



Module 1

Getting Health Care

C I W A

Table of Contents

Reader's Notes.....	1
Introduction.....	3
My Alberta Personal Health Card	11
Applying for an Alberta Personal Health Card	13
What My Card Covers	24
Tammy Called Health Link	30
Types of Health Services.....	40
Where Do We Go?	43
Jack Goes to a Family Doctor	52
Why go to a Family Doctor?	57
Finding a Family Doctor.....	62
Walk-In Clinics.....	66
What is an Urgent Care Centre?	72
Noah's Story.....	78
Emergency Treatment.....	83
Emergency Department.....	86
Calling 911	92
Why Go to a Community Health Centre?	97
Where is the Community Health Centre?	101
A Dentist's Reply	104
Eye Care – Where Do I Go?.....	109
Additional References	113

Reader's Notes

Module 1: 'Getting Health Care When You Are Sick', explains basic health care services available in Alberta. An overview of the material covered in the module is provided in the introduction. This covers the salient features of the module and serves as a useful source of information for the facilitators. We recommend that the facilitators read the introduction so that they have complete information before going to the class. The introduction is written in plain language so that it can be incorporated into effective lesson delivery.

Activity sheets that support the learning objectives are included in the module to reinforce the key health concepts being explored. A sample lesson plan which includes the targeted Canadian Language Benchmark (CLB) level of the learners, a time estimation and additional information about the topic has been provided with all activities. A visual glossary has been provided to assist the facilitator in the explanation of the new vocabulary. It is up to the facilitator to include, omit or adapt the activities according to the needs and level of the learners.

Keeping in mind the limited literacy level of the learners, the preferred method for teaching the curriculum envisages the following stages:

1. Introduce the subject and prompt a discussion through brainstorm questions provided in the facilitator's notes. Discussion reveals the existing knowledge the learners possess on the topic. Guide learners to relate their experiences and opinions about the topic. The discussion also serves to kindle interest and gain the attention of the learners, while providing an informal assessment for the facilitator.
2. Introduce vocabulary by writing the key words on the board and teach their meanings by showing pictures. When feasible, use of transparencies/ PowerPoint/ realia (real life objects)/ models/ charts can be made to augment the learning.
3. Actively maintain learner participation by miming, choral repetition, role play, questioning, inviting opinions, etc.
4. Review the activity sheet thoroughly and address learners' questions. This is achieved by active questioning, hinting at answers, allowing the learners come to a conclusive solution and then revealing the correct answer.
5. Ask the learners to attempt the activity and clarify as much as possible, without giving the answers.

Facilitators should use their discretion to select the activities that best align with the level of their learners. Recapitulation and repetition is important in the learning process.

During facilitation, handouts and activities should be distributed to learners. They should be prompted to seek clarifications about the handout content.

Learners should be encouraged and motivated to obtain more information about health through reading, internet, suitable television/radio news and documentary programs in their first language and discussions with their family members and friends.

Focus Questions

Facilitators should review the effectiveness of learning by focusing on some key questions and adapting the lessons according to the specific needs of the learners. Focus questions include:

- Is the lesson appropriate for the learners' literacy level?
- Will the learners find the lesson interesting and useful?
- Does the lesson connect to the learning goals of the learners?
- Are the lessons being tailored to meet the needs of the learners?
- Is feedback being used to assess the effectiveness of learning?
- Are the learners able to do what is expected of them at the end of instruction?
- Have the needs of the low literacy level learners been catered for to enable them to keep abreast with the rest of the class?
- Are lessons being recapitulated and reviewed regularly in the class?
- Are the learners acquiring adequate vocabulary related to health care?
- Can the learners describe problems related to health, hygiene, illness, sickness, injuries and symptoms orally and in writing?
- Have the learners been provided sufficient practice on what they will be assessed on?

Introduction

Alberta Health Care

The Government of Alberta gives the Alberta Health Insurance Plan (AHIP) to all people living in Alberta. Alberta Health Services (AHS) runs health care in Alberta. You can show your Alberta Personal Health Card to get help without paying any money. Your Alberta Personal Health Card will pay for:

- Your visit to the doctor
- Your visit to the hospital
- Immunizations (medicine given by needle that helps prevent sickness)
- Mental health services (helps people with feelings, emotions, how they think and very bad personal problems)
- Lab test (a test done where they have special equipment; for example blood tests)
- Scans (a test that is done to take pictures of the inside of your body)
- X-rays (a picture of the bones)
- Your visit to a specialist (a doctor that knows a lot about one health topic) like a heart doctor (cardiologist), a bones or joint doctor (orthopaedic doctor)
- All surgeries that you need for medical reasons. Surgery/ operation is when a doctor helps you by taking out or fixing parts of your body
- Eye exams for people under the age of 19. Eye exams are when an eye doctor (optometrist) checks your eyes to make sure they are healthy
- Eye exams for people over the age of 65 who have low income (do not have a lot of money)

The Alberta Personal Health Card does not cover:

- Prescriptions (medicines that your doctor writes for you and you must take)
- Ambulance
- Dental (teeth and gums) care
- Eye glasses
- Eye check-up (for people 19-64 years old)
- Chiropractors (people who help fix the back/spine and other parts of the body)
- Physiotherapy (treatment for pain and weakness through exercise)
- Some elective surgeries (surgery/ operation that is not needed to have for health. For example: some plastic surgery: surgery to change how body parts look)
- Asking your doctor medical questions over the telephone.
- Clinical psychologist (a person who studies the mind and how people act)
- Vaccinations (medicine given through a needle; helps prevent sickness) you may need before travelling to other countries

You can buy extra insurance such as Alberta Blue Cross for the medical help that your Alberta Personal Health Card does not pay for. Insurance means you pay a small amount of money each month to help pay for big medical costs that you may have.

The Government of Alberta gives low rates of health insurance for people who do not have enough money. For more information, you can call: 403-234-9666 in Calgary 1-800-661-6995 for other parts of Alberta

To get your Alberta Personal Health Card go to a registry in your community. To find a registry you can call 211. When you call 211, you can get information about health, the area you live in, and other services in Calgary. You can call 24 hours a day (anytime). It is free. 211 keeps your information private (they will not give it to anyone else). People who answer can get you an interpreter. An interpreter is someone who can talk to you in your language. They have interpreters for over 150 languages.

To apply for an Alberta Personal Health Card, you have to show that:

1. You live in Alberta

You can show your:

- Alberta Driver's Licence
- Utility bill e.g. hydro (water) bill, telephone bill, electricity bill or a natural gas bill. The utility bill should have the same name and address you put on your application form.
- Alberta Registries Identification (ID) card. Your local registry can make an ID card for you.
- Income support card
- Assured Income for Severely Handicapped (AISH) Card
- Residential rental agreement
- Vehicle (car, van) registration

2. You are legally entitled to be in Canada or you can work in Canada.

You can show your:

- Permanent Resident Card
- Citizenship Card
- Canadian passport
- Canadian Birth Certificate
- Canada entry documents (immigration papers)
- Income support card
- Assured Income for Severely Handicapped (AISH) Card

3. You have Photo Identification (ID)

You can show your:

- Driver's license
- Student ID
- Non-Canadian Passport
- Permanent Resident Card
- Citizenship Card/ papers

For further information visit:

http://easweb.eas.ualberta.ca/download/file/grad/Alberta_Health_Care_Application.pdf

Health Link Alberta

You can call Health Link Alberta for information about health like how to find a doctor or how to find a hospital or clinic. You can also talk to a nurse if you are sick and you want to know how to get better. Health Link Alberta is free to call. You can also ask for an interpreter. An interpreter is a person who can talk to you in your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary: phone 403-943-5465
- Edmonton: phone 780-408-5465
- Alberta: phone 1-866-408-5465

Instructions for Calling Health Link Alberta

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.
If this is a medical emergency hang up and dial 911.
Otherwise please stay on the line...”

“For information on health services press 1
If you have symptoms press 2 to speak to a nurse”

Press 2 and if you need an interpreter say:
“I speak (your language); I speak _____; I speak _____”
Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

Do not call Health Link Alberta or 211 when there is a serious health problem or if someone’s life is in danger, call 911 for help.

There are different types of health care for people who live in Alberta. These are:

- Health Link Alberta
- Walk-in clinics
- Family doctors
- Urgent care centres
- Hospital emergency departments

You can go to any of these places according to your need for example; you will not go to an emergency for a common cold (an illness which affects the nose and throat), flu (an illness that affects breathing or stomach) or fever (high body temperature).

Family Doctor & Walk-in Clinics

A family doctor can help you and your family with most medical issues. Family doctors order laboratory tests such as blood tests (uses a needle to take some of your blood) and ultrasounds (a type of x-ray; takes pictures of the inside of your body). They also provide routine check-ups and annual or periodic check-ups.

An annual check-up or periodic check-up is an appointment when your doctor checks you to make sure that you are healthy. These check-ups are done either once a year or once every two or three years. A routine or general check-up is a regular check-up to take care of health problems such as the flu or chronic illnesses (illnesses that last a long time) or high blood pressure (the force of the blood in the tubes that carry blood through your body).

Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for an annual or periodic check-up. People who do not smoke or drink alcohol (wine, beer, etc.), eat a healthy diet, avoid stress (pressure; worry, mental tension) and exercise (work out like walk, run, swim, bike, etc.) regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or a health problem. For example, he can send you for a test for cancer (cells that grow uncontrollably) or heart disease (the heart gets damaged/hurt).

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain.

A family doctor can send you to specialist doctors such as a heart doctor (cardiologist) or a foot doctor (podiatrist).

Walk-in clinics are for people who do not have a family doctor or when your family doctor can not see you (busy). You can get the same help at a walk-in clinic as a family doctor. Anyone can go to a walk-in clinic. You should have a family doctor. If you go to the same doctor every time, he will know about your medical history (past health problems). This will make it easier for the doctor to help you.

Urgent Care Centres

You go to an urgent care centre if you have bad and sudden health problems that a doctor should see the same day. Nurses, doctors, and other health care providers (people who take care of your health like doctors, nurses and lab attendants) help you in urgent care centres. Urgent Care Centres are not in hospitals. There are two urgent care centres in Calgary. These are the Sheldon Chumir Health Centre and the South Calgary Health Centre. At urgent

care centres they will help the sickest people first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

Emergency

Emergency departments are in the hospitals. They help patients 24 hours a day. Doctors and nurses in the emergency department help people with very bad health problems. Patients may be moved to another hospital if they can get better help there.

The emergency department help people who are the sickest first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

An emergency is when someone is:

- Bleeding a lot and it will not stop
- Will not wake up
- Cannot move
- In a lot of pain
- Does not seem to be breathing
- Very sick: fever (high body temperature; very hot), vomiting (throwing up), diarrhea (runny poop)

Calling 911

If you have an emergency, call 911. If you are very sick, call 911. Do not drive. If you cannot hear or speak dial 403-268-3673 instead of 911.

Emergency help will start as soon as you dial 911. The person on phone will talk to you and tell you what to do until the ambulance comes. Stay calm, listen, and do what they tell you to do. The 911 operator can send the police or fire truck to your house too. Do not worry if you see the police or fire fighters, they are there to help you.

Paramedics are the people in the ambulance who will help you. They will start your treatment (help you) as soon as they reach your house. They are trained to help you. They will take you to the emergency department of a hospital. A triage nurse will see you in the emergency department. If you are the sickest person in the emergency, you will see a doctor first. If there are people sicker than you, you will have to wait to see a doctor.

Emergency departments are open 24 hours a day and 7 days a week.

You will get a bill for the ambulance. If you have no money, you can call the phone number on the bill and ask to cancel or reduce the bill.

Community Health Centers (CHC)

Community Health Centres offer a lot of help. They:

- Have pre-natal services: teaches and helps pregnant women before their babies are born.
- Have post-natal services: helps women with new babies. They give information on how, when and what to feed a baby.
- Tell you about other places and people that can help you.
- Give vaccinations to children. Vaccinations are needles that help prevent sickness.
- Teach you how to be a good parent, how to stay healthy and how to avoid injury (when a part of your body is hurt).

Nurses from community centres help you in your home or at a community centre. Not all community health centres have the same help. Sometimes you have to make an appointment. Sometimes you do not need an appointment; you can go in to see the doctor or nurse. Community Health Centres are listed in the white pages telephone book in the pink pages (or the first pages). To get information about community health centres you can call Health Link Alberta at 403-943-5465 or you can call 211.

