

# Service & Recovery Resource

January 2019



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## Who We Are

The Canadian Mental Health Association has been serving Oxford County for over 25 years. Our services are offered from 3 offices located throughout the county to provide access to programs:

<p><b>Woodstock Office</b> 522 Peel St. Woodstock, ON N4S 1K3 519-539-8055 or 1-800-859-7248 Fax: 519-539-8317</p>	<p><b>CMHA Website:</b> <a href="http://www.cmhaoxford.on.ca">www.cmhaoxford.on.ca</a></p> <p><b>Facebook Page:</b> <a href="https://www.facebook.com/CMHAOxford">https://www.facebook.com/CMHAOxford</a></p> <p><b>Twitter:</b> @CMHAOxford</p> <p><b>Instagram:</b></p>
<p><b>Tillsonburg Office</b> 167 Rolph St. Tillsonburg ON N4G 3Y9 519-539-8055 or 1-800-859-7248 Fax: 519-842-9425</p>	
<p><b>Ingersoll Office (Nurse Practitioner-Led Clinic)</b> 19 King ST. Ingersoll, ON N5C 3J5 519-539-8055 or 1-800-859-7248 Fax: 519-539-8317</p>	

### Mission Statement

We pursue hope, recovery and resilience for all

### Vision – 2025 for Mental Health Services in Oxford County

- Individuals are valued as a whole person
- Dignity, respect, and empowerment guide our relationships
- Safe, quality, multifaceted mental health services are accessible and inclusive to a diverse community
- Mental health services are close to home
- There are no wait lists for services
- Psychiatric services are timely, effective, and meaningful
- There are no transportation barriers to receive services
- Mental health awareness and public education erase stigma, break down barriers, and promote health
- Access to safe and affordable housing is readily available

# CMHA Oxford County Branch Programs

CMHA Oxford is part of the integrated, countywide, 24-hour mental health service plan system. The team consists of professional staff trained in a variety of disciplines including social work, nursing, and occupational therapy. The program is recovery focused and voluntary for adults with a serious mental health concern who reside in or receive service in Oxford County.

The services provided by CMHA Oxford include: Crisis and Outreach Services, Community Support and Recovery Service, Supportive Housing, Court Diversion/Court Support, Concurrent Support Services, Dual Diagnosis Services, DBT, and Seniors Outreach and Recovery Service.

## **Crisis and Outreach Services**

This is a 24-hour service available to adults who live in or receive services in Oxford County. Crisis and Outreach staff members respond by phone and/or mobile personal contact when deemed appropriate to individuals experiencing a sudden or unexpected event that places them in distress. Professional staff can provide referrals to appropriate agencies and office follow up service to ensure that community support services are in place.

The crisis line is not intended for calls from individuals looking for social contact or requesting transportation. Suitable situations include, but are not limited to: suicidal/homicidal thoughts or attempts, grief reactions, distressing mental health symptoms, self-harm, abuse, substance abuse, relationship issues, housing issues, employment issues, conflict with the law, and individuals requiring access to mental health services.

## **Community Support and Recovery Services**

This service offers community based support for individuals with a diagnosis of a serious mental illness. Service provided is based on individual recovery needs. Contact is provided in the individual's home or a safe place within the community. The goals of community support and recovery are: to assist individuals to live as independently as possible as they move forward in their recovery, to assist individuals with problem solving and making their own decisions, and to assist individuals in accessing a range of resources that will enable them to realize personal goals and acquire skills needed for their recovery. Supports may include assisting individuals with stressful life situations and offering groups for skill building, creativity, and social opportunities. These services range from brief to longer periods of support based on the needs of the individual receiving services and also include ongoing recovery supports

## **Supportive Housing**

CMHA-Oxford owns and operates 4 houses and provides rent subsidies and housing support for apartments throughout Oxford County. CMHA partners with Addiction Services of Thames Valley to provide ASH (Addictions Supportive Housing) housing units.

## **Homelessness Initiative Program**

CMHA provides rent subsidies and housing support to individuals who are homeless or who are at risk of homelessness. The goal of the housing program is to provide safe, affordable, permanent housing options.

## **Court Support, Court Diversion and Community Treatment Court**

The Court Support Program provides mental health care services to Oxford County residents 16 years and older who are living with mental illness and have come in conflict with the law. Staff members assess, assist, and advocate for Mental Health Diversion, develop Service Care Plans in conjunction with the individual, provide consultation and support for individuals throughout the court process, and assist individuals in connecting with mental health resources in the community. Linkages to the mental health system and consultation are also provided to family members, friends, legal professionals, health/mental health providers and the greater community.

## **Concurrent Support Services**

This service provides community support for those individuals who experience a co-occurring Mental Health and Substance Abuse issue. This includes individual and group counselling, assessment, treatment planning, follow up and referral that is recovery focused. The Concurrent Support Service provides community education and family/friend support with a strong community partnership.

## **Dual Diagnosis Support Services**

This service provides community support for persons with a serious and persistent mental illness as well as an intellectual disability.

## **Seniors Outreach and Recovery Services (SOAR)**

This service provides community support to those individuals 65 years of age and older who also experience a serious mental illness.

## **Peer Support – Oxford Self Help**

Peer Supporters are people who have a lived experience with a mental illness and are now in recovery. They understand a lot about mental health because they have been there themselves. They have taken specific training for the role in addition to their personal experience. Peer Support is based on empowering individuals to take the lead on cultivating their own mental health recovery. Peer Support is about health and ability, not illness and disability. Peer relationships are built around a mutual understanding and trust, and are designed to be a compliment to traditional clinical care programs and not to replace them.

# How We Can Work Together For Recovery:

*“The Mental Health Strategy for Canada* identifies recovery as central to improving health outcomes and quality of life for people living with mental health problems and illnesses and to changing the way we approach mental health and mental illness. Recovery approaches stand on two pillars:

- Recognizing that each person is a unique individual with the right to determine his or her own path towards mental health and wellbeing;
- Understanding that we live our lives in complex societies where many intersecting factors (biological, psychological, social, economic, cultural, and spiritual) have an impact on mental health and wellbeing.

Recovery is a process in which people living with mental health problems and illnesses are actively engaged in their own journey of wellbeing. Recovery journeys build on individual, family, cultural, and community strengths and can be supported by many types of services, supports, and treatments. The goal is to enable people to exercise all their rights as citizens and to enjoy a meaningful life in their community while striving to achieve their full potential. Recovery principles — including hope, self-determination and responsibility — can be adapted to the realities of different life stages, and to the full range of mental health problems and illnesses.”

- From the Mental Health Commission of Canada Recovery Declaration

## **Definition of Recovery**

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”

- Recovery is person-driven
- Recovery starts with hope, optimism, and the fundamental belief that recovery is possible.
- There is no single pathway to recovery. It is a uniquely personal, self-determined, and self-managed journey.
- Looking beyond illness and seeing the resilience, strengths, and capacities people have to achieve their full potential.

## **Recovery Services Include:**

- Learning healthy coping skills and strategies
- Emotional Support
- Advocacy and developing self-advocacy skills
- Self-Management skills for health care conditions
- Crisis support
- Referrals and linking to other community resources and services

## **Opportunities for Empowerment:**

Transportation Services: We can assist with providing linkages to transportation services available in the community as our transportation services are limited.

Psychiatric Referral: We can assist individuals with accessing a psychiatric referral.

Diagnosis: We can assist and support individuals with attending their Physician or Psychiatric appointments which could include obtaining medical or psychiatric diagnosis.

Medication and Medical Support: We can assist and support individuals with attending their Physician or Psychiatrist appointments or contacting their Pharmacist if required. We cannot prescribe any kind of medication, or offer advice about what medications a person should or shouldn't take.

## **We will work with Principles which support recovery such as:**

- Hope is central to recovery and can be enhanced by people discovering how they can have more active control over their lives and by seeing how others have found a way forward.
- People do not often recover in isolation. Recovery is closely associated with being able to take on meaningful and satisfying social roles and participating in local communities on a basis of equality.
- Family and other supporters are often crucial to recovery and they should be included as partners wherever possible. However peer support is central for many people in their recovery.
- Recovery is about discovering and often re-discovering a sense of personal identity, separate from illness or disability.



## **Goal of Recovery**

“To become the unique, awesome, never to be repeated human being we are called to be.”

*Patricia Deegan*

“To develop new life purpose and meaning as a person grows beyond the catastrophic effects of a serious mental illness.”

*William Anthony*

## How do I transition to the Recovery Program?

Being in recovery doesn't mean that you have it all together, that you don't still experience symptoms or that life isn't challenging.



Here are some things to talk about with your case manager:

- What does Recovery mean to you?
- What keeps you motivated?
- Where do you see your journey heading?
- Can you increase the length of time between appointments?
- Are there things you are still “stuck” on?

## What to expect in the Recovery Program

In the Recovery Program, you can expect appointments once every 3 months. This does not mean that you cannot ask for support when you need it outside of appointments.

Some things that could be a focus of appointments are:

- Pursuit of a personal goal
- Support for medical appointments 2-3 times per year
- Emotional recharge, coping reminders to maintain self-esteem, renew self-determination

## FAQ

- All CMHA groups and activities are accessible to those in the Recovery Program.
- Clients in CMHA's Housing Program may be a part of the Recovery Program without their housing affected.
- Recovery is a possibility for everyone!





## **Peer Supports Program**

### **What is Peer Support?**

Peer Supporters are people who have experienced a mental illness and are now in recovery. They understand a lot about mental health because they have been there themselves. They have taken specific training for the role in addition to their personal experience.

Peer Supporters provide mentorship, emotional support, problem solving, goal setting, and referrals to other community supports. Peer Supporters promote hope, empowerment, and self-determination through non-judgmental listening and person-centered goal setting.

### **How can a Peer Supporter help?**

A Peer Supporter may help those who...

