

Central East **LHIN**

Appendix 5:

Reference Guides

The Culture, Diversity and Equity Project

TABLE OF CONTENTS

INTRODUCTION	3
REFERENCE GUIDE FOR NEWCOMER CLIENTS	4
Navigating the Health Care System	4
Health Services for Uninsured Clients	4
Available Interpretation Services	9
Legal Clinics	12
Advocacy	15
Seeking Health Insurance	16
Databases and Websites for Culturally and Linguistically Appropriate Services	17
Useful Questions to Ask when Seeking Health Care	18
Commonly Used Words	20
REFERENCE GUIDE FOR SERVICE PROVIDERS	22
Getting Appropriate Health Care Services for Diverse Clients	22
Health Services for Uninsured Clients	22
Available Interpretation Services	27
Settlement Agencies	28
Legal Clinics	30
Advocacy	33
Seeking Health Insurance	34
Databases and Websites for Culturally and Linguistically Appropriate Services	35
Useful Questions to Ask when Seeking Health Care For Clients	36
Commonly Used Words	38

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INTRODUCTION

The two reference guides in this section—one for health and community service providers and one for newcomer clients—are aids to navigating the health care system in the Central East LHIN region. Each guide includes:

- Comprehensive lists of health care services for uninsured clients, interpretation services, settlement agencies, and legal clinics;
- Instructions on advocacy and seeking health insurance;
- Databases and websites for culturally and linguistically appropriate services;
- A glossary of commonly used terms; and
- A list of useful and relevant questions when engaging with health care services.

The guides are not intended for use as they are presented here but as repositories of information for the development of future guides.

REFERENCE GUIDE FOR NEWCOMER CLIENTS

Navigating the Health Care System

The health care system in Ontario can be hard to understand, especially if you were not born in Canada and your first language is not English. Finding health care services that are appropriate to your needs can be difficult. This is also true if you do not have health insurance.

This document will make it easier for you to do the following:

- Find community and health services if you do not have health insurance;
- Direct others to community and health service providers who understand their culture and/or speak their language; and
- Understand some of the words that are used in community and health care.

Health Services for Uninsured Clients

Asterisks mark services that do **not** provide primary care.

Scarborough

***Canadian Mental Health Association** (Scarborough)

- Phone: 416-289-6285
- Website: www.toronto.cmha.ca
- Address: 1200 Markham Rd, Ste 500, Toronto, ON, M1H 3C3
- Hours: Mon-Fri 8-4 pm
- Languages of Service: English; Rehabilitation Action Program: Dari, English, Pashto, Somali, Tamil
- Eligibility: Open to persons 16-65 years with serious mental health illness; Newcomer Women's Wellness Program: Open to women who are socially isolated, experiencing cultural and linguistic barriers, and/or at risk of mental health problems due to life circumstances; Transitional Youth Program: Open to youths 16-24 years who are diagnosed with schizophrenia or mood disorders.
- Area Served: City of Toronto, east of Yonge St.; Case Management Services: East Toronto; Rehabilitation Action Program: Scarborough
- How to Apply: Call 416-289-6285 ext 243 or e-mail tmckay@cmha-toronto.net for information, intake, or referral.
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

***Hong Fook Mental Health Association** (Scarborough)

- Phone: 416-493-4242
- Website: www.hongfook.ca
- Address: 3320 Midland Avenue, Suite 201, Scarborough, ON M1L 5E6
- Hours: Mon-Fri 9-5

- Languages of Service: English, Chinese (Cantonese and Mandarin), Khmer, Korean, and Vietnamese
- Eligibility: Community Education: Open to all consumers/survivors (and their families) of Cambodian, Chinese, Korean or Vietnamese descent who are over 16 years old and have difficulty accessing other mental health services.
- Supportive Housing Program: Open to consumer/survivors who are able to live independently with support
- How to Apply: Call intake to make an appointment
- Physical Accessibility: Not wheelchair accessible

TAIBU Community Health Centre (Scarborough)

- Phone: 416-644-3536; 416-644-3539 (Community Programs)
- Website: www.taibuchc.ca
- Address: 1371 Neilson Rd, Unit 418, Toronto, ON, M1B 4Z8
- Hours: Mon-Fri 9-5
- Eligibility: Open to all residents of the Malvern Neighbourhood- (Steeles Ave E-Hwy 401; Rouge River/Pickering Town Line-McCowan Rd. Specialized services are provided to the Black Community across the GTA members of the African/Caribbean community.
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Volunteer Clinic for Medically Uninsured Immigrants & Refugees (Scarborough Hospital)

- Phone: 1-416-438-3872
- Website: <http://TSH.to>
- Address: 3000 Lawrence Ave E, Bldg A, 2nd Fl, Toronto, ON, M1P 2V1
- Hours: Tue, Thu 5-8:30 pm
- Languages of Services: English
- Eligibility: Permanent residents not covered by OHIP, including refugees and persons who are homeless. Scarborough residents only. Tourist and visitors not eligible.
- How to Apply: Drop in
- Physical Accessibility: Wheelchair accessible building and barrier free bathrooms

West Hill Community Services

Scarborough North:

- Phone: 416-642-9445; 416-297-7490
- Website: www.westhill-cs.on.ca
- Address: 4002 Sheppard Ave E, Ste 401, Toronto, ON, M1S 4R5
- Hours: Mon, Thu 10-6; Tue, Fri 9-5; Wed 8-8 * doctor on call 24 hours Mon-Sun
- Languages of Service: English; other languages available through professional interpreters, volunteers or staff : Language Line Services provides access to services in over 150 languages
- Eligibility: Open to all residents in catchment area, i.e., Steeles Ave E to Lake Ontario and Scarborough eastern limits to Victoria Park Ave; Refugees without Ontario Health Insurance: Scarborough only west of Markham
- How to Apply: Call for appointment
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Scarborough South:

- Phone: 416-642-9445; 416-284-5931
- Website: www.westhill-cs.on.ca
- Address: 3545 Kingston Rd, Toronto, ON, M1M 1R6

- Hours: Mon, Wed, Fri 9-5; Tue 8-8; Thu 8-6 doctor on call 24 hours Mon to Sun
- Languages of Service: English; other languages available through professional interpreters, volunteers or staff : Language Line Services provides access to services in over 150 languages
- Eligibility: Open to all residents in catchment area, Hwy 401 to Lake Ontario; Scarborough eastern limits to Markham Rd.; refugees without Ontario Health Insurance: Scarborough only
- How to Apply: Call for appointment
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Durham

Canadian Mental Health Association (Durham Region)

- Phone: 905-436-8760
- Website: www.cmhadurham.org
- Address: 60 Bond St W, Oshawa, ON L1G 1A5
- Hours: Mon-Thu 9 am-4:30 pm, Fri 9am-4 pm
- Languages of Service: English
- Eligibility: Ages 16-65 years
- Accessibility: Fully Accessible

Oshawa Community Health Centre (Oshawa)

- Phone: 905-723-0036
- Website: www.ochc.ca
- Address: 115 Grassmere Ave, Oshawa, ON L1H 3X7
- Hours: Mon, Wed 8:30 am-8 pm Tue 8:30 am-5 pm Thu, Fri 7 am-5 pm
- Languages of Service: English
- Eligibility: Open to all Oshawa residents
- Accessibility: Fully wheelchair accessible