Dental Care

The Alberta Personal Health Card does not pay for dental care. Dental care means to keep your teeth and gums healthy. A dentist is a doctor that looks after your teeth and gums. You must pay to get help from a dentist. To find a dentist you can look in the yellow pages under 'dentist'. You must make an appointment to see a dentist.

Dental care can cost a lot of money. In Alberta, there is a Reduced Fee Dental Assistance Program. This program helps you if you do not have enough money for the dentist. You can phone Health Link Alberta (at 403- 943-5465) to get the name of a low fee dental clinic.

If you can not get the Reduced-Fee Dental Assistance Program, you can buy dental insurance through Alberta Blue Cross. Insurance means you pay a small amount of money every month to help cover your medical costs that you may have. Alberta Blue Cross pays for health care that your Alberta Personal Health Card does not pay for. If you have a job, your employer (boss) may give you dental insurance. You can ask your manager or boss about insurance.

Eye Care

Alberta Health Care pays for one eye test a year if you are less than 19 years old or over 65 years old. An eye test will make sure your eyes are healthy. Otherwise, the cost of an eye exam will be around \$50.

The Alberta Child Health Benefit can help pay for glasses for children. They will help pay to fix the glasses. Children must be 18 years old or younger. They will only help pay once a year.

Employers may help you pay for eye exams and glasses.

An optometrist is a doctor who checks your eyes to make sure they are healthy. You need to book an appointment to see an optometrist. Look in the Yellow Pages to find an optometrist near you.

Interpretation and Translation Services

An interpreter is a person who can talk to you in your language. An interpreter will tell the doctor what you said in English. An interpreter will tell you what the doctor said in your language.

An interpreter helps you for free. You do not pay them money. You can get help from an interpreter at hospitals, urgent care centers and community health centers.

An interpreter does not help at family doctors, walk-in clinics, or specialists who practice outside of hospitals.

The Mosaic Primary Care Network in Calgary has interpreters. Phone 403-944-0202 in Calgary to ask for an interpreter before your appointment.

Show your 'I speak' card in a health care facility. They will find you an interpreter. An interpreter is someone who can speak to you in your language. If they cannot find an interpreter, they will get one on the phone. Interpretation is also available in Calgary for people who use American Sign Language (ASL). They have interpreters for over 170 languages (telephone and face to face).

Calgary Primary Care Network

A Primary Care Network (PCN) is a network of different health care services. It has a lot of medical help for people.

There are six primary care networks in and around Calgary; South Calgary, Calgary Rural, Calgary Foothills, Calgary West Central, Highland and Mosaic.

The Mosaic PCN helps people who live in North East (NE) and parts of South East (SE). Family doctors at the Mosaic PCN, can arrange for an interpreter for you. An interpreter is a person who can talk to you in your language. Ask for an interpreter when you make an appointment.

The Mosaic PCN has three clinics where anyone can go:

- After Hour Clinic: for people who need help after the doctor's offices close. You need to call Health Link Alberta first before you go there.
- Women's Health Clinic: a place for help with women's health problems. You do not need a doctor's note to go this clinic.
- Chronic Disease Clinic: a chronic disease is a sickness that does not end for example:
 - Cancer: group of cells that grow uncontrollably; can spread to many parts of the body; causes a person to be very sick or die
 - Diabetes: disease where there is too much sugar in the blood. The body has a problem turning food into energy.
 - High blood pressure: the pressure of the blood in your vessels (what carries blood through your body) is high

You do not need a doctor's note (referral) to go to these clinics.

My Alberta Personal Health Card

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 30 – 40 minutes

Targeted Language Skills: reading, writing

Objective: To familiarize learners with the information contained on the Alberta Personal Health Card.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers
- An Alberta Personal Health Card

Vocabulary: health, personal, date of birth, first name, middle name, last name

Information: The Government of Alberta gives the Alberta Health Insurance Plan (AHIP) to all people living in Alberta. Alberta Health Services (AHS) runs health care in Alberta. You can show your Alberta Personal Health Card to get help without paying any money.

Brainstorm: Ask learner:

- Do you know what a health care card is?
- Do you have an Alberta Personal Health Card?

Instructions:

1. Introduce new vocabulary. Explain first, middle and last name by writing someone's name on the board. Show a card with date of birth on it to explain date of birth.
2. Handout activity sheet 'My Alberta Personal Health Card'.
3. Clarify instructions. Help the learners fill in the first blank.
4. Circulate to check for errors. Stress on capital letters and hyphens.

Extension:

- Have the learners copy information from their cards.
- Ask the learners where they can use the card.

Activity: My Alberta Personal Health Card

Alberta Personal Health Card

Please protect this card

Personal Health Number
12345-0000

JANE LISA DOE

Gender F Birthdate 1960/11/16
Year Mo Day

Alberta
Health and Wellness

You are eligible for health insurance coverage provided you are a resident of Alberta

Look at the card. Copy from it.

1. This is an _____

2. First name _____

3. Middle name _____

4. Last name _____

5. Personal Health Number _____

6. Date of birth _____

Applying for an Alberta Personal Health Card

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 20-60 minutes

Targeted language skills: reading

Objective: To familiarize learners with how to obtain an Alberta Personal Health Card.

Materials:

- Copy of activity sheet (one per learner)
- A transparency of the picture story
- Pencils and erasers
- A utility bill and a photo ID

Vocabulary: health care card, application, interpreter, photo ID

Information: To get your Alberta Personal Health Card go to a registry in your community. To find a registry you can call 211. When you call 211, you can get information about health, the area you live in, other services in Calgary. You can call 24 hours a day (anytime). It is free. 211 keeps your information private (they will not give it to anyone else). People who answer can get you an interpreter. An interpreter is someone who can talk to you in your language. They have interpreters for over 150 languages.

To apply for an Alberta Personal Health Card, you have to prove that:

1. You live in Alberta. You will have to show one or two of the following:

- Alberta Driver's Licence
- Utility bill e.g. water bill, telephone bill or a gas bill. The utility (gas, water and electricity) bill should have the same name and address as on your application.
- Alberta Registries ID card (your local registry can make an ID card for you.)
- Income support card
- AISH Card (assured income for severely handicapped)
- Residential rental agreement
- Vehicle (car, van) registration.

2. You are legally entitled to be in Canada or you can work in Canada. You will have to show a:

- Permanent Resident Card

- Citizenship Card
- Canadian passport
- Canadian Birth Certificate
- Canada entry document
- Income support card
- Assured Income for Severely Handicapped (AISH) Card

3. You are legally entitled to be in Canada or you can work in Canada. You will have to show a:

- Permanent Resident Card
- Citizenship Card
- Canadian passport
- Canadian Birth Certificate
- Canada entry document
- Income support card
- Assured Income for Severely Handicapped (AISH) Card

4. You have a Photo ID.

- A Driver's License
- Student ID
- Non-Canadian Passport
- Permanent Resident Card
- Citizenship Card/papers

Brainstorm: Ask learners:

- Do you know what a health care card is?
- Do you have a health care card?
- Do you know about 211 services?

- Instructions:**
1. Introduce new vocabulary by drawing illustrations or by using definitions. Show a utility bill and examples of photo ID.
 2. Distribute vocabulary activity. Circulate around the class to help learners match the words with the pictures.
 3. Distribute the handout 'Calling 211' or show an overhead of the handout.
 4. Discuss each frame one by one and elicit information on what the learners understand. Ask questions like: what does she need? What number is she calling? Which language can she speak?
 5. Explain that an interpreter (translator) can be arranged for them.
 6. Distribute the activity sheet 'Applying for an Alberta Personal Health Card' and clarify instructions.
 7. Read the sentences one by one to the learners. Have the learners write the correct answers.

Extension : Bring original or photocopied documents as examples and role-play: Calling 211 given with the activity. The first role-play is for lower level learners. For higher level learners use the second role play.

Answer Key:

1:
a. Permanent Resident Card

2:
a. Driver's License b. Driver's License

3:
a. Utility Bill b. Alberta Driver's License
c. ID Card

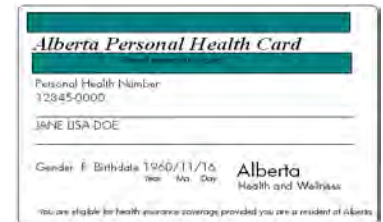
4:
a. Permanent Resident Card b. Passport

Activity: Applying for an Alberta Personal Health Card

Vocabulary

Match.

Application



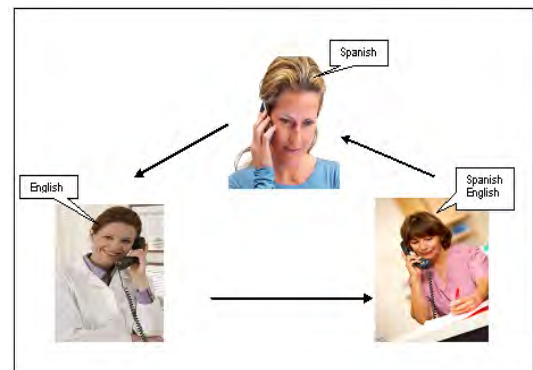
Interpreter



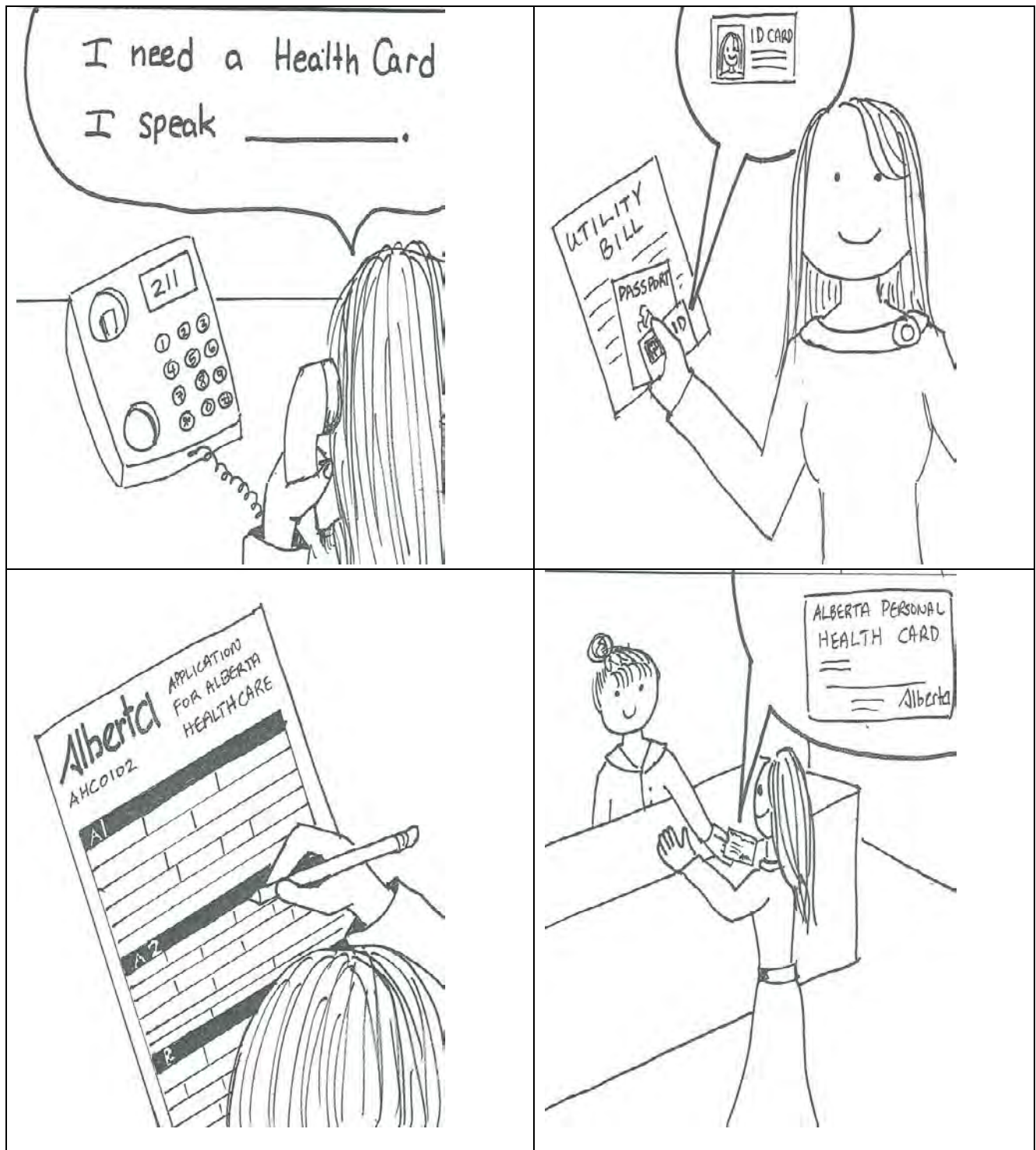
Health care card



Photo ID



Handout: Calling 211



Activity: Applying for an Alberta Personal Health Card

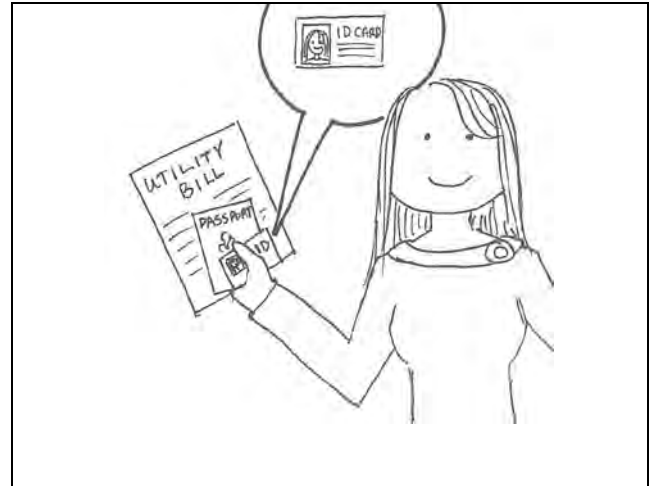
a) Fill in the blanks.



