

# { REFUGEE } 613

## Health Toolkit for Refugees Ottawa Specific- 2015/2016

Version 1



OTTAWA NEWCOMER  
HEALTH CENTRE | CENTRE DE SANTÉ POUR  
NOUVEAUX ARRIVANTS D'OTTAWA



SOMERSET WEST  
COMMUNITY  
HEALTH  
CENTRE

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## **Introduction**

This toolkit was developed in an effort to assist sponsors and healthcare providers access health information quickly and efficiently in order to support refugees. It serves as a guide to help connect refugees to appropriate and timely health services and information. The information in this toolkit was compiled from various websites and community resources.

## **Glossary of Terms**

PSR- Privately Sponsored Refugee  
GAR- Government Sponsored Refugee  
IFHP- Interim Federal Health Program  
OHIP- Ontario Health Insurance Plan  
ONHC- Ottawa Newcomer Health Centre  
PT governments- provincial and territorial governments  
PCH- Primary Care Hub  
Clients- refugees (PSRs and GARs)  
OW- Ontario Works- Social Assistance  
ODSP- Ontario Disability Support Program

## Topic 1: Health Coverage

All Privately Sponsored Refugees (PSRs) and Government Assisted Refugees (GARs) who are coming under the Syrian Refugee project will have permanent residency upon arrival to Canada. All refugees will have health coverage under the Interim Federal Health Program (IFHP) for up to one year upon entry to Canada. IFHP certificate will be given to all clients at the airport, as soon as they arrive to Canada. Syrian refugees will also be eligible to apply for and receive provincial health coverage immediately. To apply for OHIP, one must be present in-person at a ServiceOntario center.

### Locations:

Ottawa City Hall: 110 Laurier ave. West

Vanier: 349 St. Laurent blvd

Ottawa South: 1800 Bank st., unit 5

Nepean: 1948 Merivale blvd.

Orleans: 2864 St. Joseph blvd.

Stittsville: 1626 Stittsville Main st., unit 3

Rockland: 2699 Laurier st.

Emburn: 717 Notre Dame st.

Winchester: 12028 Dawley dr., unit 2

Kemptville: 10 Campus dr.

Carleton Place: 43B Landsdowne ave.

Casselman: 651 Principale st.

Prescott: 132 King st. East

Alexandria: 101 Main st. North

### Applying for OHIP:

When applying for OHIP for the very first time, applicants must go to a ServiceOntario centre in-person along with the following:

- List of documents needed- usually Confirmation of Permanent Residence (IMM5292, 5688) and mortgage, rent or lease agreement is sufficient for refugees. For more list of accepted documents, visit: [http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-9998E-82~1/\\$File/9998-82E.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-9998E-82~1/$File/9998-82E.pdf)
- The following completed form: [http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-0265-82~13/\\$File/0265-82.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-0265-82~13/$File/0265-82.pdf)

**NOTE:** Coverage under OHIP may or may not be activated right away. If there is a waiting period before the provincial health coverage is activated, then IFHP can be used in the meantime. If OHIP is activated immediately, the client will get a temporary certificate which can be used until they receive their photo health card in the mail. The photo health card will have an expiry date and must be renewed before the expiration date in order to maintain provincial health coverage.

**Coverage under the Interim Federal Health Program (IFHP):**

IFHP provides health coverage for various services, similar to those covered by a provincial health card. IFHP can provide Basic, Supplemental and Prescription Drug Coverage. Health care providers, who are willing to serve refugees and claim through IFHP, must be registered with BlueCross.

Providers may visit: <https://provider.medavie.bluecross.ca/> for more information.

All Syrian refugees (PSRs and GARs) will get Type 1 coverage, which includes the following:

- **Basic Coverage** includes most services that insured residents are covered for under their provincial or territorial (PT) health insurance plans, such as hospital services and services received from a doctor:
  - in-patient and outpatient hospital services
  - services of medical doctors, registered nurses and other healthcare professionals licensed in Canada, including prenatal and postnatal care
  - laboratory, diagnostic and ambulance services.

