

May 2024

West Carleton

Family Health Team

Newsletter

In this WCFHT email we'll share clinic news and provide you with information to improve your health and well-being.



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WCFHT Phone Etiquette

At our clinic, we are committed to providing you with the best possible service.

In the spirit of maintaining a respectful and supportive environment for our staff and patients alike, we want to emphasize that **aggressive, rude or abusive behavior** toward our staff will not be tolerated. We believe in fostering a culture of mutual respect, and any instances of such behavior may result in **discharge from the clinic**. We kindly ask for your cooperation and understanding in this regard.

To assist you in planning your calls, we would like to inform you of the peak call times when our phone lines tend to be busiest. The highest call volumes typically occur **Monday to Friday between 8am and 10am**, as well as between **1pm and 2pm**. We kindly request your patience during these periods, or consider calling outside of these time periods.

We value your trust and appreciate your continued support as we strive to provide you with the highest level of care. If you have any questions or concerns, please do not hesitate to contact us. Our team is here to assist you.

Thank you for your understanding.

Masking in the Clinic if You are Feeling Sick



We ask that if you are coming to an in-person appointment at the clinic and you are feeling unwell or experiencing any potentially contagious symptoms (like coughing, sneezing, fever, chills, nausea or diarrhea) to please wear a mask. If you do not have a mask feel free to ask for one from reception when you check in.

This helps to keep your fellow patients and our staff from getting sick, and helps reduce your unnecessary exposure to illness when you are in our clinic.

Thank you for being considerate of others.

Community Fundraiser for Matthew House in Kanata

It's Time to Clean Out and Reach Out! Do you have things in your home that haven't been used for a while? Small appliances, dishes or other household items that haven't seen the light of day for quite some time? There are many in our city in need of these very things.

On June 1st, 2024 from 9am-1pm, you are invited to bring items from the list below to St. Paul's United Church at 3760 Carp Rd., Carp ON in the [back parking lot](#). The folks from St. Paul's will take them to Matthew House, where they will be given away at no charge, to new refugees or other Ottawa residents who are in need.

St Paul's will also be accepting donations of used prescription glasses and sunglasses at the same time as above for the "[GIFT OF SIGHT- Humanity First](#)" project. This project provides free eye testing, prescription glasses, eye surgery and nutrition guidance where it is needed most globally.

If you need assistance to bring items to the church, please call 613-839-2155 by May 27, 2024 and leave a message. Depending on the size of your item(s), assistance may be available.

***Please see the list of items that can be accepted for Matthew House. Items that are not on the list cannot be donated at this time and will be turned away.

[Donation List for Matthew House](#)

Manage your Health

Tick Bites: How to prevent them and what to do if you are bitten

Ticks are mainly present in the leaf litter and on low vegetation in wooded areas, including trails and parks near shrubby or forested regions. The highest risk period is in June/July when small tick 'nymphs' are active, but ticks are also active in the spring and fall.

To protect yourself from ticks it is important to:

- **Stay on the trail (this includes pets and children!)**
- **Use an approved insect repellent, like DEET or icaridin**
- **Do a tick check when you get home**

If you find a tick on yourself or your child:

- **Remove it as soon as possible using tweezers or a tick key**
- **If the tick has been removed within 24 hours and is not engorged with blood, preventive antibiotics and medical attention are not needed.**
- **If it has been attached for more than 24 hours or you are unsure how long, please call our triage nurse to be assessed.**

For more information on tick prevention and how to remove a tick, visit [Ottawa Public Health](#) or our WCFHT Patient Resource on [Tick Bites](#).

The UPTick project is hunting for ticks in Carp

University of Ottawa researchers from the INSIGHT Lab are conducting a project on ticks and Lyme disease in areas of Findlay Creek, Blackburn Hamlet, Kanata and Carp over the next two years (2024-2025). The project aims to monitor and characterize the presence of tick populations and tick-borne disease transmission in Ottawa neighbourhoods.

For more information and FAQ on UPTick visit www.uptickproject.ca



UPTick

Research Project

www.uptickproject.ca

Missed Immunizations

Many routine immunizations have been missed in the last 4 years due to pandemic disruptions, especially as many immunizations are given in schools. If you or your child are behind on vaccines it is important to catch up on them.

We do not routinely carry vaccines offered in grade 7 such as Meningococcal, HPV and Hepatitis B. Ottawa Public Health holds frequent Community Vaccination Clinics for missed immunizations where they carry these and many more vaccines. Please book with them if these are the vaccines that are needed.

The WCFHT does still routinely provide the age 14-16 Tetanus/Diphtheria/Pertussis (Tdap) booster, as well as those for children 6 years old and younger.

For booking information, locations, times and to find out more [check out the OPH website](#). If you live within the Renfrew County and District Health Unit, more information is [available here](#), or if you live within the Leeds, Grenville and Lanark Health Unit, more information is [available here](#).

If the vaccines you need are carried at our clinic please call to make an appointment. If you have questions you can ask to speak with our immunization nurse, or if you need a copy of your records from the clinic, ask to speak with the medical records dept.

Not sure which vaccines your child has had or which ones they need? Information is available from Ottawa Public Health (OPH) on [how to access your child's vaccination record](#).

If you received a notice from OPH or another Health Unit that your child is missing immunizations but they have received all the necessary doses, you are responsible for [updating their record through OPH](#) or your respective HU.

Well Water Testing

Does your home get water from a private well?

If so, routine testing is recommended to make sure no harmful bacteria have made their way into your water source. This is especially important in the springtime as the ground thaws, however it is recommended to test your well water 3 times per year, in spring, summer and fall.