I need a _____

I will dial _____

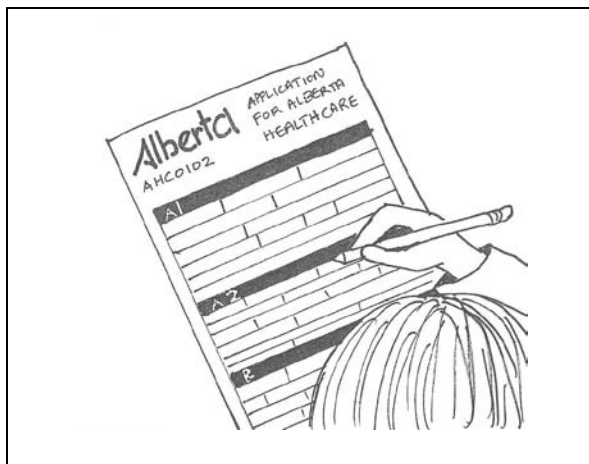
I will say _____



I need

1. _____

2. _____



I have to fill an _____



I will get a _____

Activity: Applying for an Alberta Personal Health Card

b) Fill in the blanks.

1. To apply for an Alberta Personal Health Card you need photo ID. P

2. hoto ID is:

a) P_____ R_____ C_____

OR

b) D _____ ' L _____.

3. The name and address on your Alberta Personal Health Card application
must be the same as your

a) D _____ ' L _____

OR

b) U _____ B _____

OR

c) I _ Card.

Activity: Applying for an Alberta Personal Health Card

4. To apply for an Alberta Personal Health Card you need to show that you live in Alberta. You can show your

a) U _ _ _ _ _ B _ _ _

OR

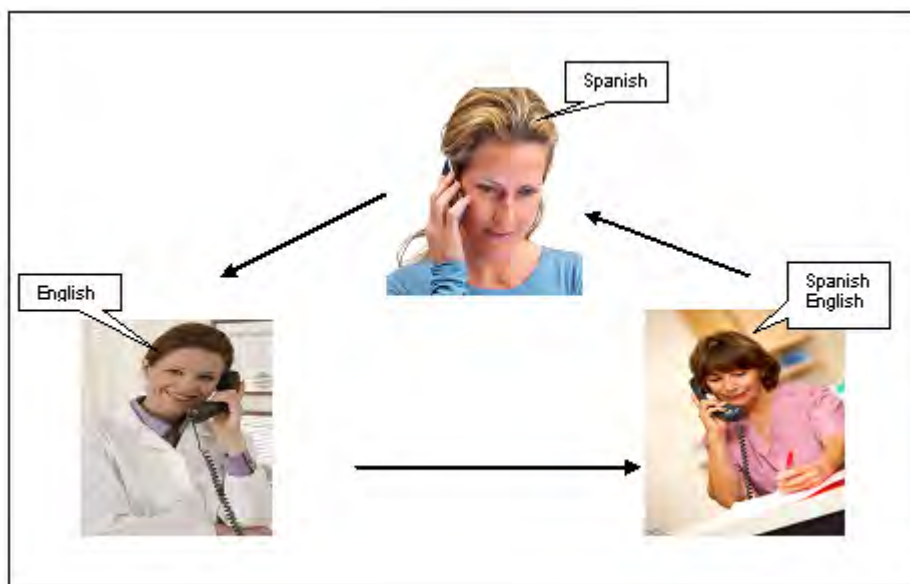
b) A _ _ _ _ _ D _ _ _ _ _ ' L _ _ _ _ _ .

4. To apply for an Alberta Personal Health Card you need to show that you are able to live in Canada. You can use photocopies of

a) P _ _ _ _ _ R _ _ _ _ _ C _ _ _

b) P _ _ _ p _ _ _ .

Role-play: Calling 211



Tammy presses '211' on the phone.

Operator: How can I help you?

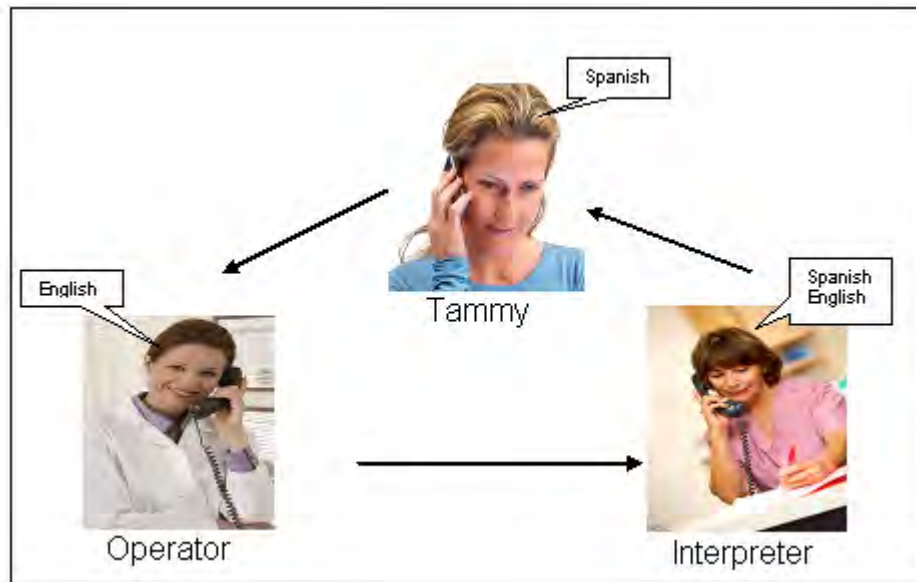
Tammy: I speak _____. I need an interpreter.

Operator: Please hold.

Tammy: Ok.

Tammy waits for an interpreter.

Role-play: Calling 211



Operator: How can I help you?

Tammy: I speak _____. I need an interpreter.

Operator: Please hold.

Tammy: Ok.

Operator: How can I help you? (in your first language):

Tammy: I need to get my Alberta Personal Health Card.

Operator: You need to go to your local registry.

Tammy: Where do I find a registry?

Role-play: Calling 211

Operator: What is your address?

Tammy: It is 1140 Tara Dale Drive N.E. Calgary

Operator: You can go to the Saddlebrook Registry.
It is at 97 Saddle drive N.E.

Tammy: Thank you. Good-bye.

What My Card Covers

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 20 – 40 minutes

Targeted Language Skills: reading, writing

Objective: To familiarize learners with where they can use an Alberta Personal Health Card.

Materials: Copy of activity sheet (one per learner)
Pencils and erasers
Pictures from visual glossary for new vocabulary

Vocabulary: prescription, drugs, visit, dental, immunization, examination, massage, chiropractic, lab

Information: The Government of Alberta gives the Alberta Health Insurance Plan (AHIP) to all people living in Alberta. Alberta Health Services (AHS) runs health care in Alberta. You can show your Alberta Personal Health Card to get help without paying any money. Your Alberta Personal Health Card will pay for:

- Your visit to the doctor
- Your visit to the hospital
- Immunizations (medicine given by needle that helps prevent sickness)
- Mental health services (helps people with feelings, emotions, how they think and very bad personal problems)
- Lab test (a test done where they have special equipment; for example blood tests)
- Scans (a test that is done to take pictures of the inside of your body)
- X-rays (a picture of your bones)
- Your visit to a specialist (a doctor that knows a lot about one health topic) like a heart doctor (cardiologist), a bones or joint doctor (orthopaedic)
- All surgeries that you need for medical reasons. Surgery: doctor cuts you open to remove a sickness or fix a body part that is not working well.
- Eye exams for people under the age of 19. Eye exams are when an eye doctor (optometrist) checks your eyes to make sure they are healthy.
- Eye exams for people over the age of 65 who have low income (do not have a lot of money)

The Alberta Personal Health Card does not cover:

- Prescriptions (medicines that your doctor writes for you and you must take)
- Ambulance
- Dental (teeth) care
- Eye glasses
- Eye check-up (19-64 years old)
- Chiropractors (people who help fix the back/spine and other parts of the body)
- Physiotherapy (treatment for pain and weakness through exercise)
- Some elective surgeries (surgery the patient does not need to have for their health. For example: plastic surgery: surgery to change how body parts look like skin)
- Asking your doctor medical questions over the telephone
- Clinical psychologist (a person who studies the mind and how people act)
- Vaccinations (medicine given through a needle; helps prevent sickness) you may need before travelling to other countries.

Brainstorm: Ask learners:

- Do you know where you can use your health care card?
 - Can you name the places where you cannot use your health care card?
- List their responses on the board

- Instructions:**
1. Introduce new vocabulary by using pictures from the visual glossary or by drawing illustrations.
 2. Distribute vocabulary sheet. Use vocabulary 1 for lower level learners. For higher level learners both vocabulary 1 and 2 can be used.
 3. Allow time for learners to do the matching activity.
 4. Circulate to help learners individually.
 5. Distribute the activity sheet 'What My Card Covers'.
 6. Have the learners work in pairs. Ask them to discuss what they think is the correct answer.
 7. Circulate to check for errors.
 8. Obtain class consensus on answers.

Extension: Get learners to make two lists of what is covered under Alberta Health Insurance and what is not.
Discuss with them private insurance such as Alberta Blue cross.

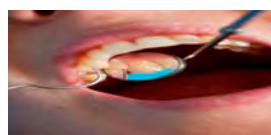
- Answer Key:**
- | | |
|--------|---------|
| 1. yes | 2. no |
| 3. no | 4. yes |
| 5. yes | 6. no |
| 7. no | 8. yes |
| 9. no | 10. yes |

Activity: What my card covers

Vocabulary 1

Prescription	Drugs	Dental	Immunization
Examination	Massage	Lab	

Write the words.



Activity: What my card covers

Vocabulary 2

Prescription

Drugs

Dental

Immunization

Examination

Chiropractic

Massage

Lab

Choose the words from the box.

	A note from the doctor for medicine
	Medicines
	About teeth
	Vaccination, needles
	Check-up for diseases
	To rub a part of body that is hurt
	To care for health by correcting the position of spine
	A place where you go to have special tests such as a blood test

Activity: What my card covers

Circle the correct answer.

Alberta Personal Health Card pays for:

1.		Doctor visits	Yes	No
2.		Prescription medicine	Yes	No
3.		Dental care	Yes	No
4.		Hospital visits	Yes	No
5.		Vaccinations/ Shots	Yes	No

Activity: What my card covers

6.		Ambulance	Yes	No
7.		Eye test (for 19-64 years old)	Yes	No
8.		Mental Health Services	Yes	No
9.		Massage	Yes	No
10.		Many lab and blood tests (a doctor's note is needed)	Yes	No

Tammy Called Health Link

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB2

Time: 40-60 minutes

Targeted Language Skills: speaking, writing

Objective: To familiarize learners with Health Link Alberta.

