



Queen Square Spring Newsletter

A word from our CEO!

It's a great time of the year for all of us - Temperatures are rising, days are getting longer, vacations are just around the corner and Queen Square is flourishing! We all know it's been a very difficult past couple of years, especially for health care. We are happy that things are slowly returning to normal and are excited for what the future holds.



First of all, I want to say thanks to our amazing team for all the incredible work they did during the pandemic. We learned so much and worked even better together and now we are poised to experience some real growth. This spring our entire team will be involved in updating our strategic plan and we also want to hear from you, our patients. There will be two groups set up in July for you to give your input into how our clinic should grow and change to better serve you and the greater community. We look forward to communicating that new vision to you later this year.

We also want to do better at communicating to our patients through all the different mediums and this newsletter is just one of them. Ultimately, our care needs to be centered on our patients and I know this will continue to be reflected in our strategic goals.

I hope you find this newsletter helpful and practical - take a look at all the services and programs we have available for you or ask your health care provider for more information. Please enjoy a happy and healthy Spring and Summer!

Steve Sheldrick
CEO

Need to Know



Lab on Site!

Remember!

You can get your bloodwork done in our office with a requisition from one of our doctors.

Call our office @ **905-455-1455** to book an appointment!

Prescriptions

Reminder!

Any request for renewal should be sent five days in advance of your need for them.



Update to Mask Mandate

Masks will remain mandatory for ALL patients and staff that are patient or doctor-facing. Please note, any staff member that is dealing directly with patients is still required to wear a mask whereas those who are not, will not be required to do so.

We also ask patients and staff who are not feeling well to continue to wear a mask.

Thank you for continuing to respect our office policy.



Expired Health Cards



As of March 31st, OHIP no longer allows patients to use their red and white Health Cards. Patients who do so, risk the possibility of being billed for their office visit. Please visit <https://www.ontario.ca/page/health-card-renewal> to renew your health card immediately.

You may also wish to contact ServiceOntario regarding your OHIP eligibility, renewal options as well as coverage inquiries at **1-800-267-8097**. Furthermore, any individual who faces difficulties renewing their health card, for whatever reason, should contact ServiceOntario at **1-866-532-3161 (TTY: 1-800-387-5559)** to inquire about options for their specific situation.

OFFICE HOURS

| | |
|-----------|--------------|
| Monday | 8 am to 8 pm |
| Tuesday | 8 am to 8 pm |
| Wednesday | 8 am to 8 pm |
| Thursday | 8 am to 8 pm |
| Friday | 8 am to 5 pm |
| Saturday | 9 am to 1 pm |
| Sunday | 9 am to 1 pm |
| Holidays | 9 am to 1 pm |



An On-Call Doctor is available every day. Please call the office as early as 8 am on the weekdays and 9 am on the weekends to secure your appointment.

To book an appointment:
Please call **905-455-1455** or
visit

<https://queensquare.ourmd.ca/>

Queen Square Equity, Diversity, Inclusion Committee

At Queen Square, we pride ourselves on providing accessible, equitable and patient-centered primary care to all patients. We understand that by upholding this standard, we are supporting our patients in their quest for a happy and healthy life. We also pride ourselves on serving an incredibly diverse population with a highly skilled multidisciplinary healthcare team that reflects that diversity.

Despite these high standards that we uphold here in Queen Square, the communities we serve continue to face significant health challenges related to living conditions, challenges that are more difficult to address due to the COVID-19 pandemic. There are also glaring gaps in our healthcare system, preventing people from accessing the services they need. These challenges are best understood from the perspective of *health equity*, where all people have equal opportunities to reach their full health potential. *Health equity* can be achieved when there are no unjustified or avoidable differences between groups of people, whether those groups are defined socially, economically or by other dimensions of inequality.

To address these challenges and better understand how they impact the health of our community, Queen Square launched the *Equity, Diversity & Inclusion Committee (EDI)*. The committee has been mandated to act on a health equity approach that will improve the overall health and well-being of Queen Square's patients, staff and community members. The EDI Committee at Queen Square is committed to creating an inclusive environment that helps everyone achieve the highest possible standards of healthcare. The EDI Committee at Queen Square uses [Ontario's Health Framework for Equality, Inclusion, Diversity and Anti-Racism](#) as a guide for our work.

Keep an eye out for future newsletters to learn more about the various initiatives the Queen Square EDI Committee is working on!



Rahul Tiwari
Chair, QS EDI Committee



Senior's Social Club


Facilitated by Queen Square Occupational Therapists virtually on Zoom

A great way to interact with others in the community!

Drop-ins & family/friends attendance welcome!

Once a month on Fridays, 10 am to 12 noon

- What will happen during the session?
 - First hour - talk on different topics for healthy aging, and community resources
 - Second hour - brain engaging activities and games

| Date | Session  |
|-----------|--|
| May 26 | Hearing health and Aging |
| June 23 | Nutrition for healthy Aging |
| July 28 | How to care for your feet |
| August 25 | Medications for a healthy brain and body |
| Sept 22 | Mental health and aging |



[Click here to register for a session](#)

Meeting ID: 638 0784 4506 Passcode: 344659

For more information, call: 905-453-1453

How Can Our Mental Health Therapist Help You?



Our team of MH therapists can provide assessments and psychotherapy for adults experiencing any of the following:

- Depression
- Anxiety
- Stress
- Medication
- Relationship struggles
- Grief: Bereavement/loss
- Trauma
- Struggles with Sleep
- Self esteem
- Distress tolerance
- Self compassion
- Mindfulness




Online: www.queenssquarefht.ca/mental-health-program/

Email: mentalhealthteam@queenssquarefht.ca

Call: 905-453-1453



OUR CONTACT

 905-453-1453

 www.queenssquarefht.ca

 @queenssquarehealth