Pick up and drop off for free well water testing is available across the region, including in Carp, through Ottawa Public Health. [See their website for more information.](#)

Healthy Living

Sun safety

As we look forward to warming temperatures in spring and summer it's worth remembering to practice sun safety. Check the UV forecast to help plan your time outside to minimize your risk of sunburn and skin cancers.

UV Meaning:



0-2 Low	Minimal sun protection required. If outside for more than one hour, wear sunglasses and sunscreen. Reflections can nearly double UV strength.
3-5 Moderate	Take precautions. Cover up, wear a hat, UVA and UVB-protective eyewear (e.g. sunglasses), and sunscreen labelled "broad spectrum" and "water resistant" with an SPF of at least 30 if outside for 30 minutes or more, even when it's cloudy. Look for shade near midday.
6-7 High	Protection required. UV damages skin and can cause sunburn. Reduce time in the sun between 11 a.m. and 3 p.m. Seek shade, cover up, wear a hat, sunglasses and sunscreen.
8-10 Very High	Extra protection required. Unprotected skin will be damaged and can burn quickly. Avoid the sun between 11 a.m. and 3 p.m. Seek shade, cover up, wear a hat, sunglasses and sunscreen.
11+ Extreme	Maximum protection required. Unprotected skin will be damaged and can burn in minutes. Avoid the sun between 11 a.m. and 3 p.m. Remain in the shade, cover up, wear a hat, sunglasses and sunscreen.

Choose a sunscreen with:

- Broad-spectrum (protects against both UVA and UVB rays)
- SPF 30 +
- Water resistant
- Expiry Date has not passed!

Sunscreen should be applied at least 15 minutes before going outside and at least every 2 hours while you are outside. Apply it generously to any areas that are not covered by clothing, a hat, or sunglasses. Don't forget your ears, the backs of your hands, and your scalp, if you have very short hair or are bald.

To get the full benefit from your sunscreen, it is important to use the recommended amount. For example, an adult should use about 7 teaspoons (35mL) of sunscreen to cover all areas of exposed skin.

- 1 teaspoon for each arm
- 1 teaspoon for each leg
- 1 teaspoon for your front
- 1 teaspoon for your back and
- 1 teaspoon for your face and neck

What does Sun protection factor (SPF) mean?

All sunscreens have an SPF on their labels. The SPF is a relative measure of how long it will take for unprotected skin to burn in the sun compared to how long it will take if the recommended amount of sunscreen is used. However, using a sunscreen with SPF 30 does not mean you can spend 30 times longer in the sun.

Want to learn more about sun safety and the risks of sun exposure? [Check out Health Canada's website on the topic.](#)

Warning Signs of Anxiety

Anxiety is a natural and normal response to stress or perceived threats, but when it becomes excessive or overwhelming, it can interfere with daily life. It encompasses a range of feelings, including unease, worry, and fear. People with anxiety may experience persistent and excessive worrying about future events, difficulty controlling their worries, avoidance of triggering situations, and physical symptoms like muscle tension and rapid heart beats. Here are a few symptoms a person suffering from anxiety may feel.

Excessive Worry: Persistent and excessive worrying about various aspects of life, even when there's no immediate threat.

Avoidant Behaviours: Avoiding situations or activities that trigger anxiety, leading to social isolation or impairment in daily functioning.

Difficulty Concentrating: Finding it hard to concentrate or focus on tasks due to

Difficulty Concentrating: Finding it hard to concentrate or focus on tasks due to intrusive thoughts or excessive worrying.

Sleep Disturbances: Difficulty falling asleep, staying asleep, or experiencing restless sleep due to anxious thoughts.

Physical Symptoms: Racing heartbeat, sweating, trembling, shortness of breath, dizziness, or gastrointestinal discomfort.

If you're struggling to manage your anxiety, it's important to talk to a professional.

If you aren't sure where to start, check out [The Walk-in Counselling Clinic](#) for free, prompt counselling in the Champlain region.

More information is available on the [WCFHT website](#).

Quick Tip: Often when we are anxious, our breathing is shallow and quick, which can increase feelings of anxiousness. One great way to counter this and reduce anxious feelings is to practice deep, calm breathing.

1. Take a slow breath in through the nose, breathing into your lower belly (for about 4 seconds)
2. Hold your breath for 1 or 2 seconds
3. Exhale slowly through the mouth (for about 4 seconds)
4. Wait a few seconds before taking another breath

The first time you try it, it may or may not help, but with practice calm breathing can be a valuable tool to reduce anxious feelings in the moment.

[Learn more from Anxiety Canada here](#)

Staff Highlight

Reception Team

The reception team is your first point of contact at the clinic whether you speak to them in office or over the phone. They book and check you in for your appointments. They also look after payments for uninsured services.

We have two teams of receptionists working while the clinic is open, one is upstairs at the front desk who you check in with, and the other team works downstairs in an administrative area to answer your phone calls and complete all their other work. This means that when you are checking in, our receptionists don't usually also have to answer the phones, making their work much smoother and vice versa.

Our receptionists help your visit run smoothly, mostly behind the scenes. They make sure urine samples are completed, demographic information is updated on file, and make sure your calls are directed to the appropriate administrative departments. They also address technical concerns and miscellaneous questions.

The receptionists are great resources and are great allies to have within the clinic. We highly value our receptionists at the FHT and we hope that you will join us in thanking them for their tireless work with your patience, understanding and respect.

Patient feedback: Is there a topic you enjoyed reading about that you'd like to see more often? Are there any additional topics you'd like to read about?

[Click here](#) to fill out an anonymous survey and provide your feedback on our monthly newsletter.

This e-mail has been sent to @, [click here](#) to unsubscribe.

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