

# Sometimes you need a team...

## Welcome Package



WINDSOR FAMILY HEALTH TEAM:  
TEAM CARE CENTRE  
2475 McDougall, Suite 150  
Windsor, ON N8X 3N9  
519-250-5524  
<https://www.windsorfht.ca/windsor-team-care-centre/>

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# Welcome to Windsor Team Care Centre

## Healthy lives; Healthier Communities

### Your Team is Ready to Meet You

Welcome to the Windsor Team Care Centre team of healthcare professionals. We are here to work with you towards achieving your health and wellness goals. Our team-based approach to care may be different than what you are used to so we **strongly recommend** reviewing the information contained in this package so you feel prepared and ready for your appointments.

#### ***What is team-based care?***

Our team of professionals care about one thing only... **supporting you to meet your health and wellness goals**. The team will use their expertise and work with you to develop a plan of care.

When you consent to treatment by our team of professionals, you can be certain that they will collaborate to give you the best coordinated care possible. This means they will communicate with each other and your primary care provider, when needed, related to the issues you present and how best to address your goals. This is an important part of the team-based care model.

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

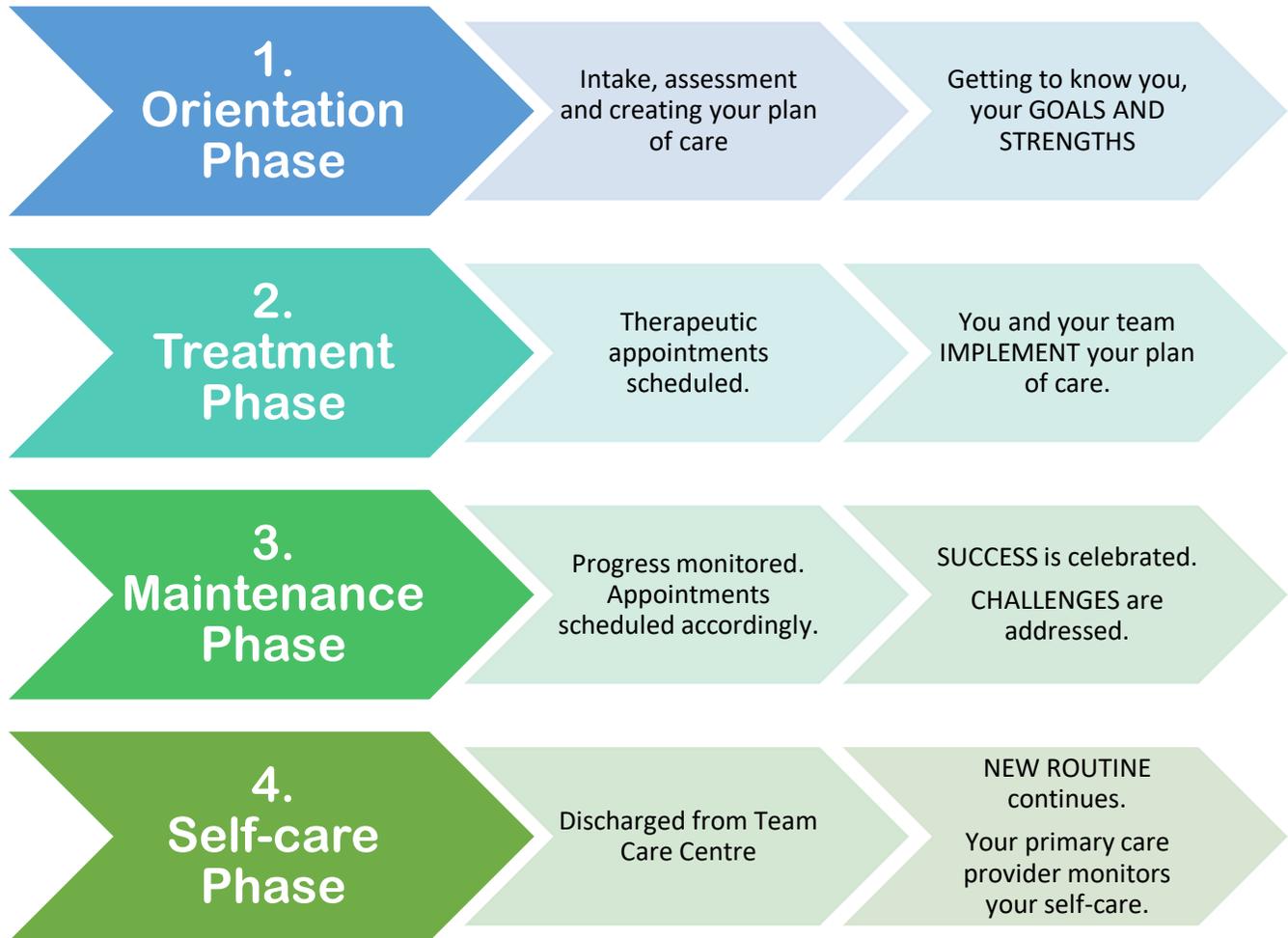
— Doreen, Former Team Care Client

#### ***Some important things to know about our team:***

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

# The Team Care Journey

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



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

## Team Care Members

Team Member	Description of Services
You	<ul style="list-style-type: none"> <li>• You're the most important team member of all!</li> </ul>
Nurse Practitioner	<ul style="list-style-type: none"> <li>• Medical Director for service provided at TCC</li> <li>• Therapeutic medical management for individuals with mental health and addictions needs.</li> </ul>
Consulting Psychiatrist	<ul style="list-style-type: none"> <li>• Nurse practitioners consult with psychiatrist on behalf of clients as needed.</li> </ul>
