



**Together,  
Focusing on  
Healthy  
Communities**

**fhc**  
FLEMINGDON  
HEALTH CENTRE



## OUR VISION

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# STRONG HEALTHY COMMUNITIES

# WHO WE ARE

Flemingdon Health Centre is a community based, non-profit organization that provides FREE healthcare services and community programs to residents living within our catchment area. Our staff team includes Family Physicians, Nurse Practitioners, Nurses, Social Workers, Chiropractors, Dietitians, Physiotherapist, Diabetes prevention/education teams, Community Health Workers and Administrative staff. Many of our programs and services are provided in collaboration with local organizations. We commit to treat and care for you in the best way possible and take appropriate steps to protect your personal health information.

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## MISSION STATEMENT

FHC provides comprehensive health services, programs and support to improve the well-being of all in our communities by working together with individuals, families, communities and organizations.

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As a proud member of the Association of Ontario Health Centres, FHC is fully committed to the values and principles of the Model of Health and Wellbeing – the roadmap for achieving the association's vision of the best possible health and wellbeing for everyone living in Ontario.

[For more information about the AOHHC and the model of Health and Wellbeing visit: aohc.org](http://aohc.org)

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FHC is primarily funded through the Ministry of Health and Long-Term Care/ Toronto Central Local Health Integration Network.



# PROGRAMS & SERVICES





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## ACCESS TO SERVICES & PROGRAMS

Services and programs are FREE of charge and open to residents living in our catchment area. **OHIP coverage is NOT required.** As we do not offer emergency or walk-in services, registered clients must call to make an appointment in advance.

**Over-the-phone language interpretation services are also available as required for all services and programs.**



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## INFORMATION ON SERVICES & PROGRAMS

For more information on our programs and services please visit our website:

[www.fhc-chc.com](http://www.fhc-chc.com)

FHC prioritizes clients who experience access barriers to primary care and community services.

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## ELIGIBILITY

To find out more information about our eligibility criteria for services and programs please contact us at:

[info@fhc-chc.com](mailto:info@fhc-chc.com).

# HEALTH SERVICES



We offer client-centered health care services by putting our clients at the centre of any planning and decision making about their treatment. We provide our clients with available information and guidance to support them in the decisions they make about their health care.



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## HEALTH SERVICES

Our Health Services Team provides:

- Primary care for children and adults
- Preventative health care and education
- Prenatal classes, Pregnancy care and Postnatal care
- Immunizations and flu shots for children and adults
- Medical care for frail and homebound seniors
- Medical care for uninsured clients
- Chronic Disease prevention and management
- Mental Health and Addictions support
- Telephone consultations
- On-call 24 hour assistance by staff physicians and residents



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## PHYSIOTHERAPY

Our Physiotherapy Team provides:

- Assessment and treatment for a wide range of physical injuries and diseases
- Individual and group programs for wellness, mobility and independent function
- Disease, injury and disability prevention
- Education on acute and chronic condition management
- Pain control and self-management techniques





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## CHIROPODY (FOOT CARE)

Our Chiropody Team provides:

- Assessment and diagnosis of diseases, disorders and dysfunctions of the foot
- Assisted care of non-curable soft tissue ailments
- Routine procedures such as removing corns and calluses, and nail care
- Minor surgical and soft tissue procedures
- Fitting and manufacturing custom made devices and braces
- Preventative care and education for overall foot health management
- Priority to children under age 18, seniors, injured clients and high risk diabetic individuals

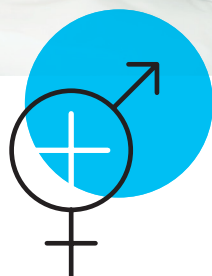


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## SOCIAL WORK

Our Social Work Team provides:

- Support with a wide range of concerns including poverty, family and relationship difficulties, mental health and wellbeing, etc.
- Case management and therapy services that are client-centred
- Confidential, one-on-one counselling and support groups for individuals and families
- Information, advocacy and connection to available community services and support programs
- Ongoing community wellness and mental health workshops
- One time sessions and ongoing sessions



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## SEXUAL HEALTH CLINIC

Our Sexual Health Clinic provides:

- Drop-in, confidential and non-judgmental sexual health information and counselling
- Family planning services such as pregnancy testing, birth control and free condoms
- Testing for sexually transmitted infections (STIs)
- Testing for HIV
- Screening for Cervical Cancer through a Pap test\*- *by appointment only*



# COMMUNITY ENGAGEMENT

A photograph of three elderly women of Asian descent engaged in a craft activity, possibly knitting or crocheting, at a wooden table. The woman on the left wears glasses and a red and black patterned sweater. The woman in the center has grey hair and wears a grey sweater with pink and black circular patterns. The woman on the right wears a purple patterned sweater. They are all smiling and looking towards the camera. In the background, there are large windows showing a cityscape. The image is framed by a large blue semi-circle at the top and a blue circle at the bottom right containing text.

