

Volunteer Opportunities

We have what you are looking for.

Langs volunteer opportunities are available to meet a variety of needs and interests. We promote volunteerism, and provide leadership in strategic initiatives related to volunteerism. Meet new people, develop new skills, and have fun becoming a Langs Volunteer. You can make a commitment of time that works for you. So please get involved. Make a difference in your community!

Your Feedback is Important To Us!

Please help us improve the quality of our services by completing the **YOUR TICKET TO COMMENT** card that is available in all of our facilities. Every 4 years, we also ask our participants to fill out a satisfaction survey. We will share the results of this information with you by posting a summary of the responses in the Centre or in our newsletter.

Langs
1145 Concession Rd.
Cambridge, ON N3H 4L5
519-653-1470
Website: www.langs.org
E-mail: info@langs.org





PATIENT HANDBOOK

THE
Hub@1145



Welcome to Langs

On behalf of the Board of Directors and staff, we would like to take this opportunity to welcome you to Langs.

Who We Are

Langs is a neighborhood-based organization that was founded in 1978, with a focus on prevention and health promotion. The organization uses a community development approach which means residents actively participate in the organization. Langs is governed by a volunteer board of directors and is accredited.

Today Langs provides a wide range of recreational, health and social programs and services for all ages across Waterloo - Wellington. Langs is also co-located in Cambridge with more than 20 health and social services. There are many ways to get involved at Langs.

Our Vision

Changed lives, healthy communities

Our Mission

Langs is committed to ensuring that every person in our neighbourhoods will have a place to call home for health, wellness and community support.

Regional Coordination Centre

150 Pinebush Rd., Unit 6

519-947-1000, #302

Monday 9:00 - 5:00

Tuesday 9:00 - 5:00

Wednesday 9:00 - 5:00

Thursday 9:00 - 5:00

Friday 9:00 - 5:00

www.wwrcc.ca

Resource Centre

1145 Concession Road

519-653-1182

Monday 9:00 - 8:00

Tuesday 9:00 - 8:00

Wednesday 9:00 - 8:00

Thursday 9:00 - 12:00 3:00 - 8:00

Friday 9:00 - 4:30

Youth and Teen Centre

581E Langs Drive

519-653-1263

The Youth and Teen Centre is open Monday through Friday. Our core programs are: Drop In Gym program, Afterschool Programs, LEAD, Breakfast Club.

Diabetes Education Program

1145 Concession Road

519-653-1470, ext. 285

If you have diabetes, pre-diabetes or are at risk for diabetes you can self refer to our Diabetes Education Program.

General Information

Telephone

There is a telephone in our Resource Centre for your use for local calls only.



Parking

There is parking available in our front parking lot and on the street. The parking lot can get quite full some days. We do appreciate your patience.



Transportation

The phone number of a local taxi service and copies of the city bus schedule are available in the waiting room.

Poor Weather Conditions

We may be closed at times during poor weather conditions. Please phone us on these days to find out if we will be open or if your appointment time needs to be changed.

Hours of Operation

Community Health Centre

1145 Concession Road
519-653-1470

Monday	8:30 - 8:00	
Tuesday	8:30 - 8:00	
Wednesday	8:30 - 8:00	
Thursday	8:30 - 12:00	3:00 - 8:00
Friday	8:30 - 4:30	

Principles:

- A person's health and well being is impacted by various factors including, income, housing, employment, education, social support, food security and the environment
- Each person's knowledge, skills and experience enrich our communities
- The health and well being of individuals is enhanced by involvement in their neighbourhood and wider community
- Shared ownership and responsibility for our community are achieved through positive relationships among individuals, staff and volunteers
- Services are welcoming, inclusive, flexible and responsive to the changing need of individuals
- Working together with volunteers, staff and community partners facilitates easier access to services in the community
- Health and wellbeing are enriched by actions taken at the individual, community and systems levels.

Values:

- Integrity
- Respect
- Accountability
- Collaboration
- Innovation
- Excellence

Expectations:

You can expect us to be courteous, professional and respectful. We strive to provide high quality, confidential services in an environment free of discrimination. We expect you to treat everyone at Lang's with respect and without discrimination.

Rights of Participants and Patients

- to be treated respectfully, fairly and with dignity
- to have individual differences respected which may include various ethnic, psychological, spiritual, language, family, gender, sexual orientation or cultural issues
- to feel safe and be free from any form of abuse
- to feel accepted and included
- to express opinions and be heard in a manner that is open, honest and accepting
- to have privacy and confidentiality respected
- to know what is expected acceptable behavior and to know the consequences of unacceptable behavior
- to receive the support of staff, colleagues, participants, patients, the Board of Directors and the community
- to provide feedback on services and programs in the organization

Responsibilities of Patients:

- to be on time for appointments
- to give 24 hours' notice when cancelling an appointment
- to participate in and take ownership for their care and health, including attending appointments
- to be accountable for behaviour and actions, and accept consequences of behaviour
- to be responsible for their own health care by following through with instruction of their health care provider
- to participate in the service provider's assessment of his/her requirements
- to provide necessary information to staff and administration concerning relevant aspects of personal, mental, physical and financial status as well as custody and access, and to keep staff informed of any changes in these.
- to give staff an opportunity to correct a complaint or grievance by speaking to them directly.
- to be responsible for informing staff or volunteers of their special needs and for problem –solving.
- Parents are responsible for being supportive of behaviour policies regarding their children

Onsite Services & Community Partners

Langs increases community access to a variety of services by being co-located with the William E. Pautler Centre and more than 25 other community partners at 1145 Concession Road.