Personal Attendant Care of Durham (Whitby)

- Phone: 905-576-5603
- Website: www.pacdurham.ca
- Address: 1650 Dundas St E, Ste 200, Whitby, ON L1N 2K8
- Hours: Mon-Fri 8:30am-4:30am
- Languages of Service: English
- Eligibility: Open to all individuals with physical disabilities, 16 years and over
- Accessibility: Fully wheelchair accessible

***Pickering Village United Church (Ajax)**

- Phone: 905-683-4721
- Address: 300 Church St N, Ajax, ON L1T 2W7

Victorian Order of Nurses (Oshawa)

- Phone: 905-571-3151
- Website: www.von.ca
- Address: 50 Richmond St E, Ste 116 Oshawa, ON L1G 7C7

- Hours: Mon-Fri 9am-4pm
- Languages of Service: English (French print material available)
- Eligibility: Open to all residents of the Durham region
- Accessibility: Fully wheelchair accessible

***Youth Centre Ajax (Ajax)**

- Phone: 905-428-1212
- Website: www.theyouthcentre.ca
- Address: 360 Bayly St, Unit 5 Ajax, ON L1S 1P1
- Hours: Mon 1 pm-4 pm * Thu 5:30 pm-7 pm * Fri 1 pm-4 pm
- Languages of Service: English
- Eligibility: Open to youths 13 - 19 years old; and up to 26 years old for parents with children (up to three years old)
- Areas Served: Ajax and Pickering
- Accessibility: Fully wheelchair accessible

The Northeast (HKPR)

***Brock Mission - Cameron House Women's Shelter (Peterborough)**

- Phone: 705-748-4766
- Website: www.brockmission.ca
- Address: 738 Chemong Rd, Peterborough, ON, K9H 2S7
- Hours: Mon-Sun 24 hours
- Languages of Service: English
- Eligibility: Open to women ages 25 and up
- Accessibility: Partially wheelchair accessible (parking, entrance).

Peterborough Regional Hospital (Peterborough)

- Phone: 705-743-2121
- Website: www.prhc.on.ca
- Address: 1 Hospital Dr Peterborough, ON K9J 7C6
- Hours: Administration Office: 9 am-4 pm
Emergency department: Mon-Sun 24 hours
- Languages of Service: English
- Eligibility: Open to all residents of the city of Kawartha Lakes, Haliburton County, Peterborough, and Peterborough County
- Accessibility: Fully wheelchair accessible

***Peterborough Salvation Army (Peterborough)**

- Phone: 705-742-4391
- Address: 219 Simcoe St Peterborough, ON K9H 2H6
- Hours: Mon, Tue, Thu, Fri 9 am-4 pm Wed 9 am-12:30 pm
- Languages of Service: English
- Eligibility: Open to all residents of the Peterborough and Peterborough County
- Accessibility: Partially wheelchair accessible (parking, entrance)

Partners in Pregnancy Clinic (Peterborough)

- Phone: 705-741-1191
- Website: <http://pregnancy.peterboroughfht.com/>
- Address: 170 Simcoe St, Suite 302, Peterborough, ON, K9H 2V7
- Languages of Service: English
- Eligibility: Open to all mothers with newborns up to six weeks of age

Port Hope Community Health Centre (Port Hope)

- Phone: 905-885-2626
- Website: www.porthopechc.ca
- Address: 99 Toronto Rd Port Hope, ON L1A 3S4
- Hours: Mon, Tue, Wed, Fri 9 am-5 pm Thu 9 am-7pm
- Languages of Service: English
- Eligibility: Open to seniors with multiple chronic health issues, at-risk youth between the ages of 12-21 years, individuals on social assistance, those with mental health or addiction diagnoses, and those who do not have a family physician. All clients must reside within 50km radius of Port Hope.
- Accessibility: Fully wheelchair accessible

Victorian Order of Nurses (Peterborough)

- Phone: 705-745-9155
- Website: www.von.ca
- Address: 360 George St N, Unit 25 (Lower Level) Peterborough, ON K9H 7E7
- Hours: Mon-Fri 9 am-4:30 pm; many services 24 hours Mon-Sun
- Languages of Service: English
- Eligibility: Open to all residents in the City of Kawartha Lakes, Haliburton, Peterborough, and Peterborough County
- Accessibility: Fully wheelchair accessible

Available Interpretation Services

Access Alliance Interpreter Services

- Phone: 416-324-2731
- Website: <http://www.accessalliance.ca/>
- Address: 340 College St., Ste 500, Toronto, ON, M5T 3A9
- Availability: Services available to community agencies only. Fee for service.

The Schlifer Clinic

- Phone: 416-651-1496
- Website: <http://www.schliferclinic.com/schliferClinic.html>
- Address: 1710 Dufferin Street, Toronto, ON, M6E 3P2
- Availability: Fee for interpreting services.

Multilingual Community Interpreter Services

- Phone: 416-426-7051
- Website: <http://www.mcis.on.ca/>
- Address: 789 Don Mills Rd, Ste 608, Toronto, ON, M3C 1T5
- Availability: Scarborough, York, Peel & Durham Regions; rest of Toronto on case by case basis; fee for service.

Ontario Interpreting Services (OIS)

- Phone: 416-928-2520 (voice), 416-928-2521 (TTY)
- Website: <http://www.canadianhearingsociety.com/services/ois.html>
- Address: 271 Spadina Road, Toronto, Ontario M5R 2V3
- Availability: Offers sign language interpreting services (ASL) for medical, legal, business, employment, social and government services; LSQ interpretation is available in some areas; fee for service.

Centre francophone de Toronto

- Phone: 416-922-2672
- Website: <http://www.centrefranco.org/fr/>
- Address: 22 College St, Main Fl, Toronto, ON, M5G 1K2
- Availability: Offers interpretation for French-speaking people living, working, studying or visiting in Toronto

Durham Deaf Services Incorporated

- Phone: 905-579-3328
- Website: <http://www.durhamdeaf.org/>
- Address: 750 King St E, Oshawa, ON L1H 1G9
- Availability: Provides interpretation for deaf, deafened, and hard of hearing; fee for service.

The Canadian Hearing Society

- Phone: 1-866-256-5142; TTY: 1-866-831-4657
- Website: <http://www.chs.ca/en/ontario-interpreting-service/ontario-interpreting-services.html>
- Address: 271 Spadina Road, Toronto, ON M5R 2V3
- Availability: Offers sign language interpreting services (ASL) for all of Ontario; LSQ interpretation is available in some areas.

