

PATIENT NEWSLETTER

Winter 2025



**SET
FHT**

Wrapping Up the Year in Good Health

The holiday season brings joy, connection, and celebration, but it can also be one of the most demanding times of the year. With gatherings to attend, travel plans, chilly weather, and long to-do lists, it's easy for your own well-being to slip to the bottom of the list.

This year, try to keep balance at the heart of the season. Gentle activities, such as short walks or light stretching, can boost your energy and mood. Enjoy your favourite treats, but remember to nourish yourself with wholesome foods, too. And aiming for a consistent sleep schedule can help keep your immune system strong.

Just as important is caring for your mental and emotional health. Give yourself permission to rest, recharge, and say "no" to extra commitments when you need a moment of peace. Small, mindful choices can make a big difference.

By taking care of both body and mind, you can enjoy the season more fully and step into the new year feeling refreshed, supported, and resilient. In this issue, you'll find tips and resources to help make this holiday season your healthiest yet.

Team at our 840 Coxwell Site 😊



Holiday Hours

**December 24, 2025:
CLOSE at Noon**

**December 25, 2025:
Stat Holiday – CLOSED**

**December 26, 2025:
Stat Holiday – CLOSED**

**January 1, 2026:
Stat Holiday – CLOSED**

UPCOMING PROGRAMS

Intuitive Eating

In this program, you will learn:

- To shift your focus away from the number on the scale
- To make peace with food
- To listen and respond to your body's signals around food
- To manage your emotions without food
- To honour your health and well-being

The first webinar, "**Introduction to Intuitive Eating**" will be held on **December 2, 1:30-2:30 pm.**

REGISTER HERE



**The Intuitive Eating Group will meet:
February 25 – April 8 4 pm – 6 pm
online at the following:**

 **Link**

Living Well: A Lifestyle Change Program

Dates: February 2 & March 2 from 10 am – 12 pm.

Session 1: Mediterranean Diet Principles

An introduction to the Mediterranean diet – its key nutrition principles, health benefits, practical ways to apply it in daily life.

Session 2: Behaviour Change Strategies

Exploring evidence-based strategies to build lasting lifestyle habits and support long-term health goals.

Please sign up ahead of time by reaching out to **Vanessa De la Vega**, Programs & Services Assistant, at info@setfht.on.ca



BABY AND ME

We invite caregivers with babies 0-12 months old to participate in our support group

Every week, we discuss a topic chosen by caregivers about the postpartum period.

Our goal is to help caregivers navigate this challenging time. **You don't have to do this alone!**



Facilitators: Nurse Practitioner and Registered Nurse

 **January 15th, 2026 – February 19th, 2026**

 **Every Thursday, 10:30am-12:00pm via Zoom**

To learn more:

- Ask your provider
- Ask the front desk
- email us at info@setfht.on.ca



WINTERIZE YOURSELF TO STAY HEALTHY AND SAFE THIS SEASON

Just as we service our cars for winter conditions, we can also winterize ourselves to stay safe and healthy this season. We get that it's easier to hibernate than participate when the days get shorter and colder. However, getting outdoors, staying active and socially engaged, eating healthy and sleeping well are even more essential to our physical and mental wellbeing in wintertime.

Get Outside (and often!)

Spending time in nature, anytime of the year, can boost our mood, increase our physical activity and improve our immune system to fight off illness.

Medavie Blue Cross members can enhance their time outdoors by practicing mindfulness with Connected Care. Use its guided meditation sessions to stay present in nature, improve your mental clarity, and boost your overall well-being.



Bundle Up

Check the weather forecast before going outdoors. Bundle up in loose-fitting layers and make extra sure your hands, feet and ears are protected. The innermost layer should be made with a moisture-wicking fabric (not cotton). Add a water-resistant coat and shoes, plus a warm hat and scarf. And don't forget your mittens, which are warmer than gloves. Whether you are walking in your neighbourhood or trekking up hills, invest in boots with good treads to help prevent slips and falls.

Foot Care Update



IMPORTANT!

Due to two of our chiropodists moving on, we are currently experiencing limited capacity to meet all foot care needs. We are actively recruiting for these positions and working closely with our team to build a stronger, more comprehensive foot care program that will allow additional providers to treat, educate, and support your foot health.

In the meantime, we will continue to prioritize urgent foot care needs. We truly appreciate your patience and understanding during this transition.

Winter Foot Care Tips

- Keep feet clean and dry to prevent fungal infections.
- Moisturize regularly to avoid dry, cracked skin.
- Wear proper footwear - warm, waterproof, and well-fitting.
- Keep feet warm with moisture-wicking socks and limit cold exposure.

Meet our New Physicians!



Dr. Tali Filler

Dr. Filler is based at our 840 Coxwell location and has taken over a significant part of Dr. Huband's practice.

Dr. Neshmi Zaman

Dr. Zaman is based at our 1871 Danforth location and has taken over Dr. Ciccarelli's practice.



