

# Diabetes Directory of Community Resources



2015 - 2nd Edition

WaterlooWellington  
D I A B E T E S



Ontario

Waterloo Wellington Local  
Health Integration Network

@ Canadian  
Diabetes  
Association  
diabetes.ca | 1-800-BANTING

# Welcome!

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This directory was created in partnership by *Waterloo Wellington Diabetes (WWD)* and the Central West Ontario leadership centre of the *Canadian Diabetes Association (CDA)*. Funding for this directory was provided by the *Waterloo Wellington Local Health Integration Network (WWLHIN)*. It is meant to be used as a community resource for healthcare providers and people affected by diabetes who are living in the Waterloo, Wellington and Dufferin regions.

We believe that all individuals and families with diabetes should have:

- The knowledge, skill and support to lead a healthy life with diabetes, free of complications
- Access to a primary care provider
- Access to diabetes education programs and specialists
- Information on available resources in their community

## Disclaimer

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Please note that this directory does not replace visits with your doctor and/or the rest of your healthcare team. The listings in this directory are not exhaustive. WWD and CDA are not responsible for any representation as to quality, value, or effectiveness of any products, healthcare services, or methods referred to in this publication. Services quoted in this directory are subject to change.

**WaterlooWellington**  
D I A B E T E S

Waterloo Wellington Diabetes

887 Langs Drive, Unit 11  
Cambridge, ON  
N3H 5K4

519-653-1470 x372

[info@waterloowellingtondiabetes.ca](mailto:info@waterloowellingtondiabetes.ca)  
[www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)

 Canadian  
**Diabetes**  
Association  
diabetes.ca | 1-800-BANTING

Canadian Diabetes Association

Central West Ontario Region  
14 Irvin Street, Suite 1  
Kitchener, ON  
N2H 1K8

519-742-1481 (KW & Area)  
519-837-9455 (Guelph & Area)  
519-942-1800 (Orangeville & Area)

[kitcheneroffice@diabetes.ca](mailto:kitcheneroffice@diabetes.ca)  
[www.diabetes.ca](http://www.diabetes.ca)

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# Waterloo Wellington Diabetes

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## Who We Are

Waterloo Wellington Diabetes (WWD) was established in 2010 by the Diabetes Regional Coordination Centre which was funded through the Ontario Diabetes Strategy (ODS). The name WWD was to represent all organizations providing diabetes care in the region of Waterloo Wellington. The host organization for WWD is Langs in Cambridge, but the scope of the program is the whole region. WWD is now funded by the WWLHIN.

The role of WWD is to provide a clear point of contact within the region for diabetes care and to be a resource centre for individuals and families living with diabetes in the region. It is separate and unique from Diabetes Education Programs. Services include central intake for all referrals to diabetes education and specialists for the region; a mentoring program for health care professionals to support them in furthering their knowledge and confidence with diabetes management; and a regional website [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)

WWD's goals include:

- Improving access
- Improving knowledge
- Improving health

WWD is partnered with the Waterloo Wellington Region Self-Management Program. This program is also funded through the Ontario Diabetes Strategy but is available to people with any chronic disease.

## Canadian Diabetes Association

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### Who We Are

The Canadian Diabetes Association (CDA) is a charitable organization that has been providing resources and support to people with diabetes since 1953. CDA strives to raise awareness and provide services as we work toward a future in which all people affected by diabetes attain an optimal quality of life.

Our mission is to lead the fight against diabetes by helping people with diabetes live healthy lives while we work to find a cure. The CDA delivers its mission by providing people with diabetes, at-risk individuals and healthcare providers with education and services, while advocating on their behalf, supporting research, and translating research into practical applications.

To learn more about the Canadian Diabetes Association and the programs and services provided, contact the Central West Ontario Region office at **519-742-1481** or visit [www.diabetes.ca](http://www.diabetes.ca)

# Waterloo Wellington Diabetes - Services We Offer

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## Waterloo Wellington Diabetes Central Intake (WWDCI)

WWDCI provides a single point of contact for all healthcare providers and individuals to access diabetes care. Referrals are screened for urgency and directed to the most appropriate diabetes education program and/or specialist so that each person is receiving “the right care, at the right time, at the right place”. WWDCI monitors wait-times of programs and helps to ensure timely access.

For further information on how to access diabetes care, refer to page 9.



## Educational Events

We collaborate with many community partners to offer various educational events throughout the region to support health care providers and individuals with diabetes. Please visit our website [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca) for upcoming events in your community.

## Mentoring Program

The mentoring program was developed to support and enhance the skill level of diabetes educators to care for more complex patients within diabetes programs and primary care. Mentorship is defined as "a relationship in which a more knowledgeable or more experienced person helps to guide a less experienced or less knowledgeable person". It is more than a transfer of knowledge. It is an empowerment process involving sharing wisdom, enhancing confidence, and building experience. For more information on this program, visit our website [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca) and click to enter the Health Care Professionals section.

## Website

We developed the regional website in 2012 as a resource for individuals with diabetes and their families and health care providers. It offers resources, education, upcoming events and much more. [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)



# Waterloo Wellington Diabetes - Services We Offer

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## Waterloo Wellington Self-Management Program

The Waterloo Wellington Self-Management Program (WWSMP) is funded by the Ministry of Health and Long Term Care. The role of the WWSMP is to coordinate self-management programs and workshops in the region for individuals living with or at risk of developing chronic disease. The role also includes providing training and education to health care providers. There are 14 self-management programs across Ontario, and the host organization for WWSMP is Langs in Cambridge.



There are a variety of workshops offered throughout the region at different locations. These workshops are designed to support individuals to get the most out of life while living with a chronic condition, such as diabetes, stroke, pain, anxiety, depression, or arthritis.

**Take Charge** is a free 6 week workshop for people with any ongoing chronic health condition. The Take Charge workshop is based on the Stanford model of chronic disease self-management.

**Take Charge - Chronic Pain** is a free 6 week workshop for people living with chronic pain.

**Craving Change** is a free program designed to help you understand why you eat the way you do.

**PEP Program** is a free program is for people with diabetes to learn more about preventative care for your feet.

**Communication Skills 101 - Boot Camp for Patients** is a program that helps you learn how to ask the right questions of your doctor or health care provider so you understand and feel confident in your treatment advice.

All participants (including family members and caregivers) must pre-register for a workshop. For information on future workshops, or if you are interested in becoming a trained Peer Leader, contact us at **1-866-337-3318**, email **selfmanagement@langs.org** or visit our website at **www.wwsselfmanagement.ca**



# Canadian Diabetes Association - Services We Offer

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## Resource Centres

There are two resource centres in our region where one of our trained staff or volunteer members will gladly help or direct you to the answers and resources you need. They offer free printed literature on a variety of different diabetes-related topics and have cookbooks available for purchase. For locations and contact information see the inside cover.

## Health Displays

If you are a member of a church group, service club, school, or workplace that would like us to come out and provide an educational display, speaker and/or literature, for your upcoming health fair, call the office for more information.

## Learning Series Program - Adult, Youth & School Presentations

### Adult Presentations

The CDA offers a suite of educational presentations which are available free of charge to interested community groups, organizations or businesses in order to raise diabetes awareness and educate people about diabetes prevention and management. There are four adult modules available, including: *Diabetes - What You Need to Know*; *Living Well with Diabetes*; *About the Canadian Diabetes Association* and *Diabetes for Healthcare Workers*.

### Youth/School Presentations

**Cellbertons ~ What's Diabetes?** (ages 6 to 9) Provides age-appropriate information on diabetes and steps towards the prevention of type 2 through healthy eating and physical activity. Kids will love the fun cartoon; interactive activities and family take home package.



**Growing Up Well (ages 9 to 14)** Features a video starring youth who share their stories of what it's like to live with type 1 diabetes. A CDA presenter also provides tips on making healthy lifestyle choices to reduce the risk of type 2 diabetes.

**Care Provider Presentations** are available for schools, nursery schools and daycares. This comprehensive presentation and accompanying educational resources provide teachers and care providers with a better understanding of type 1 diabetes, how they can support children living with diabetes in their school and what steps can be taken to provide a safe and healthy learning environment.

# Canadian Diabetes Association - Services We Offer

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## Diabetes Expo & Information Sessions

Our annual Diabetes Expo provides individuals with type 1, type 2 and prediabetes a chance to hear expert speakers present on relevant diabetes related topics. Participants can also attend the comprehensive exhibitor tradeshow to learn about a variety of diabetes products and services that can assist in effective diabetes management.

The CDA also offers a number of different educational sessions (i.e. Diabetes Research Forum, Videoconference, etc.) at different times throughout the year. For more information on these or the expo, call our local office or look for postings on the CDA on-line events calendar.

## Diabetes Dialogue Magazine

Published quarterly by the Association, Diabetes Dialogue is Canada's only health and wellness magazine dedicated to living life to the fullest while living with diabetes. The publication contains informative articles on diabetes management, personal interest stories, nutrition, fitness, research and more. To purchase a subscription call **1-800-BANTING (226-8464)** or visit **www.diabetes.ca** to subscribe on-line.



## MyCDA

The Canadian Diabetes Association is excited to offer myCDA, an online community for CDA members and supporters. Through myCDA, you can browse articles, manage or create your FREE membership, register for events, connect with other friends of myCDA, and keep up to date with the latest news and offers. Begin your myCDA experience today - just go to **www.diabetes.ca/mycda/sign-up** or call **1-800-BANTING (226-8464)**.

## diabetes.ca

The CDA website has been created with both healthcare professionals and the general public in mind. Anyone with access to a computer can log on to the site for a wealth of practical information on everything from blood glucose management, complications and research, to volunteer opportunities, advocacy, and educational sessions/webinars available in your community.

The professional section of the site features various resources, tools and information for diabetes healthcare providers such as our Clinical Practice Guidelines, journal abstracts, tools for use in practice and professional development.

# Canadian Diabetes Association - How You Can Help

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As a charitable organization, the Canadian Diabetes Association relies solely on the generosity of individuals, businesses, foundations, community groups, service clubs and other generous donors in order to raise the dollars needed for implementing and carrying out the various programs and services we offer.

To help our cause you can volunteer, make a financial donation, raise funds, or otherwise contribute to some of the following programs listed.