We believe that good health is determined by many elements such as the environment, housing, education, employment, and food. We support our communities in achieving good health by offering a series of health education programs, healthy lifestyle activities and initiatives that offer engagement and development opportunities for community members.

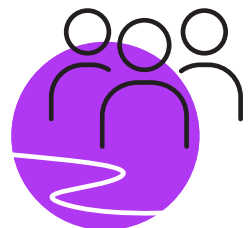


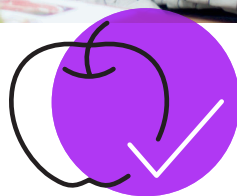
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## HEALTH PROMOTION

Our Health Promotion Team provides:

- Health education workshops on prevention and management of chronic conditions
- Children and Parenting support programs including prenatal classes and breastfeeding programs
- Youth programs such as homework clubs, after-school drop in programs, March break and summer camps, mentorship and skills training programs
- Food Security programs including community gardens, community kitchens and training/skills development
- Senior Health and Men's Health education and social programs aimed at decreasing social isolation and promoting health and wellbeing
- Fitness programs such as Yoga, Zumba, Tai-chi and Aerobic classes
- Mental wellbeing programs on stress management and caregiver support
- Access to resources such as computers with internet connection and printing, and space to be used for homework, job search and computer classes
- Advocacy initiatives and engagement in networks that promote health and wellbeing
- Involvement opportunities for community residents and members through advisory and resident-led groups such as Men's Advisory Committee, Oriole Food Space Council, Seniors' Advisory Committees



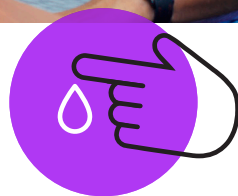


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## REGISTERED DIETITIAN SERVICES

Our Registered Dietitian Team provides:

- Healthy eating support for a variety of nutrition needs including disease prevention and management, heart health, healthy weight and other dietary requirements
- One-on-one individual nutrition counselling
- Group education programs on various nutrition topics



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## **DON MILLS DIABETES EDUCATION PROGRAM [DMDEP]**

Our DMDEP Team provides:

- One-on-one counselling for individuals with Type 2 diabetes led by registered nurses and dietitians
- Group information sessions on general diabetes management including role of nutrition, exercise, blood sugar monitoring and medication
- Workshops on topics such as nutrition label reading, safe fasting during Ramadan, physical activity, healthy eating, and foot care
- Ongoing review and support sessions to help individuals with diabetes self-manage and live a health and active life



## **SOUTH ASIAN DIABETES PREVENTION PROGRAM [SADPP]**

Our SADPP Team provides:

- Mobile clinics for Early Detection and Diabetes Prevention in regions of Toronto that South Asians call home
- Screening for those who do not live with diabetes, using a unique tool tailored specifically to the South Asian community
- Language-specific and culturally-relevant resources and services for recently resettled South Asians, on healthy eating, physical activity and mental health



# DENTAL SERVICES



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Toronto Public Health Dental offers FREE dental services at our Fairview Site to eligible children and youth (0-17 years), adults enrolled in selected Toronto Public Health programs, and seniors (over 65).

To be eligible for Dental Services:

- You must live in Toronto
- You do not have dental insurance
- You cannot afford dental services

**For more information call 416-338-1008.**



# HEALTH ACCESS THORNCLIFFE PARK (HATP)



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## ABOUT HATP

HATP is an innovative initiative led by Flemingdon Health Centre and Thorncliffe Neighbourhood Office in partnership with other providers and community groups.

This unique community-centred initiative applies a social determinants of health lens to enhance local primary health care; improve access to health, social and community services; and promote health and wellbeing in Thorncliffe Park.

**HATP services are FREE for residents of Thorncliffe Park (M4H postal code)** and are provided by doctors, nurses, and other health professionals.