- Need support to work through difficult feelings and thoughts
- Want to connect with other agencies and supports which may also be able to help
- Are dealing with personal issues such as shelter, housing, food, hygiene, recreation
- Need help to find ways to socialize
- Are family members who would like to have a better understanding of their loved one's experience

### **How do I get connected?**

#### **One-on-One**

One-on-One matches are available. The person requesting a match will be matched with a trained Peer Support Worker.

#### **Call or Walk In Peer Support**

Any person who may just need a supportive listener or someone to connect them to the community may use this service by calling or coming in to the Woodstock Office and Oxford Self-Help Network Office.

Talk with your case manager to get more information about our Peer Supports program.

*“When a person feels that they are truly accepted by another, as they are, then they are freed to move from there and to begin to think about how they want to change, how they want to grow, how they can become more of what they are capable of being.”*  
Thomas Gordon

*“You cannot truly empathize with the recovery process by only studying or reading about it, the same way that you cannot truly empathize with the impact of hopelessness unless you have lived it.”*  
Diana Capponi

## **Statement of Mutual Respect**

As staff, volunteers and persons receiving services at CMHA – Oxford County, we commit ourselves to providing a safe, healthy, secure and respectful environment through the prevention of violent, abusive and aggressive behaviour or language.

“Harassment means engaging in a course of vexatious comment or conduct against a person that is known or ought reasonably to be known to be unwelcome, including sexual harassment of any sort.” (Ontario Human Rights Commission)

Illegal activities of any kind are prohibited in the building and are not tolerated. Police will be notified if illegal activity is witnessed.

CMHA focuses on Recovery-oriented practices and services that support the recovery journey. This is done by “working to create genuine partnerships between service providers, service users, families, and supporters that are based on respect for the expertise gained through lived experience as well as professional expertise.” (MHCC, Strategic Direction)

Persons unwilling to adhere to this statement and its responsibilities will face actions ranging from verbal discussions, up to and including being banned permanently from the premise.

## **Annual Recovery Review**

Annually, the Recovery Review is completed to ensure that our information is up to date and accurate and will consist of answering questions as well as completing a variety of forms. It is important to review these questions/forms regularly as situations and circumstances can often change.

We will annually review Consents and Disclaimers provided to communicate with other services providers and family members if any relevant ones have expired.

Finally, completing the Recovery Review also provides you with the opportunity to provide us with feedback about your experiences with CMHA through the completion of the Ontario Perceptions of Care Survey (OPOC).

# Ontario Common Assessment of Need (OCAN)

The **Ontario Common Assessment of Need (OCAN)** is now standardized across the province. This assessment is used to help understand your needs and to ensure that your health workers focus on your identified needs.

The **OCAN** consists of two parts, a self-assessment completed by you and an assessment completed by you and CMHA staff together.

We would like you to participate in using OCAN and here's why:

1. OCAN questions are commonly used by many community mental health agencies. If you choose to bring this information to another agency, it may reduce the number of times you have to answer the same questions.
  2. Agencies can work with you to better find the right help the first time because it asks a broad set of questions that identifies your needs in different life areas.
  3. You can fully discuss your needs. The answers you give will help you identify what services you need and which goals to work on first.
  4. You can record your comments in every section, as well as your hopes, dreams, and goals so that a plan can be developed to help you get there.
- Information collected using the self-assessment represents your view of where you are today.
  - You will still receive service from this agency whether or not you choose to do it.
  - You decide how and when your information is used and shared with others.
  - Sharing that information can facilitate a more collaborative effort in planning the services you need.
  - Know your legal rights under Personal Health Information Protection Act (PHIPA) 2004!

With OCAN, you decide how many of the question you answer and the amount of time you need to complete it. You can also say you don't want to answer some or all of the questions.

The OCAN assessment is completed/updated every 6 months which helps to ensure the supports and services you receive continue to meet your identified needs.

## **How will my answers be used?**

Your answers to the questions in OCAN will be used to help identify the support you need. This information may only be used and shared with other agencies if you say "yes." You can say "no" to sharing the information and you can change your mind later on. Saying "no" to sharing will not prevent you from receiving services and support. You will receive more information about sharing

your information and have an opportunity to discuss whether or not you want to share your information at the time of the OCAN.

If we are unable to resolve your concerns about how your personal health information has been handled, you may wish to contact the Information and Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400  
Toronto, ON  
M4W 1A8  
Telephone: 416 326 3333 or 1 800 387 0073  
[www.ipc.on.ca](http://www.ipc.on.ca)

## Understanding our Privacy Program

In accordance with the Personal Health Information Protection Act, 2004 (PHIPA), CMHA-Oxford wishes to inform you of our information practices with respect to the collection, use, protection, access, and disclosure of personal health information.

### **Definitions:**

**Personal Information (or, PI)** is information that can uniquely identify a person.( i.e., complete name, postal code, date of birth).

**Personal Health Information (or, PHI)** includes oral and written information about an individual. It may include information about a person's physical or mental health, family health history, health care services received by the person, the identity of the person providing care to the individual, the person's individual health number, or the identity of an individual's substitute decision maker.

### **Circle of Care**

Circle of Care refers to those in the health care team who are actually involved in the care or treatment of a particular client. Circle of care agencies are those whose primary focus is the provision of health care.

Individual and/or agencies who are involved in the care of the client but whose primary purpose is not the provision of health care are not considered to be part of the Circle of Care. Ongoing communication and sharing of history and treatment information requires a written, express consent. Information can be shared where required by law or when a risk to self or others exists.

Circle of Care Partners	Non-Circle of Care Partners
<p>"Primary Purpose is the provision of health care services "</p> <p>Examples include but <i>are not limited to</i>:</p>	<p>"Primary Purpose is <b>not</b> the provision of health care services"</p> <p>Examples include but <i>are not limited to</i>:</p>
<p>a) Health Care practitioners or groups of health care practitioners e.g. GP's b) Hospitals - public or private</p>	<p>a) Family b) Children's Aid Society c) Housing Supports</p>

**We are committed to Protecting Your Privacy**

As an individual who receives services at any of the CMHA Oxford sites, your personal information (your name, date of birth, address, and your personal health history / records of your visits) is essential to your care team. It allows us to provide you with the best possible care. We value the importance of treating your personal health information with respect and sensitivity.

We work as part of a team (within CMHA and with service providers in the community). Health information is shared between the team members as needed, including your family physician and other involved community service providers (Circle of Care). You can request that your information not be shared.

Our privacy program is designed to regulate how we collect, use, disclose, retain, and protect your personal health information. We believe it is important for you to know about this process. CMHA's policy and procedures are developed within the best practice guidelines as per the Canadian Standards Association Privacy Codes found in the Personal Health Information and Privacy Act (PHIPA-2004). CMHA will apply a CSA Model Privacy Code to all of information it collects uses and discloses as it applies to staff, volunteers and students.

**Why we collect your personal health information**

Your verbal, written and electronic personal health information is collected, used, disclosed and retained to provide service to you , to support the administration of health care services, for the purpose of conducting research, collecting statistics, to comply with legal and regulatory requirements, and for teaching purposes. Your express consent will be required for any other purposes.

**How we use your personal health information**

- To find your record quickly
- To provide you with effective service and the most appropriate treatment. This may include sharing your information with other health care facilities involved in providing treatment for you
- To comply with legal and regulatory requirements. For example, we collect your health card number as it is required for the processing and funding of your health care services

- To support research projects approved by a Research Ethics Board
- To improve quality and efficiency. For instance, your personal health information could be used for training purposes

### **Your Personal Health Information rights**

- You give permission (consent) to how your personal health information is collected, used, and shared
- To access this information
- To make corrections to your records
- You have the right to withdraw consent at any time, except in specific instances where the law requires the information to be disclosed

### **When we disclose your personal health information**

- It may be necessary to disclose your personal health information to someone that you have designated to act on your behalf. For example, your substitute decision maker
- A public authority, where required by law, for example- Children's Aid Society
- A Health regulatory agency, if health regulations or laws require personal health information. For example, statistical reporting, and health care management
- All staff, students, volunteers are required to sign a Privacy Pledge and this remains in effect if/when they no longer work at CMHA; periodic audits are performed to monitor inappropriate access
- Any third party provided you have consented to the disclosure (eg. Your insurance company)

If you have any questions please call or write to our Privacy Officer:

Executive Director  
 Canadian Mental Health Association  
 519-539-8055  
 522 Peel Street Woodstock, ON N4S 1K3

Individuals may also make an enquiry/ complaint directly to the Office of the Information and Privacy Commissioner. The Commissioner may be reached at:

### **Information and Privacy Commissioner/Ontario**

2 Bloor Street East Suite 1400  
 Toronto, Ontario M4W 1A8  
 Tel. (416) 326-3333 or 1-800-387-0073  
 TDD/TTY (416) 325-7539  
 Fax (416) 325-9195 info@ipc.on.ca

## Communicating by Text and/or Email Disclaimer



You may have indicated that you wish to communicate with CMHA Oxford County Branch through the use of text messages and/or e-mail. You have been advised by CMHA Oxford County Branch that this is not a secure means of communication. Please note that communicating via text or email cannot guarantee an immediate response.

CMHA Oxford County Branch will not communicate clinical responses through electronic communication methods as the primary method of support. If you are at risk for self-harm or harm to others, please do not use electronic communication in this situation. Please call our Crisis and Outreach Line or 911. Please note that you can call 911 on a cell phone or text only plan.

CMHA Oxford relies on the client to provide up to date contact information and is not responsible for any information sent to an inactive, suspended, or previous account that you have provided. If you still wish CMHA Oxford to communicate with you using text messages and/or e-mail items that may include but will not be limited to confirming and or changing appointments.