## Clothesline®

The next time you're de-cluttering and getting rid of your gently used clothing, unwanted electronics and small household items, we ask you please keep the CDA Clothesline program in mind. By donating to us, you can feel good knowing your used items are going towards a worthwhile cause and by recycling you've had a positive impact on the environment. To schedule a pick-up or to find the nearest donation drop box location, call **1-800-505-5525** OR schedule a pick-up on-line by visiting [www.diabetes.ca/clothesline](http://www.diabetes.ca/clothesline)



## Used Vehicle Donation Program

If you have a used vehicle you would like to donate to a good cause, why not consider doing so in support of the CDA. When you recycle your car with **Car Heaven** the proceeds are donated to the CDA and you will receive a free tow (valued at \$200) and a tax receipt of \$100.00. For more information on how to donate your old clunker through Car Heaven, please call **1-877-755-6272** or visit their website at [carheaven.ca](http://carheaven.ca)

**Donate a Car Canada** also accepts vehicle donations for the CDA. In return they will provide free towing in many areas across Canada and you will receive a charitable receipt. To donate a car, truck, RV, boat, motorcycle or other vehicle, call **1-877-250-4904** or visit [donatecar.ca](http://donatecar.ca)

## Team Diabetes

Walk, run, hike or bike in exciting international and Canadian destinations and become part of a dedicated team that is making a difference! Team Diabetes participants collect pledges as they train for their preferred event. In return the CDA provides a staff support person, transportation and hotel costs associated with the race. Training is also provided through the Running Room.



For more information on event dates, national/international locations, sponsorship requirements, and application details, call or visit us at [www.teamdiabetes.ca](http://www.teamdiabetes.ca)

# Canadian Diabetes Association - How You Can Help

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## Corporate/Employee Gift Giving

Corporations and their employees can support the Association in a number of ways. These can include: holding third party fundraisers such as dress down days or BBQs; participating in payroll deductions and gift matching programs; volunteering time & expertise, and even providing meeting space in support of local diabetes educational and fundraising programs. Companies are encouraged to make charitable donations or ask about local sponsorship opportunities which can in turn provide various business benefits, including the enhancement of their corporate image within the community.

## Third Party Fundraisers

If you are thinking of holding a community fundraising event or have an existing event, consider donating the proceeds to the CDA. Contact us to learn how we can partner with you.

## Volunteer – Make a Difference!

Can you spare a few hours a week, month, or year, to support a good cause?  
Have you been thinking about giving back to your community but you aren't sure how?  
Are you looking for a way to meet new people, develop new skills or just have fun?

### *Volunteer for the Canadian Diabetes Association*

A variety of volunteer roles are available, including: Speakers' Bureau Presenters, Special Events Planning & Support; Team Diabetes Participants, Administrative Support and Fundraising.

For more information on volunteer opportunities available in your area, call your local CDA office:

For Kitchener and area, call: **519-742-1481**  
For Guelph and area, call: **519-837-9455**  
For Harriston and area, call: **519-338-3181**  
For Orangeville and area, call: **519-942-1800**



# Accessing Services

## Finding a Family Doctor

**Health Care Connect** is a program that can help people without a regular health care provider find one in their community. The program identifies doctors or nurse practitioners who are accepting patients and connects them with people who are in need of a family health care provider.

To register you must have a valid Health Card and an up-to-date mailing address. You can register by calling 1-800-445-1822 and speak to a representative who will ask you a short series of questions. Registration can be done Monday to Friday 9:00am to 5:00pm. You can also enter your information online at [www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect)

Priority is given to individuals with greater health needs. You will be referred to a family doctor or nurse practitioner in your community once one is found.

As of April 2012, there are 1,100,696 Ontarians (18+) with diabetes.



## Your Diabetes Healthcare Team

Diabetes is a lifelong condition that can result in complications if not managed well. People with diabetes should have regular appointments with their doctor to maintain control of their diabetes as well as receive education and support from a diabetes education program (DEP).



DEPs are available to teach you and your family to better understand and manage your diabetes by providing tools and resources to support you in self managing your condition.

### Who should be on my team?

Your diabetes healthcare team may consist of your family doctor, a registered nurse, a registered dietitian, a certified diabetes educator, a social worker, a pharmacist, an endocrinologist, and other medical specialists. For more information about each of these providers, refer to the glossary of terms at the back of this directory on page 56.

## Accessing Services - Diabetes Central Intake

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Waterloo Wellington Diabetes Central Intake provides a streamlined process for referrals to diabetes education programs and specialist consults.

### How to make a referral through Central Intake:

*If you have diabetes*, please complete the self-referral form on page 63 or on the WWD website at [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca) (under *Access to Diabetes Care*) and:

Fax it to: **519-650-3114** or **1-855-342-2387 (DIA-BETS)**

Mail it to: Unit #11 - 887 Lings Drive, Cambridge, ON, N3H 5K4  
or

Call: **519-653-1470 x372** and speak to someone who can assist you in completing the form over the phone

*If you are a healthcare provider* and would like to refer a patient, please complete all sections of the referral form on page 62 or on the WWD website [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca) (under the *Healthcare Professionals side, Central Intake*) and:

Fax it to **519-650-3114** or **1-855-342-2387 (DIA-BETS)**

An electronic version of the Central Intake referral form is available for healthcare providers using an EMR. Contact Waterloo Wellington Diabetes at **519-653-1470 x372** for further information.



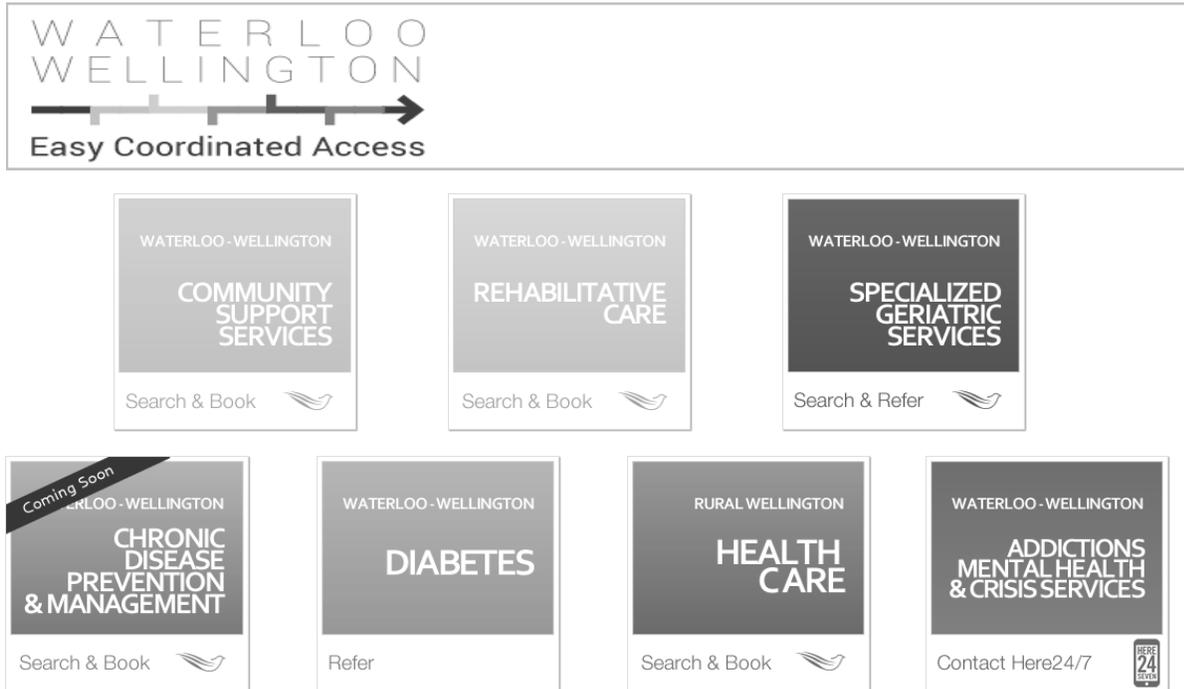
As of April 2015, over 15,000 referrals have been processed by Central Intake since the start of the system in 2012.



# Accessing Services - Referring to Other Services

## Easy Coordinated Access

Easy Coordinated Access is an initiative funded by the WWLHIN, to create a single access point for healthcare professionals to refer to a range of services. It is currently in development but offers another entry point for accessing diabetes and community services. To learn more about this initiative, visit [easycordinatedaccess.com](http://easycordinatedaccess.com)



## Waterloo-Wellington Community Care Access Centre (CCAC)



CCAC connects you with the care you need to stay well, heal at home and stay safely in your home longer. Through personal visits and regular check-ins, CCAC can help determine the right care and support for individuals. This may include in-home nursing and personal support, a visit to CCAC community clinics, or connections to community organizations.

CCACs are funded by LHINs through the Ministry of Health and Long-Term Care, so CCAC advice and services are covered by OHIP. Each CCAC is staffed by knowledgeable professionals who will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan that meets your individual needs. For more information, visit [healthcareathome.ca/ww/en](http://healthcareathome.ca/ww/en) or call **1-888-883-3313**

# Managing Your Diabetes - Diabetes Education Programs

Diabetes education programs offer excellent learning environments, providing specialized knowledge for both adults and youth to properly manage their diabetes. Many of the DEPs also offer satellite or outreach sites. To access a DEP, complete a self referral form found on page 63 or call Diabetes Central Intake at **519-653-1470 x372**.

<b>Cambridge</b>		
Cambridge Memorial Hospital	700 Coronation Blvd.	519-621-2333 x2345
Langs CHC	1145 Concession Rd.	519-653-1470 x285
Two Rivers FHT	12-350 Conestoga Rd.	519-629-4615 x271
<b>Erin</b>		
East Wellington FHT	1 - 6 Thompson Cres.	519-833-7576 x362
<b>Fergus</b>		
Groves Memorial Hospital	235 Union St. E.	519-843-2010 x3265
<b>Guelph</b>		
Diabetes Care Guelph	83 Dawson Rd.	519-840-1964
<b>Kitchener</b>		
Grand River Hospital	835 King St. W.	519-749-4300 x2622
Kitchener Downtown CHC	44 Francis St. S.	519-772-0192
<b>Mount Forest</b>		
Louise Marshall Hospital - NWHC	630 Dublin St.	519-323-3333 x2332
<b>Orangeville</b>		
Headwaters Health Care Centre	100 Rolling Hills Dr.	519-941-2702 x2525
<b>Palmerston</b>		
Palmerston & District Hospital - NWHC	500 Whites Rd.	519-343-2030 x4315
<b>Rockwood</b>		
East Wellington FHT	175 Alma St.	519-833-7576 x362
<b>Shelburne</b>		
Dufferin Area FHT—Shelburne Site	167 Centre St.	519-925-0017 x241
<b>St. Jacobs</b>		
Woolwich CHC	10 Parkside Dr.	519-664-3794 x239

# Managing Your Diabetes - Diabetes Specialists

## Adult Endocrinologists / Diabetes Specialists

An endocrinologist is a medical doctor who specializes in diseases of the endocrine system, including diabetes. For some individuals, regular appointments with an endocrinologist can be a critical part of managing your health, in addition to visiting your regular family doctor. To access an endocrinologist, a referral from your family doctor is required, and can be faxed to Central Intake at **519-650-3114** or **1-855-342-2387 (DIA-BETS)**.