**OHIP coverage is NOT required.**

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The HATP Teams provide:

- Medical services including blood pressure management, cancer screening, women's health, and diabetes services
- Social Work services including counselling, access to information and resources, and support with concerns such as stress management and mental wellness
- Nutrition services to adults, families and children supporting a variety of nutrition needs
- Family support services including healthy child development
- One-on-one health education services and group workshops on a wide range of topics on good health and wellbeing
- Health promotion activities addressing the social elements that influence good health such as housing, education, employment, culture, and others
- Chiropody services providing basic foot care to seniors, individuals with visual impairments, high risk diabetic or individuals with diabetes, and others
- Referral and access to community resource services, connecting both clients and service providers

For more information please call either:

**(416) 421-6369 or (416) 671-1587**



# CLIENT RIGHTS & RESPONSIBILITIES





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## CLIENT RIGHTS

As a client, you have the right to:

- Confidentiality and privacy relating to the nature of your visit and your health records
- Access and review your health records through our Privacy Officer
- Understand medical treatment relating to the diagnosis, prognosis and risks of treatment associated with the conditions affecting your health
- Seek a second opinion
- Refuse or discontinue a treatment, service or support
- Respect for your personally held values and beliefs
- Expect a high quality of care by health professionals employed by FHC
- Expect to receive service in a safe and secure environment
- Be informed of the any fees\* and schedule before service is started - (\*if fees are charged for a service)

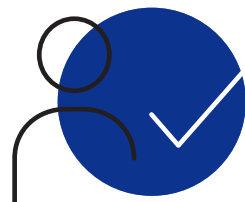
If you think we have violated your rights, please contact our Management Team, or you can contact the **Information and Privacy Commissioner:**  
**(416) 326-3333**

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## CLIENT RESPONSIBILITY

As a client, you have the responsibility to:

- Arrive for scheduled appointments and programs on time
- Cancel or call ahead if you cannot attend your appointment or program
- Treat all staff, volunteers and other clients with respect
- Ask questions about your health care and treatment
- Inform your health care provider of any changes in your health status
- Inform us of any changes to your contact information
- Follow the treatment plan developed by you and your health care team





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## HEALTH RECORDS ACCESS & REVIEW

As a client, you have the right to access and review your personal health records. You may request access to your records verbally or in writing by contacting our Privacy Officer at:

**(416) 429-4991**  
**or [privacy@fhc-chc.com](mailto:privacy@fhc-chc.com)**


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## COMPLAINT PROCEDURE

If you wish to register a complaint please inquire with any staff member or you can contact the Management Team for prompt attention at:

**Flemingdon Health Centre**  
**10 Gateway Blvd.**  
**Toronto, ON M3C 3A1**

# TEACHING

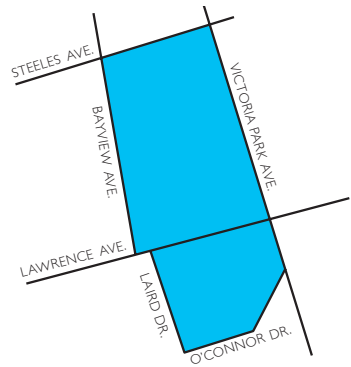


We provide a variety of teaching and training opportunities to residents, medical students, and students of other various health and community services disciplines.