Settlement Agencies

CultureLink (GTA)

- Phone: 416-588-6288
- Website: www.culturelink.net
- Address: 2340 Dundas St W, Ste 301, Toronto, ON, M6P 4A9

Ontario Council of Agencies Serving Immigrants (Ontario)

- Phone: 416-322-4950
- Website: www.ocasi.org
- Address: 110 Eglinton Ave W, Ste 200, Toronto, ON, M4R 1A3

Centre francophone de Toronto (GTA and surrounding region)

- Phone: 416-922-2672
- Website: www.centrefranco.org
- Address: 22 College St, 4th Floor, Toronto, ON, M5G 1K2

East Scarborough Storefront (GTA)

- Phone: 416-208-9889
- Website: www.thestorefront.org
- Address: 4040 Lawrence Ave E, Toronto, ON, M1E 2R2

Catholic Cross-cultural Services (Scarborough)

- Phone: 416-757-7010
- Website: www.cathcrosscultural.org
- Address: 55 Town Centre Crt, Ste 401, Toronto, ON, M1P 4X4

Women's Multicultural Resource and Counseling Centre of Durham (Durham)

- Phone: 905-427-7849
- Website: www.wmrccdurham.com
- Address: 1355 Kingston Rd, Box 66164, Pickering, ON, L1V 6P7

Jamaican Canadian Association (GTA and surrounding areas)

- Phone: 416-746-5772
- Website: www.jcassoc.org
- Address: 995 Arrow Rd, Toronto, ON, M9M 2Z5

The New Canadian Centre (Peterborough)

- Phone: 705-743-0882
- Website: www.nccpeterborough.ca
- Address: 205 Sherbrooke St, Unit D, Peterborough, ON K9J 2N2

Community Development Council Durham (Durham)

- Phone: 905-686-2661
- Website: www.cdcd.org
- Address: 134 Commercial Ave, Ajax, ON L1S 2H5

Durham Catholic District School Board: Immigrant Settlement and Adaptation Program (ISAP) (Durham)

- Phone: 905-668-5371
- Website: www.con-ed.ca
- Address: Centennial Building, 416 Centre St S, Whitby, ON, L1N 4W2

Legal Clinics

Aboriginal Legal Services of Toronto (GTA)

- Phone: 416-408-4041
- Website: www.aboriginallegal.ca
- Address: 415 Yonge St, Ste 803, Toronto, ON, M5B 2E7
- Eligibility: For Aboriginal people (status or non-status), Métis and Inuit

Agincourt Community Services Association (Scarborough)

- Phone: 416-321-6912
- Website: www.agincourtcommunityservices.com
- Address: 4155 Sheppard Ave E, Ste 100, Toronto, ON, M1S 1T4
- Languages of Service: English, Arabic, Chinese (Cantonese and Mandarin), Tamil

Anglican United Refugee Alliance (GTA)

- Phone: 416-588-1612
- Address: St Columba and All Hallows Anglican Church, 2723 St Clair Ave E, Toronto, M4B 1M8
- Eligibility: Convention refugees who are overseas seeking resettlement

Centre francophone de Toronto

- Phone: 416-922-2672
- Website: <http://www.centrefranco.org/fr/>
- Address: 22 College St, Main Fl, Toronto, ON, M5G 1K2
- Languages of Services: Offers community legal clinic that has French as a Language of Service

East Scarborough Storefront (Scarborough)

- Phone: 416-208-9889
- Email: info@thestorefront.org
- Address: 4040 Lawrence Ave E, Toronto, ON, M1E 2R2
- Languages of Service: Arabic, Azerbaijani, English, Farsi, Kurdish, Tamil; settlement services available in many other languages

Legal Aid Ontario- Scarborough Legal Aid Office (Scarborough)

- Phone: 416-750-7172
- Website: www.legalaid.on.ca
- Address: 1921 Eglinton Ave E, Unit 1A, Toronto, ON, M1L 2L6

Malvern Family Resource Centre (Scarborough)

- Phone: 416-281-1376
- Website: www.mfrc.org
- Address: 1321 Neilson Rd, Toronto, ON, M1B 3C2
- Languages of Service: Chinese (Cantonese and Mandarin), English, Punjabi, Tamil, Urdu.

Scarborough Community Legal Services (Scarborough)

- Phone: 416-438-7182
- Website: scarboroughcommunitylegal.ca
- Address: Cedar Heights Plaza, 695 Markham Rd, Ste 9, Toronto, ON, M1H 2A5
- Languages of Service: Amharic; English; French; translation/interpretation may be arranged for other languages.
- Eligibility: Area residents who meet financial eligibility guidelines.

Scarborough Hospital- Birchmount Campus Sexual Assault and Domestic Violence Care Centre (Scarborough)

- Phone: 416-495-2555
- Website: www.sacc.to
- Address: 3030 Birchmount Rd, Toronto, ON, M1W 3W3

Toronto Public Library- Bendale Branch Advice Lawyer (Scarborough)

- Phone: 416-396-8910
- Website: www.torontopubliclibrary.ca
- Address: 1515 Danforth Rd, Toronto, ON, M1J 1H5

Tropicana Community Services Organization (Scarborough)

- Phone: 416-439-9009
- Website: www.tropicanacommunity.org
- Address: 670 Progress Ave, Ste 14, Toronto, ON, M1H 3A4
- Eligibility: Youth and families, focus on Black and West Indian communities

Warden Woods Community Centre (Scarborough)

- Phone: 416-694-1138
- Website: www.wardenwoods.com
- Languages of Service: Arabic, English, Tamil

West Scarborough Community Legal Services (Scarborough)

- Phone: 416-285-4460
- Website: www.westscarboroughlegal.ca
- Languages of Service: English; French; Hindi; Punjabi; Sinhala; Tamil; Urdu; interpreters available by appointment for other languages.
- Eligibility: Area residents who meet financial eligibility guidelines.

Durham Community Legal Clinic (Durham)

- Phone: 905-728-7321
- Website: www.durhamcommunitylegalclinic.ca
- Address: Oshawa Centre, 419 King St W, Ste 3512, Oshawa, ON L1J 2K5
- Eligibility: Low income persons.

Durham Family Court Clinic (Durham)

- Phone: 905-436-6754
- Website: www.dfcc.org
- Address: 44 Richmond St W, Ste 201, Oshawa, ON L1G 1C7
- Eligibility: Limited to 12 – 18 year olds.

Peterborough Community Legal Centre (Peterborough)

- Phone: 705-749-9355
- Website: www.peterboroughcommunitylegalcentre.org
- Address: 150 King St, 4th Flr, Peterborough, ON K9J 2R9
- Eligibility: Low income with legal problems in the above mentioned areas

Legal Aid Ontario (HKPR)

- Phone: 705-743-5430
- Website: www.legalaid.on.ca
- Eligibility: Varies with the income and situation of the clients. A needs test is administered by Application/Assessment Officers through the Legal Aid Office.

Quinte United Immigrant Services- Central Eastern Ontario Translation and Interpretation Services (Scarborough, Durham, HKPR)

- Phone: 613-968-7723 x.25
- Website: www.quis-immigration.org
- Address: 41 Octavia St, Belleville, ON K8P 3P1

Advocacy

Advocacy involves planning, preparation, research and an ability to recognize when support is necessary. It involves knowing one's legal rights and entitlements as well as the results one is trying to achieve.

When creating an advocacy strategy, it is important to consider the following four steps and corresponding questions:

Step 1: Define the problem and come up with a clear statement of the issue

- What happened?
- When and where did it happen?
- How have similar problems been resolved in the past?
- Have other people made complaints about a similar problem?

Step 2: Develop an action plan that will help you to resolve it

- What do I hope to achieve?
- What are the steps in my plan?
- Who will be involved in my plan?
- How will I carry out my plan and tell others about it?
- Who can I turn to for guidance and advice?

Step 3: Carry out the action plan

- Have you documented your actions and made copies of important paperwork?
- Have you recorded the names of persons with whom you spoke and the date?
- Are you clear about the next steps and who is responsible for doing specific tasks?
- Do you need to take your issue to someone at a higher level of authority? To whom?