Endocrinologist / Specialist	Location
Dr. Joanne Liutkus	Cambridge
Dr. Peter Clarke	Fergus
Dr. Cameron Purdon	Guelph
Dr. Liviu Danescu	Guelph
Dr. Phoebe Bishara	Kitchener
Dr. Rola Zamel	Kitchener
Dr. Susan Teschke	Kitchener
Dr. Usman Chaudhry	Kitchener
Dr. Luciana Parlea	Kitchener
Dr. Mirjana Gulan	Kitchener
Dr. Marina Mauro	Orangeville
Dr. Nadira Husein	Waterloo

## Pediatricians

Pediatrics is the branch of medicine that deals with the medical care of infants, children, and adolescents up to 18 years of age. A medical practitioner who specializes in this area is known as a pediatrician.

Pediatrician / Specialist	Location
Dr. Margaret Moyo	Cambridge
Dr. Carlos Martinez	Cambridge
Dr. Manjulata Rajguru	Cambridge
Dr. Santosh Paikatt	Cambridge
Dr. Philip Mantynen	Cambridge
Dr. Glen Loy Son	Guelph
Dr. Ian Wilson	Kitchener / Waterloo
Dr. Bruno Di Gravio	Kitchener / Waterloo
Dr. Jodi Rosner	Kitchener / Waterloo
Dr. Richard Oyefeso	Orangeville
Dr. Ron Murphy	Orangeville

# Managing Your Diabetes - Pharmacy Partners

Your local pharmacist can be a great resource and valuable member of your diabetes management team.

The *MedsCheck Diabetes Program* is an annual medication review by a community pharmacist for Ontarians living with diabetes. It is an opportunity for pharmacists to engage the patient in a one-on-one focused medication review that can also include training on devices, monitoring and diabetes education. Contact your pharmacist to schedule an appointment.

Other areas where your pharmacist can help provide support and information, are:

- Support with your insulin pen
- Selecting a blood glucose meter
- Safe “over-the-counter” medications
- Sharps disposal



## Community Pharmacy Outreach Program (CPOP)

If you do not have a regular pharmacy or you are looking for specific information on diabetes, the Canadian Diabetes Association has created the Community Pharmacy Outreach Program, comprised of pharmacies recognized by the Association as providing exemplary service and a high standard of care in the area of diabetes management.

<b>Cambridge</b>		
Preston Medical Pharmacy	125 Waterloo St. S.	519-653-1870
<b>Elora</b>		
Elora Apothecary Pharmasave	115 Geddes St. Unit B	226-369-0312
<b>Kitchener</b>		
Carpenter Guardian Pharmacy	501 Krug St.	519-744-4424
The Medicine Shoppe Pharmacy	296 Highland Rd. E	519-571-7050
Riepert Pharmacy	98 Highland Rd. W.	519-578-1210
<b>New Hamburg</b>		
Town Square Pharmasave	100 Mill Street, Unit K	519.662.9995
<b>Waterloo</b>		
Cook’s Pharmacy	520 University Ave., W.	519-744-2200
Shoppers Drug Mart - Parkdale Plaza	468 Albert St.	519-884-3860
The K-W Pharmacy	65 University Ave., E.	519-746-6133
Westmount Place Pharmacy	50 Westmount Rd., N.	519-886-7670

# Managing Your Diabetes - Pharmacy Partners

## Community Pharmacy Sites for Diabetes Education

The following pharmacies have met the Standards for Diabetes Education in Canada, as reviewed by Waterloo Wellington Diabetes Central Intake (WWDCI). A referral can be made to them through WWDCI using the referral form on the back page of this directory or through our website, [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)

Preston Medical Pharmacy	125 Waterloo St. S, <b>Cambridge</b>	<b>519-653-1870</b>
Shoppers Drug Mart- Sunrise Centre	1400 Ottawa St. S, Unit B, <b>Kitchener</b>	<b>519-742-6160</b>
Cook's Pharmacy	520 University Ave. W, <b>Waterloo</b>	<b>519-744-2200</b>
Cook's Pharmacy	1201 Queens Bush Rd, <b>Wellesley</b>	<b>519-656-2240</b>

## Sharps Disposal

Used needles and sharps are considered biohazardous waste and improper disposal of these articles may cause serious injury to others and contribute to environmental problems. Always store sharps (i.e. needles and lancets) in a sealed, hard plastic container – never throw them in the garbage, blue box or flush down a toilet.



It is recommended that sharps and needles be stored and disposed of in an approved sharps/biohazard container. Contact your local pharmacist for more information about disposal systems available.

You can also contact your local municipality for information on needle and sharps disposal services available in your community.

Region of Waterloo	<a href="http://www.regionofwaterloo.ca">www.regionofwaterloo.ca</a>	<b>519-883-5100</b>
<b>Search:</b> About the Environment → Waste → Other Recycling Programs		
Wellington County	<b>1-866-899-0248</b>	<b>519-837-2601</b>
<a href="http://www.wellington.ca/sws">www.wellington.ca/sws</a>	<b>Search:</b> Household Hazardous Waste → Sharps	
City of Guelph		<b>519-767-0598 x2080</b>
<a href="http://www.guelph.ca">www.guelph.ca</a>	<b>Search:</b> Household Hazardous Waste	
Dufferin County		<b>519-941-2816 x2620</b>
<a href="http://www.dufferincounty.on.ca">www.dufferincounty.on.ca</a>	<b>Search:</b> Waste → Hazardous Waste	

# Managing Your Diabetes - Preparing For A Doctor's Visit

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It is important that certain visits with your doctor or healthcare team focus specifically on your diabetes. When you book doctor's appointments, book separate visits for diabetes, general checkups, and other medical needs.



## What to Expect

- To be seen four times a year for diabetes care
- Review of recent laboratory tests
- Review of your blood glucose log-book
- Measurement of your blood pressure
- Examination of your feet at least once a year
- Referral to an eye care professional (once a year)
- Assessment of your risk for complications related to diabetes
- Conversation about exercise, food choices, smoking, mood, and sexual function

## How to Prepare

- Have your laboratory tests done about two weeks before your appointment
- Bring blood glucose records with you (written down or printed from a meter)
- Bring a list of all medications including non-prescription drugs and note which need to be refilled
- Write down any questions about your diabetes

## When to Contact Your Healthcare Team

- When you have more than two low blood sugars in a week
- When you have unexplained high blood sugars more than two days in a row
- If you change your diet or exercise pattern
- If you are planning to fast in the future for any reason
- If you are planning travel that involves travelling to a different time zone
- If you are experiencing negative side effects caused by your medication
- If you are having trouble coping with the effects of diabetes
- If you have any concerns or questions about your diabetes

## Self Management Program Communication Skills 101 - Boot Camp For Patients

This workshop helps you learn how to ask the right questions of your health care provider so you understand and feel confident in your treatment advice. The workshop explores effective ways to prepare for your appointments, how to communicate and express concerns, and how to participate in taking an active roll in your own healthcare.

For more information call **1-866-337-3318** or visit the Waterloo Wellington Self-Management Program website at [www.wselfmanagement.ca](http://www.wselfmanagement.ca)

# Managing Your Diabetes - Tracking Your Diabetes Care

## Diabetes Passport and Goal Card

The Diabetes Passport and Goal Card are to be used to support the management of diabetes. In partnership with health care providers, Ontarians with diabetes can use the Diabetes Passport and Goal Card to record, track and monitor important health information.

The image shows two forms side-by-side. The left form is titled 'MY DIABETES PASSPORT' and features the slogan 'Stand UP to Diabetes'. It includes fields for 'My Name:' and 'Phone:', a note to 'Take this passport to every appointment and use it with your health care team to help manage your diabetes', and the Ontario logo at the bottom. The right form is titled 'MY GOAL' and contains sections for 'My Goal:', 'Target Date:', 'Difficulties in meeting this goal:', 'My plan to overcome difficulties (resources/people who can support me):', and 'Confidence in meeting my goal:'. The confidence section includes a scale from 1 to 10, with 'Not at all confident' at 1 and 'Totally confident' at 10. Both forms feature the Ontario logo at the bottom.

## How to Use the Diabetes Passport and Goal Card

People with diabetes are advised to take their Diabetes Passport and Goal Card to every health care appointment. By using it you can track your goals, key diabetes tests, and self-management education in order to better manage your lifestyle.

## How to Order the Diabetes Passport and Goal Card

The Passport and Goal Card are available in English and French and come enclosed in a plastic sleeve designed to fit into a purse or a pocket.

The Diabetes Passport and Goal Card can be ordered by calling Service Ontario Publications at **1-800-668-9938** or online at **[www.ontario.ca/document/my-diabetes-passport](http://www.ontario.ca/document/my-diabetes-passport)**. Copies are also available from your local Canadian Diabetes Association office or Diabetes Education Team while quantities last.

If you would like a copy of the passport and goal card in another language, visit **[www.health.gov.on.ca/en/public/programs/diabetes/card/](http://www.health.gov.on.ca/en/public/programs/diabetes/card/)** to view the 16 different languages available for print online.

# Managing Your Diabetes - Blood Glucose Meters

All meters available in Canada must meet standards for accuracy. It is still recommended that you do a lab to meter comparison once a year. This means taking your meter with you to the lab and checking your blood sugar immediately after having your blood drawn. Record your result, and compare it to your lab result when you get your result from your health care provider. Your meter result should be within 20% of your lab result.

## Tips for keeping your meter accurate

- Always keep your strips in their proper container
- Avoid temperature extremes--for example, do not leave your meter or strips in a hot car in the summer
- Check the expiry date on your strip container



## Specialty Talking Meters for Visual Impairments

EZ Health Oracle Blood Glucose Monitoring System

Accu-Chek Voicemate Plus

The Digi-Voice Contour is designed for use with the Ascensia Contour meter by Bayer

Abbott Diabetes Care	<a href="http://www.abbottdiabetescare.ca">www.abbottdiabetescare.ca</a>	1-888-519-6890
Auto Control Medical	<a href="http://www.autocontrol.com">www.autocontrol.com</a>	1-905-814-6350
Bayer Health Care	<a href="http://www.bayer.ca">www.bayer.ca</a>	1-800-268-7200
EndoMedical	<a href="http://www.endomedical.ca">www.endomedical.ca</a>	1-888-640-0523
LifeScan Canada Ltd.	<a href="http://www.onetouch.ca">www.onetouch.ca</a>	1-800-663-5521
Oracle	<a href="http://www.oraclediabetes.com">www.oraclediabetes.com</a>	1-866-829-7926
Accu-Chek (Roche Diagnostics)	<a href="http://www.accu-chek.ca">www.accu-chek.ca</a>	1-800-363-7949
Sanofi	<a href="http://www.sanofi.ca">www.sanofi.ca</a>	1-800-363-6364
Diabetes Express	<a href="http://www.diabetesexpress.ca">www.diabetesexpress.ca</a>	1-866-418-3392

## Blood Glucose Meter Companies

# Managing Your Diabetes - Self-Monitoring

Blood glucose meters are available at your Diabetes Education Program and at your pharmacy, and are free with the purchase of strips. Ask your educator or pharmacist to help you choose a meter that is best for you and have them show you exactly how it works.