Take an Active Role in your Health Care

Remember, you and your health care provider are a team. Working closely with your provider asking questions, listening carefully and following his or her advice is good for your health.

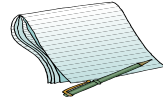
When making an appointment

Tell the receptionist if you need a medication renewal

Tell the receptionist if you have a form to be completed by your health care provider

Before your Visit – Be Prepared

Make a list of your medications, supplements and vitamins



Make a list of your health concerns and questions – if you have more than two items to discuss please put them in order and ask about the most important ones first

Plan to update your health care provider on what has happened since your last visit

Remember to bring your eye glasses or wear your hearing aid

Bring a notebook to write down important information

During your visit

Ask your most important questions first and stick to the point

Discuss your symptoms i.e., when it started, how often it happens and if anything makes it better or worse

Answer all of your health care provider's questions – be open and honest

Ask questions about prescriptions, treatments and test results

Tell your health care provider if you may be pregnant or if you are trying to get pregnant

Ask questions if you don't understand something. If you're not sure what your health care provider is asking you to do or why, ask to have it explained again.

Remember although your health care provider might like to talk to you at length, each patient is given a limited amount of time and it may take more than one appointment to deal with all your health concerns.



Community Health Services



Our Team

The role of the clinical team is to provide a full range of primary health care services and to help assist you with access to other community programs. Each patient at Langs is rostered with a nurse practitioner/doctor team. Other members of our multi-disciplinary team are nurses, medical secretaries, dietitians, social workers, counsellors and community workers.

As a team, we share information to ensure that we provide you with the best service possible. We will keep your information private and confidential, unless we are required to release it by law in exceptional circumstances. If we need to involve someone from outside the health centre in your care, we will ask your permission before we share any information with them.



IMPORTANT INFORMATION YOU NEED TO KNOW

Who is Eligible for Services?

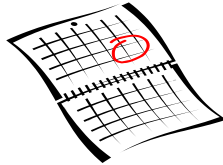
Any resident who lives in Cambridge and who does not have a family physician may become a patient at the centre if space is available. . Please call the Administrative Team Lead at ext. 343 for more information.

Medical Emergencies

If you have a medical emergency, go directly to Cambridge Memorial Hospital or call 911. Some examples are chest pain, shortness of breath, weakness or possible stroke.

Appointments

To see a health care provider you **must** book an appointment. This is your appointment time. If you have other family members who require an appointment please book their appointments separately. We provide Same Day Access services. That means that when calling to book your appointment, the receptionist will ask you for some information to ensure you see the right provider at the right time.



Please remember to bring:

- Medications, including vitamins/traditional remedies
- Any relevant records including your immunization records
- Your Ontario Health Card
- 24 hour notice is required to change or cancel your medical appointment

Langs has an automated call reminder system. You will receive a reminder call up to 48 hrs. ahead of your appt date and time

Please arrive on time for medical appointments. If you arrive late we may have to reschedule your appointment. As part of our effort to support the education of health care students, you may be asked if a student can observe your visit or if you would be willing to be seen by a student. We thank you for your understanding and co-operation.

Have you been discharged from Hospital?

If you are admitted to the hospital, please call us when you are discharged to book a follow up appointment with your clinical provider.



After Hours (On Call) Services

We encourage you to contact us during our operating hours if you have a health care need. We currently provide on call services with other Cambridge physicians through Cambridge Memorial Hospital. If an emergency arises please go to the Emergency Department at the Cambridge Memorial Hospital. Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse. Call 1-866-797-0000.

Interpretation Services

When you are booking your appointment, please let the receptionist know that you will require a interpreter.



Health Cards

Health Card information must remain up to date for you to continue to receive services. Please remember to advise the Ministry of Health of any changes e.g. a change of address, as this may affect the version code on your health card. Please also advise the front desk of any changes as this will enable us to keep our records current.

You will be asked to present your health card at every visit.

Specialists

As part of your care, your doctor/nurse practitioner may refer you to a specialist. It is very important that you keep the specialist appointment. If you miss an appointment without cancelling, the specialist may charge you for a missed appointment. If you have to change the appointment please call the specialist directly. Please make sure to book a follow up with us after you have been seen by the specialist. You are responsible for transportation to and from the appointment.



Welcome Baby

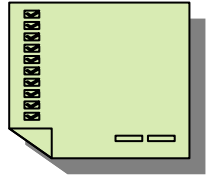
All new babies should be seen by their primary care provider within 48 hours after they leave the hospital.

Please call to make an appointment after you take your baby home.



Request to have forms completed

If you require a letter or a “professional” form completed for a school, employer, insurance company, etc., you must make an appointment, and let the receptionist know this is what you need. You may also be required to speak with a nurse who can further assess your needs. Please completed **your** section of the forms before bringing them in for you provider to complete.



Test Results

As part of your care we may request you to have lab testing. If the results are normal we will not call you. If the results are abnormal we will call you for a follow up visit. We will not give results to family members unless you authorize us to do this in writing.

Medication

If you have no drug coverage for prescribed medications or products please let the nurse practitioner or doctor know ahead of time. Your medications may be paid for through:

- private insurance as an employee benefit
- the Ontario Drug Benefits Program for seniors and people receiving social assistance
- The Trillium Drug Program helps people without private coverage who spend over 4% of their income on prescription drugs. We will provide the proper application forms if you qualify.
- If you do not have private coverage, you will have to pay for your medications.

Prescription Refills or Renewals

- You will need to make an appointment for prescription renewals
- Please allow up to one week for prescription renewals