# Rights & Responsibilities of Individuals Receiving Services

Individuals receiving services have the right to:

1. Be provided with information about ongoing assessment, support, care, treatment, rehabilitation and services that support recovery.
2. Be considered capable of making a decision (by the service or person providing care).
3. Have their lived experiences respected and taken into account.
4. Receive the support that they determine is necessary to assist them to make decisions about health care.
5. Obtain timely, appropriate treatment, care and support.
6. Have their age, social, economic, cultural/geographical background and spiritual preferences taken into consideration in their treatment, support and care.
7. Have their sexual orientation, gender and gender identity taken into consideration in their treatment, support and care.
8. Have their right to privacy and confidentiality respected.
9. Have families, carers and support persons involved in their assessment, support, care, treatment, recovery and rehabilitation to the extent requested by them.
10. Be referred to alternative or complementary services.
11. Make a complaint regarding any facet of their assessment, support, care, treatment, rehabilitation and recovery.
12. Continue to live, work and participate in the community to the fullest extent possible without discrimination, stigma or exclusion.
13. Contribute to and participate in the development and evaluation of social, justice, health and mental health policy and services.
14. The right to access their clinical record, within the guidelines of PHIPA.

\*If at any time you feel your rights have been violated, please complete a Feedback form or follow the Complaint Process on the next page.

Individual's receiving services, their families, carers and support persons have the responsibility to:

1. Respect the human worth and dignity of other people
2. Respect their own health safety and welfare, and that of others
3. To respect the limits of personal contact outside of the workplace.
4. To provide required information and notify of changes.
5. To be able and ready to participate during appointments to work on identified goals.
6. To refrain from substance use prior to and during appointments, including cigarettes.
7. To demonstrate a commitment to our work together.
8. To let us know if you cannot keep an appointment.
9. To refrain from wearing strong scents.
10. To contact us if experiencing cold/flu symptoms for consultation to discuss options for contact.



# Our Feedback Process

1. Any individual wishing to express feedback about CMHA Oxford programs and services is able to complete a feedback form. Feedback forms can be located in the Oxford Self Help drop in program or can be obtained by any staff member. A copy is also located on the next page as well as on our website.
2. Complaints received about Branch programs and services that are of a general nature shall normally be received in writing and forwarded to the appropriate Director for follow-up, investigation, and resolution as appropriate. No anonymous complaints will be accepted.
3. Contact by the Director to the individual submitting feedback shall take place within 5 business days.
4. Feedback concerning the conduct/behaviour of an individual associated with the Branch shall be discussed with the individual; his/her support staff, and the immediate supervisor for follow-up, investigation, and resolution as appropriate.
5. If the individual is not satisfied with the outcome of the intervention as noted in #2 above he/she can request an appointment with the Executive Director to further discuss their concerns. This meeting shall take place within 10 business days.
6. Where the feedback concerns the Executive Director, a written complaint shall be forwarded to the current CMHA-Oxford Chair, Board of Directors for follow-up, investigation, and resolution as appropriate.
7. The Chair of the CMHA Oxford Board of Directors will have contact with the individual within 10 business days.
8. If the individual remains unsatisfied with the handling of the feedback, the individual can in writing request an appointment with the CMHA-Oxford Chair, Board of Directors to further discuss their concerns. The Chair will then discuss the matter with the Board of Directors as appropriate and render a final decision as to its outcome. The decision from the Board of Directors will be provided to the individual within 30 days of the Board of Directors receiving the feedback, if all procedures have been followed prior to their receiving the feedback.

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**CMHA Oxford Feedback**

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We want to hear from you! Thank you for taking the time to fill out this form to let us know what you think of our services. If you have a concern and would like us to respond to you, please fill out your contact information so that we can get in touch with you. We would be pleased to help you fill out this form if you require assistance.

<b>Name:</b>	<b>Date:</b>
<b>Email:</b>	<b>Phone number:</b>
<b>Program:</b>	

I would like to make a:       Compliment       Concern       Suggestion  
Is this feedback accessibility related?     Yes     No

**Here is what I want to say (you may attach another page if required):**

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Accessibility for Ontarians with Disabilities Act (AODA) Standard Affected (if applicable):

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Design of Public Space        |
| <input type="checkbox"/> Employment       | <input type="checkbox"/> Information and Communication |
| <input type="checkbox"/> Transportation   | <input type="checkbox"/> Other                         |

**Resolution/Accommodation:** What would you like to see happen to resolve this?

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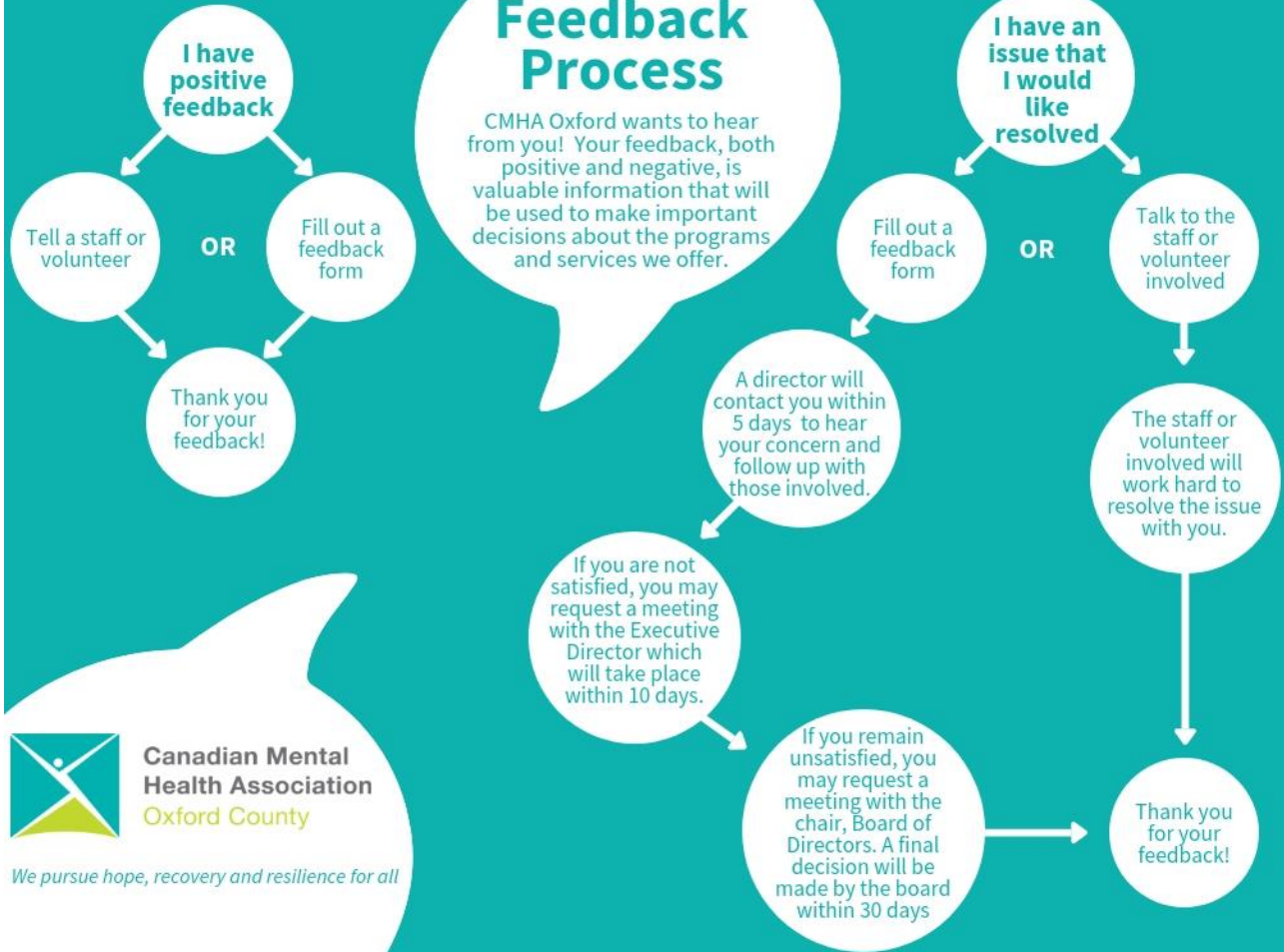
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**FOR CMHA-OXFORD USE ONLY**

Feedback #: \_\_\_\_\_

# Feedback Process

CMHA Oxford wants to hear from you! Your feedback, both positive and negative, is valuable information that will be used to make important decisions about the programs and services we offer.



**Canadian Mental Health Association**  
Oxford County

*We pursue hope, recovery and resilience for all*



# Important Phone Numbers

<b>Ambulance, Fire, Police</b>	<b>911</b>
Poison Information Centre Emergency	<b>1-800-268-9017</b>
Domestic Abuse Services of Oxford (DASO)	<b>519- 539-4811 or 1-800-265-1938</b>
Kids Help Phone	<b>1-800-668-6868</b>
<b>If you are over 16 and experiencing a mental health crisis, call the CMHA Crisis and Outreach team at:</b>	<b>519-433-2023 1-866-933-2023</b>
<b>Children’s Crisis Line (17 and under):</b>	<b>519-539-0463 or 1-877-539-0463</b>
Woodstock Hospital	<b>519-421-4211</b>
Woodstock Hospital Mental Health Services	<b>519-421-4223</b>
Tillsonburg District Memorial Hospital	<b>519-842-3611</b>
Alexandra Hospital (Ingersoll)	<b>519-485-1700</b>
Telehealth	<b>1-866-797-0000</b>
London Health Sciences Centre University Campus, Psychological Services	<b>519-663-3466</b>
Salvation Army Emergency Housing & Advocacy Centre	
Woodstock	<b>519-539-7235</b>
Ingersoll	<b>519-485-4961</b>
Tillsonburg	<b>519-842-4447</b>
Information and Referral Service for Oxford County	<b>2-1-1</b>
Operation Sharing:	
Woodstock	<b>519-539-3361</b>
Ingersoll	<b>519-425-2227</b>
Community Care Access Centre	<b>519-539-1284 or 1-800-561-5490</b>
Human Services (includes housing & social services)	<b>519-539-9800 or 1-800-265-1015</b>
Oxford County Public Health & Emergency Services	<b>519-539-0015 or 1-800-755-0394</b>
CMHA Offices	
Woodstock	<b>519-539-8055</b>
Tillsonburg	<b>519-842-8869 or 519-539-8055</b>
Ingersoll	<b>519-539-8055 x281 or x282</b>
Toll Free	<b>1-800-859-7248</b>
<b>My Case Manager’s Extension:</b>	
<b>My Doctor’s Name:</b>	
<b>My Doctor’s Phone Number:</b>	

# What to do in an Emergency



## **Emergency:**

*...means a situation or an impending situation by the forces of nature, an accident, an intentional act, or otherwise that constitutes a danger of major proportions to life or property.*

*Ontario Emergency Management Act*

## **Medical Emergency**

A medical emergency involves many circumstances, including a heart attack, stroke, allergic reaction, feeling suicidal, traumatic injury, or medical illness.