Step 4: Evaluate the results to learn information that can be incorporated into future actions and improve future outcomes

- Did you achieve the outcome you wanted?
- What worked really well?
- What didn't work so well?
- How do you feel about the outcome?

For more information on doing advocacy visit: www.ppao.gov.on.ca/inf-slf4.html

Seeking Health Insurance

For official information about OHIP eligibility and application, contact the Ministry of Health and Long-Term Care (1-800-268-1154), or go to the website: http://www.ontario.ca/en/services_for_residents/STEL02_186323

Many settlement agencies can assist in obtaining OHIP.

When seeking coverage under the Ontario Health Insurance Plan, it is important to remember:

- Some people are not eligible for OHIP. Tourists, refugee claimants, foreign (international) students, and some foreign workers cannot apply for OHIP.
- In Ontario, there is a three-month waiting period for before individuals are eligible for OHIP coverage (there are several groups that are exempt from the waiting period).
- The following 3 types of original documents will be required:
 - Proof of Citizenship or OHIP Eligible Immigration Status;
 - Proof of Residency; and
 - Support of identity.

The individual must obtain and fill out an application form online or from a local Service Ontario OHIP Office:

Scarborough Counter

- Address: 2063 Lawrence Avenue East, Scarborough
- Hours: Monday to Thursday, 8:00 a.m. to 7:00 p.m. *(5 p.m. - 7 p.m. by appointment only); Friday, 8:00 a.m. to 6:30 p.m. *(5 p.m. - 6:30 p.m. by appointment only); closed on public holidays.

Peterborough Counter

- Address: 300 Water Street, Peterborough
- Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m.; closed on public holidays.

Oshawa Counter

- Address: Unit 401, 419 King Street West, Oshawa
- Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m. & Thursday *(5:00 p.m. to 7:00 p.m. by appointment only); closed on public holidays.

Databases and Websites for Culturally and Linguistically Appropriate Services

Telehealth Ontario: (1-866-797-0000)

http://www.healthyontario.com/About_Telehealth_Ontario.aspx

211 Community Connection (1-888-340-1001)

www.211toronto.ca

www.211peterborough.ca

Drug Alcohol Registry of Treatment (1-800-565-8603)

www.connexontario.ca

Ontario Problem Gambling Helpline (1-888-230-3505)

www.connexontario.ca

Mental Health Service Info Ontario (1-866-531-2600)

www.connexontario.ca

Website for Newcomers to Ontario

www.settlement.org

Association of Ontario Health Centres

www.aohc.org (416-236-2539)

Community Care Access Centres (905-430-3308)

www.ccac-ont.ca

College of Physicians and Surgeons in Ontario

www.cpso.on.ca (1-800-268-7096 Ext. 603)

Toronto Dementia Network

www.dementiatoronto.org

Ontario Ministry of Health (French only)

www.health.gov.on.ca/english/public/program/flhs/links_mn.html

Franco Health Network, Southern ON (1888-549-5775)

www.francosantesud.ca

Information network to serve HKPR

www.fourinfo.com

Information Durham (1-866-463-6910)

www.informdurham.com

Information on AIDS Service Organizations

www.aso411.ca

Useful Questions to Ask when Seeking Health Care

When looking for health care services, ask yourself:

- What are my health concerns and needs?
- Do I need to see a doctor, go to the hospital, or call an ambulance? If you need an ambulance, call 9-1-1.
- What kind of health insurance do I have? (If you do not have health insurance, please look at the list of health services for people who are uninsured).
- Do I feel comfortable receiving services in English? If not, who could help me with English? Family, friend, agency, group?
- Am I willing or able to travel outside of my city/town for service in my language?
- Would I like to and/or need to see a male or female service provider for cultural reasons?
- Do I want to see a healthcare provider from my community or someone from outside my community?
- Would I prefer service from a mainstream organization in my language or an organization from my community?
- How much would I like my family to be involved?
- Is there anything the health service provider needs to know about my religion and culture?
- Do I need someone to find me help?
- Have I given consent to service providers to share information about me?
- Do I know how to complain if I am not happy with the services I receive?

Questions you can ask an organization:

- What kind of services do you provide?
- Are the services covered by OHIP or my health insurance? If yes, does it pay for all of it? Can I use these services if I do not have insurance?
- How does your organization decide if it will provide service for me?

Questions to help you communicate:

- Will someone who speaks my language or is from my country be able to provide me with services?
- If no one speaks my language do I have to find my own interpreter* or will you find one for me?
- Will you provide me with an interpreter every time I need one?
- Am I allowed to involve my family and friends?
- How will my religious and/or cultural needs be met?
- Can I choose a male or female service provider?
- Where would I go if I have concerns with the services I receive?

Know your rights:

- You have the right to treatment (depending on your health insurance or your ability to pay)
- You have the right to be treated with respect
- You have the right to choose your treatment
- You have the right to refuse treatment (unless you are legally required) as long as you understand that it may affect your health negatively
- You have the right not to be judged
- You have the right to confidentiality
- You have the right to receive information before you decide on treatment
- You have the right to see your medical records
- You have the right to express your concerns about the services you receive and not have to worry about it negatively impacting your service

- You have the right to involve your family and friends in your treatment
- You have the right to ask for food that fits your religious and cultural beliefs
- You have the right to practice your religious, cultural and spiritual beliefs
- You have the right to ask for accommodations such as sign language, visual aid, and transportation

Commonly Used Words

Interim Federal Program (IFH Program):

Provides temporary medical coverage for Refugee claimants and Convention Refugees prior to qualification for provincial health care coverage.

Ontario Health Insurance Plan (OHIP):

Government-run health plan for Ontario, available to Canadian citizens, permanent residents or landed immigrants, convention refugees, or those registered as Indian under the Indian Act.

Private Insurance:

Insurance you must pay for if you do not have OHIP, or for services not covered by OHIP.

Uninsured:

Individuals who do not have OHIP, IFH Program or other insurance to meet their healthcare needs.

Travel Insurance:

Covers short-term medical expenses while traveling in either one's own country or internationally.

Confidentiality:

This is your right to keep your personal/health information private. Your information may only be shared within the same organization where you are being treated (unless you provide written consent).

Consent:

When you give permission to a health care provider to speak to other health care providers, or to your family or friends about your personal health issues (you must give permission in writing).

Informed Consent:

When you give legal permission to a health provider to act based on a full awareness and understanding of what health choices are available to you.

Interpreter:

A person who is trained to repeat what one person says in one language and say it in another language, and can translate like this back and forth between two languages.

In-patient:

When you have a procedure that requires you to be admitted to the hospital so that you can be closely monitored during the procedure and recovery.

Out-patient:

When you have a procedure that does not require hospital admission and may also be performed outside the premises of a hospital.

Primary Care:

The first point of contact that you have with the health care system, for example, with a family doctor.

Intake:

When a health service provider gathers information about you that will help determine your health needs and the best way to help you.

Assessment:

A plan of care that identifies your specific needs and how those needs will be addressed by the facility.

Diagnosis:

A diagnosis is when a doctor identifies the nature and cause of an illness.

Prognosis:

A prognosis is when a doctor predicts the outcome of a disease and the future of the patient.

Acute Care:

Necessary, short-term medical treatment, usually in hospital, for patients suffering acute illness or recovering from surgery.