Nurse	<ul style="list-style-type: none"> <li>• Intake assessment</li> <li>• Navigation through services</li> <li>• Health teaching</li> </ul>
Addictions Counsellors	<ul style="list-style-type: none"> <li>• Counselling services</li> <li>• Harm reduction techniques</li> <li>• Assist with access to community resources (withdrawal management, detox, etc.)</li> <li>• One-Team Recovery (12-step alternative)</li> </ul>
Social Worker	<ul style="list-style-type: none"> <li>• Counselling services to manage mild to moderate mental health concerns, managing emotions, improve overall health and wellness.</li> <li>• A variety of therapeutic modalities may be used such as: Cognitive Behavior Therapy (CBT), Dialectical Behavioral Therapy (DBT), Solution-focused Therapy, Mindfulness</li> <li>• Assist with referrals and/or recommendations to other programs in the community</li> <li>• Workshops and groups</li> </ul>
Respiratory Therapist	<ul style="list-style-type: none"> <li>• Respiratory assessments</li> <li>• Spirometry testing (pre/post)</li> <li>• COPD &amp; Asthma education</li> <li>• Smoking cessation (STOP program – 26 weeks of free NRT)</li> </ul>
Physiotherapist	<ul style="list-style-type: none"> <li>• Functional activity testing and tolerance testing</li> <li>• Personalized therapeutic treatment and exercise plan</li> <li>• Chronic pain, work &amp; occupations re-training</li> </ul>
Kinesiologist	<ul style="list-style-type: none"> <li>• Managing medical conditions with individualized exercise programming (Mental health, hypertension, diabetes, chronic pain, fibromyalgia, obesity-related illness, etc.)</li> </ul>
Dietitian	<ul style="list-style-type: none"> <li>• Nutrition counselling</li> <li>• Weight management</li> <li>• Meal planning</li> <li>• Digestive issues</li> </ul>
Foot Care Nurse	<ul style="list-style-type: none"> <li>• Diabetic foot assessments</li> <li>• Foot care and foot health education</li> </ul>
Pharmacist	<ul style="list-style-type: none"> <li>• Medication management &amp; reconciliation</li> <li>• Therapeutic drug monitoring</li> <li>• Health education</li> </ul>
Front Desk	<ul style="list-style-type: none"> <li>• Manages all referrals, schedules initial appointments</li> <li>• Answer questions you may have</li> </ul>

# FAQS

## Frequently Asked Questions

### **Do I have to pay for parking?**

No, we provide our patients with a parking pass.