**NOTE:** The benefits above are subject to certain limits and have prescribed maximum dollar amounts (health providers are to refer to: **IFHP Basic Coverage Benefit Grid (PDF, 54 KB)** to ensure service is covered under IFHP). Basic services are covered only until the beneficiary qualifies for provincial or territorial health insurance.

- **Supplemental Coverage** provided through the IFHP (includes both services and products) is similar to the level of coverage that may be provided by PT governments to certain residents, including residents receiving social assistance and includes the following:
  - limited dental and vision care
  - home care and long-term care
  - services by allied health-care practitioners including clinical psychologists, occupational therapists, speech language therapists, physiotherapists
  - assistive devices, medical supplies and equipment, including:
    - orthopedic and prosthetic equipment
    - mobility aids
    - hearing aids
    - diabetic supplies
    - incontinence supplies
    - oxygen equipment

**NOTE:** The benefits above are subject to certain limits and have prescribed maximum dollar amounts. Health providers are to refer to: **IFHP Supplemental Benefit Grid (PDF, 272 KB)** to ensure that services and products being prescribed are covered under IFHP.

- **Prescription Drug Coverage** provided through the IFHP for prescription medications is similar to the level of coverage that may be provided by PT governments to certain residents, including residents receiving social assistance.

**NOTE:** Supplemental and Prescription Drug Coverage will expire after 12 months from the date of issue. Providers must refer to **IFHP Prescription Drug Coverage (PDF, 47 KB)** to ensure medication being prescribed is covered under IFHP, as the benefits above are subject to certain limits such dosage and brand name of medication.

## **Topic 2: Primary Health Care Services through PCHs**

Refugee613 Health Task Force comprises of various health service partners who have set up primary care hubs in Ottawa to serve the large influx of Syrian refugees. These hubs will serve as primary care locations for PSRs, as well as GARs, where initial medical assessments and screenings will take place. To obtain an appointment at one of the hubs, call Ottawa Newcomer Health Centre at 613-691-0192. The following information will be requested in order to schedule appointments:

- Name and date of birth of all PSRs
- Permanent address and phone number of PSRs (if available)
- Language(s) of the PSRs
- List of any health concerns
- Whether or not an on-going primary health care provider has been arranged

The PCHs will be responsible for initial assessments and screenings and starting the immunization process for all clients. Some PCHs will be able to accept PSRs as on-going clients of their centre. However, if hubs have reached capacity and cannot accept more new clients, refugees will need to arrange for on-going primary care provider elsewhere in the community. ONHC will support clients, sponsors, and service providers find on-going primary care providers for refugees. PCHs will maintain medical records and will arrange for file transfer, if and when appropriate.

### Topic 3: How to find a family doctor

ONHC will assist with finding on-going primary care providers for refugee clients. ONHC has a registry of service providers with specific language capability and locations of clinics, who are accepting new clients/patients. It is encouraged that all clients be registered on Health Care Connect, as some providers will only accept clients who are registered on Health Care Connect. For more information, visit:

<http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>.

**TIP:** You are able to search for health care providers on the College of Physicians and Surgeons website: <http://www.cpso.on.ca/public-register/all-doctors-search>. This search engine allows one to search for providers by geographical location and language capability. It does not, however, indicate whether or not a provider is accepting new clients. It's best to try calling the location of practice of the provider to inquire further.

Once an on-going primary care provider is found, clients will be given a “meet-and-greet” appointment with the provider. At this appointment, clients and providers will get to know one another and the provider will review the clients’ medical record. Once the client signs some documents, generally for registration and privacy information purposes, they will become clients of the new provider.

It's essential that all clients understand the process of finding/changing their family doctor. The following topics of discussion are encouraged:

- Rules of the new provider’s clinic/centre, such as access to chart/medical reports
- Applicable fees that may be associated, such as “no-show” fees, simple procedures fees, or chart transfer fees, etc.
- Options for health care services, when their family doctor isn’t available
- Length of appointments, walk-in options, scheduling follow-up appointments, etc
- How the clinic/centre will communicate with the client’s pharmacy if/when needed

It will be beneficial to learn what is located in the surrounding area of the clinic/health centre to determine if there are labs or pharmacies nearby.