Long-term Care:

A variety of services that are both medical and non-medical, which meet the needs of people with a chronic illness or disability, or of seniors.

Specialized Care:

A variety of services that are specific to a particular health issue.

Walk-in Clinic:

Clinics where you can see a doctor without making an advance appointment (usually open weekends).

Medical Emergency:

An unexpected injury or illness that requires immediate attention by a health care provider.

Case Management

Coordination of services to ensure that a patient's healthcare needs are met, usually through multiple providers.

REFERENCE GUIDE FOR SERVICE PROVIDERS

Getting Appropriate Health Care Services for Diverse Clients

The following information is intended to help you as a service provider:

- Find services for clients in need of culturally and linguistically competent community and health services;
- Find community and health care services for uninsured clients; and
- Understand some of the terms that are used within the community and health care services field.

Health Services for Uninsured Clients

Asterisks mark services that do **not** provide primary care.

Scarborough

*Canadian Mental Health Association (Scarborough)

- Phone: 416-289-6285
- Website: www.toronto.cmha.ca
- Address: 1200 Markham Rd, Ste 500, Toronto, ON, M1H 3C3
- Hours: Mon-Fri 8-4 pm
- Languages of Service: English, Dari, English, Pashto, Somali, Tamil
- Eligibility: Open to persons 16-65 years with serious mental health illness; Newcomer Women's Wellness Program: Open to women who are socially isolated, experiencing cultural and linguistic barriers, and/or at risk of mental health problems due to life circumstances; Transitional Youth Program: Open to youths 16-24 years who are diagnosed with schizophrenia or mood disorders.
- Area Served: City of Toronto, east of Yonge St.; Case Management Services: East Toronto; Rehabilitation Action Program: Scarborough
- How to Apply: Call 416-289-6285 ext 243 or e-mail tmckay@cmha-toronto.net for information, intake, or referral.
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

*Hong Fook Mental Health Association (Scarborough)

- Phone: 416-493-4242
- Website: www.hongfook.ca
- Address: 3320 Midland Avenue, Suite 201, Scarborough, ON M1L 5E6
- Hours: Mon-Fri 9-5
- Languages of Service: English, Chinese (Cantonese and Mandarin), Khmer, Korean, and Vietnamese
- Eligibility: Community Education: Open to all consumers/survivors (and their families) of Cambodian, Chinese, Korean or Vietnamese descent who are over 16 years old and have difficulty accessing other mental health services.
- Supportive Housing Program: Open to consumer/survivors who are able to live independently with support
- How to Apply: Must call intake to make an appointment
- Physical Accessibility: Not wheelchair accessible

TAIBU Community Health Centre (Scarborough)

- Phone: 416-644-3536; 416-644-3539 (Community Programs)
- Website: www.taibuchc.ca
- Address: 1371 Neilson Rd, Unit 418, Toronto, ON, M1B 4Z8
- Hours: Mon-Fri 9-5
- Eligibility: Open to all residents of the Malvern Neighbourhood- (Steeles Ave E-Hwy 401; Rouge River/Pickering Town Line-McCowan Rd. Specialized services are provided to the Black Community across the GTA members of the African/Caribbean community.
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Volunteer Clinic for Medically Uninsured Immigrants & Refugees (Scarborough Hospital)

- Phone: 1-416-438-3872
- Website: <http://TSH.to>
- Address: 3000 Lawrence Ave E, Bldg A, 2nd Fl, Toronto, ON, M1P 2V1
- Hours: Tue, Thu 5-8:30 pm
- Languages of Services: English
- Eligibility: Permanent residents not covered by OHIP, including refugees and persons who are homeless. Scarborough residents only. Tourist and visitors not eligible.
- How to Apply: Drop in
- Physical Accessibility: Wheelchair accessible building and barrier free bathrooms

West Hill Community Services

Scarborough North:

- Phone: 416-642-9445; 416-297-7490
- Website: www.westhill-cs.on.ca
- Address: 4002 Sheppard Ave E, Ste 401, Toronto, ON, M1S 4R5
- Hours: Mon, Thu 10-6; Tue, Fri 9-5; Wed 8-8 * doctor on call 24 hours Mon-Sun
- Languages of Service: English; other languages available through professional interpreters, volunteers or staff : Language Line Services provides access to services in over 150 languages
- Eligibility: Open to all residents in catchment area, i.e., Steeles Ave E to Lake Ontario and Scarborough eastern limits to Victoria Park Ave; Refugees without Ontario Health Insurance: Scarborough only west of Markham Rd.
- How to Apply: Call for appointment
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Scarborough South:

- Phone: 416-642-9445; 416-284-5931
- Website: www.westhill-cs.on.ca
- Address: 3545 Kingston Rd, Toronto, ON, M1M 1R6
- Hours: Mon, Wed, Fri 9-5; Tue 8-8; Thu 8-6 doctor on call 24 hours Mon to Sun
- Languages of Service: English; other languages available through professional interpreters, volunteers or staff : Language Line Services provides access to services in over 150 languages
- Eligibility: Open to all residents in catchment area, Hwy 401 to Lake Ontario; Scarborough eastern limits to Markham Rd.; refugees without Ontario Health Insurance: Scarborough only
- How to Apply: Call for appointment
- Physical Accessibility: Wheelchair accessible building including main entrance and barrier free washrooms

Durham

Oshawa Community Health Centre (Oshawa)

- Phone: 905-723-0036
- Website: www.oche.ca
- Address: 115 Grassmere Ave, Oshawa, ON L1H 3X7
- Hours: Mon, Wed 8:30 am-8 pm Tue 8:30 am-5 pm Thu, Fri 7 am-5 pm
- Languages of Service: English
- Eligibility: Open to all Oshawa residents
- Accessibility: Fully wheelchair accessible

Pickering Village United Church (Ajax)

- Phone: 905-683-4721
- Address: 300 Church St N, Ajax, ON L1T 2W7

Personal Attendant Care of Durham (Whitby)

- Phone: 905-576-5603
- Website: www.pacdurham.ca
- Address: 1650 Dundas St E, Ste 200, Whitby, ON L1N 2K8
- Hours: Mon-Fri 8:30am-4:30am
- Languages of Service: English
- Eligibility: Open to all individuals with physical disabilities, 16 years and over
- Accessibility: Fully wheelchair accessible

Victorian Order of Nurses (Oshawa)

- Phone: 905-571-3151
- Website: www.von.ca
- Address: 50 Richmond St E, Ste 116 Oshawa, ON L1G 7C7
- Hours: Mon-Fri 9am-4pm
- Languages of Service: English (French print material available)
- Eligibility: Open to all residents of the Durham region
- Accessibility: Fully wheelchair accessible

Youth Centre Ajax (Ajax)

- Phone: 905-428-1212
- Website: www.theyouthcentre.ca
- Address: 360 Bayly St, Unit 5 Ajax, ON L1S 1P1
- Hours: Mon 1 pm-4 pm * Thu 5:30 pm-7 pm * Fri 1 pm-4 pm
- Languages of Service: English
- Eligibility: Open to youths 13 - 19 years old; and up to 26 years old for parents with children (up to three years old)
- Areas Served: Ajax and Pickering
- Accessibility: Fully wheelchair accessible

The Northeast (HKPR)

Brock Mission - Cameron House Women's Shelter (Peterborough)