### **In a medical emergency, call 9-1-1.**

You will be asked “Police, Fire, or Ambulance?” You should respond “ambulance,” and in turn, you will be connected to the ambulance communications centre. Once connected to the ambulance communications centre, you will be asked to state the medical emergency. You will probably be asked a lot of questions, you will probably be asked to remain on the line and you may receive first aid instructions.

Note: If calling from a cellular device or phone connected to the internet (VoIP), then it is essential for you to identify the address of the emergency.

After calling 9-1-1, if there is another person around ask them to greet the paramedic crew arriving at the location in order to escort the paramedics to the patient.

## **Pandemics and Community Declared Emergencies**

During a large scale health emergency, such as a pandemic, Oxford County Public Health and Emergency Services will provide information to the general public about what to do during the health emergency.

A community may declare an emergency due to a tornado, hurricane, flooding, other severe weather, chemical-biological-radiation-nuclear incident, pipe line incident, terrorism, or other natural or human induced event. The local municipality, the regional government (such as the County of Oxford), or the provincial government may declare an emergency.

For either of these situations it is important to listen to local radio stations, watch local television stations and read local newspapers to get ongoing up-to-date information.

# Personal Health and Safety

## Smoking Policy



In May 2006 a Law (Smoke Free Ontario) was passed in Ontario to protect workers from second hand smoke. This law also protects CMHA-Oxford staff, both in hospital and in the community. CMHA Oxford defines second hand smoke as smoke from cigarettes and e-cigarettes.

### OUR POLICY

Our goal is to provide you with the best care in the community. However, staff has the right to ask you to stop smoking during a visit and may leave if there is second hand smoke in the air. We **will not** leave you without support in a crisis situation and in need of help.

### WHAT YOU CAN DO?

#### Before you visit:

- If you have a scheduled appointment, do not smoke inside the home at least 1 hour before staff arrive
- Open windows and doors to air out the area
- Try to keep one room smoke free at all times

#### During a visit: (whether it is in your home, the community, or a staff member's vehicle)

- Do not smoke before getting in the vehicle at least 1 hour before staff arrive
- Do not smoke or let anyone else smoke in the area
- Ask other smokers to go outside to smoke
- If there is smoke in the area, agree to move to a smoke free location for the visit

### DO YOU WANT HELP TO REDUCE OR QUIT YOUR SMOKING?

#### Let us know if you are interested in:

- Talking about your smoking
- Reducing how much you smoke
- Support and planning around quitting
- Group therapy to quit smoking
- Aids to reduce or stop smoking

Please let us know if you have any questions. Thank you for your help to keep our staff safe from second hand smoke.

## MY PLAN TO KEEP WORKERS SAFE FROM SECOND HAND SMOKE

### Before the Visit:

- \_\_\_\_\_ Before a scheduled appointment, I plan to not smoke inside my home for at least 1 hour before staff arrive.
- \_\_\_\_\_ I open windows and doors to air out my place.
- \_\_\_\_\_ I will try to keep one room smoke free at all times.
- \_\_\_\_\_ Other ideas:

### During the Visit:

- \_\_\_\_\_ I will not smoke before getting in a staff member's vehicle.
- \_\_\_\_\_ I will not smoke or let anyone else smoke in the area.
- \_\_\_\_\_ I will ask other smokers to go outside to smoke.
- \_\_\_\_\_ If there is smoke in the area, I agree to move to a smoke free location for the visit.
- \_\_\_\_\_ Other ideas:

### I would like the following help:

- \_\_\_\_\_ Talking about my smoking.
- \_\_\_\_\_ Reducing how much I smoke.
- \_\_\_\_\_ Support and planning around quitting.
- \_\_\_\_\_ Group therapy to quit smoking.
- \_\_\_\_\_ Aids to reduce or stop smoking (Nicorette gum, the patch, medication, etc.)

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Canadian Mental  
Health Association**  
Oxford County  
*Mental health for all*

## **No Scent Is Good Sense!**



Please do not wear perfume, scented hair spray, cologne, scented deodorant, aftershave or other scented products.

Please do not apply scented products prior to an appointment.  
Your cooperation is appreciated.

Scented products contain chemicals that can cause serious problems for many people especially those with asthma, allergies and environmental illness.

The Occupational Health & Safety Team  
Thank you for Caring



# Hand Washing Techniques

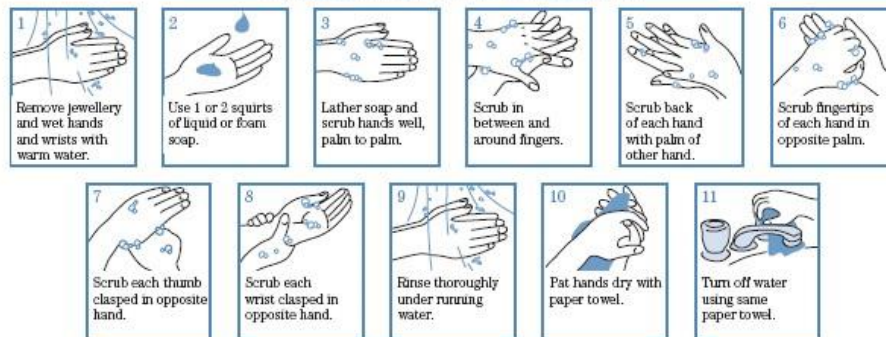
Proper hand washing is the single most important task you can do to protect yourself from infection. The effectiveness of this procedure relies on friction (rubbing all areas of the hands and fingers), soap, time to ensure all areas of the hands and fingers have been cleaned, and running water. Ensure all critical areas of the hands and fingers are washed.

The recommended time to spend washing the hands is 15 seconds. Liquid soap and running water should be used. Avoid using “bar” soap, unless it is single service, as bacteria can accumulate in the pools of soapy water. The use of single service towels are recommended for drying the hands. Leave the tap running until you have dried your hands and then turn the taps off with the paper towel or single service towel and discard.

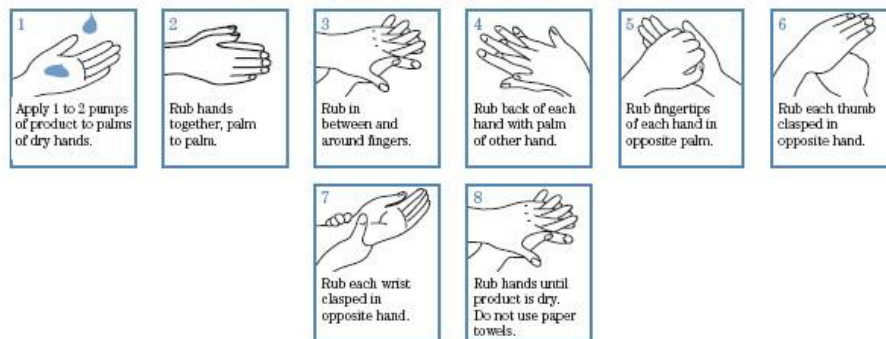
You should wash your hands:

- After handling body substances, contaminated equipment, articles of clothing or linens, garbage, soiled dishes, or smoking
- After personal body functions (using the bathroom, blowing your nose, coughing/sneezing)
- Prior to preparing or eating food
- When hands are visibly dirty or soiled with blood or other body fluids

## Handwashing with soap and water



## Cleaning with alcohol-based hand rub



## Cover Your Cough

# Cover Your Cough



**1. Cover your mouth and nose when you cough, sneeze or blow your nose.**



**2. Put used tissue in the garbage.**



**3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.**



**4. Clean your hands with soap and water or hand sanitizer (minimum 70% alcohol-based).**

## Stop the Spread of Germs

### Always Cover Your Cough

- Covering your cough or sneeze can stop the spread of germs
- If you don't have a tissue, cough or sneeze into your sleeve
- Keep your distance (more than 2 metres/6 feet) from people who are coughing or sneezing

PH13010102

416.338.7600 [toronto.ca/health](http://toronto.ca/health) |  Toronto Public Health

# Communicable Infections and Diseases

## **Acquired Immunodeficiency Syndrome (AIDS)**

**AIDS** is the late stage infection of the human immunodeficiency virus (HIV). After infection with HIV, weeks or months later, many individuals develop an acute mononucleosis-like illness that lasts for a week or two.

### **Mode of Transmission:**

The virus is spread from person to person through unprotected intercourse and bodily fluids including blood and semen. It is commonly spread through HIV contaminated syringes, infected transfused blood or its components, and HIV infected tissues or organs. Although the virus has been found occasionally in tears, saliva, and urine, transmission after contact has not been reported.

HIV cannot be transmitted through:

- Casual everyday contact
- Shaking hands
- Kissing, hugging
- Sharing eating utensils
- Exposure to sneezes, coughs

## **Hepatitis A (HAV)**

Hepatitis A is a virus. Some people may not show any symptoms but they can include:

- Fever
- Tiredness
- Loss of appetite
- Jaundice (yellowing of the eyes and/or skin)
- Dark urine
- Pain in the stomach

The incubation time between the initial contact and when the symptoms begin can be 15 to 50 days. There is usually no treatment for Hepatitis A. Most people recover from symptoms in 4-6 weeks.