Materials:

- Copy of handout (one per learner)
- Copy of activity sheet (cut into strips and have one for every two learners)
- Pencils and erasers

Vocabulary: sick, nurse, interpreter/ translator, wait

Information: You can call Health Link Alberta for information about health like how to find a doctor or how to find a hospital or clinic. You can also talk to a nurse if you are sick and you want to know how to get better. Health Link Alberta is free to call. You can also ask for an interpreter. An interpreter is a person who can talk to you in your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary: phone 403-943-5465
- Edmonton: phone 780-408-5465
- Alberta: phone 1-866-408-5465

Instructions for Calling Health Link Alberta

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.
If this is a medical emergency hang up and dial 911.
Otherwise please stay on the line...”

“For information on health services press 1
If you have symptoms press 2 to speak to a nurse”

Press 2 and if you need an interpreter say:
“I speak (your language) ; I speak _____; I speak _____”

Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

Do not call Health Link Alberta or 211 when there is a serious health problem or if someone's life is in danger, call 911 for help.

Brainstorm: Show picture of a nurse. Ask learner:

- Do you call a nurse when you get sick?

Write the Health Link Alberta telephone numbers on the board.

Ask learners:

- What is Health Link?
- How does it help?

List their responses on the board.

- Instructions:**
1. Write new vocabulary on the board. Explain meanings with the help of pictures.
 2. Distribute Activity: Tammy Called Health Link – Vocabulary and clarify instructions with the help of an example.
 3. Allow time for learners to comprehend it. Circulate to help the learners individually.
 4. Distribute the handout 'Calling Health Link'.
 5. Discuss each frame one by one with the learners. Ask questions like who are they? Why is her hand on the boy's forehead? Stress that they have to say 'I speak _____' three times.
 6. Ask students to work in pairs.
 7. Make a copy of the strip story for each pair. Shuffle the strips and hand one set to each pair.
 8. Ask learners to arrange the story looking at the pictures.
 9. For pre-benchmark learners read and act out the story as the students try to match the sentences with the pictures.
 10. For higher level learners ask them to make a sentence about each frame.
 11. Write the sentences (exact words spoken by the learners) on the board. Correct them later to show the errors.
 12. Get the learners to copy the story from the board. Circulate to check for errors.

Extension: Role play: a student and a Health Link operator.

Note: Two role-plays have been provided. It is up to the facilitator's discretion to choose the one appropriate for the level. A handout on how to tell if you have fever has been provided at the end of the activity. It can be used to help learners understand how to take fever.

Answer Key: Sample story: Tammy's son was feeling unwell. She dialled 403-943-5465 to call Health Link. She pressed 2 to speak to a nurse. The nurse said, "how can I help?" Tammy said, "I speak Spanish, I speak Spanish, I speak Spanish." The nurse told her to wait.....

Activity: Tammy Called Health Link Alberta

Match.

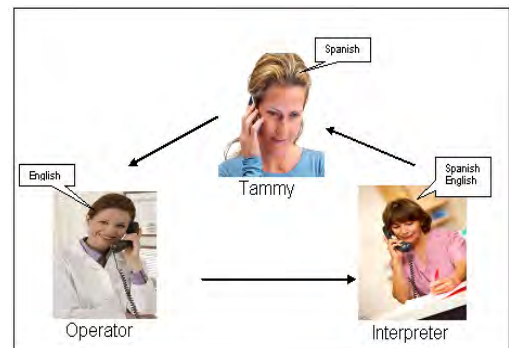
Interpreter



Hold



Sick



Nurse



Dial



Handout: Calling Health Link Alberta

1



2



Health Link Alberta
1-866-408-5465
Calgary 403-943-5465
Edmonton 708-408-5465

3



Nurse



4



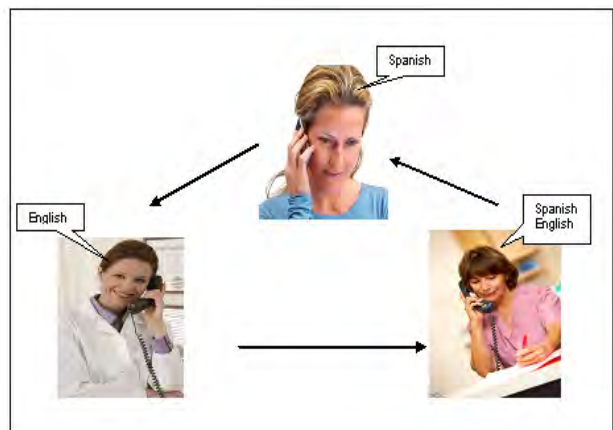
I speak Spanish
I speak Spanish
I speak Spanish

5



Wait / Hold

6



Interpreter

Activity: Tammy Called Health Link Alberta

Strip Story

Tammy's son is sick.

She dials 403-943-5465 for Health Link Alberta.

She presses '2' to talk to a nurse.

She says, "I speak_____, I speak_____, I speak _____.

The nurse tells her to wait.

An interpreter talks to her.

Activity: Tammy called Health Link

Write a story.

Tammy was feeling unwell. _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Role-play: Tammy called Health Link

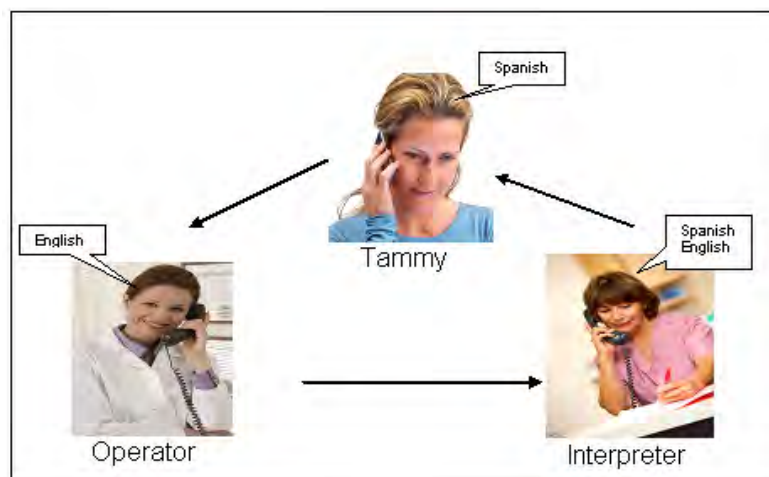
- Tammy dials the Health Link Alberta number.
 - 1-866-408-5465
 - Calgary 403-943-5465
 - Edmonton 708-408-5465
- Tammy presses '2' to speak to a nurse.

Nurse: How can I help you?

Tammy: I speak _____, I speak _____, I speak _____.
I need an interpreter.

Nurse: Please hold!

Do not put the phone down. Wait. Someone will talk to you in your language soon.



Role-play: Tammy called Health Link

- Tammy dials the Health Link Alberta number.
 - 1-866-408-5465
 - Calgary 403-943-5465
 - Edmonton 780-408-5465
- Tammy presses '2' to speak to a nurse.

Nurse: How can I help you?

Tammy: I have a fever.

Nurse: Have you checked how much is it?

Tammy: It is 39 degrees

Nurse: You should go to see your family doctor.

Tammy: I do not have a family doctor.

Nurse: You can go to a walk-in clinic.

Tammy: Which clinic should I go to?

Nurse: What is your address?

Lee: It is 1140 Taradale Drive N.W. Calgary.

Nurse: You can go to Patient Medical Clinic N.W. Calgary.

Tammy: Thank you. Good-bye.

Handout: How to tell if you have a fever



37 degrees Celsius is the normal body temperature.

You can check your body temperature by using a thermometer.

Put the thermometer under your tongue.

Close your lips around the thermometer.

Keep the thermometer in your mouth for 1-3 minutes.

Read the temperature.

For example, 37 Celsius is thirty seven degrees Celsius.

If the thermometer shows 39 degrees or more you have a fever.



Types of Health Services

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 25 - 45 minutes

Targeted language skills: reading, writing, speaking

Objective: To familiarize learners with health care choices.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: walk-in clinic, emergency, interpreter/ translator, urgent care centre

Information: There are different types of health services available for people who live in Alberta. These services include:

- Health Link Alberta
- Walk-in clinics
- Family doctors
- Urgent care centres
- Hospital emergency departments

You can go to any of these places when you need to. For example; go to a family doctor or call Health Link Alberta for the common cold (an illness which affects the nose and throat), flu (illness that affects breathing or stomach) or fever (high body temperature). Health link Alberta is a free service. You can also ask for an interpreter. An interpreter is a person who speaks your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary phone 403-943-5465
- Edmonton phone 780-408-5465
- Province wide phone 1-866-408-5465 (toll free)

Do not go to the emergency department for a cold, flu or fever. If you break a bone, you can go to an urgent care centre or emergency department.

If you do not have a family doctor, you can go to a walk-in clinic. For immunizations (medicine given by needle that helps prevent sickness) you can go to a community health centre.

Brainstorm: Ask learners:

- Do you know which places you can go to if you are sick?
- What is the difference between a family doctor and a walk-in clinic?

Instructions: 1. Explain the difference between a walk-in clinic, emergency department and an urgent care centre. Write the words on the board and talk about them. Refer to the introduction for detailed knowledge of different types

of health services.

2. Explain what an interpreter is.
3. Distribute the activity sheet 'Types of Health Services'.
4. Allow time for learners to think.
5. Circulate to check for errors.
6. Review the answers.

- Extension:**
1. Discussion: Ask learners to discuss their experiences of accessing various health services.
 2. Plan a trip to show learners a walk-in clinic, a family doctor's clinic, an urgent care centre, a hospital and a community centre.

- Answer Key:**
- | | |
|-------------------------|-----------------------|
| 1. Health Link Alberta | 2. Family Doctor |
| 3. Walk-in | 4. Urgent care centre |
| 5. Emergency department | |

Activity: Types of Health Services

Look at the pictures.

Write the word.



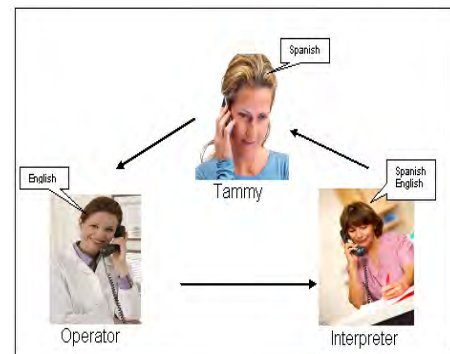
Call 403-943-LINK



1. _____

2. _____

1. _____



4. _____

5. _____

6. _____

Walk-in clinic

Emergency department

Health Link Alberta

Interpreter

Urgent care centre

Family doctor

Where do we go?

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 – 60 minutes

Targeted language skills: listening, speaking, reading, writing

Objective: To familiarize learners with various places they can go for health services.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers
- Pictures

Vocabulary: sprain, cough, vaccination, sore throat, ear ache

Information: There are different types of health services available for people who live in Alberta. These services include:

- Health Link Alberta
- Walk-in clinics
- Family doctors
- Urgent care centres
- Hospital emergency departments

You can go to any of these places when you need to. For example; go to a family doctor or call Health Link Alberta for the common cold (an illness which affects the nose and throat), flu (illness that affects breathing or stomach) or fever (high body temperature). Health link Alberta is a free service. You can also ask for an interpreter. An interpreter is a person who speaks your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary phone 403-943-5465
- Edmonton phone 780-408-5465
- Province wide phone 1-866-408-5465 (toll free)

Do not go to the emergency department for a cold, flu or fever. If you break a bone, you can go to an urgent care centre or emergency department.

If you do not have a family doctor, you can go to a walk-in clinic. For immunizations (medicine given by needle that helps prevent sickness) you can go to a community health centre.

Brainstorm: Ask learners:

- Where do you go if you are sick?
- What is the difference between a family doctor and a walk-in clinic?

List their responses on the board.

Instructions: Method 1:

1. Introduce new vocabulary by writing the words on the board and showing pictures. Cut out the picture and the words. Provide each learner with a set. Have them match the pictures with the words. Provide further explanations when necessary.
2. Distribute the activity sheet 'Where do we go?'
3. Have the learners cut the boxes appropriate for the pictures and paste them in front of the pictures.

Method 2:

1. Read listening 'Where do we go?' and show pictures as you read.
2. Have the learners listen to the words and write them in front of the appropriate box/building. Health problems for family doctor and walk-in clinic will overlap. Clarify that we can go to a walk-in clinic if we do not have a family doctor or if the doctor is not available.