**Appendix A:** lists various helpful resources for finding healthcare services.



## Topic 4: Labs, Diagnostics and Imaging

The majority of the tests completed prior to coming to Canada were mainly to screen for communicable diseases. Upon arrival to Canada, clients will require some lab work and screening tests. These tests are mainly to ensure that clients are in good health. Requisitions will be given to clients and they will be asked to have the tests done in a timely manner. The results of the tests will determine the length of duration that a client remains with a PCH. If the client has obtained OHIP by the time these tests are given, then they are to take their OHIP card with them to the lab. If OHIP hasn't been obtained, or for some reason isn't activated, then clients can use their IFHP certificate at the labs. Some labs may not accept IFHP. Gamma Dynacare (<https://www.dynacare.ca/>) accepts clients who are covered under IFHP.

Lab tests do not require an appointment. Some may require a fasting blood test, in which case, the blood tests will need to be completed early in the morning. Most X-rays usually do not require an appointment. Diagnostics and imaging test may require appointments. The PCHs may not make these appointments for all clients- if clients have support from a sponsor, volunteer, navigator or settlement counsellor. It would then be the responsibility of the individual(s) helping the clients, to call and arrange an appointment and ensure all instructions (if any) are communicated appropriately to clients, as well as to arrange for transportation. For a list of diagnostics and imaging centres, you can search on the following website: <http://cmlhealthcare.com/clinic-locator/>.

**TIP:** Diagnostics and Imaging can also be done at hospitals. Hospitals can provide interpreters for scheduled appointments. If an interpreter is required for the client, then mention this when scheduling the diagnostics or imaging appointment.

**NOTE:** Generally all blood tests and diagnostic imaging are usually covered by OHIP or IFHP. However, it's best to always ask. For example, the testing for Vitamin D now costs about \$30, and most labs will charge this fee (and it is NOT covered by IFHP or OHIP). However, if the client accesses a hospital laboratory, this testing will be free of cost.

## Topic 5: Immunizations

Some clients may arrive with immunization records, and others may not have any records. PCHs where clients are first seen for their health needs will ensure that the immunization is up-to-date with the help of Ottawa Public Health. Yellow immunization cards will be provided to all clients indicating the vaccinations that were provided. It will be important for the clients to hold on to their Yellow immunization cards. Publicly funded immunizations will be free of cost. Immunizations that may be required for some clients, but that are NOT publicly funded, MAY be covered under IFHP. Once again, consult with the health care provider who can provide a prescription after checking the IFHP benefit grid for prescription medication.

Some children will be eligible to get immunizations at school at certain grades. If they have missed these immunizations at school, they will be able to get them from their health care provider. It is the responsibility of the parents to ensure that their children's immunization records are up-to-date and that an updated report is sent to Ottawa Public Health (OPH). Every time a child is immunized, the record should be sent to OPH in order to update the child's electronic immunization record in the OPH system. This can be done in various ways: online, fax, phone.

### **Address**

Ottawa Public Health,  
100 Constellation Dr.,  
Ottawa ON K2G 6J8  
Mail-Code: 26-44

Online: [https://app06.ottawa.ca/cgi-bin/form.cgi?dir=cimmunization&form=immunization\\_en](https://app06.ottawa.ca/cgi-bin/form.cgi?dir=cimmunization&form=immunization_en)

Fax: 613-580-9660

Phone 613-580-6744 Monday to Friday, 9 am to 4 pm

### **Questions regarding this collection may be addressed to:**

Supervisor, Vaccine Preventable Diseases Program,  
E-mail: [Immunization@ottawa.ca](mailto:Immunization@ottawa.ca)

## Topic 6: Pharmacy

It is always good practice to ensure that clients are dealing with only one pharmacy. This will ensure that refills are always obtained from the same location and that the pharmacy will have a consistent record of the client.