- Phone: 705-748-4766
- Website: www.brockmission.ca
- Address: 738 Chemong Rd, Peterborough, ON, K9H 2S7
- Hours: Mon-Sun 24 hours
- Languages of Service: English
- Eligibility: Open to women ages 25 and up
- Accessibility: Partially wheelchair accessible (parking, entrance)

Partners in Pregnancy Clinic (Peterborough)

- Phone: 705-741-1191
- Website: <http://pregnancy.peterboroughfht.com/>
- Address: 170 Simcoe St, Suite 302, Peterborough, ON, K9H 2V7
- Languages of Service: English
- Eligibility: Open to all mothers with newborns up to six weeks of age

Peterborough Regional Hospital (Peterborough)

- Phone: 705-743-2121
- Website: www.prhc.on.ca
- Address: 1 Hospital Dr Peterborough, ON K9J 7C6
- Hours: Administration Office: 9 am-4 pm
Emergency department: Mon-Sun 24 hours
- Languages of Service: English
- Eligibility: Open to all residents of the city of Kawartha Lakes, Haliburton County, Peterborough, and Peterborough County
- Accessibility: Fully wheelchair accessible

Peterborough Salvation Army (Peterborough)

- Phone: 705-742-4391
- Address: 219 Simcoe St Peterborough, ON K9H 2H6
- Hours: Mon, Tue, Thu, Fri 9 am-4 pm Wed 9 am-12:30 pm
- Languages of Service: English
- Eligibility: Open to all residents of the Peterborough and Peterborough County
- Accessibility: Partially wheelchair accessible (parking, entrance)

Port Hope Community Health Centre (Port Hope)

- Phone: 905-885-2626
- Website: www.porthopechc.ca
- Address: 99 Toronto Rd Port Hope, ON L1A 3S4
- Hours: Mon, Tue, Wed, Fri 9 am-5 pm Thu 9 am-7pm
- Languages of Service: English
- Eligibility: Open to seniors with multiple chronic health issues, at-risk youth between the ages of 12-21 years, individuals on social assistance, those with mental health or addiction diagnoses, and those who do not have a

family physician. Diabetes education: Must be 18 years older with type 2 diabetes. All clients must reside within 50km radius of Port Hope.

- Accessibility: Fully wheelchair accessible

Victorian Order of Nurses (Peterborough)

- Phone: 705-745-9155
- Website: www.von.ca
- Address: 360 George St N, Unit 25 (Lower Level) Peterborough, ON K9H 7E7
- Hours: Mon-Fri 9 am-4:30 pm; many services 24 hours Mon-Sun
- Languages of Service: English
- Eligibility: Open to all residents in the City of Kawartha Lakes, Haliburton, Peterborough, and Peterborough County
- Accessibility: Fully wheelchair accessible

Available Interpretation Services

Access Alliance Interpreter Services

- Phone: 416-324-2731
- Website: <http://www.accessalliance.ca/>
- Address: 340 College St., Ste 500, Toronto, ON, M5T 3A9
- Availability: Services available to community agencies only. Fee for service.

The Schlifer Clinic

- Phone: 416-651-1496
- Website: <http://www.schliferclinic.com/schliferClinic.html>
- Address: 1710 Dufferin Street, Toronto, Ontario, M6E 3P2
- Availability: Fee for interpreting services.

Multilingual Community Interpreter Services

- Phone: 416-426-7051
- Website: <http://www.mcis.on.ca/>
- Address: 789 Don Mills Rd, Ste 608, Toronto, ON, M3C 1T5
- Availability: Scarborough, York, Peel and Durham Regions; rest of City of Toronto on a case by case basis; fee for service.

Ontario Interpreting Services (OIS)

- Phone: 416-928-2520 (voice), 416-928-2521 (TTY)
- Website: <http://www.canadianhearingsociety.com/services/ois.html>
- Address: 271 Spadina Road, Toronto, Ontario M5R 2V3
- Availability: Offers sign language interpreting services (ASL) for medical, legal, business, employment, social and government services; LSQ interpretation is available in some areas; fee for service.

Centre francophone de Toronto

- Phone: 416-922-2672
- Website: <http://www.centrefranco.org/fr/>
- Address: 22 College St, Main Fl, Toronto, ON, M5G 1K2
- Availability: Offers interpretation for French-speaking people living, working, studying or visiting in Toronto

Durham Deaf Services Incorporated

- Phone: 905-579-3328
- Website: <http://www.durhamdeaf.org/>
- Address: 750 King St E, Oshawa, ON L1H 1G9
- Availability: Provides interpretation for deaf, deafened, and hard of hearing; fee for service.

The Canadian Hearing Society

- Phone: 1-866-256-5142; TTY: 1-866-831-4657
- Website: <http://www.chs.ca/en/ontario-interpreting-service/ontario-interpreting-services.html>
- Address: 271 Spadina Road, Toronto, ON M5R 2V3
- Availability: Offers sign language interpreting services (ASL) for all of Ontario; LSQ interpretation is available in some areas.

Settlement Agencies

CultureLink (GTA)

- Phone: 416-588-6288
- Website: www.culturelink.net
- Address: 2340 Dundas St W, Ste 301, Toronto, ON, M6P 4A9

Ontario Council of Agencies Serving Immigrants (Ontario)

- Phone: 416-322-4950
- Website: www.ocasi.org
- Address: 110 Eglinton Ave W, Ste 200, Toronto, ON, M4R 1A3

Centre francophone de Toronto (GTA and surrounding region)

- Phone: 416-922-2672
- Website: www.centrefranco.org
- Address: 22 College St, 4th Floor, Toronto, ON, M5G 1K2

East Scarborough Storefront (GTA)

- Phone: 416-208-9889
- Website: www.thestorefront.org
- Address: 4040 Lawrence Ave E, Toronto, ON, M1E 2R2

Catholic Cross-cultural Services (Scarborough)

- Phone: 416-757-7010
- Website: www.cathcrosscultural.org
- Address: 55 Town Centre Crt, Ste 401, Toronto, ON, M1P 4X4

Women's Multicultural Resource and Counseling Centre of Durham

- Phone: 905-427-7849
- Website: www.wmrccdurham.com
- Address: 1355 Kingston Rd, Box 66164, Pickering, ON, L1V 6P7

Jamaican Canadian Association (GTA and surrounding areas)

- Phone: 416-746-5772
- Website: www.jcassoc.org
- Address: 995 Arrow Rd, Toronto, ON, M9M 2Z5

The New Canadian Centre (Peterborough)

- Phone: 705-743-0882
- Website: www.nccpeterborough.ca
- Address: 205 Sherbrooke St, Unit D, Peterborough, ON K9J 2N2

Community Development Council Durham (Durham)

- Phone: 905-686-2661
- Website: www.cdcd.org
- Address: 134 Commercial Ave, Ajax, ON L1S 2H5

Durham Catholic District School Board: Immigrant Settlement and Adaptation Program (ISAP) (Durham)

- Phone: 905-668-5371
- Website: www.con-ed.ca
- Address: Centennial Building, 416 Centre St S, Whitby, ON

Legal Clinics

Aboriginal Legal Services of Toronto (GTA)

- Phone: 416-408-4041
- Website: www.aboriginallegal.ca
- Address: 415 Yonge St, Ste 803, Toronto, ON, M5B 2E7
- Eligibility: For Aboriginal people (status or non-status), Métis and Inuit