When you arrive for your 1<sup>st</sup> appointment please **DO NOT PAY FOR PARKING** as we cannot reimburse you. Please come into our office and we will be happy to provide you with a parking pass to place on your dashboard.

Please note the parking pass does expire. Once your pass expires we will supply you with a new one while you are a patient of Team Care Centre. If you have any questions please feel free to call our office at 519-250-5524.

### **What do I bring to my first intake appointment?**

- Valid health card
- List of current medications

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

- A valid health card
- Any homework discussed in your previous session with your provider

### **Do I have to pay?**

No, our service is FREE.

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

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

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

### **How do I book an appointment?**

Just give us a call! But generally, each time you attend an appointment, your follow-up appointment will be booked.

### **How do I change or cancel an appointment?**

Please phone our office as soon as you know you need to change or cancel an appointment. Our team members appreciate the notice so they can give the timeslot to someone else when possible. We request at least 24 hours' notice to change or cancel appointments.

**What happens if I forget an appointment?**

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

**Do you offer virtual appointments?**

Yes. We are able to offer telephone or videoconferencing appointments.

Your clinician will give specific instructions about how to get connected based on your preferred method of communication. That said, there may be times when your practitioner needs to see you in person.

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

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

**Can I ask for a different practitioner?**

We strive to work with each of our clients, if the situation arises that you do not feel a working relationship with the assigned practitioner please let your practitioner know as some of our programs have the flexibility to change workers.

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

Make time in your life between appointments to practice the new skills you are learning.

If challenges arise during your treatment, let your team members know at your next appointment.

Treat challenges as a learning opportunity.

Participate in Team Care Centre therapeutic or educational groups or workshops that meet your needs.

Your opinion is VERY helpful in understanding what Team Care Centre clients need and want.

You can provide feedback by participating in surveys or focus groups when they arise or by providing confidential feedback on client comment cards located in the reception area.

Be kind to yourself and know that change takes time.

Celebrate your success.

**How do I know when to call Team Care Centre vs. my usual primary care provider?**

You should call us for any of the following reasons:

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

**I have a form I need to have completed (i.e. for ODSP, WSIB, work, etc.). Who should I call?**

Medical forms require your primary care provider's signature. Please see your usual provider to have any forms completed.

## Client Bill of Rights

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

## Client Responsibilities

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

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

## Your Right to Privacy

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

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

# Discharge Process

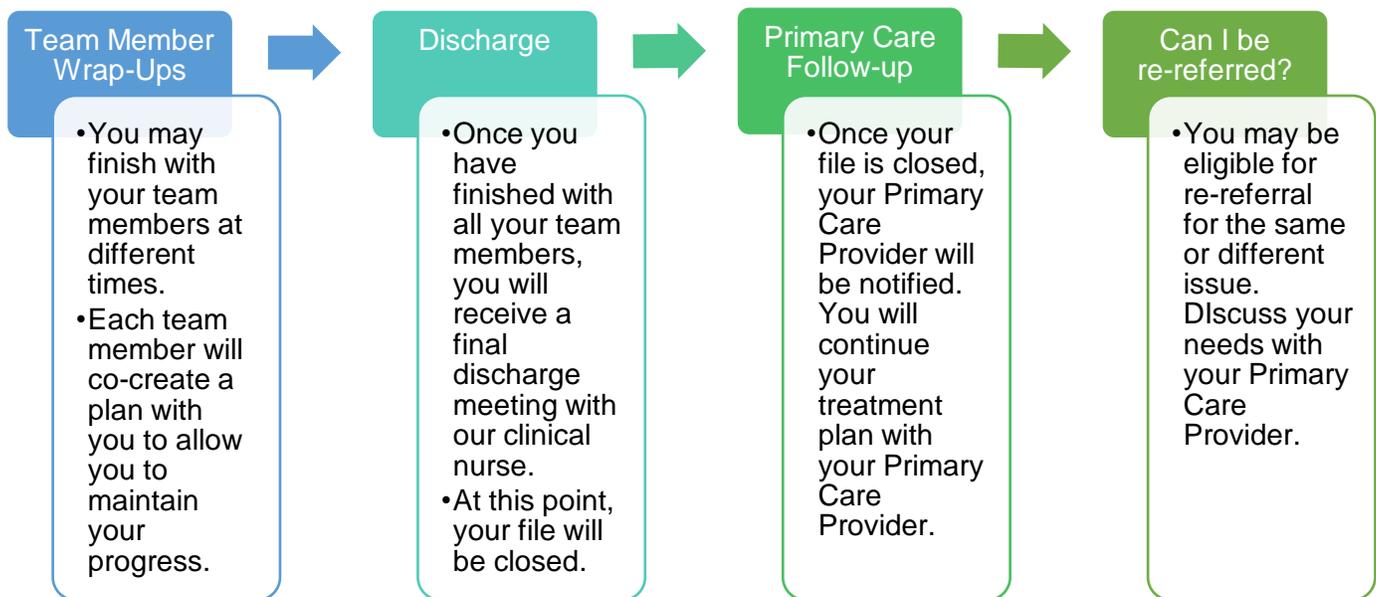
## **What are some reasons I may be discharged from the Team Care Centre?**