All Syrian refugees will have Prescription Medication coverage for 1 year through the IFHP. The list of medications covered by IFHP is quite broad. However, there are some medications which are not covered by IFHP. This is not something that a client (or sponsor or settlement counsellor) can figure out themselves- only a provider or a pharmacist will be able to assist with finding out which medication and dosage is covered by IFHP. So in order to reduce confusion and increase efficiency, it's best to ALWAYS mention to the health care provider (and in some cases the admin person/booking coordinator) that the client has coverage through IFHP. The provider will then be aware that they will have to prescribe medications that are covered by IFHP.

There are pharmacies that do not bill to IFHP. Therefore, it is always good to find out if the pharmacy will accept IFHP, before processing the prescription. The client must always ensure to have their IFHP form with them. Please note that if a certain medication is not covered under IFHP, an alternate medication may be suggested by the pharmacy or healthcare provider. However, if the client does not want to wait and decides to pay for the prescription on hand, instead of seeking a different prescription from the provider, IFHP cannot reimburse the client at a later date. IFHP never reimburses the clients.

**NOTE:** In some cases a little advocacy is all that is needed to make a small difference. It is best to learn about IFHP, so that you are able to work with the pharmacy to meet the clients' needs.

Clients will only have IFHP coverage in the first year after arrival. After 1 year, clients will no longer have coverage under IFHP, and will have to look for other options to pay for their prescription medications.

If the medication costs in the household surpass a specific amount, clients who are working, without 'benefits', and are low income can apply to the Trillium Program for help in paying for their medications. Usually, anyone who registers with the Trillium Program pays a maximum of 4% of their yearly after-tax income towards their medications. For more information, please visit:

[http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp\\_pay.aspx](http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_pay.aspx).

Income support can be arranged from Social Assistance either through Ontario Works (OW) or Ontario Disability Support Program (ODSP). OW or ODSP provides recipients of the program a monthly drug card. With this drug card, clients can receive medications for free. Certain medications are covered, just like in the case of IFHP- according to the Ontario Drug Benefit grid. For more information, visit:

<http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/odb.aspx>.

Those over the age of 65, and who are considered low-income, can get prescription medication at a reduced price. For more information please visit:

[http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp\\_pay.aspx](http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_pay.aspx).

It is always good to understand the rules at each pharmacy- some pharmacies communicate by fax with the clients' health care providers, but not all will do so. The cost of filling a prescription varies from pharmacy to pharmacy.

**Appendix B:** List of pharmacies that accept clients covered under IFHP.

## Topic 7: Dental and Optometry Services

### Dental Care:

Clients who have emergency dental coverage through IFHP will be able to see dentists who claim to IFHP for dental care. Not all dental clinics claim to IFHP, so they will not be able to serve clients who are covered under the IFHP. **Appendix C** lists a number of dentists who provides dental services to clients covered under IFHP. Clients can make an appointment as usual, and must present their IFHP certificate to the dental clinic in order for the claim to be processed, and the visit to be billed to IFHP. It is always best to mention that the client is covered under IFHP when making the appointment.

The usual visit will be comprised of an x-ray (covered by IFHP) which will determine whether or not the service can be covered fully by IFHP. If the dental care cannot be covered by IFHP, then the client has the option of postponing the care or paying for the service out of pocket or through other streams of coverage (privately purchased insurance).

City of Ottawa also offers dental screening sessions, free of cost, at various community health centres around the city. See **Appendix D** for a schedule with locations and times. If there are any dental findings, that will require a visit to the dentist, then clients can be booked in to see dentists who claim through IFHP for providing certain services.

### Optometric Care:

Optometric care is also covered under IFHP. An appointment can be arranged as usual and client will need to present their IFHP certificate in order for the optometric clinic to process the claim. **Appendix E** will provide a list of Optometrists that claim through IFHP, so are appropriate for clients who are covered under IFHP.

After the visit, the client may require glasses and will be provided a prescription for glasses. IFHP can cover the cost of glasses and frames (up to a certain amount). The optometrists' office can help with the selection of a pair of glasses, so that the client stays under the limit covered by IFHP.