Method 3:

1. Divide class into groups of four or five.
2. Distribute the handout and activity sheet 'Where do we go?'
3. Ask learners to choose a box that matches the building and copy the words from the box on the lines.
4. Allow time for learners to think and discuss.

Extension:

1. Discussion: Ask learners to list the names of different community health centres, urgent care centres and emergency departments.
2. Play charades with the newly learnt words. Show the picture and ask a learner to act out. Have the rest of the learners guess the word.

Answer Key:

- Family doctor: cough, flu, fever, stomach ache, earache, sore throat
- Walk-in: cough, flu, fever, stomach ache, earache, sore throat etc.
- Urgent care: broken bones, sprains, bad cuts, asthma attack etc.
- Emergency: heart attack, stroke, bad accident, severe injury, life-threatening problems etc
- Community health centre: vaccination, parenting advice, help with newborns etc.

Activity: Where do we go?



Activity: Where do we go?



Activity: Where do we go?

sprain

vaccination

cough

sore throat

fever

broken bone

heart attack

ear ache

flu

accident

stomach ache

cut

Listening: Where do we go?

Where do we go for these health problems?

1. help with babies
2. fever
3. stomach ache
4. earache
5. vaccination
6. sore throat
7. broken bones
8. bad cuts
9. heart attack
10. flu
11. sprains

Handout: Where do we go?

Choose a box for each building.

If you have:

- A fever
- The flu
- A cough

If you:

- Do not have a family doctor
- Have the flu
- Have a cough
- Have a fever

- If you break a bone
- If you have bleeding from the ears or nose

If you have:

- A bad accident
- A bad cut
- A lot of bleeding

You need:

- A vaccination
- Advice for your kids

Activity: Where do we go?

In which building would you go?



Family Doctor



Urgent Care Centre

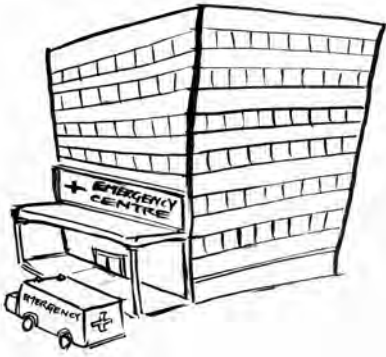


Community Health Centre

Activity: Where do we go?



Walk In Clinic



Emergency

Jack Goes to a Family Doctor

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30 – 60 minutes

Targeted language skills: listening, speaking, reading, writing

Objective: To familiarize learners with the procedure of going to a family doctor and importance of having a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers
- Show the handout on an OHP (overhead projector) for better coordination of the class

Vocabulary: sick, fever, runny nose, waiting room, check-up, lab, test, pharmacy

Information: A family doctor can help you and your family with most medical issues. Family doctors order laboratory tests such as blood tests (uses a needle to take some of your blood) and ultrasounds (a type of x-ray; takes pictures of the inside of your body). They also provide routine check-ups and annual or periodic check-ups.

An annual check-up or periodic check-up is an appointment when your doctor checks you to make sure that you are healthy. These check-ups are done either once a year or once every two or three years. A routine or general check-up is a regular check-up to take care of health problems such as the flu or chronic illnesses (illnesses that last a long time) or high blood pressure (the force of the blood in the tubes that carry blood through your body).

Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for an annual or periodic check-up. People who do not smoke or drink alcohol (wine, beer, etc.), eat a healthy diet, avoid stress (pressure; worry) and exercise (work out like walk, run, swim, bike, etc.) regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or a health problem. For example, he can send you for a test for cancer (cells that grow uncontrollably) or heart disease (the heart gets damaged/hurt).

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not

understand something, ask your doctor to explain.

A family doctor can send you to specialist doctors such as a heart doctor (cardiologist) or a foot doctor (podiatrist).

Brainstorm: Ask learners:

- Do you have a family doctor?
- What is the difference between having a family doctor and going to a walk-in clinic?

Instructions: Method 1

1. Distribute the activity sheet 'Jack goes to family doctor'.
2. Write new vocabulary on the board and explain their meaning.
3. Have the learners write suitable words under each picture.
4. Show the learners the strip story on an overhead projector.
5. Read the story for the learners clarifying words that they do not understand.
6. Cut out and shuffle the strip story. Distribute a set to each learner.
7. Allow time for learners to think and arrange.
8. Have the learners copy the story onto the lined sheet.
9. Circulate to help the learners individually and check for errors.

Method 2:

1. Write new vocabulary on the board and ask learners to write the words under the pictures. Circulate to check for errors.
2. For higher level learners elicit a story about the situation using general and specific questions and write it on the board in simple small sentences.
3. Ask the learners to copy the story on their handouts.
4. Ask the learners to read the story aloud to a partner.

Extension: Discussion: Ask learners to share their experiences of going to a family doctor.

Answer Key:

1:

- | | |
|-----------------|---------------------------------|
| a. Sick | b. Alberta Personal Health Card |
| c. Waiting room | d. Family doctor/ check-up |
| e. Lab test | f. Pharmacy |

2:

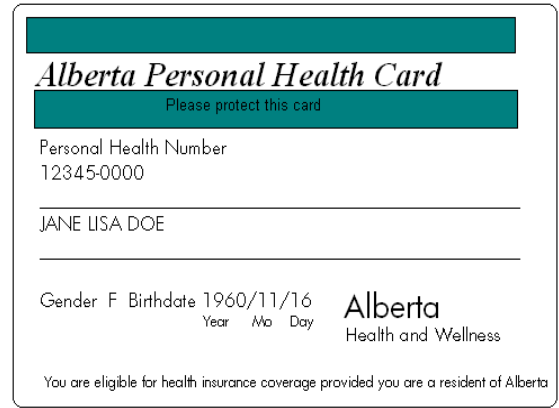
Sample Story: Jack was sick. He had a fever and runny nose. He took his Alberta Personal Health Card and went to see his family doctor. He had to wait in the waiting room. Then his doctor checked him. The doctor told him to go for a lab test and to get some medicine. He went to the laboratory for the test. He went to the pharmacy for medicine.

Activity: Jack goes to a Family Doctor

1. Write the words.



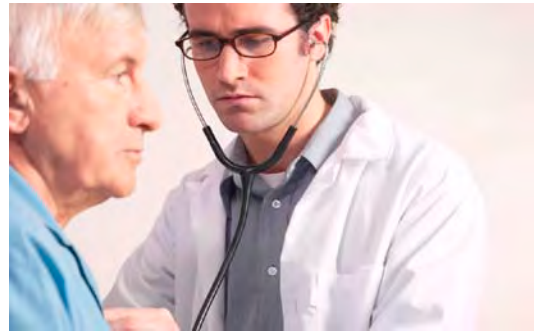
a. _____



b. _____



c. _____



d. _____



e. _____



f. _____

Activity: Jack goes to a Family Doctor

1. Jack was sick.

He had a fever and a runny nose.

2. He took his Health care Card.

He went to see his family doctor.

3. He had to wait in the waiting room.
-

4. Jack's doctor checked him.
-

5. He went to the lab for the test.
-

6. He went to the pharmacy for medicine.
-

Activity: Jack goes to a Family Doctor

2. Copy the story.

[illegible]

Why go to a Family Doctor

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30 – 60 minutes

Targeted Language Skills: listening, speaking

Objective: To familiarize learners with the importance of having a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers
- Pictures for new vocabulary from the visual glossary

Vocabulary: appointment, prescription, check-up, medical history, x-ray

Information: A family doctor can help you and your family with most medical issues. Family doctors order laboratory tests such as blood tests (uses a needle to take some of your blood) and ultrasounds (a type of x-ray; takes pictures of the inside of your body). They also provide routine check-ups and annual or periodic check-ups.

An annual check-up or periodic check-up is an appointment when your doctor checks you to make sure that you are healthy. These check-ups are done either once a year or once every two or three years. A routine or general check-up is a regular check-up to take care of health problems such as the flu or chronic illnesses (illnesses that last a long time) or high blood pressure (the force of the blood in the tubes that carry blood through your body).

Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for an annual or periodic check-up. People who do not smoke or drink alcohol (wine, beer, etc.), eat a healthy diet, avoid stress (pressure; worry) and exercise (work out like walk, run, swim, bike, etc.) regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or a health problem. For example, he can send you for a test for cancer (cells that grow uncontrollably) or heart disease (the heart gets damaged/hurt).

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain.

A family doctor can send you to specialist doctors such as a heart doctor (cardiologist) or a foot doctor (podiatrist).

Brainstorm: Ask learners:

- Do you know what a family doctor does?
- Do you know what a medical history is?

- Instructions:**
1. Clarify new vocabulary learners will encounter. Write new words on the board and explain with the help of pictures or by acting out.
 2. Hand out activity sheet 'Why go to a Family Doctor -1?'
 3. Read the first part of the listening transcript 'Why go to a Family Doctor?'
 4. Have the learners write suitable words under each picture.
 5. Hand out activity sheet 'Why go to a Family Doctor - 2?'
 6. Read the second part of the listening transcript 'Why go to a Family Doctor?'
 7. Allow time for learners to think. Circulate to check for errors.
 8. Have the learners fill in the blanks.
 9. Have the learners practice correct pronunciation of each word.

Extension: Discussion: Ask learners to share their experiences of going to a family doctor.

- Answer Key:**
- | | |
|------------------|--------------------|
| a. Family doctor | b. X-ray |
| c. Check-up | d. Appointment |
| e. Prescription | f. Medical history |

Listening: Why go to a Family Doctor

Listen and write the words under the pictures they match.

Note: You can ask me to repeat as many times as you want. You can also copy the words from the box.

1. X-ray
2. Prescription
3. Check-up
4. Medical History (past health problems)
5. Appointment
6. Family Doctor

Fill in the blanks with the missing words.

- a) When you are sick, visit your **family doctor**.
- b) Make an **appointment** to see your family doctor.
- c) A family doctor does yearly **check-ups**.
- d) A family doctor gives **prescriptions**.
- e) A family doctor can send you for medical tests such as **an x-ray**.
- f) A family doctor might refer you to a **specialist**.
- g) A family doctor keeps your **medical history**.

Activity: Why go to a Family Doctor-1

Listen to your teacher.

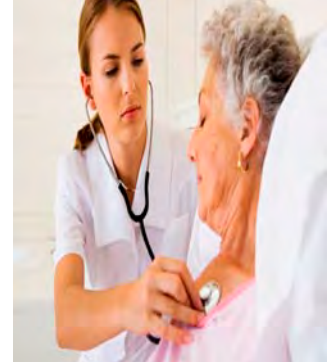
Write the words.



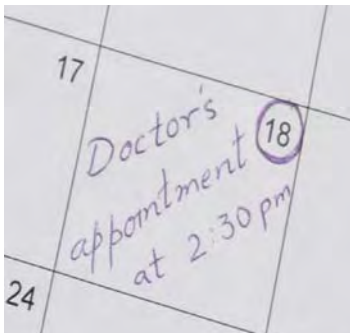
a. _____



b. _____



c. _____



d. _____



e. _____



f. _____

Appointment

Prescription

Check-up

Family Doctor

X-ray

Medical History

Activity: Why go to a Family Doctor - 2

2. Fill in the blanks.

- a) When you are sick, you can visit your _____.
- b) To see your family doctor, make an _____.
- c) A family doctor does yearly _____.
- d) A family doctor gives _____.
- e) A family doctor can send you for medical tests such as _____.
- f) A family doctor can send you to a _____.
- g) A family doctor keeps your _____.

Finding a Family Doctor

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 20 - 30 minutes

Targeted language skills: reading- scanning for information, writing

Objective: To familiarize learners with how they can find a family doctor in 'The Yellow Pages'.

Materials:

- Activity sheets (one copy per learner)
- Pencils, erasers, highlighters
- The Yellow Pages

Vocabulary: family physician, specialist

Information: A family doctor can help you and your family with most medical issues. Family doctors order laboratory tests such as blood tests (uses a needle to take some of your blood) and ultrasounds (a type of x-ray; takes pictures of the inside of your body). They also provide routine check-ups and annual or periodic check-ups.

An annual check-up or periodic check-up is an appointment when your doctor checks you to make sure that you are healthy. These check-ups are done either once a year or once every two or three years. A routine or general check-up is a regular check-up to take care of health problems such as the flu or chronic illnesses (illnesses that last a long time) or high blood pressure (the force of the blood in the tubes that carry blood through your body).

Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for an annual or periodic check-up. People who do not smoke or drink alcohol (wine, beer, etc.), eat a healthy diet, avoid stress (pressure; worry) and exercise (work out like walk, run, swim, bike, etc.) regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or a health problem. For example, he can send you for a test for cancer (cells that grow uncontrollably) or heart disease (the heart gets damaged/hurt).

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain.

A family doctor can send you to specialist doctors such as a heart doctor (cardiologist) or a foot doctor (podiatrist).

Brainstorm: Ask learners:

- How did you find your family doctor?
- Did you have problems finding a family doctor?

Instructions:

1. Introduce new vocabulary. Write new words on the board and explain their meaning. Explain that the word physician is another word for doctor.
2. Show The Yellow Pages and tell the learners how to look for Family doctors.
3. Distribute the handout and the activity sheet 'Finding a Family Doctor'.
4. Have the learners write in the activity sheet provided.
5. Circulate to check errors.

Extension: Discussion:
Ask learners what things they will consider while finding a family doctor.

Handout: Finding a Family Doctor

**Your city and all of Canada at
YellowPages.ca**

Physicians 1303

Kanani Ronak S Dr
Cardiologist
306-803 1 Ave NE403 571-8687

Kanashiro Jeanie Dr
Specialist General Surgery
3500 26 Ave NE403 943-5689
Fax Line403 219-3574

Kao Pion Dr
Specialist Disease of Children
200-233 16 Ave NE403 230-3300

Keegan David A Dr
Family Medicine
UMCA North Hill
1707-1632 14 Ave NW.....403-210-9200

Khosla I Dr Mrs
Pediatric Orthopedic Surgery
211-6707 Elbow Dr SW.....403 571-1235

Kieser Teresa M Dr
Specialist Cardiac Surgery
1403 29 St NW.....403 944-8449

Kinnie Brent Dr
Family Physician
101-83 Deerpoint Rd SE.....403 271-5124

Kirk Angus Dr
Eye Specialist
163 Southcentre Mall.....403 271-2244
.

Laatsch A K
Family Physicians
330-8180 Macleod Trail SE....03 221-4350

Leaker Michael T Dr
Specialist Haematology
2888 Shaganappi Trail NW...403 955-3035

Lee Samuel S G Dr
Specialist Hepatology
3330 Hospital Dr NW.....403 220-8457

Lee Sonya M Dr
Family Medicine
1707-1632 14 Ave NW.....403 210-9200

Leigh Richard Dr
Specialist Respiratory Medicine
3330 Hospital Dr NW.....403 220-8981

Lemaire Jane B Dr
Specialist General Internal Medicine
3330 Hospital Dr NW.....403 220-4506

Leong Alex G Dr
Family Physician
200-233 16 Ave NW.....403 230-3300

Lindsay Robert L Dr
Spclst Plastic Surgery
101-7 Glenbrook Pl SW.....403 571-3155

Lord Jason A Dr
Specialist Critical Care Medicine
3500 26 Ave. NE.....403 943 2569

Activity: Finding a Family Doctor

Find three family doctors.

Write in the table.

	Name	Phone	Address
1.			
2.			
3.			

Walk-in Clinic

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30 - 60 minutes

Targeted Language Skills: listening, reading, writing

Objective: To familiarize learners with the procedures in a walk-in clinic.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: walk-in clinic, appointment, medical history, wait, first come-first served

Information: Walk-in clinics are for people who do not have a family doctor or when your family doctor is not available. Anyone can get a check-up at a walk-in clinic if they show their Alberta Personal Health Card. You do not need to make an appointment at a walk-in clinic.

You should have a family doctor. If you go to the same doctor every time, he will know about your past health problems. This will make it easier for the doctor to help you.

Brainstorm: Ask learners:

- What do you know about a walk-in clinic?
- What is the difference between a family doctor's clinic and a walk-in clinic?

Instructions:

1. Use only the first part of the activity for lower levels.
2. Distribute handout 'Walk-in Clinics 1'.
3. Allow time for learners to read and understand.
4. Read with the learners. Explain the pictures in simple words as given in the handout for the facilitator.
5. Distribute activity sheet 'Walk-in Clinics 1'.
6. Circulate to check for errors.
7. Distribute activity sheet 'Walk-in Clinics 2'.
8. Allow time for learner to read and understand.
9. Read the passage explaining difficult words.
10. Have the learners write suitable words in the blanks.
11. Allow time for learners to think. Circulate to check errors.


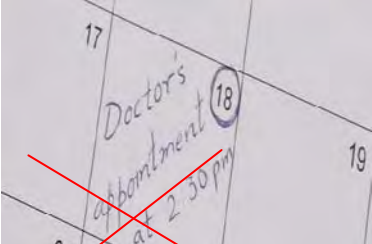


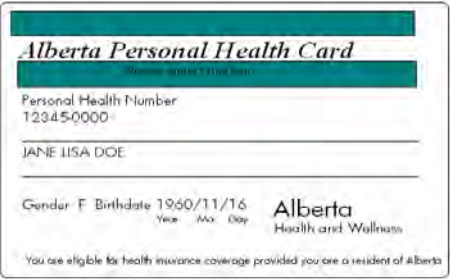
Answer Key:

1. Walk-in clinic	2. Appointment
3. Alberta Personal Health Card	4. Medical history form
5. First-come first-served	6. Wait

Handout: Walk-In Clinic 1 (for the facilitator)

Picture	Word	Remember
	walk-in clinic	You can go to a walk-in clinic if you need to see a doctor.
	no appointment	You do not need an appointment to go to a walk-in clinic
	take a number	You take a number from a machine.
	first-come first-served	The doctor sees people who arrive first except if someone is very sick
	Alberta Personal Health Card	You need to show your card to get help. You do not pay money.

Handout: Walk-In Clinics 1

Picture	Word
	<p>walk-in clinic</p>
	<p>no appointment</p>
	<p>take a number</p>
	<p>first-come first-served</p>
	<p>Alberta Personal Health Card</p>

Activity: Walk-In Clinics 1

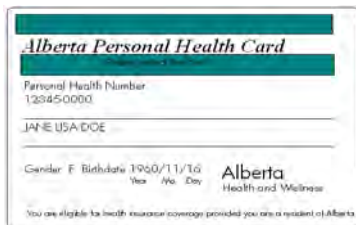
Draw a line to match the picture and the word.

Picture

Word



take a number



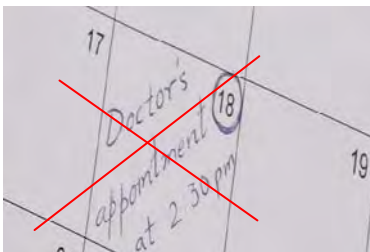
first-come first-served



walk-in clinic



Alberta Personal Health Card



no Appointment

Activity: Walk-In Clinics 2

Read about Walk- In Clinics.

- If you do not have a family doctor, you can go to a **walk-in clinic**.
- You do not need an **appointment** to go to a walk-in clinic.
- You have to show your **Alberta Personal Health Card**.
- If it is your first visit, you will fill a **medical history form**.
- Then you will have to **wait**. The doctor sees people who come **first**.



Activity: Walk-In Clinics 2

Fill in the blanks.

- a) If you do not have a family doctor, you can go to a _____
_____.
- b) To go to a walk-in clinic, you do not need an _____.
- c) At the walk-in clinic, you have to show your _____
_____.
- d) If it is your first visit, you have to fill a _____
_____.
- e) The doctor sees the people, who come _____.
- f) You have to _____ for your turn.

Alberta Personal Health Card

walk-in clinic

wait

first

appointment

medical history form

What is an Urgent Care Centre?

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 minutes (each part)

Targeted Language Skills: listening, speaking, reading, writing

Objective: To familiarize learners with the procedures in an Urgent Care Centre.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: asthma, sprain, infection

Information: You go to an urgent care centre if you have bad and sudden health problems that a doctor should see the same day. Nurses, doctors, and other health care providers (people who take care of your health like doctors, nurses and lab attendants) help you in urgent care centres. Urgent care centres are not in hospitals. There are two urgent care centres in Calgary. These include Sheldon Chumir Health Centre and South Calgary Health Centre. At urgent care centres, you will go to a triage. Triage means that they will help the sickest people first. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

Brainstorm: Ask learners:

- Do you know what an urgent care centre is?
- Have you been to an urgent care centre?
- Why did you go?

Instructions:

1. Distribute handout 'Urgent Care – Vocabulary'.
2. Read with the learners. Explain the pictures with the help of simple definitions given in the facilitator's hand out.
3. Clarify instructions. Circulate to check for mistakes.
4. Distribute activity sheet A 'What is Urgent Care Centre?'
5. Read the information to the class explaining any difficult words.
6. Circulate to check errors.
7. Distribute activity sheet B 'What is Urgent Care Centre?'
8. Clarify instructions.
9. Circulate to assist and look for errors.

Answer Key:

a. No	b. Yes
c. Yes	d. No

Hand out: Urgent Care (Facilitator)

Picture



Word

urgent care
centre

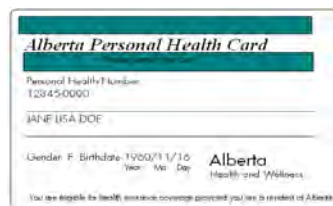
Remember

You can go here if you have a
very serious problem or
injury.



sprain

Your life is not in danger if
you do not get help quickly.



Alberta Personal
Health Card

You show this card to get
medical help. You do not have
to pay.



nurse

A nurse will tell you where to
go.



medical history

A nurse will ask you questions
about your past health
problems.

Handout: Urgent Care - Vocabulary

Picture

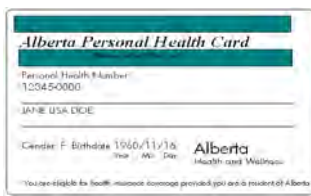


Word

urgent care centre



sprain



Alberta Personal Health Card



nurse



medical history

Activity: Urgent Care - Vocabulary

Draw a line to match the pictures with the words.

Picture



Word

medical history

urgent care centre

nurse

waiting room

sprain

Activity: What is an Urgent Care Centre?

A. Read about Urgent care Centre.

You can go to an urgent care centre;

- When you are very sick but you do not have a family doctor.
- When your life is not in danger but you need to see the doctor the same day. For example, if you have broken bones, asthma, muscle sprains, pain and infections.

Complete the sentences.

- a) You can go to an urgent care centre when you are _____.
(very sick)
- b) You can go to an urgent care centre if you do not have _____.
(a family doctor)
- c) You can go to an urgent care centre when you
_____ (break your bone),
_____ (have asthma attack),
_____ (muscle sprains)
_____ (bleeding from nose or ear)

Activity: What is Urgent Care Center?

B. Read about Urgent Care Centres.

- You do not need an appointment.
- They help adults and children.
- You can find them in the pink section of the White Pages.
- They are listed under 'medical clinics' in the White Pages.
- They are open 7 days a week
- They include The Sheldon M. Chumir Health Center. It is open 24 hours every day.

Write 'Yes' or 'No'.

- a) You need an appointment to go to an urgent care centre. _____
- b) Urgent care centres help adults and children. _____
- c) You can find urgent care in the White Pages. _____
- d) Urgent care centres are open 5 days a week. _____

Noah's Story

Facilitator's Notes

Level: CLB 2

Time: 30 - 60 minutes

Targeted Language Skills: listening, speaking, reading, writing

Objective: To familiarize learners with the procedures in an urgent care centre.

Materials: Copy of activity sheet (one per learner)
Handout (one copy per learner)
Pencils and erasers

Vocabulary: neighbours, asthma, bleeding heavily

Information: There are different types of health services available for people who live in Alberta. These services include:

- Health Link Alberta
- Walk-in clinics
- Family doctors
- Urgent care centres
- Hospital emergency departments

You can go to any of these places when you need to. For example; go to a family doctor or call Health Link Alberta for a common cold, flu or fever. Health Link Alberta is a free service. You can also ask for an interpreter. An interpreter is a person who speaks your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary phone 403-943-5465
- Edmonton phone 780-408-5465
- Province wide phone 1-866-408-5465 (toll free)

Do not go to the emergency department for a cold, flu or fever. If you break a bone, you can go to an urgent care centre or emergency department.

If you do not have a family doctor, you can go to a walk-in clinic. For immunizations (medicine given by needle that helps prevent sickness) you can go to a community health centre.