### **Mode of transmission:**

The virus is primarily spread through food and water that is infected with feces containing the hepatitis virus.

### **Susceptible Hosts:**

Anyone can get Hepatitis A if they have not been vaccinated. There are certain occupations that are at a higher risk of being exposed to this virus and include:

- People working in the food industry who may be exposed to contaminated food or water
- Drug users
- People living, visiting, or working in developing countries
- People who live with individuals who have hepatitis
- Sexual partners of infected persons

### **Prevention:**

- Wash hands with soap and water after using the bathroom, before preparing or eating food, and after personal care
- Get vaccinated (can be done for persons 12 months or older). There are usually 2 doses, the second is given 12 months after the first and should last 10 years
- Restriction of people with symptoms from food prep

### **Hepatitis B (HBV)**

Hepatitis B is also a virus that can cause the disease only if it enters the person's bloodstream where it ultimately infects the liver. Once in the liver, the virus reproduces and releases new viruses into the bloodstream. Some people who have been infected with Hepatitis B become carriers and can develop cirrhosis or cancer of the liver. The onset of symptoms once someone has been exposed to the virus is on average 60 - 90 days. Many infections that occur pass without treatment. The extent of the illness depends on virus dose and route of exposure.

### **Mode of Transmission:**

The virus is spread through direct contact with infected blood through punctures in the skin with blood contaminated syringes and sharps including scalpels, lancets, etc. It can also be transmitted through splashes to mucous membranes in the mouth, nose, or eyes and bite injuries where the skin is broken. The virus can live on surfaces for up to 7 days in certain circumstances which can allow transfer of the virus to skin or mucous membranes.

### **Susceptible Hosts:**

Anyone without vaccinations is susceptible if exposed to blood or body fluids containing the virus through the normal modes of transmission, but those that are immune-compromised may be more likely to develop a chronic infection.

### **Prevention Practices:**

- Immunization
- Implementation of environmental cleaning & disinfection
- The use of gloves, masks and/or face shields in tasks or occupations where there is likely to be exposure to blood or blood splashes

## **Influenza**

Influenza is a respiratory infection. Various strains of influenza circulate throughout the world. Currently the influenzas that are of concern are seasonal, avian, and pandemic. The period of communicability is usually 3-5 days from the onset of symptoms and the onset of symptoms after infection is usually 1-3 days.

### **Seasonal Influenza (Flu):**

The “flu” is a common respiratory illness affecting millions of people every year. In Canada it usually runs from November to April. The flu can cause fatalities from complications that arise such as pneumonia. The flu is often mistaken for other illnesses such as food borne illness or the common cold. Influenza typically begins with a headache, chills and/or cough, followed by fever, loss of appetite, muscle aches, and fatigue. Sometimes people, particularly children, may experience nausea, vomiting, and diarrhea

### **Avian Influenza (Bird Flu):**

The flu can also be contracted and spread by birds and other animals. Wild birds are natural carriers of influenza “A” viruses. Many of these are relatively harmless, except a strain called H5N1 that infected poultry populations and is highly pathogenic (capable of causing disease). There is no evidence yet that this virus is transmitted from person to person.

### **Pandemic Influenza:**

A pandemic is a worldwide outbreak of a specific disease to which people have little or no immunity. The influenza pandemic occurs as a result of this new strain. This happens when a person is sick with the human flu and at the same time becomes infected with the bird flu virus. When these 2 viruses mix together, a new virus can result and is capable of spreading from person to person. Since there has been no immunity or vaccine developed for this new strain, there are many fatalities.

### **Mode of transmission:**

Influenza is spread through droplets from someone who is infected and is coughing or sneezing. You can also pick up the virus by touching surfaces contaminated and then touching your eyes, nose, or mouth. It can also be spread via the hands by shaking the hand of an infected person or touching surfaces contaminated with the virus and then touching your mouth, eyes, or nose.

### **Susceptible Hosts:**

Susceptibility depends on the type of virus, level of protective immunity, and the virulence of the strain. Incidence of infection is generally higher in children and the elderly or those whose immune systems are weakened.

## **Prevention:**

- Recommend annual vaccination
- Hand washing and the use of hand sanitizer
- Avoid close contact with people who are sick. Keep at least 1 meter of space between the bodies
- Stay home when you are sick
- Cover your nose and mouth when you sneeze or cough. If you do not have a tissue, cough or sneeze into your sleeve. If you have used a tissue, throw it away right after using it
- Wash your hands often especially after sneezing or coughing
- Keep your hands away from your eyes, nose, and mouth to prevent germs from entering
- Practice good health – get at least 7 hours of sleep a night, keep active, drink plenty of fluids, and eat food that is nutritious
- Disinfect frequently touched surfaces

## **Hepatitis C**

(from Public Health Agency of Canada website)

Hepatitis C is a chronic liver disease caused by the hepatitis C virus (HCV). An estimated 242,500 people in Canada are infected with HCV and nearly 8,000 individuals were newly infected in 2007.

### **Why is hepatitis C a health concern?**

While not identified until 1989, the hepatitis C virus has been around for a very long time. Many infected people do not know they have the virus because for most, there will be no symptoms and for others, the symptoms may not show up for decades. During this time, they can spread the infection to others. You may not know you have this infection until damage has already been done to your liver. That's why you need to know if you're at risk.

### **Your liver and why you need it**

It's important to keep your liver healthy because it does a lot of things for you. It helps digest food and also stores vitamins and minerals. But most importantly, the liver acts as a filter for chemicals and other substances that enter the body. It is also important in the manufacturing of your blood and many proteins.

### **How can I know for sure if I have hepatitis C?**

Your health care provider can order the hepatitis C blood test for you.

If you have a confirmed positive result, this means you have been infected with the virus at some point in time. It does not show whether your infection is new, how long you have had it, or if the infection is still present. Your health care provider may order a second blood test to confirm if you still have the virus and to find out how much of it is in your blood. Another test may also be done to determine the type of HCV you have.

A small number of people are able to get rid of the disease within six months. But when these people have a blood test, antibodies to HCV can show up. A second test is needed to find out if the

virus is really there. In most cases, people with HCV infection do NOT get rid of it. They will have HCV infection for the rest of their lives. If you have hepatitis C, your health care provider may suggest you see a specialist who knows a lot about liver infections. He or she will discuss your options for treatment with you.

### **What can happen to people with hepatitis C?**

Because hepatitis C progresses slowly, most infected people experience no symptoms at all for many years after being infected. Therefore, they are unaware of their infection. This means that they may unknowingly spread HCV to others.

For those who experience symptoms, they most commonly report fatigue, lethargy, reduced appetite, sore muscles and joints, nausea, abdominal pain, and jaundice.

In the majority of cases, hepatitis C progresses to a "chronic" stage which lasts for a long time. This can lead to "cirrhosis", which causes severe damage to the liver. A small number of people may get liver cancer.

### **Is there a vaccine to prevent hepatitis C infection?**

Currently, there is no licensed vaccine for the prevention of HCV infection.

### **How is hepatitis C spread?**

The hepatitis C virus (HCV) is spread through blood-to-blood contact. This can happen if you:

- Ever, even once, shared needles (for injection drug use), straws (for intranasal use), pipes, spoons, cookers, or other drug-related equipment. (This virus was around when sharing such equipment was common in the 1960s and 1970s). Cleaning with bleach may not kill the hepatitis C virus. Although partial effectiveness cannot be excluded, the published data clearly indicate that bleach disinfection has limited benefit in preventing HCV transmission;
- Ever shared sharp instruments/ personal hygiene equipment with an infected person (e.g., razors, scissors, nail clippers, toothbrush);
- Were ever exposed to HCV where universal precautions were not observed and/or during medical or dental practices that involve the use of contaminated equipment;
- Ever got a tattoo or had body piercing or acupuncture where the operator used unsterile or homemade equipment or unsterile techniques;
- Were pricked by a needle that had infected blood on it (this could happen in the workplace);
- Were born to a mother who has hepatitis C;
- Engaged in higher-risk sexual behaviours ( e.g., unprotected sex with an infected partner that includes contact with blood or exchange of blood);
- Ever had blood transfusions, blood products, or organ transplant before 1992 in Canada.

Hepatitis C is NOT spread by casual contact, such as hugging, kissing or shaking hands, or by being around someone who is sneezing or coughing. The virus is not found in food or water.

## **How can I avoid getting hepatitis C?**

The best way to keep yourself safe from hepatitis C is to avoid the risks:

- Don't share needles, straws, pipes or any other drug-related equipment, ever;
- Wear latex gloves if you are likely to be in contact with someone else's blood;
- Follow safer sex practices ;
- Avoid blood-to-blood contact during sexual activity;
- If you get a tattoo, body piercing or acupuncture, ensure that all equipment is sterile.

NEVER allow anyone to use homemade equipment on you or re-use equipment, including needles, ink, or jewelry. Only fresh, single-use, disposable needles must be used and all other equipment must be disinfected and sterile. Cleaning with bleach may not kill the hepatitis C virus.

## **Can I get hepatitis C from having sex?**

Although HCV is not a sexually transmitted infection (STI), transmission can occur during unprotected sexual contact if the sexual activity involves blood to blood contact.

In general, longstanding sexual partners need to be informed that although the risk of HCV transmission sexually is very low, it is not absent. Long-term monogamous couples should decide for themselves about routine condom/dental dam use.

People with multiple sexual partners should always practice safer sex, not only to protect themselves against the hepatitis C infection but to prevent getting related STIs. Studies show that having multiple sex partners and being infected with HIV may increase the risk of hepatitis C infection.

## **How long does the hepatitis C virus live outside the body?**

Recent studies suggest that HCV may survive on environmental surfaces at room temperature at least 16 hours, but no longer than 4 days.