The test strips range between \$0.80 to \$1.00 per strip. If you have private insurance or you are covered under the Ontario Drug Benefit Plan, your strips will be covered with a prescription. If you are on insulin or have gestational diabetes and do not have extra insurance coverage, you can apply for a 75% reimbursement of the cost of your strips and lancets up to a maximum of \$820 per year through the *Monitoring for Health Program* with the Canadian Diabetes Association.

To obtain a claim form for the *Monitoring for Health Program* contact the program toll-free at **1-800-361-0796** or email [mfhp@diabetes.ca](mailto:mfhp@diabetes.ca). Your local Canadian Diabetes Association office, pharmacy, or diabetes education centre may also have claim forms available.

## Blood Glucose Test Strips

The Ontario Drug Benefit (ODB) Program provides coverage for blood glucose test strips based on your current treatment method, and align with guidelines published by the Canadian Diabetes Association. This chart shows how the reimbursement limits for test strips are determined.

Diabetes Treatment	Maximum number of test strips per year
Patients managing diabetes with insulin	3,000
Patients managing diabetes with anti-diabetes medication with higher risk of causing hypoglycemia	400
Patients managing diabetes using anti-diabetes medication with lower risk of causing hypoglycemia	200
Patients managing diabetes through diet/lifestyle therapy only (no insulin or anti-diabetes medications)	200

## Self-Monitoring Blood Glucose Tool

How often do I check and what pattern is right for me?

Guidelines for monitoring may have changed since you were first diagnosed. Ask your Diabetes Team for new recommendations or use the interactive tool below to find out how often you need to check your blood sugar and see some suggested patterns that may be right for you.

<http://guidelines.diabetes.ca/bloodglucoselowering/smbgtoolpwd>

### Tip!

Try to keep your blood glucose levels between 4.0 and 7.0 mmol/L or at a level recommended by your doctor.

# Managing Your Diabetes - Driving and Diabetes

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If your diabetes is treated with insulin or other medications that can cause hypoglycemia, you need to follow recommended precautions when you drive to ensure safety.

All drivers must test their blood glucose and ensure it is above 5 mmol/L before driving. If your drive is a long distance, make sure your blood glucose is above 5 mmol/L every 4 hours during driving. Also make sure you have fast acting carbohydrates (i.e. juice, glucose tablets), and snacks with you at all times in your vehicle.



In 2014, in response to recommendations made by the Ontario Ombudsman in his report, *Better Safe than Sorry*, the Ministry of Transportation has reviewed its medical reporting requirements to ensure that all drivers meet national medical standards for driver fitness.

At license **application**, drivers who report diabetes *using insulin* will proceed with their license application per current practice. These drivers will then be contacted by the Ministry's Medical Review Section and will be required to submit a *Diabetes Assessment Form* completed by their physician or nurse practitioner. Provided the assessment confirms that national medical standards are met, no further information will be required.

At license **renewal**, drivers with diabetes will proceed with their renewal per current practice. All drivers who indicate *Diabetes using insulin* must have a *Diabetes Assessment Form* on their file. If there is **no prior** diabetes assessment form on file, these drivers will be contacted by the Ministry's Medical Review Section and will be required to submit a *Diabetes Assessment Form*. This form must be completed by their physician or nurse practitioner. This form only needs to be completed one time, provided that the form confirms that national medical standards are met.

Drivers who manage their diabetes by diet/lifestyle or with oral medication are not required to complete a *Diabetes Assessment Form*.



MINISTRY OF TRANSPORTATION

# Managing Your Diabetes - Insulin Pumps



An insulin pump is a small, portable device that delivers a continuous supply of insulin. It is clipped to your belt or tucked inside your clothing. The pump holds a reservoir filled with insulin, and is programmed to give small amounts of insulin continuously through an infusion set. When you need extra insulin before meals or before a snack, you push the buttons on the pump to deliver the right amount of insulin to match the carbohydrates you eat. The infusion set is inserted under the skin, and changed every 2 or 3 days.

## What to Consider If You Are Thinking About Using an Insulin Pump

Advantages:	
More flexibility Fewer injections Convenient	Fewer and less severe low blood sugars Better blood glucose control

Disadvantages:
More frequent blood sugar testing (finger-pricks) Something is always attached to you More rapid onset of Diabetic Ketoacidosis (DKA) if an interruption in the insulin delivery Extensive education and ongoing follow-up required to be successful with an insulin pump

## Assistive Devices Program (ADP) - Approved Insulin Pump Programs\*

The Ministry of Health and Long-Term Care's Assistive Devices Program (ADP) provides funding assistance to children and adults with type 1 diabetes to purchase insulin pumps and supplies. To apply for the program, you must meet specific eligibility requirements. For more information on financial assistance for insulin pumps, refer to the Financial Assistance Program section on page 48.

The following is a list of the approved ADP Diabetes Education Programs available in the Waterloo, Wellington, and Dufferin regions.

Cambridge Memorial Hospital	Cambridge	519-621-2333 x2345
Diabetes Care Guelph	Guelph	519-840-1964
Dr. C. Purdon Diabetes Clinic	Guelph	519-763-6201
Grand River Hospital	Kitchener	519-749-4300 x2622
Groves Memorial Hospital	Fergus	519-843-2010 x3265
Guelph General Hospital	Guelph	519-837-6440 x2784
Headwaters Health Care Centre	Orangeville	519-941-2702 x2525
Louise Marshall Hospital	Mount Forest	519-323-3333 x2332
Palmerston and District Hospital	Palmerston	519-343-2030 x4315

# Managing Your Diabetes - Diabetes Products

## Manufacturers & Distributors of Diabetes Products

If you have questions about your diabetes medications or products, you can contact the following list of manufacturers and distributors in Canada for more information.



### Insulin Pump Companies

Animas Canada <a href="http://www.animas.ca">www.animas.ca</a>	One Touch Ping	1-866-424-6779
Glaxo Smith Kline <a href="http://www.myomnipod.ca">www.myomnipod.ca</a>	OmniPod	1-855-763-4636
Medtronic <a href="http://www.medtronicdiabetes.ca">www.medtronicdiabetes.ca</a>	MiniMed	1-866-444-4649
Roche Insulin Delivery Systems <a href="http://www.accuchekinsulinpumps.com">www.accuchekinsulinpumps.com</a>	Accu-Chek Combo	1-866-382-2355

### Diabetes Products and Medications

Auto Control Medical	<a href="http://www.autocontrol.com">www.autocontrol.com</a>	1-905-814-6350
Bayer Health Care	<a href="http://www.bayer.ca">www.bayer.ca</a>	1-800-268-7200
BD Medical-Diabetes Care	<a href="http://www.bd.com/ca">www.bd.com/ca</a>	1-800-268-5430
Lilly Canada Inc.	<a href="http://www.lilly.ca">www.lilly.ca</a>	1-888-545-5972
Novo Nordisk Canada Ltd.	<a href="http://www.novonordisk.ca">www.novonordisk.ca</a>	1-800-465-4334
Sanofi	<a href="http://www.sanofi.ca">www.sanofi.ca</a>	1-800-363-6364
Diabetes Express	<a href="http://www.diabetesexpress.ca">www.diabetesexpress.ca</a>	1-866-418-3392

# Managing Your Diabetes - MedicAlert®

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MedicAlert® is the leading provider of emergency medical information services linked to customized bracelets and necklets for Canadians with medical conditions and special medical needs including diabetes.

MedicAlert® membership combines the universal recognition of the custom-engraved MedicAlert® identification with the MedicAlert® 24-hour Emergency Hotline for a monthly fee. In the event of an emergency or non-critical medical situation, MedicAlert® ensures immediate access by emergency responders and health professionals to a member's medical record, anytime and from anywhere in the world. A partial subsidy is available for eligible individuals. For a membership application or more information, visit [www.medicalert.ca](http://www.medicalert.ca), or call **1-800-668-1507**.



## Membership Assistance Programs

The Membership Assistance Program provides partial subsidy for a standard **MedicAlert®** membership for Canadians in financial need, who may benefit from a MedicAlert® membership. Individuals eligible for the Membership Assistance Program will be enrolled as a standard member and may be required to re-qualify on an annual basis. Visit [www.medicalert.ca/en/about/assistance.asp](http://www.medicalert.ca/en/about/assistance.asp) or call **1-800-668-1507**.

## No Child Without® MedicAlert® Program

The No Child Without® program is offered at no cost to children in participating schools because of funding by the Canadian MedicAlert® Foundation with the assistance of the Government of Canada and Lions Clubs across Canada.

The No Child Without® program is for children ages 4 to 14. The child must be attending a school that is participating in the program. A No Child Without® brochure must be obtained from the school. After obtaining the brochure you can enroll your child by following the directions on the back of the brochure. If your school district is not participating, contact your school principal or school district to make them aware of the program and refer them to the website [www.nochildwithout.ca](http://www.nochildwithout.ca) or call **1-866-679-3220** to speak to the Manager of School Programs to learn more about involving their schools.

# Type 1 Diabetes

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10% of the population of people with diabetes (more than 8,000 children and adults in Ontario) have type 1 diabetes (formerly called Juvenile Diabetes). The cause of type 1 diabetes is unknown. It occurs when your pancreas stops making insulin as a result of an auto-immune response, meaning the insulin producing cells of your pancreas (beta cells) stop making insulin.

Because type 1 is an auto-immune disease, you may be at risk for other auto-immune conditions, such as, thyroid, celiac, or Addison's disease. For more information or screening for other auto-immune conditions, please speak with your physician or healthcare provider.

## Financial Supports You May Be Eligible For:

### Diabetes Hope Foundation Medical Assistance Program & Scholarship



The foundation assists families of children and youth with type 1 diabetes. The Medical Assistance Program assists families who are not covered by third party health plans and who struggle to obtain the necessary medical supplies and drugs needed for their diabetes.

The Foundation's Scholarship Program provides financial assistance to students with diabetes who are pursuing post-secondary education. For more information on either program visit [www.diabeteshopefoundation.com](http://www.diabeteshopefoundation.com) or call **905-670-0557**.