# OUR LOCATIONS

## CATCHMENT AREA

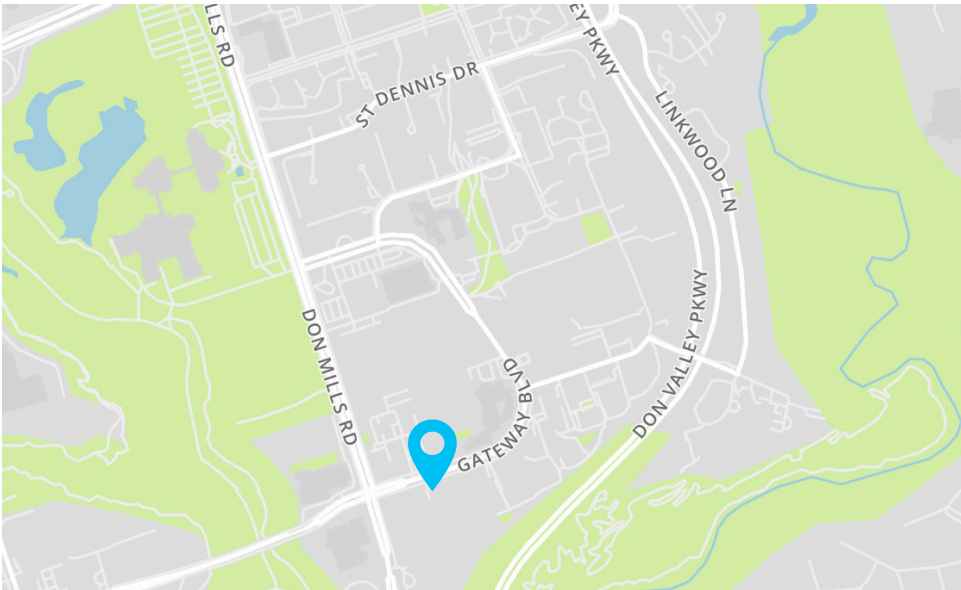
Steeles Ave, Victoria Park Ave, O'Connor Dr,  
Laird Dr, Bayview Ave.



## FLEMINGDON SITE

10 Gateway Blvd.  
Toronto, ON M3C 3A1  
(416) 429-4991

Monday to Thursday ..... 8:30 am – 9:30 pm  
Friday ..... 8:30 am – 6:00 pm  
Saturday ..... 9:00 am – 2:00 pm  
(\*3 Saturdays a month)





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## HEALTH ACCESS THORNCLIFFE PARK

(416) 421-6369 or  
(416) 671-1587

Monday *by appointment only* ... 9:00 am – 4:00 pm  
Friday *drop in* ..... 9:00 am – 4:00 pm

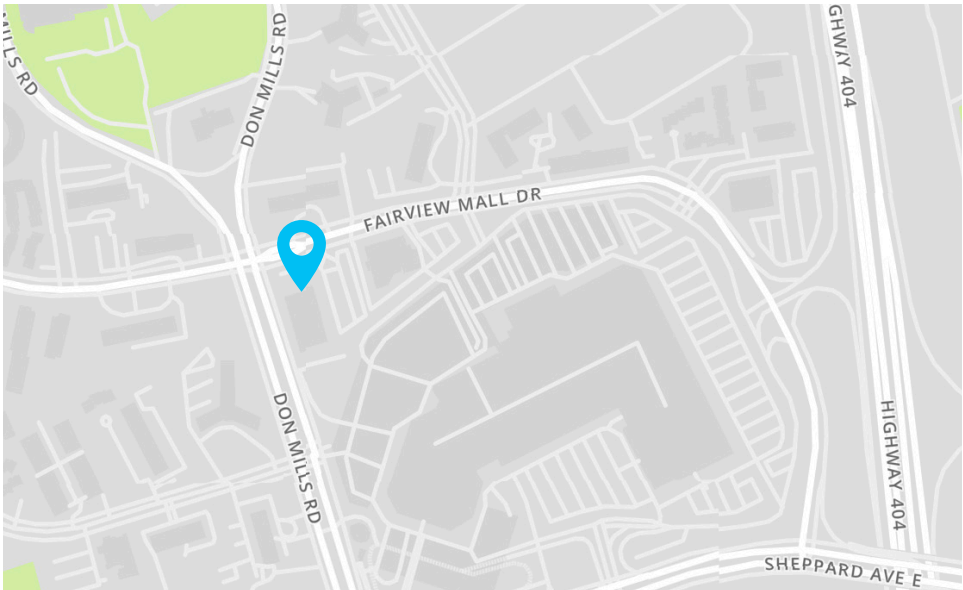
**HATP services are for residents of Thorncliffe Park (M4H postal code only).**

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## FAIRVIEW SITE

5 Fairview Mall Dr.,  
Suite 359  
Toronto, ON M2J 2Z1  
(416) 640-5298

Monday & Wednesday ..... 9:00 am – 7:00 pm  
Tuesday, Thursday, Friday ..... 9:00 am – 5:00 pm  
Saturday\* ..... 9:00 am – 2:00 pm  
*\*One Saturday a month only*



# NOTES:

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# GET INVOLVED

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We look to the community for support and leadership. Individuals are encouraged to join the Health Centre as members or volunteers and play an active part by serving on advisory groups, committees or the Board of Directors.

Please contact one of our locations for more information.

**FHC-CHC.COM**