## **If you have hepatitis C, you may infect others.**

To keep from spreading the virus:

- Do not donate blood, organs for transplants, or semen for artificial insemination
- Do not share needles, straws, pipes, or any other drug-related equipment;
- Do not share toothbrushes, razors, or any other personal care items that could be contaminated with your blood;
- Cover open sores or breaks in your skin;
- Follow safer sex practices. Sex partners should be told that the risk of transmission during sexual activity may increase when there are open sores and, if the woman is infected, during her menstrual periods. In general, couples who only have sex with each other should be informed that the risk of hepatitis C being sexually transmitted is minimal but not absent.



# Infection Prevention and Control

## Environmental surfaces

The identification and regular cleaning of environmental surfaces is an important component in the prevention and spread of illness causing organisms. Some simply need to be cleaned using soap and water only while others require a higher level of treatment such as chemical disinfectants.

## Cleaning and Disinfection

There are a number of products on the market today that can be used for reducing bacterial load on equipment, surfaces, and materials. Following are a list of commonly used disinfectants:

Chlorine	Iodine
Alcohols (isopropyl, ethyl)	Hydrogen peroxide
Phenolics (Lysol, dettol)	Quaternary ammonia

Disinfecting should be considered daily in cold and flu season and weekly or monthly at other times. Disinfectant wipes or accelerated hydrogen peroxide wipes can be used.

## Medical Waste

Normal household medical waste such as soiled gauze, tubing, and wound care materials can be disposed of in normal garbage containers. Medical sharps such as used syringes and needles must be placed in a tightly sealed hard shell container and labeled as “used syringes” for example. You can drop the containers off at a local Household Hazardous Waste Depot or contact your local pharmacy to ask if they have biohazard containers.

## Safe Food Preparation

There are a few steps to remember in order to keep food safe. They include:

1. Start with purchasing food from reputable suppliers
2. Understand and practice proper steps for preparing, cooking, and storing food to reduce the risk of bacteria growing and making someone sick. These include:
  - Good personal hygiene habits, always wash hands well before beginning food preparation
  - If you are ill with a cold or have diarrhea, avoid preparing ready to eat foods or foods that require no cooking
  - When cooking hazardous foods ensure bacteria is destroyed or reduced to safe levels
  - Disinfect food contact surfaces and sinks to reduce the risk of cross contamination
  - Avoid storing raw meat above ready to eat foods such as salad or lunch meat

## Laundry

Linen that has been soiled and/or contaminated with vomit, feces, blood, pus, etc. has the potential to transmit infections but the risk is low. Roll or fold soiled bedding to ensure the heaviest soil is contained in the center of the bundle. Wear gloves if there is a risk of contact with soil or fluids. Place heavily soiled laundry in a plastic bag. Regular laundering and agitation in the wash and the heat of drying is sufficient to reduce the microbial load.

## Taking Charge of your Medication

Are you taking charge of your medicines? If not, you could be putting your health at risk. Proper medication administration is a multi-tier effort that includes you and your health care team. Knowing about the drugs you take today could save you a lot of grief tomorrow.



To take charge of your medications, be sure to do the following:

1. Make a list of every medication you take, including over-the-counter medications and supplements. Keep the list with you at all times and show the list to your doctor, nurse, pharmacist, or other healthcare professional any time you receive health care. Useful forms and a wallet card are available on the site of the Manitoba Institute for Patient Safety.
2. Before taking any new medicine, check with your pharmacist to be sure it won't interact with something else you are taking. This is important even for medicines that you buy without a prescription. Even natural products, like herbal remedies, could interact with your medication.
3. Try to use one pharmacy for all your medication needs. This way, the pharmacist can keep track of your medications and check for interactions.
4. Never share your prescribed medication with someone else, and never take someone else's prescription medication.
5. Avoid confusion — leave all medicines in their original containers.
6. Keep your medicines in a cool, dry place — not the bathroom. Medicines can be affected by temperature and moisture.
7. Check expiration dates. Potency may be affected in expired drugs and certain expired medications can be harmful to your health.
8. Whenever you get a new prescription, be sure that you understand all the important information about your prescription. Things you should discuss with your pharmacist, nurse, doctor, or other health professionals include:
  - The name of your medication
  - Why you are taking it
  - What effects to expect
  - When and how to take it. For example, should you take the medication regularly or only when needed?
  - How long to take it
  - What to do if you miss a dose
  - Possible side effects or medication errors
  - Possible interactions with other medications or alcohol
  - Whether it may cause an allergic reaction
9. Review your prescription with your doctor before you leave the doctor's office. If you cannot read the handwriting, ask your doctor to print the prescription.

10. Always check your prescription before leaving the pharmacy. Ask your pharmacist if you have any concerns. Here are some things to think about when you are checking your prescription:

- Have I been provided with all the medications prescribed by my doctor (or for which I have requested a refill)?
- Is this the medication that my doctor prescribed for me?
- Have I been provided with the right dose of the medication?
- Have I been provided with the right amount of the medication?
- Do I understand the directions?
- Are there any unexplained changes in my prescription? For example, does the medicine or the package look different?
- If the prescription contains multiple vials, bottles, boxes, syringes or tubes, do they all appear to contain the same medication?
- Do all items have a valid expiry date?

11. Don't be afraid to speak up if you think you are about to receive the wrong medication from a pharmacy or when you are in hospital.

12. Ask your pharmacist before cutting, splitting, crushing or opening a tablet or capsule. Some dosage forms are designed to be taken whole.

Following these simple steps may help you from being harmed by a mistake with your medicine. Don't delay; take charge of your medication today!

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This information was adapted with the permission of the Institute for Safe Medication Practices, using material originally published on the site

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Public Health & Emergency Services  
410 Buller Street, Woodstock, Ontario N4S 4N2  
Phone: 519-539-9800 • Fax: 519-539-6206  
Web site: [www.county.oxford.on.ca/publichealth](http://www.county.oxford.on.ca/publichealth)

## What You Should Know About Bedbugs

### What are bed bugs?

Bed bugs are insects. *Cimex lectularius* is the species most commonly found in homes. Adult bed bugs have oval-shaped bodies with no wings. Prior to feeding, they are about 1/4 inch long ( ~ 5mm. ) and flat as paper. After feeding, they turn dark red and become bloated. Eggs are whitish, pear-shaped and about the size of a pinhead. Clusters of 10-50 eggs can be found in cracks and crevices.

Bed bugs have a one-year life span during which time a female can lay 200-400 eggs depending on food supply and temperature. Eggs hatch in about 10 days.

**There are currently no known cases of disease associated with bed bug bites.** Most people are not aware that they have been bitten. People who are more sensitive to the bite can have localized allergic reactions. Scratching the bitten areas may lead to infection.

### What do bed bugs feed on?

Bed bugs prefer to feed on human blood, but will also bite mammals and birds. Bed bugs bite at night, and will bite all over a human body, especially around the face, neck, upper torso, arms and hands. Bed bugs can survive up to six months without feeding. Both male and female bed bugs bite. A bed bug becomes engorged with blood in 3-5 minutes and then crawls to its hiding place.

### How do bed bugs get into my home?

Bed bugs are often carried into a home on objects such as furniture and clothing. Bed bugs can be found in areas such as:

- Seams, creases, tufts and folds of mattresses and box springs
- Cracks in the bed frame and head board
- Under chairs, couches, beds, dust covers
- Between the cushions of couches and chairs
- Under area rugs and the edges of carpets
- Between the folds of curtains
- In drawers
- Behind baseboards, and around window and door casings
- Behind electrical plates and under loose wallpaper, paintings, and posters
- In cracks in plaster
- In telephones, radios, and clocks



Not actual size

Bed bugs can also travel from apartment to apartment along pipes, electrical wiring and other openings.

### What can I do if I have bed bugs in my home?

The best method to deal with bed bugs is Integrated Pest Management (IPM), which combines a variety of techniques and products that pose the least risk to human health and the environment.

1. Consult with a professional Pest Control operator or your local health department to confirm that you have bed bugs.
2. Inspect your mattress and bed frame, particularly the folds, crevices and the underside, and other locations where bed bugs like to hide.
3. Use a nozzle attachment on the vacuum to capture the bed bugs and their eggs. Vacuum all crevices on your mattress, bed frame, baseboards and any objects close to the bed. It is essential to vacuum daily and empty the vacuum immediately.
4. Wash all your linens and place them in a hot dryer for 20 minutes. Consider covering your pillows and mattress with a plastic cover.
5. Remove all unnecessary clutter.
6. Seal cracks and crevices between baseboards, on wood bed frames, floors and walls with caulking. Repair or remove peeling wallpaper, tighten loose light switch covers, and seal any openings where pipes, wires or other utilities come into your home (pay special attention to walls that are shared between apartments).
7. Monitor daily by setting out glue boards or sticky tape (carpet tape works well) to catch the bed bugs. Closely examine any items that you are bringing into your home. **Note: Furniture put out by someone else for garbage pick-up could be infested with bed bugs. Use caution.**
8. Consult professional pest control services and discuss options that pose the least risk to humans and the environment.

### **Prevention:**

- Vacuum suitcases after returning from a vacation
- Check your bed sheets for tell-tale blood spots
- Consider bringing a large plastic garbage bag to keep your suitcase in during hotel stays which can be tied shut.
- Carry a small flashlight to assist you with quick visual inspections
- Bed bugs are elusive creatures, so it is imperative to seek professional pest control to address an infestation

**Note: If you choose to treat the infestation with an insecticide, call a Professional Pest Control Service for more information.**

Whether you choose Integrated Pest Management or insecticides, you may continue to see some living bed bugs for up to ten days. This is normal. If you continue to see a large number of bed bugs after two weeks, contact a professional pest control service.

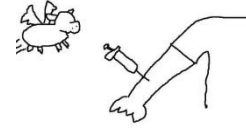
### **For More Information:**

Oxford County Public Health and Emergency Services 519-539-9800 or 1-800-755-0394

The information in this Fact Sheet was adapted from Bed Bugs are back! An IPM Answer by Dr. Jody Gangloff-Kaufman and Jill Shultz and the National Pest Management Association.