Agincourt Community Services Association (Scarborough)

- Phone: 416-321-6912
- Website: www.agincourtcommunityservices.com
- Address: 4155 Sheppard Ave E, Ste 100, Toronto, ON, M1S 1T4
- Languages of Service: English, Arabic, Chinese (Cantonese and Mandarin), Tamil

Anglican United Refugee Alliance (GTA)

- Phone: 416-588-1612
- Address: St Columba and All Hallows Anglican Church, 2723 St Clair Ave E, Toronto, M4B 1M8
- Eligibility: Convention refugees who are overseas seeking resettlement

Centre francophone de Toronto

- Phone: 416-922-2672
- Website: <http://www.centrefranco.org/fr/>
- Address: 22 College St, Main Fl, Toronto, ON, M5G 1K2
- Languages of Services: Offers community legal clinic that has French as a Language of Service

East Scarborough Storefront (Scarborough)

- Phone: 416-208-9889
- Email: info@thestorefront.org
- Address: 4040 Lawrence Ave E, Toronto, ON, M1E 2R2
- Languages of Service: Arabic, Azerbaijani, English, Farsi, Kurdish, Tamil; settlement services available in many other languages

Legal Aid Ontario- Scarborough Legal Aid Office (Scarborough)

- Phone: 416-750-7172
- Website: www.legalaid.on.ca
- Address: 1921 Eglinton Ave E, Unit 1A, Toronto, ON, M1L 2L6

Malvern Family Resource Centre (Scarborough)

- Phone: 416-281-1376
- Website: www.mfrc.org
- Address: 1321 Neilson Rd, Toronto, ON, M1B 3C2
- Languages of Service: Chinese (Cantonese and Mandarin), English, Punjabi, Tamil, Urdu.

Scarborough Community Legal Services (Scarborough)

- Phone: 416-438-7182
- Website: scarboroughcommunitylegal.ca
- Address: Cedar Heights Plaza, 695 Markham Rd, Ste 9, Toronto, ON, M1H 2A5
- Languages of Service: Amharic; English; French; translation/interpretation may be arranged for other languages.
- Eligibility: Area residents who meet financial eligibility guidelines.

Scarborough Hospital-Birchmount Campus Sexual Assault and Domestic Violence Care Centre (Scarborough)

- Phone: 416-495-2555
- Website: www.sacc.to
- Address: 3030 Birchmount Rd, Toronto, ON, M1W 3W3

Toronto Public Library- Bendale Branch Advice Lawyer (Scarborough)

- Phone: 416-396-8910
- Website: www.torontopubliclibrary.ca
- Address: 1515 Danforth Rd, Toronto, ON, M1J 1H5

Tropicana Community Services Organization (Scarborough)

- Phone: 416-439-9009
- Website: www.tropicanacommunity.org
- Address: 670 Progress Ave, Ste 14, Toronto, ON, M1H 3A4
- Eligibility: Youth and families, focus on Black and West Indian communities

Warden Woods Community Centre (Scarborough)

- Phone: 416-694-1138
- Website: www.wardenwoods.com
- Languages of Service: Arabic, English, Tamil

West Scarborough Community Legal Services (Scarborough)

- Phone: 416-285-4460
- Website: www.westscarboroughlegal.ca
- Languages of Service: English; French; Hindi; Punjabi; Sinhala; Tamil; Urdu; interpreters available by appointment for other languages.
- Eligibility: Area residents who meet financial eligibility guidelines.

Durham Community Legal Clinic (Durham)

- Phone: 905-728-7321
- Website: www.durhamcommunitylegalclinic.ca
- Address: Oshawa Centre, 419 King St W, Ste 3512, Oshawa, ON L1J 2K5
- Eligibility: Low income persons.

Durham Family Court Clinic (Durham)

- Phone: 905-436-6754

- Website: www.dfcc.org
- Address: 44 Richmond St W, Ste 201, Oshawa, ON L1G 1C7
- Eligibility: Limited to 12 – 18 year olds.

Peterborough Community Legal Centre (Peterborough)

- Phone: 705-749-9355
- Website: www.peterboroughcommunitylegalcentre.org
- Address: 150 King St, 4th floor, Peterborough, ON K9J 2R9
- Eligibility: Low income with legal problems in the above mentioned areas

Legal Aid Ontario (HKPR)

- Phone: 705-743-5430
- Website: www.legalaid.on.ca
- Eligibility: Varies with the income and situation of the clients. A needs test is administered by Application/Assessment Officers through the Legal Aid Office.

Quinte United Immigrant Services- Central Eastern Ontario Translation and Interpretation Services (Scarborough, Durham, HKPR)

- Phone: 613-968-7723 x.25
- Website: www.quis-immigration.org
- Address: 41 Octavia St, Belleville, ON K8P 3P1

Advocacy

Advocacy involves planning, preparation, research and an ability to recognize when support is necessary. It involves knowing one's legal rights and entitlements as well as the results one is trying to achieve.

When creating an advocacy strategy, it is important to consider the following four steps and corresponding questions:

Step 1: Define the problem and come up with a clear statement of the issue

- What happened?
- When and where did it happen?
- How have similar problems been resolved in the past?
- Have other people made complaints about a similar problem?

Step 2: Develop an action plan that will help you to resolve it

- What do I hope to achieve?
- What are the steps in my plan?
- Who will be involved in my plan?
- How will I carry out my plan and tell others about it?
Who can I turn to for guidance and advice?

Step 3: Carry out the action plan

- Have you documented your actions and made copies of important paperwork?
- Have you recorded the names of persons with whom you spoke and the date?
- Are you clear about the next steps and who is responsible for doing specific tasks?
- Do you need to take your issue to someone at a higher level of authority? To whom?

Step 4: Evaluate the results to learn information that can be incorporated into future actions and improve future outcomes

- Did you achieve the outcome you wanted?
- What worked really well?
- What didn't work so well?
- How do you feel about the outcome?

For more information on doing advocacy visit: www.ppao.gov.on.ca/inf-slf4.html

Seeking Health Insurance

For official information about OHIP eligibility and application, contact the Ministry of Health and Long-Term Care (1-800-268-1154), or go to the website:

http://www.ontario.ca/en/services_for_residents/STEL02_186323

Many settlement agencies can assist in obtaining OHIP.

When seeking coverage under the Ontario Health Insurance Plan, it is important to remember:

- Some people are not eligible for OHIP. Tourists, refugee claimants, foreign (international) students, and some foreign workers cannot apply for OHIP
- In Ontario, there is a three-month waiting period for before individuals are eligible for OHIP coverage (there are several groups that are exempt from the waiting period)
- The following 3 types of original documents will be required:
 - Proof of Citizenship or OHIP Eligible Immigration Status;
 - Proof of Residency; and
 - Support of identity.

The individual must obtain and fill out an application form online or from a local Service Ontario OHIP Office:

Scarborough Counter

- Address: 2063 Lawrence Avenue East, Scarborough
- Hours: Monday to Thursday, 8:00 a.m. to 7:00 p.m. *(5 p.m. - 7 p.m. by appointment only); Friday, 8:00 a.m. to 6:30 p.m. *(5 p.m. - 6:30 p.m. by appointment only); closed on public holidays.

Peterborough Counter

- Address: 300 Water Street, Peterborough
- Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m.; closed on public holidays.