### Disability Tax Credit (DTC)

The disability tax credit (DTC) is a non-refundable tax credit used to reduce income tax payable on the income tax and benefit return. A person with a severe and prolonged impairment in physical or mental functions may claim the disability amount once they are eligible for the DTC. Individuals with diabetes using insulin may qualify. For more information go to the Canada Revenue Agency website at [www.cra.gc.ca/disability](http://www.cra.gc.ca/disability) or consult with your diabetes specialist to discuss the eligibility requirements and application process.



### Registered Disability Savings Plan (RDSP)

A RDSP is a savings plan that is intended to help individuals with diabetes save for their long-term financial security. Only those with DTC status are eligible for this program. The Government of Canada will contribute a matching grant to the RDSP, depending on the amount contributed and the beneficiary's family income. For more information, go to the Canada Revenue Agency website at [www.cra.gc.ca/rdsp](http://www.cra.gc.ca/rdsp)

# Children and Youth with Diabetes

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## What is Type 1 Diabetes?

Diabetes is the most common endocrine disease and one of the most chronic conditions in children. When a child or young adult is diagnosed with diabetes it affects the whole family and it is important for everyone involved to learn as much as possible to support them.

Type 1 diabetes (formerly referred to as Juvenile Diabetes) is the most common type of diabetes in children. We don't know the cause of type 1 diabetes, but there is a higher incidence of it occurring in the spring and fall. It can occur at any age, even adults, but the most common age is between 5 and 9 years old.



## What is Type 2 Diabetes?

More recently there has been an increase in type 2 diabetes in children, where it used to be considered a disease that only affected adults. Type 2 diabetes occurs when cells become resistant to insulin. Risk factors for type 2 diabetes include, excess weight, inactivity, genetics and being from a high-risk ethnic group (i.e. Aboriginal, African, Hispanic, Asian or South Asian).

Discovering that your child has type 1 or type 2 diabetes can give rise to many emotions. When children are diagnosed with diabetes, parents need to be very involved in learning about the condition, participating in the routines and sharing management decisions. As they get older, they will learn how to care for themselves, but parents still play an important role in a child's health care team.

With the help of your diabetes management team, your family will learn to successfully manage diabetes. At diagnosis, your family doctor or pediatrician will refer you to a Pediatric Diabetes Education Centre. They will continue to support your family until your child is 18 years old, at which time your child will be transitioned to an adult program.

To access a Pediatric Diabetes Centre, complete a self referral form found on page 63 or call Diabetes Central Intake at **519-653-1470 x372**.

## Pediatric Diabetes Centres

Cambridge Memorial Hospital.....	519-621-2333 x2345
Grand River Hospital, Kitchener.....	519-749-4300 x3714
Guelph General Hospital.....	519-837-6440 x2784
Headwaters Health Care Centre, Orangeville.....	519-941-2702 x2525

# Children and Youth with Diabetes

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## Resources



**JDRF (formerly known as Juvenile Diabetes Research Foundation)** provides support and resources for parents of a child or teen living with type 1 diabetes. For more information visit [www.jdrf.ca](http://www.jdrf.ca) or call **519-745-2426**.

**Children with Diabetes** is an online community for kids, families and adults with diabetes. For more information visit [www.childrenwithdiabetes.com](http://www.childrenwithdiabetes.com)



## Canadian Diabetes Association School Presentations

The CDA offers a variety of free presentations for schools to increase awareness and understanding of diabetes among students, teachers and care providers. Refer to page 4 for more information on these presentations.



## Canadian Diabetes Association Camps

**D-Camp Programs** allow children (ages 7 - 15) to enjoy an authentic overnight camp experience while having all of their diabetes needs monitored by a dedicated team of trained medical professionals.

**Family Camp** is a fun overnight camp program for the whole family, where family members can learn more about type 1 diabetes, meet other families and share similar experiences in a supportive environment.

**D-Tour** is a weekend camp that addresses the unique needs of youth ages 15-18. The program strives to help youth recognize the challenges associated with transitioning into adulthood and provides them with tools and support to help them succeed in the self-management of their diabetes.

The **Leadership Development Program (LDP)** provides teens an opportunity to gain independence and leadership skills through enriching activities. LDP helps participants hone their skills to become great leaders both at camp and at home in their communities.

For more information on camps, on-line registration or financial assistance programs, visit the CDA camp website at [dcamps.ca](http://dcamps.ca), call **1-800-BANTING (226-8464)** or email [camps@diabetes.ca](mailto:camps@diabetes.ca)

# Children and Youth with Diabetes (continued)

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## Resources

### Diabetes Family Fun Day

The Diabetes Family Fun Day is an annual event for children with diabetes, ages 5-12, and their immediate family members. This free event consists of games, crafts, live entertainment and a lunch. Parents can participate in discussions and share experiences with each other and diabetes educators. For more information, or to be put on the event mailing list, contact the Kitchener CDA office at **519-742-1481**.

### Diabetes Hope Foundation

The Foundation's mission is to improve and enhance the quality of life for Ontario children and adolescents living with type 1 and type 2 diabetes and help them achieve their full potential. Diabetes Sport Camps are offered at York University to youth with type 1 diabetes, ages 8-16. They can choose to specialize in one sport for a week: soccer, basketball, tennis or track & field. The camp runs for two weeks every year in July at the York University Keele campus. For more information on these programs call **905-670-0557** or visit **[www.diabeteshopefoundation.com](http://www.diabeteshopefoundation.com)**



This program offers unique, active, experiential diabetes education programs and events for individuals with type 1 diabetes, 18 - 29 years of age. Events occur in the outdoors across cities in North America. Adventures include: hiking, skiing, mountain climbing and camping. For more information, visit **[www.connectedinmotion.com](http://www.connectedinmotion.com)**



Unlike any other hockey camp, the **Dskate Hockey Program** is a unique blend of hockey and diabetes, bringing the world of type 1 diabetes and hockey to the forefront and helping encourage all athletes living with diabetes to pursue their dreams.

The Dskate Hockey Program is run by NCAA and CIS coaches and offers elite skill development for any skill set. The program is sponsored by *Medtronic of Canada Ltd*, the Dskate premiere event partner, and offers on and off-ice learning sessions designed to help each player gain a better understanding of how to manage their type 1 diabetes. Educational sessions are also offered for parents. For more information visit **[dskatehockey.com](http://dskatehockey.com)** or email **[contact@dskatehockey.ca](mailto:contact@dskatehockey.ca)**

# Special Populations - Diabetes and Pregnancy

High blood sugars during pregnancy can be harmful to both mother and baby.

If you are diagnosed with gestational diabetes during your pregnancy, it is important for you to attend your Diabetes Education Program, as soon as you are diagnosed to learn as much as you can.

## Gestational Diabetes

Gestational diabetes is a type of diabetes that occurs during pregnancy at around 24 to 28 weeks. It happens in 4 to 20% of women during pregnancy and is diagnosed through a glucose tolerance test.



## Type 1 or Type 2 Diabetes in Pregnancy

If you have type 1 or type 2 diabetes, it is very important to have good control of your diabetes prior to getting pregnant, as well as throughout your pregnancy.

Use *A Record of My Journey with Pregnancy and Diabetes* as a tool to help you keep track of details of your pregnancy and any questions you may have. It also provides you with a record of your pregnancy for future reference. For a hard copy of the resource, contact your Diabetes Education Program, or Waterloo Wellington Diabetes at **519-653-1470 x372** or print a copy of the tool online at: [www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)

To access a Diabetes and Pregnancy Centre, complete a self referral form found on page 64 or call the Diabetes Central Intake at **519-653-1470 x372**.

## Diabetes and Pregnancy Centres

Cambridge Memorial Hospital.....	519-621-2333 x2345
Grand River Hospital, Kitchener/Waterloo.....	519-749-4300 x2622
Diabetes Care Guelph.....	519-840-1964
Groves Memorial Hospital, Fergus.....	519-843-2010 x265
Headwaters Health Care Centre, Orangeville.....	519-941-2702 x2525
Louise Marshall Hospital, Mount Forest.....	519-323-2210 x2332
Palmerston & District Hospital.....	519-343-2030 x4315

# Special Populations - Diabetes and Aboriginals

## Southern Ontario Aboriginal Diabetes Initiative



The Southern Ontario Aboriginal Diabetes Initiative (SOADI) is funded by the Ontario Ministry of Health and Long-term Care, for the development, and enhancement of programs and services focusing on education, prevention, and management of diabetes in Aboriginal communities, both on and off-reserve. SOADI supports Aboriginal communities working to decrease the high incidence of diabetes and its complications through prevention, intervention and management activities.

SOADI values include:

- Respect for autonomy and diversity
- Community-based and responsive services
- Wholistic wellness (i.e. physical, spiritual, mental and emotional balance)
- A spirit of sharing and cooperation
- Personal choice and the right to privacy

Visit [www.soadi.ca](http://www.soadi.ca) or call **1-888-514-1370** for more information and services available.

Kitchener Downtown Community Health Centre (KDCHC) has recently partnered with SOADI to deliver a regional **Aboriginal Diabetes Program**. This initiative is funded by the Waterloo Wellington Local Health Integration Network (WWLHIN) and is currently being developed. It is a 6 week program delivered by a Diabetes Educator, a Registered Dietitian and an Elder. For more information contact KDCHC Diabetes Education Program at **519-772-0192**.

Other resources to support you in understanding healthcare for indigenous populations:

Ontario Aboriginal Diabetes Strategy

[www.health.gov.on.ca/en/common/ministry/publications/reports/oads\\_06/oads\\_06.pdf](http://www.health.gov.on.ca/en/common/ministry/publications/reports/oads_06/oads_06.pdf)

Health Council of Canada

(HCC is no longer operating, but will keep up the website - information will not be updated).

[www.healthcouncilcanada.ca/rpt\\_det.php?id=437](http://www.healthcouncilcanada.ca/rpt_det.php?id=437)

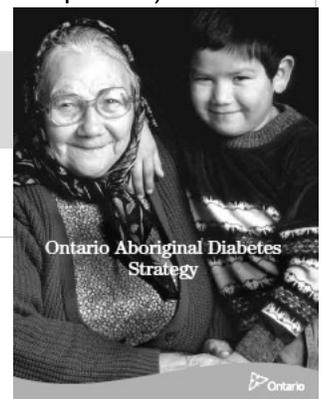
BC First Nations Health Handbook

[www.healthlinkbc.ca/pdf/first\\_nations\\_healthguide.pdf](http://www.healthlinkbc.ca/pdf/first_nations_healthguide.pdf)

National Aboriginal Health Organization

[www.naho.ca](http://www.naho.ca)

There are financial assistance programs available to those with Aboriginal status. For more information, refer to the Financial Assistance Programs section found on page 48.