# Questions & Answers About Immunization

1. What is immunization?
2. Why is immunization important?
3. How do vaccines work?
4. Are there any side effects?
5. What are the recommended vaccines for adults?
6. What are the recommended vaccines for children?
7. Where can I learn more about immunization?



## Q1. What is immunization?

**A1.** Immunization (or vaccination) is a simple, effective way to protect you and your family against many infectious diseases. If a person is not protected and is exposed to one of these infections, he/she could become very sick and experience serious complications or even death. Routine childhood immunizations are given to protect against diphtheria, tetanus, pertussis (whooping cough), polio, Haemophilus influenza type b (HIB), measles, mumps, and rubella (German measles). Other immunizations may also be given to protect against hepatitis, influenza, chicken pox, meningococcal disease (meningitis), and pneumococcal disease (ear infections, meningitis, and pneumonia). Travel related vaccines are also available for diseases that exist in other countries.

## Q2. Why is immunization important?

**A2.** Many vaccine-preventable diseases are now rare in Canada because routine vaccines are very effective. These diseases do exist and are much more common in many other countries. If too many people choose not to vaccinate, serious epidemics could return to Canada.

Many young parents today have not witnessed these deadly diseases and are not aware of the serious illnesses and possible fatal outcomes that could occur. Vaccination of all eligible people is important to help create “herd immunity” for people who are not able to be vaccinated due to serious allergies or medical conditions. Being vaccinated will also allow for healthy and safe travel to parts of the world where these diseases are more common.

## Q3. How do vaccines work?

**A3.** Vaccines help the body’s immune system make its own protection (or antibodies) against certain types of infection (bacteria/virus) and create a memory against future exposure. This is a controlled way of exposing the body to a disease without the risk of becoming seriously ill or experiencing complications from the disease. If a vaccinated person is exposed to a bacteria or virus that he/she was vaccinated for, the person’s antibodies will destroy the bacteria or virus before it is able to make the person sick. Occasionally, a vaccinated person does become ill but the symptoms and duration of disease are usually less severe.

#### **Q4. Are there any side effects?**

**A4.** Immunization is very safe and effective. Vaccines are researched extensively and serious side effects are very rare. The most common side effects are mild pain, redness, and swelling at the injection site; these are temporary and go away quickly. Some infants may become fussy for 1 to 2 days after the needle and may have a low-grade fever (38C). Acetaminophen may be recommended by your health care provider to prevent these side effects. Your health care provider will discuss any allergies or other health concerns you may have before immunizing.

#### **Q5. What are the recommended vaccines for adults?**

**A5.** Adults require a booster of Tetanus and Diphtheria every 10 years (age 25, 35, 45, etc.) throughout life. A serious injury may require a booster to be given sooner.

Influenza vaccine is also recommended each fall, as the flu strains change from year to year.

Adults who plan to travel out of the country should contact the health unit or a travel clinic to discuss recommended vaccines.

#### **Q6. What are the recommended vaccines for children?**

**A6.** In order for immunization to work best, children must receive all their immunizations on time. The following chart indicates the free vaccines available for infants and children in Ontario.

Consult your local Public Health Department or medical practitioner for complete list of immunizations.

The recommended infant vaccinations begin at two months of age. Sometimes the recommended immunization schedule is interrupted due to missed appointments, an illness or other reasons. It is important to make an appointment with your health care provider as soon as possible to receive the missed dose(s).

For more information, see our information sheet: *Free Recommended Immunizations for Children in Ontario*.

#### **Q7. Where can I learn more about immunization?**

**A7.** Your family doctor can answer any questions you may have about immunization. You can also call Oxford County Public Health & Emergency Services at 519 539-9800.

Public Health recommends the following resources to individuals or parents looking for more information:

##### **Your Child's Best Shot: A Parent's Guide to Vaccination**

3rd edition, 2006, by Ronald Gold, MD, MPH and the Canadian Pediatric Society

##### **The Canadian Immunization Awareness Program**

[www.immunize.cpha.ca](http://www.immunize.cpha.ca)

##### **The Canadian Pediatric Society**

[www.caringforkids.cps.ca](http://www.caringforkids.cps.ca)

##### **Public Health Agency of Canada**

[www.publichealth.gc.ca](http://www.publichealth.gc.ca) **Health Canada**

[www.hc-sc.gc.ca](http://www.hc-sc.gc.ca)

**World Health Organization** [www.who.int/immunization/en](http://www.who.int/immunization/en)

# Falls Prevention Information



## Step Forward with Confidence

Falls can happen to anyone. But as we age, our risk of falling becomes greater. In fact, one in three older Canadians fall each year and many of these falls occur in their own home while doing their usual daily activities.

That's bad news. The good news is that many injuries due to falls can be prevented. The first step to avoiding falls is to understand what causes them. For example, poor balance, decreased muscle and bone strength, reduced vision or hearing, and unsafe conditions in and around your home can increase your chance of falling.

This guide will give you some simple, practical tips about what you can do to stay safe and on your feet. Your independence and well-being may depend on it!

## Stay Safe

Your health and well-being are important. Start NOW to make the right lifestyle choices to help reduce your risk of falling.

- **Keep physically active.** Regular, daily exercise helps to improve your balance, increase your flexibility, and build your strength.
- **Have your vision and hearing checked regularly by a professional.** Wear glasses or hearing aids as needed.
- **Use medication wisely.** Some prescription and non-prescription drugs can affect your balance and coordination. Avoid mixing alcohol and medications.
- **Eat regular, healthy meals.** You are what you eat. Ask your doctor about getting a copy of the Canada Food Guide
- **Get up slowly after eating, lying down, or resting.** Low blood pressure at these times may cause dizziness.
- **Visit your doctor** every year to assess your health and discuss any recent changes.

## Personal Items

- Ensure your shoes are comfortable, with good support, low heels, and non-slip soles
- If you have a cane ensure it is the correct height and rubber tipped for safety
- If you are having difficulty walking or with joint pain, you may speak to your support worker about a referral to CCAC for an assessment.

## Kitchen

- Store kitchen supplies and pots and pans in easy-to-reach locations
- Store heavy items in lower cupboards
- Use a stable step stool (with a safety rail & rubberized legs) for reaching high places



## **Bathroom**

- Use a rubber bath mat. Install it when the tub is dry
- Use grab bars to help you sit and stand
- Install a raised toilet seat and a bath seat when you need one
- Use a non-slip mat for exiting the shower/tub

## **Stairs**

- Ensure stairs are well lit, with light switches at the top and bottom of the stairs
- Install night lights in the hallway
- Install & use railings

## **Bedroom**

- Ensure the path is clear between your bedroom and bathroom
- Keep the night time temperature above 18°C (65°F). Lower temperatures can reduce body temperature, causing dizziness
- Clutter is risky. Get rid of loose wires and cords and other obstacles, like parcels
- Scatter mats are dangerous. Use only non-slip mats

## **Exterior**

- Keep front steps and walkway in good repair and free of snow, ice, and leaves
- Keep front entrance well lit
- Handrails are very important

*Ask for help with tasks that you feel you can't do safely*

## **Need More Help or Information?**

Talk with your Community Support Worker if you need more information. This fact sheet was produce by the Veterans Affairs Canada

# Fire Safety



## Smoke Alarms

It is Ontario law that a **working** smoke alarm be installed on every level in the home and outside all sleeping areas. Smoke alarms should be tested every month. Clean them every 3 months and change the battery when you change your clock. Smoke alarms will warn you of danger but you still need an escape plan to get out safely.

## Escape Plan

Share and practice the following tips with your family, friends, and loved ones. Every household should have a family escape plan. The plan should include:

- Accounting for everyone in the house, including visitors.
- Knowing 2 ways out of the building.
- Knowing how to react to an emergency situation.
- Knowing how to identify the sound of the smoke alarm or building fire alarm system.
- Knowing where to meet outside the home to ensure everyone is accounted for.
- Knowing where the nearest safe place is to call the fire department.

## Cooking in the Home

Kitchen fires due to cooking oil or grease igniting into flames cause the fastest-spreading and most destructive type of residential fire. When cooking with grease or oil, it is extremely important that you plan ahead so that you will know how to react fast to fire. Here are some tips:

### *Grease and Cooking Oil*

If using cooking oil, heat it slowly and never leave the pot or pan unattended

**Keep a large lid or cookie sheet handy** that would fully cover any cooking vessels on the stove. If the oil or grease should catch fire, the lid can be put over the flames to smother them. Never try to put out oil or grease fire with water. It will splatter, possibly spreading the fire.

**Never attempt to move a flaming pot or pan** away from the stove. The movement can fan the flames and so spread the fire. The pan will also likely be very hot, causing you to drop it. In either case, you are placing yourself at great risk. Your immediate action should be to smother the fire by sliding a lid or flat cookie sheet over the pan. Afterwards, turn off the heat and exhaust the fan, allowing the pan time to cool. Most importantly, react fast, because grease fires spread very quickly.

### *Oven Cooking*

Keep your oven clean. Grease and food splatters can ignite at high temperatures.

Ensure that you wear oven mitts when removing cooking containers to avoid serious burns.

Follow the cooking instructions for the recipe and the product you are using.

Broiling is a popular method of cooking. When you use your broiler, place the rack 5 to 8 cm (two to three inches) from the broiler element. Always place a drip pan beneath the broiler rack to catch the fat drippings. Never use aluminum foil for this purpose because the fat accumulated on the foil could catch fire or spill over.

**If a fire starts in your oven or microwave oven, keep the door closed to prevent air from feeding the flames. Turn the appliance off or pull the plug. If the flames don't die out quickly, call 911.**

## **Candles**

Most candle fires begin in the bedroom – with a mattress or bedding cited as the first item to ignite – except during the holidays, when more people use candles precariously too close to decorations. Furniture and plastics are also one of the first items in the home to catch fire from a lit candle.

*Statistics reveal that the most common causes of fire are:*

- Leaving candles unattended.
- Falling asleep while a candle is lit.
- Using candles for light.
- Candles located too close to burnable objects.
- Candles knocked over by children, pets, or sudden drafts.