**NOTE:** Emergency dental and optometric care are covered under IFHP for up to 1 year, after which the client will have to seek private coverage or coverage through the city's social assistance program. In order to apply for social assistance program (OW), inquire more at a settlement agency well ahead of the expiration of IFHP certificate, to ensure health coverage is maintained. For a list of Settlement Services in Ottawa, see **Appendix F**.

## Topic 8: Interpretation Services

One of the biggest challenges when serving refugees will be communication/language. Most clients will have limited English and/or French proficiency. PCHs, where clients can be seen for their initial medical visits, are equipped to provide interpretation for medical visits. Two methods of interpretation may be used: face-to-face interpretation or over-the-phone interpretation. In both cases, trained interpreters will generally be preferred by the PCHs.

Face-to-face interpretation occurs when an interpreter is physically present at the session and interprets the conversation that occurs within that setting between clients and healthcare providers (and others present in the room)

Over-the-phone interpretation occurs when the healthcare provider calls an interpreter (through an agency) and the interpretation occurs with the use of a phone (either speaker phone or with two handsets/headsets/receivers).

It is preferable to always use trained interpreters, especially for medical and legal appointments. This is to ensure accurate interpretation takes place, maintaining client safety. Trained interpreters will always speak in the third person and will interpret the messages between two parties directly and in the same register as the speaker/listener. If an interpreter needs clarification or has concerns during interpretation, then he/she may interrupt the session by clearly stating the reason for interruption.

**TIP:** When scheduling an appointment, it is always good to ask if an interpreter can be arranged.

**NOTE:** There are a few agencies in Ottawa that provide face-to-face interpretation. Over-the-phone interpretation may also be available for sponsors at a reduced fee. For more information, contact ONHC at 613-691-0192.

**NOTE:** Most departments at hospitals have access to interpretation services. Please ensure that you are always asking for an interpreter when scheduling an appointment, if one is required. When an appointment is booked at the hospital with an interpreter, the client will usually get a reminder call from the interpreter, who will provide the details of the appointment (date, time, location, related instructions, etc.).

## **Topic 9: Health Navigation Services**

### **Multicultural Health Navigator (MHN) Program:**

**The MHN program was implemented to enable immigrants and refugees to have increased access to health services.**

**Vision:** Culturally appropriate and accessible services for all newcomers.

**Purpose:** Multicultural Health Navigators (MHNs) will help newcomers navigate and access the Canadian healthcare system.

### **Communities being served:**

Clients, who are currently being accepted, must consider **one** of the following languages as their primary language of communication:

- Arabic
- Dari
- Farsi (will soon be implemented)
- French
- Nepali
- Pashto
- Somali
- Spanish
- Swahili

### **Services provided:**

- Home visits
- Appointment support\*
- Education about Canadian healthcare system
- Referral to various organizations/services in the community
- Referral and connect to primary health care provider
- Initiate dialogue and bridge gap between clients and service providers
- Advocacy

\* Appointment support includes- accompanying clients to initial appointment with primary health care provider, and may include periodical appointment accompaniment, as an exception, for priority cases.

For more information or if you would like to refer a client, please call 613-691-0192.

**NOTE:** Before referring a client, please ensure that the client is aware of the referral.

## Appendix

### Appendix A:

<b>Hospital</b>	<b>Address</b>	<b>Phone</b>
Ottawa Hospital		
General Campus	501 Smyth Rd.	(T) 613-798-5555
Civic Campus	1053 Carling Ave.	(T) 613-798-5555
Riverside Campus	1967 Riverside Dr.	(T) 613-798-5555
Queensway Carleton Hospital	3045 Baseline Rd.	(T) 613-721-2000
Montfort Hospital	713 Montreal Rd.	(T) 613-746-4621
Children's Hospital of Eastern Ontario (CHEO)	401 Smyth Rd.	(T) 613-737-7600

### **Telephone Services:**

TeleHealth Ontario: 1-866-797-0000

Mental Health Crisis Line: 1-866-996-0991 <http://www.crisisline.ca/>

Mental Health Helpline: 1-866-531-2600 <http://www.mentalhealthhelpline.ca/> (3 way call with an interpreter is available)