## Special Populations - Multicultural

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### KDCHC - Multicultural Diabetes Education Program

The Kitchener Downtown Community Health Centre offers a multicultural diabetes education program that provides culturally relevant diabetes information in the following languages:



Arabic Hindi Punjabi Spanish Urdu  
عربي हिंदी ਪੰਜਾਬੀ Español اردو

This program is for adults with type 2 diabetes, pre-diabetes and those at risk of developing diabetes. Visit [www.kdchc.org](http://www.kdchc.org), email [mdep@kdchc.org](mailto:mdep@kdchc.org) or call **519-745-4404 x209** for more information. You can also complete a self referral form on page 63 to register for the program and fax the form to **519-650-3114** or **1-855-342-2387 (DIA-BETS)**.

### Canadian Diabetes Association - Diabetes GPS

The *Diabetes GPS* is an interactive website developed with funding from the Public Health Agency of Canada to help people with diabetes access credible information that is culturally appropriate and available in their own language. Languages include French, Chinese, South Asian and African Caribbean. Visit [www.diabetesgps.ca/](http://www.diabetesgps.ca/) to view or print these resources.

### Other Multicultural Resources

You can watch helpful diabetes videos from the MOHLTC, that cover a range of topics from healthy eating, taking insulin, cultural diet tips, and many more topics on diabetes. These videos are available in 13 different languages. Visit [www.health.gov.on.ca/en](http://www.health.gov.on.ca/en) and under Resources, **Search:** Diabetes → Public Information → Videos.

## Special Populations - French Resources

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Do you know someone within the French-speaking community who has diabetes? “Living Well with Diabetes” is a patient education session available in French through The Ontario Telemedicine Network (OTN). This education program provides individuals with the tools and skills needed to properly self-manage their diabetes and enable them to live healthy lives. Sessions will focus on various topics led by diabetes related professionals (i.e. Registered Dietitians, Certified Diabetes Educators, etc.). Contact your local Diabetes Education Program (DEP) for more information about this program.

The MOHLTC also offers health resources online, visit [www.health.gov.on.ca/en](http://www.health.gov.on.ca/en), and click on the French language option at the top right corner.

## Supplemental Health Services - Dental

The International Diabetes Federation Guidelines Task Force recommends that people with diabetes get regular dental care. Below is information on financial assistance programs for dental services available in Waterloo, Wellington and Dufferin regions.

### Public Health Units

Many Public Health Units across Ontario offer free or low-cost dental programs for low-income seniors and/or adults and children. Some programs cover basic dental services for specific client groups or may be limited to emergency dental care. Programs and eligibility may vary by region. Visit the websites or contact your local Public Health Unit for more information.

#### Region of Waterloo Public Health Dental Programs

[chd.region.waterloo.on.ca/en/index.asp](http://chd.region.waterloo.on.ca/en/index.asp)

Search → Healthy Living & Health Protection → Dental Health  
519-575-4400



#### Public Health Wellington Dufferin Guelph Dental Health

[www.wdgppublichealth.ca/?q=dental](http://www.wdgppublichealth.ca/?q=dental)

1-800-265-7293



#### Healthy Smiles Ontario - Ministry of Health & Long-Term Care

This program provides free regular dental services for children and youth who do not have any type of dental coverage. If you qualify for the program, your child will receive free regular services at any participating dental provider or dentist. Services include: regular cleanings, fillings, x-rays, and scaling. Orthodontics and cosmetic dentistry are not covered.

**Who Qualifies?** Children 17 years and under may be eligible. For more detailed information and eligibility requirements, visit MOHLTC Healthy Smiles Ontario website.

[www.health.gov.on.ca/en/public/programs/dental/](http://www.health.gov.on.ca/en/public/programs/dental/)

#### Children in Need of Treatment Program (CINOT) - Ministry of Health & Long-Term Care

The CINOT program ensures that children and youth with urgent dental treatment needs, who have no other access to care, can receive treatment at no cost. Ontario's public health units work with local partners to deliver this program. CINOT covers basic treatment including oral exams, x-rays, topical fluoride, cleaning, and fillings.

\*CINOT is not an insurance plan and only covers the child/youth for one course of treatment.

**Who Qualifies?** Children 17 years and under may be eligible. For more detailed information and eligibility requirements, visit MOHLTC CINOT program website.

[www.mhp.gov.on.ca/en/healthy-communities/dental/](http://www.mhp.gov.on.ca/en/healthy-communities/dental/)

## Supplemental Health Services - Dental

### Region of Waterloo Public Health Dental Clinics

[chd.region.waterloo.on.ca/en/clinicsclassesfairs/dental.asp](http://chd.region.waterloo.on.ca/en/clinicsclassesfairs/dental.asp)

Two dental clinics; one in Cambridge and one in Waterloo, are staffed by dentists, dental hygienists and dental assistants. Children receive free basic services, including checkups, cleaning and fillings. Adults receive limited services to eliminate pain. There is a \$10 assessment fee for adults each time they seek treatment, and there may be additional fees for some procedures.

**Who Qualifies?** Children under 18 attending school in the region whose family does not have dental insurance and does not qualify for other assistance programs. Adults age 18 and older who do not have dental insurance, do not qualify for other assistance and for whom the cost of dental treatment would cause financial hardship. Must live in the Region of Waterloo.

For more information contact **Cambridge Clinic: 519-575-4400 x3088**

**Waterloo Clinic: 519-575-4400 x3086**

### Public Health Wellington Dufferin Guelph Dental Health

[www.wdgppublichealth.ca/?q=dental](http://www.wdgppublichealth.ca/?q=dental)

Other dental clinics are offered through the Wellington Dufferin Guelph Public Health Unit; Preventative Dental Clinics and Oral Health Screenings.

**Who Qualifies?** Children 17 years and under and do not have dental coverage and cannot afford dental care. For more information call **1-800-265-7293 x2661**

### Provincial / Federal Government Program for Specific Client Groups

#### Ontario Disability Support Program (ODSP) - Dental Coverage

[www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/income\\_support/odsp\\_dental.aspx](http://www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/income_support/odsp_dental.aspx)

Contact your local ODSP office.

#### Ontario Works (OW) - Dental Coverage

[www.mcsc.gov.on.ca/en/mcss/programs/social/ow/help/benefits/health\\_benefits.aspx](http://www.mcsc.gov.on.ca/en/mcss/programs/social/ow/help/benefits/health_benefits.aspx)

Contact your local OW office.

#### Veterans Affairs Canada (VAC) - Dental Services

[www.veterans.gc.ca/eng/services/health/treatment-benefits/poc](http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc)

1-866-522-2122

#### Non-Insured Health Benefits (NIHB) - First Nations and Inuit - Dental Benefits

[www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php)

1-800-640-0642

Coverage and eligibility requirements vary for each specific client group. Visit respective websites or call contact numbers provided for more information.

## Supplemental Health Services - Eye Care

Retinopathy may occur in people with diabetes and can be prevented by regular eye exams. All people with diabetes are covered by OHIP for a yearly eye exam.

Optometrists can provide an eye exam, covered by OHIP, but may charge an additional fee for special tests to look at the retina. Please ask when booking your appointment.

Ophthalmologists are medical doctors specializing in diseases and conditions of the eyes. Their services are covered by OHIP, but require a referral from your physician.

Ophthalmologist	Address	Phone Number
<b>Cambridge</b>		
Dr. Nimesh Desai (OHC)*	260 Holiday Inn Dr., Suite 7	519-658-6800
Dr. John Wilkinson (OHC)*	260 Holiday Inn Dr., Suite 7	519-658-6800
<b>Guelph</b>		
Dr. Robert Johnson	89 Dawson Rd., Suite 214	519-822-5500
Dr. William Hutchinson	85 Westmount Rd.	519-766-0820
Dr. Mark Neufeld	450 Speedvale Rd., Suite 112	519-822-5501
Dr. Marian Thompson	220 Victoria Rd. S.	519-824-0733
<b>Kitchener</b>		
Dr. Toby Chan (OHC)*	564 Belmont Ave, W. Suite 411	519-742-1313
Dr. Hugh Jellie	564 Belmont Ave., W., Suite 306	519-579-2020
Dr. Anthony Kiskis	385 Frederick St.	519-746-1583
Dr. Brad McQuaig (OHC)*	564 Belmont Ave. W., Suite 209 KW	519-579-5311
Dr. Richard Weinstein (OHC)*	564 Belmont Ave., W., Suite 411	519-742-1313
Dr. Aftab Zafar	715 Fischer Hallman Rd. Suite 201	519-745-3690
<b>Orangeville</b>		
Dr. Raymond James Seto	4 Zina St.	519-941-4251
<b>Waterloo and Baden</b>		
Dr. Peter Waind	131 Union St. E., Suite 105, Waterloo	519-746-1040
Dr. Jerzy Szeps	86 Foxboro Dr., Baden	519-634-1040

\*For more information on Ocular Health Centres (OHC), refer to page 33.

## Supplemental Health Services - Eye Care

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### Ocular Health Centres - OHC

Ocular Health Centres provide screening, management and treatment of ocular eye diseases. The ophthalmologists at OHC accept referrals of patients with diabetes from physicians through the Diabetes Central Intake or directly on the OHC site at [www.ocular.ca](http://www.ocular.ca). OHC will provide a 'Retinopathy Report' to the referring doctor along with the 'present stage' of Diabetic Retinopathy and provide the patient with appropriate management suggestions. If pathology is noted, an appointment will be made with an ophthalmologist for treatment. If the patient does not have a regular optometrist, one will be suggested for ongoing visual care. If you have any questions about this **OHIP covered** service please call **519-658-6800** for the Cambridge office or **519-742-1313** for the Kitchener/Waterloo office.



### University of Waterloo Optometry Clinics & Vision Science

The University of Waterloo Optometry Clinics offer patient examination services to people from the community, the province and other parts of Canada. Patient examinations are performed by 3rd and 4th year interns working under the direct supervision of licensed Doctors of Optometry. To make an appointment with the clinic or for more information call **519-888-4062** or visit [uwaterloo.ca/optometry-clinics](http://uwaterloo.ca/optometry-clinics).



### University of Waterloo Centre for Sight Enhancement - Low Vision Clinic

The Low Vision Clinic provides a comprehensive range of vision assessment, prescription, instruction and rehabilitation services. They will also provide information and referrals to other specialty and community services related to low vision. For more information, call the Clinic at **519-888-4062** or visit [uwaterloo.ca/sight-enhancement/](http://uwaterloo.ca/sight-enhancement/).



### Canada's National Institute for the Blind - CNIB

CNIB is a registered charity, providing community based support to Canadians who are blind or partially sighted. To learn more, visit [www.cnib.ca](http://www.cnib.ca) or contact **1-800-563-2642** for more information.

Approximately 2 million Canadians have some form of diabetic retinopathy.



