

THE HOLIDAY NEWSLETTER

Vol 11

WHAT'S NEW?

On behalf of all the physicians and staff at both Queen Square Family Health Team and Queen Square Doctors, we want to wish you a happy, safe and healthy holiday season. Our clinic and services remain open to serve you, but with limited capacity. Christmas (December 25) is the only day we are closed.

As cases of coughs, colds, flu, and COVID are on the rise, we thank you for your continued cooperation in always wearing a mask to protect yourself and those around you while in the office. Thank you for continuing to trust us with your health care needs, and we look forward to continuing to improve the health care services we offer.



DIGITAL DASHBOARD

Starting in the new year, we are implementing new technology to help us use our space and staff more efficiently. This new system includes self-check-in kiosks (staff will be available to help if needed), display screens in the waiting room to indicate check-in and wait times, and tablets for the staff and physicians to use to help better manage patient flow through our clinic. We ask you to be patient with us while our staff learn and test this program. Our hope is that it makes your visit with us more seamless and informative. Feel free to share your feedback as you experience these improvements.



ONLINE BOOKING IS NOW AVAILABLE!

You can book an appointment with your physician using our online booking system!



[You can book an appointment with your physician using our online booking system!](#)



SERVICES OUR NURSES OFFER!

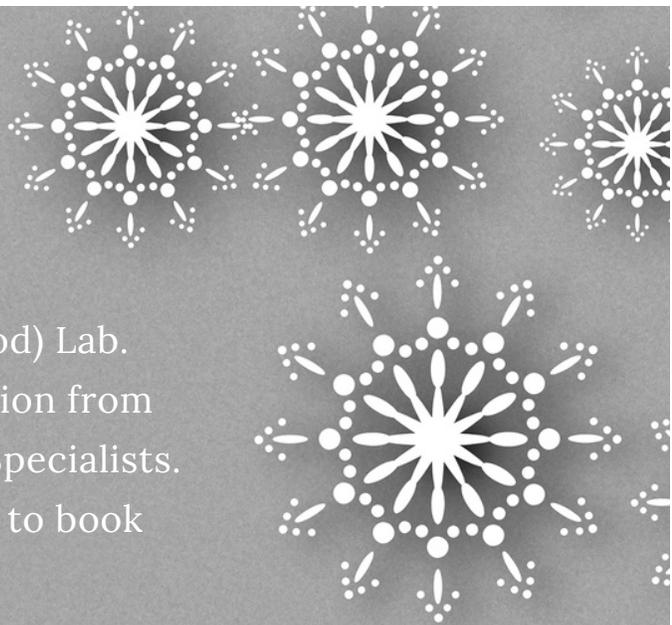
Our Nurses offer a variety of services to all of our patients. They include, but are not limited to:

- Ear Syringe Removal
- Immunization Administration
- Suture and Staple Removal
- Depo-Provera Injections
- Allergy Injections
- B12 Injections
- Liquid Nitrogen Treatment
- TB Skin Testing



BOOK YOUR BLOODWORK WITH OUR VERY OWN LAB!

Patients have access to our Phlebotomy (Blood) Lab. You can book an appointment with a requisition from one of our Physicians as well as any of your Specialists. Some exceptions apply. Please call our office to book your appointment!



A MESSAGE FROM OUR ACCOUNTING TEAM

Due to the increased amount of paperwork requested for our physicians to complete on behalf of our patients, please anticipate an approximate wait time of 2 - 4 weeks to be completed. Please note this is an approximate wait time. The Accounts Team will contact the patient once the paperwork is completed.

Monday to Friday: 8 AM - 4 PM
(905) 455-5464

patient.accounts@QSDocs.ca

We will reply to your voicemail or email within the next business day



HOLIDAY HOURS FOR THE DOCTOR'S OFFICE



MONDAY, DEC 18	8 AM - 8 PM
TUESDAY, DEC 19	8 AM - 8 PM
WEDNESDAY, DEC 20	8 AM - 8 PM
THURSDAY, DEC 21	8 AM - 8 PM
FRIDAY, DEC 22	8 AM - 5 PM
SATURDAY, DEC 23	9 AM - 12 PM
SUNDAY, DEC 24	9 AM - 12 PM
MONDAY, DEC 25	CLOSED FOR CHRISTMAS*
TUESDAY, DEC 26	9 AM - 12 PM
WEDNESDAY, DEC 27	8 AM - 8 PM
THURSDAY, DEC 28	8 AM - 8 PM
FRIDAY, DEC 29	8 AM - 5 PM
SATURDAY, DEC 30	9 AM - 12 PM
SUNDAY, DEC 31	9 AM - 12 PM
MONDAY, JAN 01	9 AM - 12 PM



HAPPY
Holidays

***Please go to the Urgent Care Clinic at Peel Memorial or EMERG at BCH**

Please be advised that the QS Mental Health Team will have reduced staff during the week of Dec 25-Dec 29.

**There are no groups or workshops running during this time.
ALL QS MENTAL HEALTH SERVICES WILL RESUME ON JAN 2ND.**

Here is a list of agencies that offer counselling services:

Family Services of Peel - **905-453-5775**

Catholic Family Services Peel - **905-450-1608**

Tangerine Walk-in Counselling - **905-795-3530**

CMHA - **905-451-2123**

Distress Centre of Peel - **905-278-7208**

Kids Help Phone - **1-800-668-6868**

Peel Postpartum Family Support Line - **905-459-8441**

Spectra Community Support Services (multilingual lines Cantonese, Hindi, Mandarin, Portuguese, Punjabi, Spanish, Urdu) - **905-459-7777, 905-584-7770, 416-920-0497**

Telecheck for 55 years + - **416-646-8450**

The warm line - **416-960-WARM**



Crisis support: If in crisis please call

CMHA Peel 24/7 Support Line: 905-278-9036, Caledon 1-888-811-2222

Crisis support for those under 18 yrs of age call 416-410-8615

Grief: Bereaved Families of Ontario: Halton/Peel (bereavedfamilies.ca)
Call **905-848-4337**

FOOD BANKS

Knights table - available daily from 8 a.m. to 6 p.m Call **905-454-8725.**

Eden Food For Change is operating regular hours with food hampers.
Call **905-785-3651.**

The Compass Foodbank Call **905-274-9309**

The Mississauga Foodbank Opens from 9 a.m. to 5 p.m. Monday to Friday.
For information on food banks and updated hours, visit
peelregion.ca/foodmap.

Meals on Wheels

Brampton - **905-453-4140**

Caledon - **905 857-7651**

Mississauga - **905-821-3254**

To Find a shelter please call **905-450-1996.**



**PLEASE VISIT OUR LINK TO OUR FREE WELLNESS WORKSHOPS:
<https://www.queensquarefht.ca/wellness/#workshops>**