We're delighted to introduce the newest physicians joining our care team. Each brings exceptional skill, compassion, and a shared commitment to putting patients first. They're eager to get to know you and are excited to serve our community with the high quality, personalized care you deserve.

At the Community Collaboration Site, we are so pleased to be working alongside the dedicated physicians from South Riverdale CHC. Together with our team and WoodGreen, we are committed to supporting community needs and strengthening patient attachment in the Taylor-Massey community. We are delighted to welcome Dr. Legendre, Dr. Hall, and Dr. Nelson, and look forward to the positive impact we will make together.



Dr. Gabrielle Legendre Dr. Erich Nelson Dr. Alison Hall

Do you know someone who lives in the Taylor Massey Community and needs to be attached to a provider? Call 647-251-8195

Team at our Carswell Site 😊



ONTARIO CAREGIVER ORGANIZATION



Resource Category: Accessing Community Support

The Ontario Caregiver Organization exists to improve the lives of Ontario's 4 million caregivers. The OCO supports caregivers by being their one point of access to information, so they have what they need to be successful in their role.

Programs and services include:

- The Ontario Caregiver Helpline 1-833-416-2273 – free of charge, 24/7
- 1:1 Peer Support & Online Support Groups
- 1:1 Caregiver Coaching
- Monthly Webinars
- The SCALE Program & SCALE Together: 8 week program targeting caregiver mental health and well being. Provides education, tools, and small group or 1:1 counselling sessions to caregivers.

Tip sheet for providers:

<https://ontariocaregiver.ca/wp-content/uploads/2025/03/Tip-Sheet-for-Providers.pdf>

Caregiver needs assessment and support in primary care:

<https://ontariocaregiver.ca/wp-content/uploads/2024/10/Caregiver-Needs-Assessment-and-Support-in-Primary-Care-ENG-May21-2024.pdf>

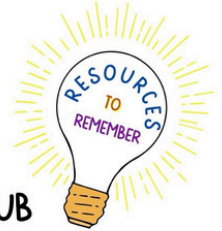


<https://ontariocaregiver.ca/>

RESOURCES



FEDERATION OF METRO TENANTS' ASSOCIATIONS (FMTA)



Resource Category: Housing

TENANT HOTLINE AND INFOHUB

The FMTA hotline provides free tenant's rights counseling services for Torontonians. The Infohub and Hotline Counsellors offer information about tenants' rights and answer specific questions that tenants have about their options under the law. They can tell you what the law says, how the 'system' works and can often outline some options you might have for dealing with a situation.

Common examples of questions tenants ask include:

- How can my landlord try to evict me?
- How can I force the landlord to do repairs?
- Do I have to do what my landlord just told me to do?
- Is this provision in my lease legal?
- How can I try to get money back from the landlord?

Hotline Number: 416-921-9494



FEDERATION OF
METRO TENANTS'
ASSOCIATIONS

www.torontotenants.org/hotline

Team at our HATM Site 😊



The "PUT ON THE FRIDGE" Resources

Crisis/Distress Helplines (All helpline services are 24/7, unless otherwise noted)

Toronto Distress Centre (for anyone in crisis or distress):

(416) 408-4357, Text 45645, or Chat (2 pm-2 am), <https://www.dcoft.com/>

Gerstein Centre (for anyone in crisis or distress):

(416) 929-5200, <http://gersteincentre.org/>

Toronto Seniors Helpline (For seniors (65+) and caregivers looking for community resources or crisis services):

(416) 217-2077 or TTY 1 (877) 621-2077 (Mon-Fri 9 am-8 pm; Sat-Sun & Holidays 10 am-6 pm),
<https://torontoseniorshelpline.ca/>

Ontario Caregiver Organization (For caregivers looking for support and community resources)

1 (833) 416-2271, <https://ontariocaregiver.ca/help/helpline/>

Victim Services (for anyone affected by crime and sudden tragedies):

(416) 808-7066, <https://victimservicestoronto.com/>

Assaulted Women's Helpline (for women who have experienced any type of abuse, anywhere in Ontario)

1-(866) 863-0511, TTY 1-(866) 863-7868, Text #SAFE (#7233), <http://www.awhl.org/>

Toronto Rape Crisis Centre (for survivors of gender-based or sexual violence):

Crisis Line: (416) 597-8808 Other Services: (416) 597-1171, <https://trccmwar.ca/>

Kids Help Phone (for children and youth, 20 years and under):

1-(800) 668-6868, Text #686868, or Live Chat. Get support with these mental health resources - Kids Help Phone,
<https://kidshelpphone.ca/>

Youthdale (Mental health crisis and service navigation support for those aged 10-24):

(416) 363-9990, http://youthdale.ca/en/crisis_services/

Good2Talk (for post-secondary students):

1-(866) 925-5454, Text #686868 <https://good2talk.ca/>

BlackLine (peer supportive counselling with an LGBTQ+ and Black Femme Lens, prioritizing BIOPC. Based in the US)

1-(800) 604-5841 <https://www.callblackline.com/>

LGBT YouthLine (peer support helpline (text or chat only) for youth of all sexual and gender identities)

