

DOCUMENT 1: Ottawa Public Health - Family Health Menu of Services Summary

Table 1: Family Health Menu of Services Summary

Services	Scope of Services	How Clients Can Access
Parenting in Ottawa (PIO) website	<ul style="list-style-type: none"> Parenting related information is posted in English and French Parents can also report/update their child's immunization record on the website 	www.parentinginottawa.com www.etreparentaottawa.com Record/update child's immunization
Parenting in Ottawa (PIO) Facebook (FB) page	<ul style="list-style-type: none"> There are two PIO Facebook pages: English and French Public Health Nurse posts daily topics and engages parents in conversations Clients can comment on conversations, post questions, or ask questions privately via private messages 	PIO Facebook in English and French
Twitter	<p>OPH tweets information to:</p> <ul style="list-style-type: none"> Promote and profile of OPH services Increase awareness of health issues Support partners in their health initiatives <p>Parents can tweet questions/comments</p>	<ul style="list-style-type: none"> To receive OPH tweets, parents can follow OPH on twitter Parents can tweet @ottawahealth / @ottawasante to ask questions or provide comments and OPH will promptly answer questions via twitter or if it is confidential, OPH will suggest a secure way to connect with us
Ottawa Breastfeeding Buddies	<ul style="list-style-type: none"> Mom-to-mom breastfeeding phone support with the option of texting and email Mom is paired with a Breastfeeding Buddy 	<ul style="list-style-type: none"> Fill out and submit the online form Email: ottbreastfeedingbuddies@ottawa.ca

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	<p>volunteer, who has breastfed her child for 6 months or longer</p> <ul style="list-style-type: none"> Breastfeeding Buddies provide tips and share their experience, provide connections to services in their area and support mom until their baby is 6 months old 	<ul style="list-style-type: none"> Phone: 613-580-6744 ext. 23932
OPHIL 613-580-6744 or (613-PARENTS)	<ul style="list-style-type: none"> The Ottawa Public Health Information Line (OPHIL) offers free confidential information and advice on a variety of health related topics including breastfeeding and caring for your infant or child, growth and development, feeding your child Residents can call to report report/update their child's immunization records Resident have access to a Public Health Nurse, Monday to Friday from 9 am to 4 pm in a variety of languages 	<ul style="list-style-type: none"> Call 613-PARENTS (613-727-3627) or 613-580-6744 Email: healthsante@ottawa.ca
Parenting in Ottawa Drop-ins	<ul style="list-style-type: none"> Public Health Nurses offer support for breastfeeding and healthy growth and development from prenatal to age 6 at drops-ins located across the City of Ottawa Lactation Consultants are 	Parenting in Ottawa Drop-in Schedule

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	available at some locations	
OPH's Dental Health Team	<p>Monthly dental screening:</p> <ul style="list-style-type: none"> Registered dental hygienists provide monthly free dental screening for all ages at Community Health and Resource Centres. At these visits, clients can also get dental information, fluoride varnish applications, denture cleaning, and enrol in the <i>Healthy Smiles Ontario</i> Program. <p>Dental clinics:</p> <ul style="list-style-type: none"> There are three OPH dental clinics that provide dental services and programs to residents of Ottawa who are of low income and, at high risk of developing dental diseases. 	Monthly dental screening calendar OPH dental clinic locations
Sexual Health Centre (SHC)	<p>Clients seeking birth control or sexually-transmitted infection (STI) testing should follow up with their general practitioner or Primary Care Provider.</p> <p>Clients who do not have a general practitioner or have difficulty accessing a Primary Care Provider or at higher risk can access OPH's SHC for birth control if they require low cost contraception or STI testing</p>	<p>Walk-ins and appointments are available. Please check the clinic hours.</p>

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	<p>Clients at higher risk include:</p> <ul style="list-style-type: none"> • Young people 29 years old and under; • Gay, lesbian, bi-sexual, trans, and queer (GLBTQ); • Men who have sex with men (MSM); • People who are Aboriginal, black ethnicity and/or new immigrants from countries where HIV is endemic; • Men and women who are involved in the sex industry; and, • People who inject drugs and/or smoke crack. 	
<p>In-person prenatal class</p>	<ul style="list-style-type: none"> • Prenatal classes are free for parents-to-be who live in Ottawa • The classes are offered in English and French. A Public Health Nurse teaches the classes. 	<ul style="list-style-type: none"> • Classes are offered at 6 branches of the Ottawa Public Library • One class per week for three weeks on weekday evenings. Occasional Saturday morning classes also available • To register clients will need a valid Ottawa Public Library card. Register by: <ul style="list-style-type: none"> ◦ Going to the Ottawa Public Library website ◦ Choosing "Programs and events" ◦ Searching for "prenatal class" in the "Search programs" box <p>If clients do not have an Ottawa Public Library card you can get one by:</p>

Services	Scope of Services	How Clients Can Access
		<ul style="list-style-type: none"> • Going to any branch • Going to the Ottawa Public Library website to get a temporary card
Online prenatal class	The online prenatal class, A New Prenatal Life , is a series of eight modules. It is free to use and offered in English and French.	A New Prenatal Life online class
Pregnancy Circles	<ul style="list-style-type: none"> • Free, tailored prenatal classes for expectant parents in need of extra support • Childcare, bus tickets and healthy snacks available at some locations 	Pregnancy Circles more information Young parents: English classes <ul style="list-style-type: none"> • Location: St-Mary's Outreach Centre and Bethany Hope Centre • Duration: one class per week for six to eight weeks on weekday afternoons or evenings • Registration: To register for classes please call your preferred location. <ul style="list-style-type: none"> ○ St. Mary's Young Parent Outreach Centre : 613-749-2491, ext:706 ○ Bethany Hope Centre : 613-725-1733 Chinese classes <ul style="list-style-type: none"> • Location: Somerset West Community Health Centre • Duration: one class per week for six weeks on weekday evenings • Registration: Please contact the Somerset West Community Health Centre to register at 613-238-8210

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		<p>Other:</p> <p>Registration: To register please call your preferred location from those listed above:</p> <ul style="list-style-type: none"> • Centretown Community Health Centre (English) 420 Cooper Street 613-233-4443 • Vanier Community Service Centre (en français) 290 rue Dupuis 613-744-2892 • Wabano Centre for Aboriginal Health (English) 299 Montreal Road 613-748-0657, ext. 237
<p>Healthy Babies, Healthy Children home visits</p>	<p>This program is designed to help parents who need more support to give their children a healthy start.</p> <p>A Public Health Nurse is available to:</p> <ul style="list-style-type: none"> • Meet with the parent at home to discuss how we can help their family • Assess the family's health, including child's growth and development, mental health, parenting challenges and stresses affecting the family • Provide health teaching, counselling, and active support • Help to connect clients with community resources 	<p>Clients can be referred from health and social services provider, and may self refer to the program via 613-PARENTS (613-727-3687)</p>

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	<ul style="list-style-type: none"> Involve other members of her team - family visitors and a social worker, as needed <p>The service is available in the language that the client speaks and there is no cost for this service.</p>	