### **Online Services:**

This website will assist with finding healthcare near your geographical area at the time of need:

<http://www.iamsick.ca/>



## Appendix B: Pharmacies

Most major pharmacies (ie Shoppers Drugmart and Rexall) accept IFHP. In addition to those, here are a few others that accept IFH:

<b>Pharmacy Name</b>	<b>Address</b>	<b>Telephone number</b>	<b>Language of Service</b>
Proactive Pharmacy	1645 Bank st.	T: 613-521-1200 F: 521-1201	Salah Osman (owner/pharmacist)- fluent in speaking Arabic Marc Riachi (pharmacist) fluent in Arabic
IDA pharmacy	1237 Donald st.  737 Gladstone	T: 613-688-0299  T: 613-234-1890	Arabic, Portuguese, Spanish, French  Arabic, French, Armenian, Italian, Serbian, Vietnamese, Spanish, Turkish
Brisson Pharmacy	270 Dalhousie st.	T: 613-241-6273	Persian, French
Shas Pharmacy	1428 Walkley rd	T: 613-737-4106	Hindi, Swahili, French

## Appendix C: Dentists

<b>Provider</b>	<b>Region</b>	<b>Address</b>	<b>Phone/Fax</b>	<b>Language of service</b>
<b>Dr. Sirwan Al-Kadhi Dentistry</b>  Dr. Sirwan Al-Kadhi	South	204-1500 Bank st	(T) 613-248-9426 (F) 613-248-9428	Arabic, Kurdish, Farsi, English
<b>Heron Dental Park</b>  Dr. Wassid Dr. Mothaba Al-Taee	South	8-1440 Bank St	(T) 613-680-3310 (F) 613-695-2550	Arabic, Turkish, English
<b>Riverside Dental clinic</b>  Dr. Ahmad Al-Barazanchi  Dr. Dia Al-Hakak (minimal French)  Dr. Manar Rashid  Dr. Ahmad Al-Attar Sundays (only)	South/East	202-1919 Riverside Dr	(T) 613-521-2202  No fax	Arabic, English

## **Appendix D: Ottawa Public Health Dental Screening Schedule**

Free dental screenings, fluoride varnish applications and dental health information are available in the community. Please refer to the monthly calendar for the closest location.

- All ages welcome
- Dental health information
- Fluoride varnish applications
- Healthy Smiles Ontario enrolment
- **Ď**: Denture cleaning offered at this location

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>1st week of the month</b>	<p><b>Lowertown CRC</b> 40 Cobourg St. 1 to 4 p.m. 613-580-9633 *First come, first served basis Ď</p>	<p><b>Centretown CHC</b> 420 Cooper St. 9:30 a.m. to 12:30 p.m. 1:30 to 4 p.m. 613-233-4443 *First come, first served basis Ď</p>	<p><b>Pinecrest Queensway CHC</b> 1365 Richmond Rd. (2nd floor) 1:30 to 6 p.m. 613-820-4922 *First come, first served basis Ď</p>	<p><b>Carlington CHC</b> 900 Merivale Rd. 3 to 5 p.m. 613-722-4000 *First come, first served basis Ď</p>	<p><b>South-East Ottawa CHC</b> 600–1355 Bank St. 9 a.m. to noon 1 to 4 p.m. *Appointments available, please call: 613-737-4809 Ď</p>
<b>2nd week of the month</b>	<p><b>South Nepean CHC</b> 4100 Strandherd Dr. (2nd floor) 1 to 4:30 p.m. 613-288-2820 *First come, first served basis Ď</p>	<p><b>Eastern Ottawa CRC</b> 2339 Ogilvie Rd. 1:30 to 4:30 p.m. 613-741-6025 *First come, first served basis Ď</p>	<p><b>Rideau-Rockcliffe CRC</b> 120-225 Donald St. 1 to 3 p.m. 613-745-0073 *First come, first served basis Ď</p>	<p><b>Sandy Hill CHC</b> 221 Nelson St. 9 a.m. to noon *Appointments available, please call: 613-789-8458 Ď</p>	<p><b>Somerset West CHC</b> 55 Eccles St. 9 a.m. to noon 1 to 4 p.m. *Appointments available, please call: 613-238-1220 Ď</p>