Oshawa Counter

- Address: Unit 401, 419 King Street West, Oshawa
- Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m. & Thursday *(5:00 p.m. to 7:00 p.m. by appointment only); closed on public holidays.

Databases and Websites for Culturally and Linguistically Appropriate Services

Telehealth Ontario: (1-866-797-0000)

http://www.healthyontario.com/About_Telehealth_Ontario.aspx

211 Community Connection: (1-888-340-1001)

www.211toronto.ca

www.211peterborough.ca

Drug Alcohol Registry of Treatment: (1-800-565-8603)

www.connexontario.ca

Ontario Problem Gambling Helpline: (1-888-230-3505)

www.connexontario.ca

Mental Health Service Info Ontario: (1-866-531-2600)

www.connexontario.ca

Website for Newcomers to Ontario

www.settlement.org

Association of Ontario Health Centres: (416-236-2539)

www.aohc.org

Community Care Access Centres: (905-430-3308)

www.ccac-ont.ca

College of Physicians and Surgeons in Ontario (1-800-268-7096 Ext. 603)

www.cpso.on.ca

Toronto Dementia Network

www.dementiatoronto.org

Ontario Ministry of Health (French only)

www.health.gov.on.ca/english/public/program/flhs/links_mn.html

Franco Health Network, Southern ON (1888-549-5775)

www.francosantesud.ca

Information network to serve HKPR

www.fourinfo.com

Information Durham (1-866-463-6910)

www.informdurham.com

Information on AIDS Service Organizations

www.aso411.ca

Useful Questions to Ask when Seeking Health Care For Clients

Before seeking community and health services for your client:

- Is this an emergency? If yes, follow your regular agency emergency procedure.
- What is your client's preferred language?
- If your client doesn't speak English, how will you ensure they are able to effectively communicate their health needs?
- Do you understand the problem or concern of your client? If your client believes the problem is non-medical, have you explained the medical cause?
- Does your client have other basic needs that are not being met (e.g., housing, income, food, employment, access to education)?
- Are you aware of the client's priorities while receiving community or health services?
- Does the client have health insurance? Please look at the list of health services for people who are uninsured.
- Does the client have a family doctor?
- Do you need to make a referral to another health service in order to meet the needs of the client?

Other questions to consider:

- Have you ensured that the client understands the basic structure of the health system—the different types of health services and the key service providers (e.g., primary care vs. specialized care, family doctors, walk-in clinics, nurse practitioners, case managers)?
- Have you asked the client what level of family involvement they would like?
- Are there religious and/or cultural issues to be considered?
- Have you encouraged the client to describe any issues, needs or problems they may be experiencing in the health care setting?
- Have you explained to your client his or her rights within the health care system to be accommodated based on religion and culture (e.g., particular dietary needs, a place to pray, and for specific health care beliefs and approaches)?

Pre-referral questions:

- Have you explained to the client how the referral process works?
- Have you done an assessment with the client?
- Do you have consent to share client information?
- Do you and the client share a clear understanding of your role as the service provider?
- Have you asked the client if they need an interpreter? If yes, what type of interpretation does the client need? An accredited, certified, or ad hoc interpreter?
- Is the client able to go outside of their city for service?
- Does the client have a requirement or cultural preference for a male or female service provider?
- Is the client willing to see a healthcare provider from outside their community?
- Does the client prefer service from a mainstream organization with language accommodation or a culturally-specific organization?
- Does the client need additional accommodations (e.g., transportation, sign language)?
- Questions to ask when making a referral
- Does the service you want to refer the client to arrange for interpreters or is the client expected to arrange interpretation services?
- Does the organization/institution have a mandate that specifically addresses issues of diversity?
- Does the organization/institution have different models of service that address issues of diversity?
- Does staff in the agency receive cultural competency and/or other diversity training?

Questions to ask when performing a cultural assessment (explanatory models of illness):¹

- Can you tell me what concerns brought you here today?
- What do you think has caused your current condition? What do you call this?
- Why do you think.... [use client's description of condition] started when it did?
- What do you think [...] does to you?
- What fears, concerns, and worries do you have about your [...]?
- What kinds of problems or challenges is [...] creating for you?
- How much strength/power do you feel you have in addressing these challenges?
- What have you already done [...] until now? (Opportunity to explore complementary therapies)?
- What kinds of treatments or care do you think you should receive?
- Is there anything else aside from the treatment or care you suggested that could be done to help your current situation?
- Who else would you like to involve with us in developing a plan to support you?
- What changes or differences would you like to see by working with us?
- What are some things that might be a problem with us working together – give prompts and examples around language, idioms, culture, etc.
- Can you tell me about any fears you may have about your treatment or care?
- Alternatively, the clinician can ask ...Is there anything I need to be aware of in order for me to support you in the best way possible?

¹ Questions developed by the Centre of Addiction and Mental Health, adapted from College of Nurses of Ontario: “A Guide to Nurses for Providing Culturally Sensitive Care”

Commonly Used Words

Interim Federal Program (IFH Program):

Provides temporary medical coverage for Refugee claimants and Convention Refugees prior to qualification for provincial health care coverage.

Ontario Health Insurance Plan (OHIP):

Government-run health plan for Ontario, available to Canadian citizens, permanent residents or landed immigrants, convention refugees, or those registered as Indian under the Indian Act.

Private Insurance:

Insurance you must pay for if you do not have OHIP, or for services not covered by OHIP.

Uninsured:

Individuals who do not have OHIP, IFH Program or other insurance to meet their healthcare needs.

Travel Insurance:

Covers short-term medical expenses while traveling in either one's own country or internationally.

Confidentiality:

This is your right to keep your personal/health information private. Your information may only be shared within the same organization where you are being treated (unless you provide written consent).

Consent:

When you give permission to a health care provider to speak to other health care providers, or to your family or friends about your personal health issues (you must give permission in writing).

Informed Consent:

When you give legal permission to a health provider to act based on a full awareness and understanding of what health choices are available to you.

Interpreter:

A person who is trained to repeat what one person says in one language and say it in another language, and can translate like this back and forth between two languages.

In-patient:

When you have a procedure that requires you to be admitted to the hospital so that you can be closely monitored during the procedure and recovery.

Out-patient:

When you have a procedure that does not require hospital admission and may also be performed outside the premises of a hospital.

Primary Care:

The first point of contact that you have with the health care system, for example, with a family doctor.

Intake:

When a health service provider gathers information about you that will help determine your health needs and the best way to help you.

Assessment:

A plan of care that identifies your specific needs and how those needs will be addressed by the facility.

Diagnosis:

A diagnosis is when a doctor identifies the nature and cause of an illness.

Prognosis:

A prognosis is when a doctor predicts the outcome of a disease and the future of the patient.

Acute Care:

Necessary, short-term medical treatment, usually in hospital, for patients suffering acute illness or recovering from surgery.

Long-term Care:

A variety of services that are both medical and non-medical, which meet the needs of people with a chronic illness or disability, or of seniors.

Specialized Care:

A variety of services that are specific to a particular health issue.

Walk-in Clinic:

Clinics where you can see a doctor without making an advance appointment (usually open weekends).

Medical Emergency:

An unexpected injury or illness that requires immediate attention by a health care provider.

Case Management

Coordination of services to ensure that a patient's healthcare needs are met, usually through multiple providers.