Brainstorm: Ask learners:
Do you know what an urgent care centre is?
Have you been to an urgent care centre? Why did you go?

- Instructions:**
1. Introduce new vocabulary given below. Write new words on the board and explain their meaning with the help of pictures from visual glossary, illustrations or definitions.
 2. Distribute activity: Noah's story – Vocabulary
 3. Allow time for learners to do the activity.
 4. Circulate to check for errors.
 5. Distribute handout 'Noah's Story'.
 6. Read with the learners. Explain the difficult words and phrases.
 7. Hand out activity sheet 'Noah's Story'.
 8. Have the learners work in pairs to complete the sentences.
 9. Circulate to check for mistakes.

Note: For lower level learners do not distribute the handout. Read the sentences one by one as scenarios and have the learners write the appropriate place where the person should go.

Extension: Discussion: Learners discuss in groups natural disasters that they know of; and how people suffered and how they were treated.

- Answer Key:**
- | | |
|--------------------------|-------------------|
| 1. Urgent care centre | 2. Walk-in clinic |
| 3. Sheldon Chumir Centre | 4. Emergency |
| 5. Emergency | |

Activity: Noah's Story

Vocabulary

Match.

neighbours



cut



bleeding



asthma



Handout: Noah's Story

Read Noah's story.

Noah is a nurse. His neighbours often come to him for advice about health. Once he had a bad week.

On Monday, Tom told him that Mike had fallen and broken his leg.

On Wednesday, Jill asked him what to do when her family doctor was not available.

On Thursday, Noah's grandmother had an asthma attack at 4 am.

On Friday his friend, Jack called at 3 am. His 6 years old son had a bad pain in his stomach.

On Sunday morning, Tom told him that there was a big accident.

A row of houses fell. Many people were hurt. They came to ask him what they should do. Some of them had broken bones. Some were bleeding a lot and some had bad cuts.

Activity: Noah's Story

Where would Noah tell each of them to go?

1. Mike should go to

2. Jill should go to

3. Jack's son should go to

4. People injured in the accident should go to

5. Noah's grandmother should go to

urgent care centre

walk-in clinic

emergency 911

Sheldon Chumir Health Centre

Emergency Treatment

Facilitator's Notes

Level: CLB 2

Time: 30 - 40 minutes

Targeted Language Skills: listening, reading, writing

Objective: To familiarize learners with the procedures in an emergency department.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: sickest, specialist, interpreter

Information: Emergency departments are in the hospitals. They help patients 24 hours a day. Doctors and nurses in the emergency department help people with very bad health problems. Patients may be moved to another hospital if they can get better help there.

The emergency department help people who are the sickest first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

Brainstorm: Ask the learners:

- What do you think is an emergency?
- Have you been to the emergency department in a hospital?
- Do you know what the triage system is?
- How long do you have to wait for your turn?

Instructions:

1. Distribute handout 'Emergency Treatment'.
2. Read the information with the learners explaining any difficult words with the help of pictures, illustrations or simple definitions.
3. Hand out activity sheet 'Emergency Treatment'. Allow time for learners to read it.
4. For lower level do the activity as a class or in small groups.
5. Circulate to assist and correct any mistakes.

Handout: Emergency Treatment

Read about Emergency treatment.

- You will see a doctor if you are the sickest person. You will have to wait if you are not the sickest person.
- A nurse will decide how sick you are.
- You need to show your Alberta Health Card to get help.
- You can ask a nurse for an interpreter.
- You can phone 1-866-408-5465 to find a hospital in Alberta.



Activity: Emergency Treatment

Complete the sentences.

- a. You need to show your Alberta Personal Health Card to _____.
- b. A nurse will _____.
- c. You will see a doctor if you are the _____.
- d. You will have to wait if _____.
- e. You can ask a nurse for _____.
- f. You can phone 1-866-408-5465 to find a _____.

1. you are the sickest person
2. get help
3. decide how sick you are
4. an interpreter
5. hospital in Alberta

Emergency Department

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 - 40 minutes

Targeted Language Skills: listening, reading, writing

Objective: To familiarize learners with the procedures in an emergency department.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers
- Pictures for new vocabulary from the visual glossary

Vocabulary: located, bruise, paper cut

Information: Emergency departments are in the hospitals. They help patients 24 hours a day. Doctors and nurses in the emergency department help people with very bad health problems. Patients may be moved to another hospital if they can get better help there.

The emergency department help people who are the sickest first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

Brainstorm: Ask learners:

- When do you go to the hospital emergency?
- Has anyone ever called an ambulance?
- Did you pay for it?

Instructions:

1. Introduce new vocabulary by writing the words on the board and showing pictures.
Note: Part A and B of the activity is the same content provided in two ways. The first one is to be used for lower level learners i.e. Pre-benchmark.
2. Distribute activity sheet 'Emergency Department'.
3. Have the learners discuss in pairs and circle the correct answers.
4. Take answers from the class providing the correct information.
5. Circulate to check if the learners copy the sentences without errors.
6. Distribute only the text from the reading activity 'Emergency Department'.
7. Allow time for learners to read through the text.
8. Ask questions for general understanding.
9. Distribute activity and circulate for individual attention.
10. Obtain consensus on answers.

Answer Key:

A:

- | | |
|--------|--------|
| 1. No | 2. Yes |
| 3. Yes | 4. Yes |
| 5. Yes | |

B:

- | | |
|----------------------------|--------------|
| 1. emergency | 2. hospitals |
| 3. 24 hours | 4. 911 |
| 5. serious health problems | |

C:

- | | |
|--------|--------|
| 1. No | 2. No |
| 3. Yes | 4. Yes |

Activity: Emergency Department

A. Write 'Yes' or 'No'.

1. People who could die should go to a walk-in clinic. _____
2. Emergency departments are in hospitals. _____
3. Emergency departments are open 24 hours. _____
4. If your life is in danger, you should call 911. _____
5. Emergency departments treat bad health problems. _____



Activity: Emergency Department

B. Circle the correct answer.

1. People who are so sick that they may die should go to

- ☐ urgent care centre
- ☐ emergency
- ☐ walk-in clinic

2. Emergency departments are in

- ☐ doctor's clinics
- ☐ hospitals
- ☐ malls

3. Emergency departments offer help

- ☐ 12 hours
- ☐ 24 hours
- ☐ 8 hours

4. If you are so sick that you may die, you should call

- ☐ 911
- ☐ 411
- ☐ 211

5. Emergency departments treat

- ☐ serious health problems
- ☐ bruises
- ☐ paper cuts

Activity: Emergency Department

Read about an emergency department

- Alberta Health Care does not pay for ambulance charges
- If you go to emergency on an ambulance, you have to pay ambulance fee
- You do not need to pay on the same day
- If you cannot pay the bill, call the phone number on the bill
- If you do not pay right away, you will get a bill later on for ambulance charges

Activity: Emergency Department

C. Write 'Yes' or 'No'.

1. Alberta Health Care pays for ambulance charges. _____
2. If you go to emergency in an ambulance, you have to pay the ambulance fee on the same day. _____
3. If you cannot pay the bill, call the phone number on the bill. _____
4. If you do not pay right away, you will get a bill later on for ambulance charges. _____

Calling 911

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 40 - 60 minutes

Targeted Language Skills: listening, speaking

Objective: To familiarize learners with how to call 911 by providing a model dialogue for practice.

Materials:

- Activity sheets (one copy per learner)
- Pencils and erasers
- A telephone set for role-play

Vocabulary: operator, interpreter/ translator, choking

Information: An emergency is when someone is:

- Bleeding a lot and it will not stop
- Will not wake up
- Cannot move
- In a lot of pain
- Does not seem to be breathing
- Very sick: fever (very hot), vomiting (throwing up food), diarrhea (runny poop)

If you have an emergency, call 911. If you are very sick, call 911. Do not drive. If you cannot hear or speak dial 403-268-3673

Emergency help will start as soon as you dial 911. The person on phone will talk to you and tell you what to do until the ambulance comes. Stay calm, listen, and do what they tell you to do. The 911 operator can send the police or fire truck to your house too. Do not worry if you see the police or fire fighters, they are there to help you.

Paramedics are the people in the ambulance who will help you. They will start your treatment (helping you) as soon as they reach your house. They are trained to help you. They will take you to the emergency department of a hospital. A triage nurse will see you in the emergency department. If you are the sickest person in the emergency, you will see a doctor first. If there are people sicker than you, you will have to wait to see a doctor.

Emergency departments are open 24 hours a day and 7 days a week.

You will get a bill for the ambulance. If you have no money, you can call the phone number on the bill and ask to cancel or reduce the bill.

Brainstorm: Ask questions like:

- Did you ever call 911? What was the reason?
- What did they ask?
- How long did the ambulance take to come?

Instructions:

1. Distribute handout 'Calling 911'.
2. Read the dialogue aloud explaining the difficult words. Act out choking, breathing etc.
3. Stress to the learners that they can ask for an interpreter.
4. Divide learners in pairs. Give them time to practice.
5. Tell them to switch roles while practicing.
6. Have the learners perform in front of the class.

Extension: Have the same language speaking learners practice the dialogue in their language.

Handout: Calling 911

Practice calling 911.

Gita dials 911.

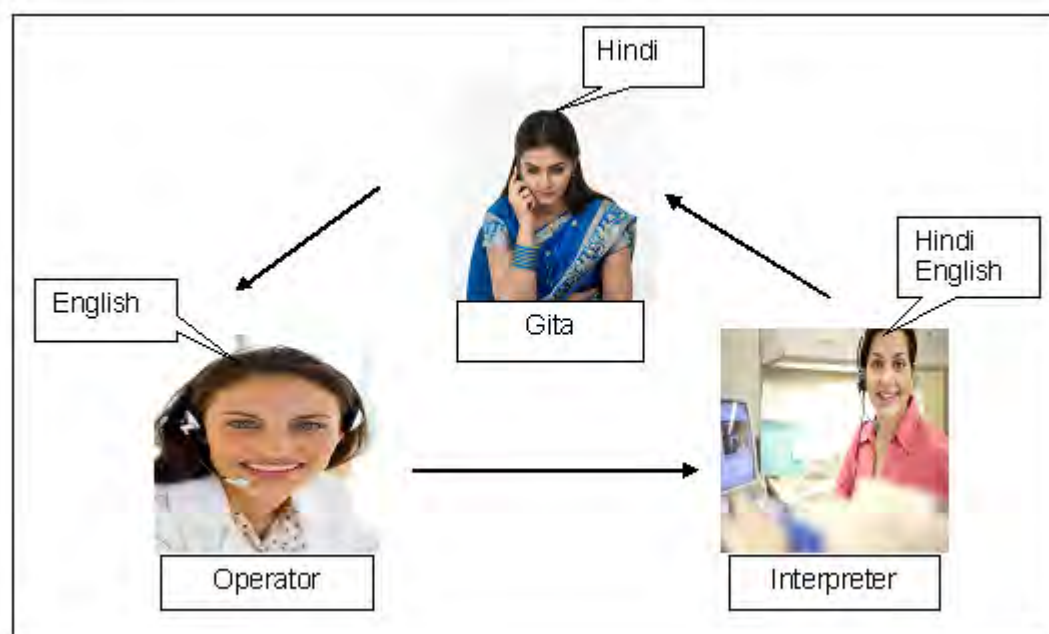
Operator: Police, fire or ambulance.

Gita: Ambulance.

I speak _____ I speak _____ I speak _____.

I need an interpreter.

Operator: Wait. Do not put the phone down. An interpreter will talk to you soon.



Handout: Calling 911

Practice calling 911 for a medical emergency.

Tom dials 911.

Tom: Police, fire or ambulance.

Operator: Ambulance.

I speak _____ I speak _____ I speak _____.

Operator: Wait. Do not put the phone down. An interpreter will talk to you soon.

Tom waits and then the interpreter comes on line.

Operator: 911 - Ambulance.

Tom: My son is choking.

Operator: Do you need an ambulance?

Tom: Yes.

Operator: What is your address?

Tom: 754 Blue Ridge Close, NE, Calgary.

Handout: Calling 911

Operator: Is the main door at the front or back?

Tom: At the front.

Operator: What is your name and telephone number?

Tom: Khanum. 403-555-5555.

Operator: Is he awake?

Tom: Yes.

Operator: Is he breathing?

Tom: Yes, but with difficulty.

Operator: What is his age?

Tom: Four years.

Operator: An ambulance is coming. Please stay on the phone until the ambulance arrives.

