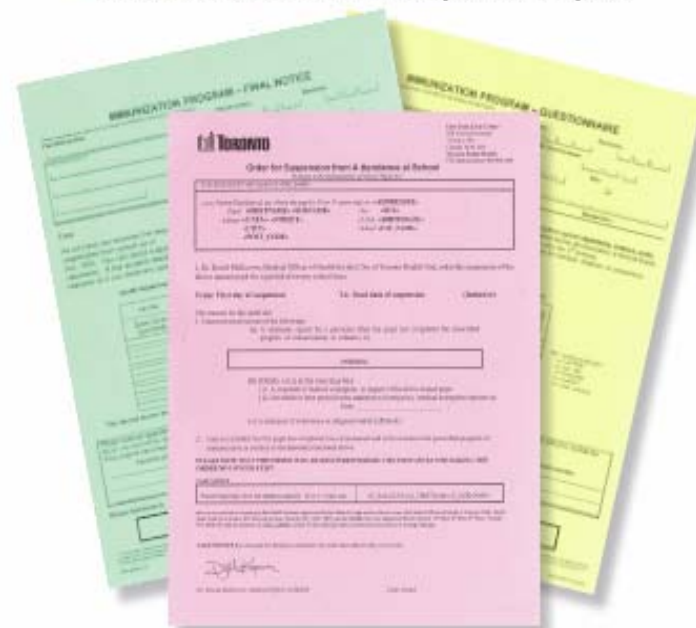
- 17 clinics across the city
- Services available for:
 - Children up to 17 years of age
 - 65+
 - Some pregnant women
- Financial eligibility criteria



5. *Immunization records*

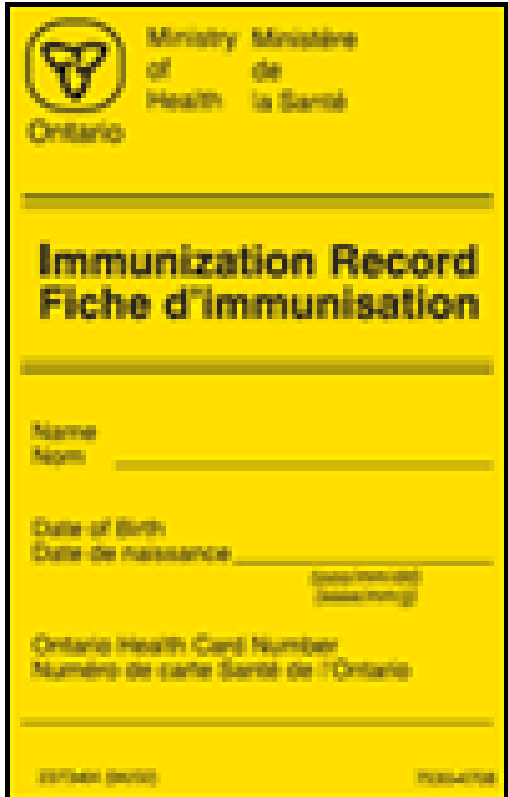
- TPH assesses the immunization records of students attending school in Toronto.
- Many newcomer families will receive letters requesting up-to-date immunization records for their child.
- Drs. do not provide this information

Did you get one of these letters?
Your child's vaccination record may not be complete.



Immunization record services

- If parents have their child's record - update this information online:
<http://www.toronto.ca/health/>
- No records, or they need to be translated:
 - call TPH Immunization Information Line (416) 392-1250
 - discuss options with TPH nurse
- If students need immunizations:
 - VIP immunization clinics



Ministry of Health
Ministère de la Santé
Ontario

Immunization Record
Fiche d'immunisation

Name
Nom _____

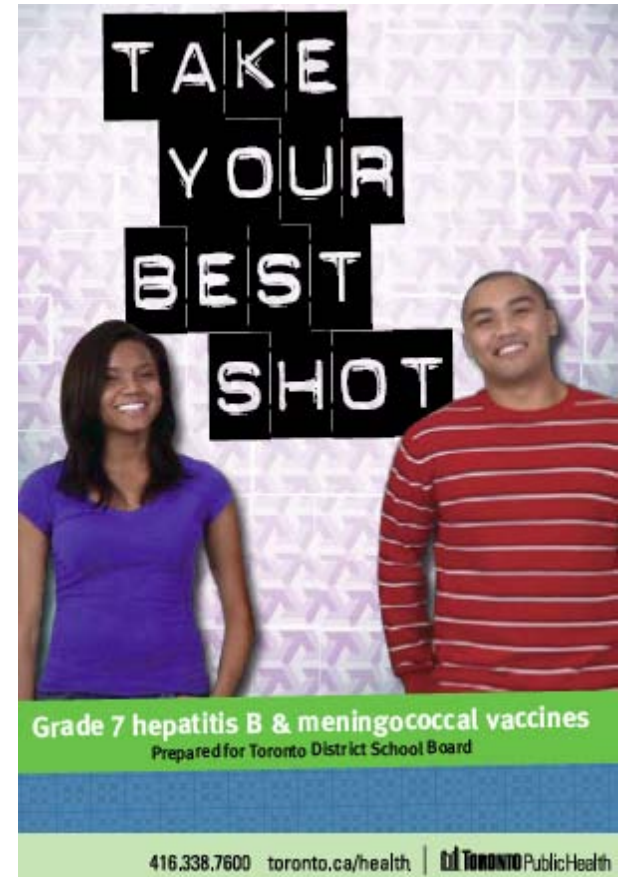
Date of Birth
Date de naissance _____
(month) (année)

Ontario Health Card Number
Numéro de carte Santé de l'Ontario _____

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Other Immunization Clinics

- **Grade 7 and 8 students:**
 - Hepatitis B vaccine
 - Meningococcal vaccine
 - Human Papillomavirus (HPV) vaccine
- **Flu immunization clinics**
 - children six months of age or older
 - adults of all ages



6. *Sexual Health Services*

- **Clinics** (women < 25 ; men < 30)
- **AIDS and Sexual Health Info Line:** 416-392-2437



Clinics offer:

- Low cost or free birth control
- Free condoms
- Emergency contraceptive pill
- Birth control counselling
- STD testing and free treatment
- HIV testing, counselling and referral
- Pregnancy testing, counselling and referral
- Sexuality and relationship counselling

7. *Vulnerable seniors*

- Frail older non-receptive senior who may have :
 - mental health issues
 - bed bug infestations
 - safety issues in the home due to hoarding

Services include:

- home visit
- assessment
- referral



8. Other health services

- Mental health assessment and referral
- Health hazard investigations
 - Animal bites and rabies control
 - Mold
 - Hoarding
 - Food poisoning

For more information

Call : (416) 338-7600

Or visit TPH website

<http://www.toronto.ca/health/>

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