

Health Services for Newcomers and Families

Taking care of your health is important when you begin a new life here in Ontario.

STEP 1: Ontario Health Insurance Plan (OHIP)

In Ontario, OHIP pays for basic medical services through the public tax system, such as visits to the family doctor and emergency medical care. You can apply for OHIP as soon as you meet all the requirements. However, you will have to wait three months after your arrival in Ontario. For more information on OHIP, please contact:

Settlement.org	http://settlement.org/topics.asp?section=HE (In multiple languages) www.inmylanguage.org/index_en.html
Ministry of Health and Long-term Care	www.health.gov.on.ca/en/public/programs/ohip/ Call ServiceOntario at 1-866-532-3161 (In Toronto, 416-314-5518) Services for people with hearing or speech impairment: TTY 1-800-387-5559 Hours of operation: 8:30am - 5:00pm

STEP 2: Where can I get health care services when ...

- *I am in my 3-month waiting period for OHIP? or*
- *I have no legal status in Canada? or*
- *I have no documentation in Canada?*

Community Health Centres (CHC)

You might be eligible to get health care service at your local CHC. Community health centres are non-profit organizations that provide primary health care, health promotion activities and community engagement opportunities. CHCs are staffed with doctors, nurses, nurse practitioners, dietitians, social workers, health promoters and other professionals.

South Riverdale Community Health Centre (SRCHC) – since 1976

South Riverdale Community Health Centre (SRCHC) is a community based organization that strives to improve the lives of people that face barriers to physical, mental, spiritual and social well-being. SRCHC primarily serves individuals living in our service catchment area (Lake to O'Connor and Don Valley to Coxwell) as well as to clients in the community who are homeless or non-insured. Priority clients include new immigrants; low income populations; people without health insurance; clients who are homeless and/or are coping with drug and mental health issues. Prospective clients will need to go through an intake process.

SRCHC is unique in:

- Providing culturally-sensitive primary health care and health promotion activities in English, Mandarin and Cantonese. Interpretation is provided for other languages
- Connecting individuals and families with appropriate care and services
- Supporting community advocacy which breaks down barriers to good health

Did you know?

- You could request for **interpreter support** when you access medical services at SRCHC and other CHCs (and also at major hospitals across Ontario).
- If you are pregnant and do not have OHIP or status in Canada, you might be eligible for fully covered obstetric services at SRCHC's **Obstetric Clinic** (in partnership with Sunnybrook Hospital). See a member of the **Family Way Obstetrical group** for your prenatal appointments. Call 416-461-2493
- Do you want a female health provider to do your women's health screenings? Learn how you can use our Women's Screening Clinic:
<http://www.srchc.ca/program/women%E2%80%99s-screening-clinic>
- Do you have diabetes or pre-diabetes? Our diabetes education centre can help you manage your diabetes. Talk to nurse educators and dietitians about your needs. Call 416-461-9042

Dial 9-1-1 for Emergency: *If you have a life-threatening medical emergency, call 9-1-1 immediately or go to a hospital emergency room. The 911 operator can get an interpreter for you.*

OTHER HEALTH CARE OPTIONS

Walk-in/After Hours Clinic (OHIP is required)

If you have a non-urgent health issue but you do not yet have a family doctor (or you cannot wait to make an appointment), you can go to your walk-in/after hour clinics. For a clinic near you, please check www.hco-on.ca or call ServiceOntario at 1-866-532-3161, between 8:30am to 5:00pm, Monday to Friday.

Health Care Options Directory (Ministry of Health and Long-Term Care)

You can find health care services by your postal code, service location, type of services and language. See www.hco-on.ca or call ServiceOntario at 1-866-532-3161, between 8:30am to 5:00pm, Monday to Friday.

HEALTH ADVICE ONLINE - *In your languages*

Understanding Health Care in Ontario: Fact sheets (Ministry of Health and Long-Term Care) Website: www.health.gov.on.ca/en/ministry/hc_system/languages.aspx
About Kids Health (The Hospital for Sick Children, Toronto) Website: www.aboutkidshealth.ca
Free access to health information by the Ministry of Health and Long-Term Care (Includes 24-hour web, email and chat services) Mental Health Helpline www.mentalhealthhelpline.ca Drug and Addiction Helpline www.drugandalcoholhelpline.ca Ontario Problem Gambling Helpline www.problemgamblinghelpline.ca

HEALTH ADVICE BY PHONE - *In your languages*

Telehealth Ontario <ul style="list-style-type: none">• 24-hour free, confidential telephone service you can call to get non-emergency health advice or general health information from a Registered Nurse.• Language: English and French with translation support for 110 languages• Call: 1-866-797-0000 TTY: 1-866-797-0007 (services for people with hearing or speech impairment)
Eat Right Ontario <ul style="list-style-type: none">• Free calls to a Registered Dietitian about healthy eating and nutrition in over 100 languages.• Monday to Friday 9am-5pm ET, with evening hours Tuesday and Thursday to 9 pm ET.• 24 hour email and web services at: www.eatrightontario.ca
Toronto Public Health (Toronto Health Connection) <ul style="list-style-type: none">• Get free health advice from Public Health Nurse and Community Dietitian• Hours: 8:30 am to 4:30 pm, Monday to Friday• Call: 416-338-7600; More information on www.toronto.ca/health
Distress Centre of Toronto <ul style="list-style-type: none">• Provides 24-hour emotional support on the phone for individuals in need of crisis intervention and suicide prevention. Services available in different languages through confidential interpreters.• Call 416-408-4357
Free, anonymous and confidential service over the phone, with interpretation in over 170 languages: Mental Health Helpline 1-866-531-2600 Drug & Alcohol Helpline 1-800-565-8603 Ontario Problem Gambling Helpline 1-888-230-3505

Should you have any inquiry regarding this resource, please contact:

South Riverdale Community Health Centre
955 Queen Street East, Toronto, Ontario M4M 3P3
Tel: 416-461-1925 | Web: www.srchc.ca

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