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>3rd week of the month</b>	<p><b>South-East Ottawa CHC</b></p> <p>600–1355 Bank St.</p> <p>9 a.m. to noon</p> <p>1 to 4 p.m.</p> <p>*Appointments available, please call: 613-737-4809</p> <p>Ď</p>	<p><b>Western Ottawa CRC</b></p> <p>2 MacNeil Ct.</p> <p>9 a.m. to noon</p> <p>613-591-3686</p> <p>*First come, first served basis</p> <p>Ď</p>	<p><b>Nepean, Rideau and Osgoode CRC</b></p> <p>240-1547 Merivale Rd. (Emerald Plaza)</p> <p>1 to 4 p.m.</p> <p>613-596-5626</p> <p>*First come, first served basis</p>	<p><b>Vanier CSC</b></p> <p>290 Dupuis St.</p> <p>12:30 to 2:30 p.m.</p> <p>613-744-2892</p> <p>*First come, first served basis</p> <p>Ď</p>	<p><b>Orléans-Cumberland CRC</b></p> <p>105-240 Centrum Blvd.</p> <p>9 to noon</p> <p>613-830-4357</p> <p>*First come, first served basis</p> <p>Ď</p>

**Appendix E: Optometrists**

<b>Provider</b>	<b>Region</b>	<b>Address</b>	<b>Phone/Fax</b>	<b>Language of Service</b>
<b>Elmvale Optometry</b> Dr. Mayssoon Raoof	South/East	32-1910 St. Laurent Blvd	(T) 613-454-8232 (F) 613-738-1914	Arabic, English
<b>Eye Docs Ottawa</b>  Many locations- visit website for more locations		1285 Kilborn Ave (main branch)  <a href="http://www.eyedocsottawa.com/eye-clinics-in-ottawa/eyedocs-ottawa/">http://www.eyedocsottawa.com/eye-clinics-in-ottawa/eyedocs-ottawa/</a>	(T) 613-733-8400 (F)613-733-5467	French, English
<b>Nuvo Optometry</b>  Three locations	East/ Central	1. 178 Beechwood ave  2. Nuvo- Orleans 2828 St. Joseph Blvd.,  3. Nuvo- Glebe 4-99 Fifth Avenue,	(T) 613-749-0481  (T) 613-841-8828  (T) 613-699-2376	French, English  <b>Note:</b> in the process of registering with BlueCross in order to serve IFHP clients.

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## Appendix F: Settlement Agencies

NOTE: The following is a list of SOME of the settlement agencies in Ottawa

<b>Settlement Agency</b>	<b>Address</b>	<b>Phone/Fax/Email/Website</b>
Catholic Centre for Immigrants	219 Argyle Ave.	(T) 613-232-9634 (F) 613-232-3660  <a href="http://www.cciottawa.ca">www.cciottawa.ca</a>
Immigrant Women Services Ottawa	219 Argyle Ave. Suite 400	(T) 613-729-3145 (F) 613-729-9308 <a href="mailto:infomail@immigrantwomenservices.com">infomail@immigrantwomenservices.com</a> <a href="http://www.immigrantwomenservices.com">www.immigrantwomenservices.com</a>
Jewish Family Services	2255 Carling Ave. Suite 300	(T) 613-722-2225 (F) 613-722-7570 <a href="mailto:info@jfsottawa.com">info@jfsottawa.com</a> <a href="http://www.jfsottawa.com">www.jfsottawa.com</a>
Lebanese and Arab Social Services Agency	2410 Holly Lane	(T) 613-236-0003, 613-236-3111 (F) 613-236-6886 <a href="mailto:info@lassa.ca">info@lassa.ca</a> <a href="http://www.lassa.ca">www.lassa.ca</a>
Ottawa Community immigrant Services Organization	945 Wellington St. West	(T) 613-725-0202 (F) 613-725-9054 <a href="http://www.ociso.org">www.ociso.org</a>