Tom: Thank you!

NOTE: You can ask for an interpreter who can talk to you in your language.

You have to say I speak _____ (3 times)

Why go to a Community Health Centre

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 20 - 40 minutes

Targeted Language Skills: reading, writing

Objective: To familiarize learners with the services a community health centre provides.

Materials:

- Activity sheets (one copy per learner)
- Pencils and erasers

Vocabulary: infant, nutrition, vaccination/ immunization /inoculation, parenting, advice, prevent, injury

Information: Community Health Centres offer a lot of help. They:

- Have pre-natal services: teaches and helps pregnant women before their babies are born.
- Have post-natal services: helps women with new babies. They give information on how, when and what to feed a baby.
- They tell you about other places and people that can help you.
- They give vaccinations to children. Vaccinations are needles that help prevent sickness.
- They teach you about how to be a good parent, how to stay healthy and how to avoid injury (when a part of your body is hurt)

Nurses from community centres help you in your home or at a community centre. Not all community health centres have the same help. Sometimes you have to make an appointment. Sometimes you do not need an appointment - you can go in to see a doctor or nurse. Community Health Centres are listed in the white page telephone book in the pink pages (or the first pages). To get information about community health centres you can call Health Link Alberta at 403- 943-5465 or you can call 211.

Brainstorm: Ask questions like:

- How many of you have kids at home?
- Did you go for their vaccination?
- Where did you go?
- Were there any other services offered there?

Instructions:

1. Explain new vocabulary by writing the words on the board and showing pictures.
2. Distribute activity 'Why go to Community Health Centres?' – Vocabulary.

3. Allow time for learners to do the activity. Circulate to check for errors.
4. Distribute activity sheet 'Why go to Community Health Centres?'
5. Read the script with the class and explain all difficult words with the help of pictures or definitions.
6. Provide ample time for learners to reading.
7. Ask questions to check comprehension.
8. Circulate to check for errors.

Extension: Take learners to a community health centre for a visit to show them what services they provide.

Answer Key:

1. Yes	2. No
3. Yes	4. Yes
5. Yes	

Activity: Why go to a Community Health Centre?

Vocabulary

Match.

Infant



Nutrition



Vaccination



Parenting



Injury



Activity: Why go to a Community Health Centre?

Read about the community health centres.

A nurse from community health centres goes to your house after a baby is born.

They tell what to feed your children.

They give vaccinations to children.

They advise you on how to raise your children.

They teach you how to avoid injury.

They help new mothers learn how to breastfeed.

Write 'Yes' or 'No'

1. Community health centers help mothers after a baby is born. _____
2. They provide food for infants. _____
3. They give vaccinations to children. _____
4. They advise you on how to raise your children. _____
5. They teach you how to protect yourself from injuries. _____

Where is the Community Health Centre?

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 20 - 25 minutes

Targeted Language Skills: Reading- scanning for information, Writing

Objective: To familiarize learners with the services a community health centre provides.

Materials:

- Activity sheets (one copy per learner)
- Pencils and erasers
- The Yellow Pages

Information: Community Health Centres offer a lot of help. They:

- Have pre-natal services: teaches and helps pregnant women before their babies are born.
- Have post-natal services: helps women with new babies. They give information on how, when and what to feed a baby.
- They tell you about other places and people that can help you.
- They give vaccinations to children. Vaccinations are needles that help prevent sickness.
- They teach you how to be a good parent, how to stay healthy and how to avoid injury (when a part of your body is hurt)

Nurses from community centres help you in your home or at a community centre. Not all community health centres have the same help. Sometimes you have to make an appointment. Sometimes you do not need an appointment - you can go in to see a doctor or nurse. Community Health Centres are listed in the white page telephone book in the pink pages (or the first pages). To get information about community health centres you can call Health Link Alberta at 403- 943- 5465 or you can call 211.

Brainstorm: Ask the learners:

- How many community health centres do you know of?
- How did you find the one close to your house?
- Is there any other way to find it?

Instructions:

1. Hand out activity sheet 'Where is Community Health Centre?'
2. Show The Yellow Pages and explain what is it and how is it used.
3. Tell about the other ways of finding a health centre such as calling 411, calling Alberta Health Link.
4. Ask the learners to copy the address of the Community Health Centre near their houses.

5. Circulate to help learners individually.
6. Ask them to keep the addresses with them for future reference.

Extension: Take learners to a community health centre for a visit to show them what services they provide.

Answer Key: Have the learners read some frequently called numbers given on the same page. Also, have them practice finding other health services in the yellow pages.

Activity: Where is the Community Health Centre?

Find a Community Health Centre near your house?



Community Health Centres

CALGARY

NORTHEAST

Village Square 2623 - 56 St NE (403) 944-7000

NORTHWEST

North Hill 1527 - 19 St NW..... (403) 944-7400

Northwest (Ranchlands) 109 -1829 Ranchlands Blvd NW..... (403) 944-9700

Thornhill 6617 Centre St NW..... (403) 944-7500

SOUTHEAST

Acadia #132, 151 - 86 Ave SE..... (403) 944-7200

Forest Lawn 3810 – 17 Ave SE (403) 944-7300

South Calgary Health Centre 31 Sunpark Plaza SE (403) 944-9300

SOUTHWEST

Shaganappi 3415 - 8 Ave SW..... (403) 944-7373

Sheldon M Chumir Health Centre 1213 4 St SW..... (403) 944-6367

RURAL

Airdrie Regional Health Centre 604 Main St S (403) 912-8400

Banff Public Health Program 303 Lynx St (403) 762-2990

Black Diamond Health Unit 717 Government Rd..... (403) 933-8505

Canmore Public Health Program #104 - 800 Railway Ave (403) 678-5656

Claresholme Community Health Centre 5221 - 2 St W..... (403) 625-4061

Didsbury Health Unit 1210 - 20 Ave..... (403) 335-7292

High River Health Unit 310 MacLeod Trail SW (403) 652-5450

Nanton Health Unit 2214 - 20 St..... (403) 646-2218

Okotoks Health and Wellness Centre 11 Cimarron Common (403) 995-2600

Strathmore Health Unit 650 Westchester Road (403) 361-7200

Vulcan Health Unit 610 Elizabeth St S (403) 485-3337

A Dentist's Reply

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 - 60 minutes

Targeted Language Skills: reading, writing

Objective: To familiarize learners with what their Alberta Personal Health Card covers.

Materials:

- Activity sheets (one copy per learner)
- Handouts (one copy per learner)
- Pencils and erasers

Vocabulary: dental, teeth, appointment

Information: The Alberta Personal Health Card does not pay for dental care. Dental care means to keep your teeth and gums healthy. A dentist is a doctor that looks after your teeth and gums. You must pay to get help from a dentist. To find a dentist you can look in the yellow pages under 'dentist'. You must make an appointment to see a dentist. Dental care can cost a lot of money.

In Alberta, there is a Reduced Fee Dental Assistance Program. This program helps you if you do not have enough money. It will allow you to pay less money to see a dentist. You can phone Health Link Alberta to get the name of a low fee dental clinic.

If you can not get the Reduced-Fee Dental Assistance Program, you can buy dental insurance through Alberta Blue Cross. Insurance means you pay a small amount of money every month to help cover dental costs that you may have. Alberta Blue Cross pays for health care that your Alberta Personal Health Card does not pay for. If you have a job, your employer (boss) may give you dental insurance. You can ask your manager or boss about insurance.

Brainstorm: Ask questions like:

- Did anyone ever have a tooth problem?
- Did you go to a dentist?
- How much does he charge?

Instructions:

1. Distribute the first handout 'Sandy's Letter'.
2. Ask learners to read Sandy's Letter. Ask questions: Will Sandy be able to get an appointment? Does her card cover dental visit?
3. Distribute the second handout 'The doctor's reply'.
4. Ask learners to read 'The doctor's reply'. Explain any difficult words.
5. Distribute activity sheet A Dentist's Reply. Allow time for learners to

think.

6. Discuss the answers as a class.

Note: Inform learners that they should keep their receipts if they go for a private check-up because they can get tax reductions on their income.

Extension: Provide learners with extra information on how they can apply for Alberta Child Health Benefit (refer to introduction). Have them read the information. Ask questions to ensure understanding.

Answer Key:

1. No	2. Reduced Fee Dental Assistance Program
3. Blue Cross	4. Employers can provide dental coverage too
5. In the Yellow Pages	

Handout: Sandy's Letter

Read Sandy's email.

Dear Doctor Smith,

I found your address in the Yellow Pages. I want to make an appointment with you. My son's teeth are turning brown. I have pain in my teeth. I am new in this city. I have very little money but I have my Alberta Personal Health Care Card.

Thank You.

Sandy

Handout: A Dentist's Reply

Read the doctor's reply.

Dear Sandy,

Sorry, Alberta Health Care does not pay the cost of a dental visit. If you do not have money, you can contact the low fee dental program.

If your son is under 19 years of age, you can apply for Alberta Child Health Benefit.

If he is older than 19 years of age, you can buy insurance from Alberta Blue Cross. Also, ask your manager if your company pays for it.

Thank you,

Dr. Smith

Activity: A Dentist's Reply

Answer the questions.

1. Does Alberta Health Care pay for help from the dentist?

2. Where do you go if you are a family with less money?

3. Where can you buy dental insurance?

4. Is there any other way to get dental insurance?

5. Where did Sandy find Dr. Smith's address?

Eye Care – Where do I go?

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 – 40 minutes

Targeted language skills: listening, speaking, reading, writing

Objective: To familiarize learners with eye care benefits.

Materials:

- Activity sheets (one copy per learner)
- Pencils and erasers

Vocabulary: optometrist

Information: Alberta Health Care pays for one eye test a year if you are less than 19 years old or over 65 years old. An eye test will make sure your eyes are healthy. Otherwise, the cost of an eye exam will be around \$50.

The Alberta Child Health Benefit can help pay for glasses for children. They will help pay to fix the glasses. Children must be 18 years old or younger. They will only help pay once a year.

Employers may help you pay for eye exams and glasses.

An optometrist is a doctor who checks your eyes to make sure they are healthy and that you can see. You need to book an appointment to see an optometrist. You look in the Yellow Pages to find an optometrist near you.

Brainstorm:

- Have you ever had a vision problem?
- Did you go to an eye doctor?

Instructions:

1. Distribute activity sheet 'Eye Care- Where Do I go?'
2. Allow ample time for learners to read.
3. Allow time to fill in the blanks. For lower level learners, write the new vocabulary on the board prior to reading the sentences. Explain their meaning with the help of pictures or illustrations.
4. Read the passage aloud to learners for pronunciation and correction of errors.

Extension:

- Have the learners practice the dialogue.
- Have them perform in front of the class one by one.

Answer Key:

a. Optometrist	b. Eye doctor
c. Yellow Pages	d. Pays, 19
e. \$50	

Activity: Eye Care - Where do I go?

Read Nina's conversation.

Tania: My son has trouble reading.

Nina: You should take him to an optometrist.

Tania: What is an optometrist?

Nina: An optometrist is an eye doctor.

Tania: Eye doctors are expensive.

Nina: No, Alberta Health care pays for one eye exam per year.

Tania: Is that for everyone?

Nina: No, it is for people under the age of 19 and over 65.

Tania: Oh, then I can take my mother too.

Nina: You can find an optometrist in the Yellow Pages.

Tania: Thank you!

Nina: You are welcome!

Listening: Eye Care - Where do I go?

- a) For eye problems go to an optometrist.
- b) An optometrist is an eye doctor.
- c) You can find an optometrist in the Yellow Pages.
- d) Alberta Health Care (AHC) pays for one eye exam a year until the age of 19 and after 65 years of age.
- e) Otherwise, the cost is around \$50.

Activity: Eye Care - Where do I go?

Fill in the blanks.

- a) For eye problems go to an _____.
- b) Optometrist is an _____.
- c) You can find an optometrist in the _____.
- d) Alberta Health Care _____ for one eye exam a year until the age of _____ and after 65 years of age.
- e) The cost for an eye exam is near _____.

eye doctor	Yellow Pages
pays	19
optometrist	\$50

Additional References

- Alberta Health Services
<http://www.albertahealthservices.ca/>
- Alberta Blue Cross
<https://www.ab.bluecross.ca/>
- Eye See... Eye Learn
<http://www.optometrists.ab.ca/fribbit>
- Primary Care Network (PCN)
<http://www.optometrists.ab.ca/fribbit>