# Supplemental Health Services - Foot Care

If you have diabetes, it is important to look after your feet. Diabetes can affect your nerves and your circulation which can result in foot problems. A good daily foot care routine can help to prevent these conditions. For more information on good foot care consult your physician, your diabetes education team, or contact a foot care provider.

## Are Your Feet Healthy?

To conduct a self-assessment on the health of your feet, visit the Canadian Association of Wound Care (CAWC) website at [www.cawc.net](http://www.cawc.net) and click on Diabetes healthy feet and you.



## The PEP Talk: Diabetes, Healthy Feet and You Program

This program is available throughout the Waterloo Wellington region. This program is in collaboration with the Canadian Association of Wound Care (CAWC) and the Waterloo Wellington Self-Management Program. This free 2 1/2 hour workshop is targeted to people with diabetes who are willing to learn more about foot care.

For more information about this program call **1-866-337-3318** or visit [www.wselfmanagement.ca/Individual-PEP-program.htm](http://www.wselfmanagement.ca/Individual-PEP-program.htm)

## Foot Care Services in Waterloo, Wellington and Dufferin Regions

Community-based foot care services/programs vary depending on community and location. Check with your healthcare provider first to determine if the foot care service provided by these individuals/services is appropriate for you and *always* ensure that all foot care services are being provided by a trained healthcare professional with training in diabetes foot care.

Please note that service fees apply to most services listed below.

### Cambridge & North Dumfries

#### *Chiropodist / Podiatrist Locations*

Achilles Footcare	12 - 366 Hespeler Rd., Cambridge	519-624-4122
Anthony Zamojc	56 Grand Ave. N., Cambridge	519-623-4410
Cambridge Foot Clinic	2 - 14 George St. N., Cambridge	519-623-5444
Roshni Patel	3 - 697 Coronation Blvd., Cambridge	519-623-3000
York Foot Health & Orthotics Clinic	5 - 209 Pinebush Rd., Cambridge	519-623-0222

## Supplemental Health Services - Foot Care

<b>Cambridge &amp; North Dumfries</b>		
<b><i>Foot Care Nurse - Areas Served</i></b>		
Jenuine Care	Ayr	519-632-8122
Connie Tanner, RN	Ayr & surrounding area	226-339-2349
We Care Home Health Services	Cambridge & Ayr	519-576-7474
Feet First Foot Care	Cambridge	519-650-6079
Karin Mielke RN Foot Care Nurse	Cambridge	519-893-5459
Mobile Feet	Cambridge	519-716-4481
<b>Guelph / Guelph-Eramosa / Erin</b>		
<b><i>Chiropodist / Podiatrist Locations</i></b>		
Wellington Foot Clinic	245 Edinburgh Rd. S., Guelph	519-763-1471
Anthony Zamojc	218 Speedvale E., Guelph	519-8361142
Shael Weinberg	202 - 55 Cork St. E., Guelph	519-836-2740
Custom Foot Clinic	203 - 806 Gordon St., Guelph	519-823-1450
Guelph Complete Foot & Ankle Clinic	3 Paisley St., Guelph	519-823-3668
<b><i>Foot Care Nurse - Areas Served</i></b>		
Foot Patrol	Guelph only	519-830-8686
Karin Mielke RN Foot Care Nurse	Guelph	519-893-5459
Guelph FHT	Guelph	519-837-8129
We Care Home Health Services	Guelph, Rockwood, Erin	519-576-7474
Feet for Life	Guelph & surrounding area	519-821-0297
Healthy Sole Nursing Foot Care	Guelph, Rural Wellington	226-820-1325
Foot Care Angel	Guelph & Wellington County	519-993-0834
Medismart Footcare Nursing Services	Guelph, Guelph-Eramosa, Erin	519-400-0550
East Wellington Family Health Team	Erin, Guelph-Eramosa	519-833-7576
<b>Centre Wellington - Elora, Fergus</b>		
<b><i>Chiropodist / Podiatrist Locations</i></b>		
Groves Memorial Community Hospital	235 Union St. E., Fergus	519-843-2010 x 3205
Erin Physio Fitness	6 Thompson Crescent, Erin	519-833-0606
Acton Head-2-Toe Healthcare	65 Mill St. E., Acton	519-853-8557

## Supplemental Health Services - Foot Care

### Centre Wellington - Elora, Fergus

#### *Foot Care Nurse - Areas Served*

We Care Home Health Services	Elora, Fergus	519-576-7474
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### Kitchener/Waterloo and Waterloo Region

#### *Chiropodist / Podiatrist Locations*

The Centre for Family Medicine	25 Joseph St., Kitchener	519-578-2100
Complete Foot Clinic Inc.	751 Victoria St. S., Kitchener	519-579-9223
Podiatric Consultants	1354 King St. E, Kitchener	519-576-8960
Family Foot & Orthotics Clinic	117 - 120 Ottawa St. N., Kitchener	519-954-4415
Foot Works	200 King St., Waterloo	519-888-6274
KW Foot & Orthotics Clinic	17 - 279 Weber St. N, Waterloo	519-884-4200
Sarah Ferguson Chiropody	202 - 99 Northfield Dr. E, Waterloo	519-725-9941
Dr. Stephen Hoke	130 Weber St. N, Waterloo	519-885-1511
Firm Foundations - Jane Warner	2960 Lobsinger Ln., Heidelberg	519-669-6178
Physiotherapy Alliance	4 - 10 Waterloo St., New Hamburg	519-662-4676

#### *Foot Care Nurse - Areas Served*

Feet on the Go	Kitchener/Waterloo	519-654-6363
Karin Mielke RN Foot Care Nurse	Kitchener/Waterloo	519-893-5459
Susan Jarosz RN Footcare Services	Waterloo	519-884-8954
Footcare Pro	Waterloo Region	519-941-2060
Karen Doyle Foot Care	Waterloo Region	519-884-3668
Feet First Foot Care	Kitchener, Waterloo, Wilmot	519-650-6079
Just Feet with Kathleen	Elmira	519-669-5835
We Care Home Health Services	Kitchener/Waterloo, New Hamburg, Baden, Elmira	519-576-7474

### Wellington North - Arthur, Mount Forest

#### *Chiropodist / Podiatrist Locations*

Groves Memorial Community Hospital	235 Union St. E., Fergus	519-843-2010 x 3205
Peoples Chiropody - Betty McTague	160 King St. W., Mount Forest	519-323-3668

## Supplemental Health Services - Foot Care

<b>Wellington North - Arthur, Mount Forest</b>		
<b><i>Foot Care Nurse - Areas Served</i></b>		
Caring Sole - Kelly Eves	Mount Forest & area	519-820-7187
North Wellington Health Care - Joy Houston RPN	630 Dublin St., Mount Forest & area	519-323-2210
<b>Minto-Mapleton - Drayton, Harriston, Palmerston</b>		
<b><i>Foot Care Nurse - Areas Served</i></b>		
Minto-Mapleton FHT	11 Andrews St. W., Drayton	519-638-2110
<b>Dufferin County / Orangeville / Shelburne</b>		
<b><i>Chiropodist / Podiatrist Locations</i></b>		
Orangeville Family Foot Care	244 Broadway Ave., Orangeville	519-942-9433
The Orangeville Foot Clinic	285 Broadway Ave., Orangeville	519-942-4705
Shelburne Foot Clinic	213 Main St. E., Shelburne	519-925-0418
<b><i>Foot Care Nurse - Areas Served</i></b>		
Footcare Pro	Dufferin County	519-941-2060
Primrose Wellness	Dufferin County	705-434-0017
Walking on Sunshine Advanced & Diabetes Foot Care	Dufferin County	519-940-1602
Dawson Wellness Clinic	Orangeville	519-941-8182
Dufferin County Adult Day Program	Shelburne	519-925-5452

**Note:** OHIP does not cover general foot care services such as cutting/trimming of toenails by a chiropodist or foot care nurse. OHIP does not cover the cost of orthopedic shoes, insoles or custom-made orthotics.

## Supplemental Health Services - Medical Laboratories

It takes several days for the labs to send your doctor your test results so be sure to go to the lab at least two weeks before your doctor's appointment.

*Canadian Medical Laboratories (CML) and Life Labs* offer lab services in the Waterloo/Wellington/Dufferin regions. Visit [www.lifelabs.com](http://www.lifelabs.com) and [www.cmlhealthcare.com](http://www.cmlhealthcare.com) for more information on hours of operation and specific lab services offered.

<b>Cambridge</b>		
CML	697 Coronation Blvd.	519-623-7755
CML	167 Hespeler Rd.	519-621-8850
CML	130 Cedar St.	519-6201355
Life Labs	C2 - 350 Conestoga Blvd.	1-877-849-3637
<b>Kitchener / Waterloo &amp; Waterloo Region</b>		
CML	104 - 535 Belmont Ave., Kitchener	519-576-1340
CML	23A - 421 Greenbrook Dr., Kitchener	519-569-7355
CML	20A - 385 Frederick St., Kitchener	519-749-9801
CML	430 The Boardwalk, Waterloo	519-576-2460
Life Labs	5-6 - 200 Lorraine Ave., Kitchener	1-877-849-3637
Life Labs	105 - 564 Belmont Ave. W., Kitchener	1-877-849-3637
Life Labs	2nd floor - 751 Victoria St. S, Kitchener	1-877-849-3637
Life Labs	3 - 65 University Ave. E, Waterloo	1-877-849-3637
Life Labs	10 Waterloo St., New Hamburg	1-877-849-3637
<b>Guelph &amp; Fergus</b>		
CML	204 - 83 Dawson Rd, Guelph	519-823-5279
CML	109 - 21 Surrey St. W., Guelph	519-767-2165
CML	214 - 55 Wyndham St. N., Guelph	519-767-0501
Life Labs	102 - 281 Stone Rd E., Guelph	1-877-849-3637
Life Labs	101 - 85 Norfolk St., Guelph	1-877-849-3637
Life Labs	245 Union St. E., Fergus	1-877-849-3637
<b>Orangeville / Shelburne</b>		
CML	95 First St., Orangeville	519-942-8253
CML	167 Centre St., Shelburne	519-925-6909

**Meter & Lab Tip!**

Remember to take your blood glucose meter with you to do a lab-meter comparison. This should be done once a year and must be done with fasting blood work.

## Supplemental Health Services - Mental Health Services

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Symptoms of depression are common in people with diabetes compared with the general population. Major depressive symptoms are present in approximately 15% of people with diabetes.

Some Diabetes Education Programs have Social Workers on staff to provide counselling for those dealing with the effects of diabetes. For more information you can contact your local diabetes education program to inquire about access to counselling services.

**Here 24 Seven      1-844-437-3247      [www.here247.ca](http://www.here247.ca)**

**Here 24/7** is front line access to the addictions, mental health and crisis services provided by 12 agencies across Waterloo, Wellington and Dufferin.