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

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

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

## **What happens when I am discharged?**



*\*This is a general process. Not everyone follows this exact path.*

## Community Partners

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

### ***Counselling Services***

Family Services Windsor Essex

Provides up to five sessions of counselling for referred patients.

### ***Foot Care Services***

Windsor Essex Community Health Centre – Foot Care Nurse

Registered nurses and practical nurses provide basic and advanced foot care to referred patients.

### ***Diabetic Nutrition Counselling***

Windsor Essex Community Health Centre – Diabetic Nutrition Counselling

A registered dietitian who specializes in diabetic nutrition.

## Where do I go in a Mental Health Crisis or Emergency?

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

### 24 Hour Crisis Centre

Call: 519-973-4435 for telephone support.

### Transitional Stability Centre

Walk in: 744 Ouellette Ave., Windsor. 8:00am-8:00pm, 7 days/week

Call: 519-257-5224

### Windsor Regional Hospital – Ouellette Site – Emergency Department

1030 Ouellette Ave., Windsor, ON

### Erie Shores Healthcare – Emergency Department

194 Talbot West, Leamington, ON

**Call 911** for an ambulance

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

# Appendix A

## Privacy, Consent & Information Handling

### ***Our responsibility to you is written in the law.***

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

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

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

### ***What is personal health information?***

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

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

### ***Limiting use, disclosure and retention.***

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

### ***With your knowledge, your personal health information may be disclosed:***

- To treat and care for you.
- To the estate/trustee/solicitor, individual with a Certificate of Approval or personal representative of a deceased patient/client where appropriate.
- In a proceeding before the Ontario Review Board, Consent and Capacity Board
- To the Psychiatric Patient Advocate Office
- To the Police
- Children's Aid Society

### ***How long we will keep your records.***

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

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

### ***Accuracy***

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

### ***Safeguards: Protecting your Personal Health Information***

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

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

### ***Respecting and responding to your privacy concerns.***

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

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

#### **Information and Privacy Commissioner – Ontario**

2 Bloor Street East, Suite 1400

Toronto, ON. M4W 1A8

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

## Important Exceptions to Confidentiality

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

### ***Risk of harm and duty to warn.***

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

### ***Suspected child abuse.***

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

### ***COVID-19 contact tracing.***

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

## Patient Concern Process

### ***Why raise a concern?***

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

### ***How do I raise a concern?***

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

### ***What is the process for raising a concern?***

**Step 1:** If you have a concern, we encourage you to raise it directly with our team members at the time the concern first arises. We understand that sometimes concerns are not immediate. If a concern comes to you after the circumstances that caused it have passed, please let us know

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

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

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

Windsor Family Health Team 2475 McDougall, Suite 245 Windsor, Ontario, Canada N8X 3N9  
Attention: Mark Ferrari, Executive Director E-mail: [mferrari@windsorfht.ca](mailto:mferrari@windsorfht.ca)

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

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