### *Safety Tips*

- Extinguish candles when leaving the room or going to sleep.
- Keep lit candles away from items that can catch fire such as toys, clothing, books, curtains, Christmas trees, and paper decorations.
- Place candles in sturdy, burn-resistant containers that won't tip over and are big enough to collect dripping wax.
- Don't place lit candles near windows, where blinds or curtains may close or blow over them.
- Don't use candles in high traffic areas where children or pets could knock them over.
- Never let candles burn out completely. Extinguish them when they get to within two inches of the holder or decorative material.
- Never leave children or pets alone in a room with lit candles.
- Do not allow older children to light candles in their bedrooms. A forgotten candle or an accident is all it takes to start a fire.
- During power outages, exercise caution when using candles as a light source. Many destructive fires start when potential fire hazards go unnoticed in the dark.
- Never use a candle for light when fueling equipment such as a camp fuel heater or lantern.
- Use extreme caution when carrying a lit candle, holding it well away from your clothes and any combustibles that may be along your path.

*Adopted from the Ontario Municipal Fire Prevention Officers Association, Fire Prevention Canada, and Woodstock Fire Department*

# Prevention of Diabetes starts now! There is no age limit!

## **What is Diabetes?**

Diabetes is a disease in which your body cannot properly store and use food for energy. The fuel that your body needs is called glucose, a form of sugar. Glucose comes from foods such as fruit, milk, some vegetables, starchy foods, prepared foods, and sugar.

## **What is Type 2 Diabetes?**

There are two types of diabetes, Type 1 and Type 2. Type 2 diabetes is largely preventable by making healthy lifestyle choices. In Type 2 diabetes, the body still produces insulin, but it cannot be used properly. Type 2 diabetes is associated with being overweight, an inactive lifestyle, and unhealthy eating habits. People who store body fat around the abdomen and chest are called apple shaped. People of all ages with excess weight who have an apple-shaped body are at higher risk of developing Type 2 diabetes.

## **Who is at Risk for Type 2 Diabetes?**

The onset of Type 2 diabetes has usually been seen in those over 50 years of age and the numbers increasing with age. Unfortunately, over the past 10 years, younger and younger people are being diagnosed and it is not a surprise to see it in children as young as 10 – 14 years of age.

## **Why the age shift?**

The reason for this shift is a change in lifestyle. On average young people weigh more and are more sedentary than their parents had been at that age. Consequently, lifestyle related health changes are happening long before they reach middle age and beyond. They include high blood pressure, high cholesterol levels and type 2 diabetes.

## **How do we reduce the risk?**

Healthy lifestyle choices, with maintenance of healthy weight and increased fitness levels, significantly reduce the risk for type 2 diabetes. In those who have developed this condition, research has shown that both diet and exercise play major parts in its control. In fact, exercise reduces insulin resistance so that the body can more effectively use the insulin that it produces.

Diabetes increases the risk for heart disease, kidney failure, nerve damage, blindness, amputations, impotence, gum disease, and more.

Visit

<http://www.hc-sc.gc.ca/hc-ps/dc-ma/diabete-eng.php>  
[www.dieticians.ca/eatwell](http://www.dieticians.ca/eatwell)

# Physical Activity from Public Health Agency of Canada

[www.publichealth.gc.ca](http://www.publichealth.gc.ca)

## Tips to Get Active - Information and tips for adults (ages 18-64)

Click for more information on the [Canada Food Guide](#).

Physical activity plays an important role in your health, well-being, and quality of life. Improve your health by being active as part of a healthy lifestyle. Move more!

Be active at least 2.5 hours a week to achieve health benefits.

Focus on moderate to vigorous aerobic activity throughout each week, broken into sessions of 10 minutes or more.

Get stronger by adding activities that target your muscles and bones at least two days per week. Any amount of physical activity will do you some good, but to achieve greater health benefits, do more.

### Every step counts!

If you're not active now, adding any amount of physical activity can bring some health benefits. Take a step in the right direction. Start now and slowly increase your physical activity to meet the recommended levels.

### What is moderate to vigorous aerobic activity?

On a scale of 0-10 (with 0 being completely at rest and 10 being absolute maximum effort), moderate-intensity aerobic activity is a 5 or 6. It will make you breathe harder and your heart beat faster. You should be able to talk, but not sing.

Examples of moderate activity include walking quickly, skating, and bike riding.

Vigorous-intensity activity is a 7 or 8. Your heart rate will increase quite a bit and you'll be breathing hard enough that you won't be able to say more than a few words without needing to catch your breath.

Examples of vigorous activity include running, basketball, soccer, and cross-country skiing.

### What are strengthening activities?

Muscle-strengthening activities build up your muscles. Examples of muscle-strengthening activities include doing push-ups and sit-ups, lifting weights, climbing stairs, and digging in the garden. With bone-strengthening activities, your muscles push against your bones, helping make your bones stronger. Examples of bone-strengthening activities include running, walking, and yoga.

### **Live longer! Live healthier!**

Physical activity is an important part of a healthy lifestyle. Regular physical activity can help to reduce the risk of premature death and chronic diseases such as coronary heart disease, stroke, hypertension, colon cancer, breast cancer, type 2 diabetes, and osteoporosis.

### **Feel better!**

All activity can improve your overall sense of well-being by improving fitness levels and self-esteem, reducing the effects of stress, increasing energy, and contributing to positive mental health.

### **What can you do to get active?**

Get into a routine – go to the pool, hit the gym, join a spin class, or set a regular run and do some planned exercise. Make it social by getting someone to join you.

Move yourself – use active transportation to get places. Walk, bike, run instead of taking the car whenever you can.

Join a team – take part in sports and recreation activities in groups. You'll make new friends and get active at the same time.

### **Tips to help you get active**

Choose a variety of physical activities you enjoy. Try different activities until you find the ones that feel right for you. Build them into your daily routine.

Set a goal and make a plan — pick a time, pick a place, and get active. Book a date with a friend to keep on track. Challenging yourself and your activity partner will help you both meet your goals.

Spread your sessions of moderate to vigorous aerobic activity throughout the week. Do at least 10 minutes of physical activity at a time.

Limit the time you spend watching TV or sitting in front of a computer during leisure time.

Building physical activity into your daily routine can help you increase your activity levels.

For example, walk to work or carry your groceries. Be creative, be active!

If you have kids, check if the exercise facilities you are considering have childcare options.

### **Is physical activity safe for everyone?**

The recommended level of physical activity applies to all adults aged 18-64 years who do not have a suspected or diagnosed medical condition. These guidelines may be appropriate if you are pregnant. Consult a health professional if you are unsure about the types and amounts of physical activity most appropriate for you.

## Physical Activity from Public Health Agency of Canada

### Physical activity tips for older adults (65 years and older)

#### **Be active - your way - every day! Age is no barrier**

Physical activity plays an important role in your health, well-being, and quality of life by making you feel healthier and stronger. Being active helps to improve your balance, reduce falls and injuries and can help you stay independent longer. It can help to prevent heart disease, high blood pressure, stroke, osteoporosis, adult-onset diabetes, depression, some cancers, and premature death.

These tips will help you improve and maintain your health by being physically active every day.

#### **Being active is a safe and fun way to improve your well-being**

Start slowly and build up your activity levels – listen to your body to determine what the right amount of physical activity is for you. Minutes count – increase your activity level 10 minutes at a time. Not sure how much or which activity is right for you? You may wish to consult a health professional before starting an exercise program.

#### **Every step counts!**

If you're not active now, adding any amount of physical activity can bring some health benefits. Take a step in the right direction. Start now and slowly increase your physical activity to meet the recommendations.

#### **How to live an active lifestyle:**

Adults aged 65 years and older should take part in at least 2.5 hours of moderate- to vigorous-intensity aerobic activity each week.

Spread out the activities into sessions of 10 minutes or more.

It is also beneficial to add muscle and bone strengthening activities using major muscle groups at least twice a week. This will help your posture and balance.

#### **Choose a combination of activities**

Aerobic activity is continuous movement that makes you feel warm and breathe deeply.

Activities like pushing a lawn mower, taking a dance class, or biking to the store will increase your energy and improve your heart, lungs, and circulatory system. Strengthening activities, like lifting weights or yoga, keep muscles and bones strong and prevents bone loss. They also improve your balance and posture.

### **What is moderate to vigorous aerobic activity?**

On a scale of 0 to 10 (with 0 being completely at rest and 10 being an absolute maximum effort), moderate-intensity aerobic activity is a 5 or 6. It will make you breathe harder and your heart beat faster. You should be able to talk, but not sing.

Examples of moderate-intensity physical activity include walking quickly or bike riding.

Vigorous-intensity activity is a 7 or 8. Your heart rate will increase quite a bit and you'll be breathing hard enough that you won't be able to say more than a few words without needing to catch your breath.

Examples of vigorous-intensity activity include jogging or cross-country skiing.

### **What are strengthening activities?**

Muscle-strengthening activities build up your muscles. Examples of muscle-strengthening activities include doing push-ups and curl-ups, lifting weights, climbing stairs, and digging in the garden. With bone-strengthening activities, your muscles push against your bones. This helps make your bones strong. Examples of bone-strengthening activities include running, walking, and yoga.

### **More physical activity provides greater health benefits!**

That means the more you do, the better you'll feel. Get active and see what you can accomplish! Move more!

### **Getting started is easier than you think**

Walk wherever and whenever you can.

Take the stairs instead of the elevator, when possible.

Carry home your groceries.

Move around frequently -- every little bit helps.

Find an activity you like such as swimming, walking, or cycling.

Active time can be social time: look for group activities or classes in your community, or get your family or friends to be active with you.

### **Is physical activity safe for everyone?**

The recommended level of physical activity applies to all adults aged 65 years and older who do not have a suspected or diagnosed medical condition. Consult a health professional if you are unsure about the types and amounts of physical activity most appropriate for you.