Text (647) 694-4275, or Chat <https://www.youthline.ca>, (Sun-Fri 4 pm-9:30 pm)

Trans Life Line (peer support helpline for persons identifying as transgender):

1-(877) 330-6366 (every day 10 am-4 am), <https://translifeline.org/>

Anishinabe Women's Crisis Home and Family Healing Agency

(provides safety and shelter to Indigenous women and children experiencing violence)

1-(888) 200-9997, <https://www.beendigen.com/programs/talk4healing/>

The Hope for Wellness Helpline (for all Indigenous Peoples):

1-(855) 242-3310, or Live chat <https://www.hopeforwellness.ca/>

Naseeha (The first-ever Islam-inspired helpline for those facing severe mental and emotional distress)

1-866-627-3342, <https://www.naseeha.org/helpline-textline>

Single-Session Counselling

Woodgreen Community Services: Walk in counselling

<https://www.woodgreen.org/programs/walk-in-counselling-wic>

Tuesdays, in-person, 815 Danforth, between 4pm-6:30pm

Wednesdays, virtual, between 4pm-6:30pm

(416) 645-6000 ext. 1990

Family Services Toronto (Ages 18+): Single Session Virtual Counselling

Thursdays, in-person, 355 Church Street, 2:30pm-7pm

Mondays, Wednesdays & Fridays, virtual, 9am-5pm

(416) 595-9618

Weekdays from 9am-6pm, (416) 595-9618,

www.familyserVICEToronto.org

Catholic Family Services: Online Quick Access Single Sessions Single Session counselling to clients who have an urgent need to speak with a counsellor.

(416) 921-1163 <https://www.cfstoronto.com/quick-access-counselling/>

"What's Up" Youth Walk-In Clinic (Ages 0-29)

Virtual or in person

Our Locations & Hours | What's Up Walk-In® - can book online using this link

Or phone 1 (855) 416-8255, Mon-Fri 12pm-8pm

<https://www.whatsupwalkin.ca/>

Stella's Place – Drop-In Virtual Counselling (age 16-29)

Tuesdays 2:00-6:00pm (Registration begins at 11am), (416) 461-2345 ext 0, or email connect@stellasplace.ca

<https://stellasplace.ca/programs/>

Kids and/or Parents/Caregivers:

SickKids: [https://sickkidscmh.ca/wp-](https://sickkidscmh.ca/wp-content/uploads/2021/06/Transitions-Feb-2021-FINAL-2.pdf)

[content/uploads/2021/06/Transitions-Feb-2021-FINAL-2.pdf](https://sickkidscmh.ca/wp-content/uploads/2021/06/Transitions-Feb-2021-FINAL-2.pdf)

Harvard Health: [7 ways to prevent holiday stress — for your children - Harvard Health](#)

[Three Simple Mindfulness Practices to Manage Holiday Stress | Journal of Psychosocial Nursing and Mental Health Services](#)

Wellness Websites & Apps

Calm

10 Percent Happier

Stop, Breathe, Think

Insight Timer

Mindshift

Headspace

Year Compass

<https://yearcompass.com/>

416-408-4357
905-459-7777

Ready to talk?
We are just
one call away.



Distress Multilingual Support available in:

Mandarin (国语), Cantonese (粤语),

Spanish (Español),

Portuguese (Português),

Hindi (हिन्दी), Punjabi (ਪੰਜਾਬੀ), Urdu (اردو)

Now offering call backs on our MultiLingual Lines, to reduce your time on hold and prioritize your call with the next available volunteer.

Learn more at:
dcogt.com



Distress Centres
of Greater Toronto

Other Assistance

Holiday Hamper Programs:

Get Help - Holiday Helpers

Share A Christmas - Community Centre 55
Christmas Toys for Kids | Scarborough Citadel

Income:

Ontario Works: Apply for emergency assistance | ontario.ca

Food:

Meals List: Toronto Drop-In Network
Need food support this holiday season?
Here's how to get help | CBC Life

Emergency Shelter:

Central Intake: Central Intake – City of Toronto (416) 338-4766

Clothing Banks:

Toronto Drop-In Network - Resources

Warming Centres:

Warming Centres – City of Toronto



**SET
FHT**

South East Toronto
Family Health Team



To Our Patients & Community

As we wrap up another year, we want to take a heartfelt moment to thank you for trusting us with your health and well-being. It has truly been an honour to care for you and your families throughout 2025.

The holiday season invites us to pause, reflect, and reconnect-with ourselves and with the people who matter most. It's also a gentle reminder to extend kindness, compassion, and care in all directions, including toward yourself. Please remember to rest when you can, stay hydrated, and make space for the activities that bring you comfort, peace, and joy. And if you're able, check in on a friend or neighbour who might appreciate a little extra warmth this season.

Our team at SETFHT remains deeply committed to providing compassionate, high-quality care in the year ahead. We look forward to supporting your health goals in 2026 and beyond.

From all of us at SETFHT,



We wish you a joyful holiday season and a Happy, Healthy New Year!