They do the intake, assessment, referral, crisis, waitlist and appointment booking work for these important programs. Here 24/7 will assess your needs and help you navigate the system. This leaves you free to focus on maintaining hope and pursuing recovery.



### **How Here 24/7 services are provided:**

When someone contacts Here 24/7 staff will talk to the person about their needs. The immediate needs of the person will be attended to (for example, if they are in crisis) and a comprehensive assessment will be conducted with the individual. The person's needs will be matched with the service options available or a link will be provided to services and supports in the community.

They have the ability to schedule appointments directly with 12 partner service providers for most services, so that the person does not need to call other providers and re-tell their story.

Here 24/7 staff offer support and are trained to provide intake, crisis intervention, addictions/mental health assessments and brief support functions. It is their job to navigate the service system for you, based on what you need.

Here 24/7 staff are available 24 hours a day, seven days a week. Drop-in service at five sites is available across Waterloo, Wellington and Dufferin regions with varying hours.

# Supplemental Health Services - Nutrition Resources

It is important to eat healthy in order to maintain healthy blood glucose levels. Below is a list of nutrition resources you may find helpful.

Canada's Food Guide <a href="http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php">www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php</a>	
Community Support Connections - Meals on Wheels and More <a href="http://www.communitysupportconnectins.org">www.communitysupportconnectins.org</a>	519-772-8787
Community Care Concepts <a href="http://www.communitycareconcepts.ca">www.communitycareconcepts.ca</a>	1-855-664-1900
Copper County Foods (Southern Ontario) <a href="http://www.coppercountyfoods.ca">www.coppercountyfoods.ca</a>	1-877-545-5577
Dietitians of Canada <a href="http://www.dietitians.ca">www.dietitians.ca</a>	416-596-0857
EatRight Ontario <a href="http://www.eatrightontario.ca">www.eatrightontario.ca</a>	1-877-510-5102
Foodlink Waterloo Region <a href="http://www.foodlink.ca">www.foodlink.ca</a>	519-513-8998
Glycemic Index and GI Database <a href="http://www.glycemicindex.com">www.glycemicindex.com</a>	
Government of Canada - Food Labelling - Interactive Tools <a href="http://www.healthycanadians.gc.ca/eating-nutrition/label-etiquetage/index-eng.php">www.healthycanadians.gc.ca/eating-nutrition/label-etiquetage/index-eng.php</a>	
Half Your Plate <a href="http://www.halfyourplate.ca">www.halfyourplate.ca</a>	
Loblaws and Zehrs Dietitians <a href="http://www.waterloowellingtondiabetes.ca">www.waterloowellingtondiabetes.ca</a> →Click on Calendar of Events	
Ministry of Health and Long-Term Care - Healthy Eating <a href="http://www.mhp.gov.on.ca/en/healthy-eating/">www.mhp.gov.on.ca/en/healthy-eating/</a>	



You can call EatRight Ontario to speak directly with a dietitian about nutrition and healthy eating.



## Community Support Services - Physical Activity

If you decide to start a new exercise program, you should consult your doctor and remember to watch for symptoms of hypoglycemia during and after exercising. Always know what your *blood glucose* is prior to exercise and, if necessary, have a snack to raise the level to your own individual “safe” zone.

Many of the Diabetes Education Programs in the region offer exercise classes with their programs or in partnership with community organizations. Below is a listing of some available programs.



### Cambridge / Kitchener / Waterloo

#### YMCA Diabetes Fit

Diabetes Fit provides customized exercise and education support for individuals at risk of diabetes or managing diabetes. The group meets twice a week in 1-hour sessions for 8 weeks. Each session includes a mix of healthy living education and exercise based on personal fitness levels and goals.

Locations:

- Chaplin Family YMCA, 250 Hespeler Rd, Cambridge **519-623-9622 x242**
- A. R. Kaufman Family YMCA, 333 Carwood Ave, Kitchener **519-743-5201 x255**

### Langs Diabetes Education Program

**Mind and Body Flow** is a beginners basic and gentle pilates class for people with diabetes and prediabetes.

**Let's Move** teaches the benefits of physical activity for people with diabetes. A Kinesiologist (exercise specialist) will help you get motivated to get active and stay active.

**Let's Move Exercise Class** is a physical activity class for people with diabetes or prediabetes. All fitness levels are welcome.

**Pole Walking** - pole walking trainers will teach you about the benefits of pole walking and how it will have a positive impact on your diabetes.

For more information on any of the exercise programs available at Langs, call **519-653-1470 ext 285**.

### Woolwich / Wellesley Townships

A variety of activity programs such as *Building Strength and Balance*, *Body Fit*, *Gentle Moves*, *Mindfulness Yoga* and more are available and open to all residents of Woolwich and Wellesley Townships. Visit [www.wchch.on.ca](http://www.wchch.on.ca) or register in person at WCHC (10 Parkside Dr., St. Jacobs) or call **519-664-3794 ext. 230** for more information.

# Community Support Services - Physical Activity

## Centre Wellington

### Walking Group - Fergus

The Diabetes Education Program (DEP) and Upper Grand FHT offer a walking group at the Centre Wellington Sportsplex, or on community trails in good weather. All programs are supported by a Kinesiologist, and at least one Registered Nurse. For more information, contact **519-843-3947 x130**.

### Transition to Stepping Out Program - Fergus

This program is designed for individuals with chronic conditions including respiratory disease, diabetes, and heart disease. The program takes place at the Groves Memorial Community Hospital. The exercises are gentle standing/chair based exercises utilizing resistance bands, free weights and body weight. Call **519-843-3947 x124** for more details.

### Stepping Out Program - Fergus

This program is designed for individuals with chronic conditions. The goal is to introduce safe, effective and structured exercises, utilizing weight and cardio machines. Participants will exercise 2 times/week at the Centre Wellington Sports Complex. For more information, call **519-843-3947 x130 or x124**.

## North Wellington

### The Lifestyle Balance Program - Mount Forest

This program offers monthly sessions on how to reduce your risk of diabetes, heart disease, or stroke by getting a better balance of healthy eating and activity in your life. For more information, call **519-323-0255 x5081** or visit **www.mountforestfht.com** and click on the *Events* listings under the *Patients* tab for dates and times.

### Walk-a-Doodle-Doo Walking Program - Mount Forest

Rise and Shine! Have you wanted to start your day with a good walk? Have you been advised by your health care provider to increase your activity as part of your health plan? Join for the "Walk-a-Doodle Doo Walking Program". Visit **www.mountforestfht.com** and click on the *Events* listings under the *Patients* tab for dates and times or call **519-323-0255**.

## Minto-Mapleton

### Learn to Run Group – Drayton & Harriston

The Minto-Mapleton Family Health Team's exercise specialist runs spring and fall Learn to Run Groups in both Drayton and Harriston. A 10 week program where participants meet once a week for a gradual, progressive walk-run routine, with 2-3 nights of additional "home-work." At the end of this 10 week program you will be participating in a local 5 km run. For more information, contact **www.mintomapletonfht.com**

# Community Support Services - Physical Activity

## Minto-Mapleton

### Walking Group

The Minto-Mapleton Family Health Team (FHT) partners with the Seniors' Centre for Excellence to provide free indoor walking groups in Harriston, Palmerston, Clifford and Drayton.

A walking champion is identified in each community. The role of the champion is to help maintain the group, get new people started and act as a liaison between the participants and the Minto-Mapleton FHT's exercise specialist. Each walking club offers walking from October through April, and the Drayton and Palmerston clubs continue throughout the summer months.

For more information, visit [www.mmfht.ca](http://www.mmfht.ca) or call **519-638-2110 ext. 224**.

## Fitness for Older Adults

Muscle mass and muscle strength decline with age and even more so for those with diabetes. Physical activity including both aerobic and resistance exercises have been shown to improve health and well-being and prevent falls. Short walks or chair exercises under supervision, are very helpful.

### SMART Program

Many community or seniors centres offer age-appropriate activities. The SMART Program (Seniors Maintaining Active Roles Together) is available in Waterloo/Wellington. It is a national evidence based gentle exercise and falls prevention program to assist older adults in maintaining or improving their functional fitness and independence.



For more information about specific locations, please contact:

Community Support Connections at [www.communitysupportconnections.ca](http://www.communitysupportconnections.ca) or **519-772-8787** for Cambridge, Kitchener, and Waterloo area

VON at [www.von.ca](http://www.von.ca) or **1-888-506-6353** for Guelph & Wellington Counties

Community Care Concepts at [www.communitycareconcepts.ca](http://www.communitycareconcepts.ca) or **1-855-664-1900** for Woolwich, Wellesley, and Wilmot

## Community Support Services - Physical Activity

Being active is an important part of managing your diabetes. To get physically active in your community, refer to the following list of local recreation programs and services.

<b>Cambridge</b>	519-740-4681
<a href="http://www.cambridge.ca/community_services/activities_guide">www.cambridge.ca/community_services/activities_guide</a>	
<b>Guelph</b>	519-822-1260
<a href="http://www.guelph.ca/living/recreation">www.guelph.ca/living/recreation</a>	
<b>Kitchener</b>	519-741-2345
<a href="http://www.kitchener.ca/en">www.kitchener.ca/en</a>	<b>Search:</b> Living in Kitchener for sports, recreation, parks, etc.
<b>Waterloo</b>	519-886-1550
<a href="http://www.waterloo.ca/en/gettingactive.asp">www.waterloo.ca/en/gettingactive.asp</a>	
<b>Township of Wellesley</b>	519-699-4611
<a href="http://www.wellesley.ca">www.wellesley.ca</a>	<b>Search:</b> Community Services Guide under Departments
<b>Township of Wilmot</b>	1-800-469-5576
<a href="http://www.wilmot.ca">www.wilmot.ca</a>	<b>Search:</b> Facilities & Recreation Services Dept.
<b>Township of Woolwich</b>	519-669-1647
<a href="http://www.woolwich.ca/en">www.woolwich.ca/en</a>	<b>Search:</b> Community Guide under Township Services
<b>Minto-Mapleton</b>	519-338-2511
<a href="http://town.minto.on.ca/residents">town.minto.on.ca/residents</a>	1-800-385-7248
<a href="http://www.mapleton.ca/live-mapleton/parks-recreation.html">www.mapleton.ca/live-mapleton/parks-recreation.html</a>	
<b>Wellington North</b>	519-848-3620
<a href="http://www.wellington-north.com/leisure-living">www.wellington-north.com/leisure-living</a>	
<b>Centre Wellington</b>	519-846-9691
<a href="http://www.centrewellington.ca/beactive/Pages/Be-Active.aspx">www.centrewellington.ca/beactive/Pages/Be-Active.aspx</a>	
<b>Orangeville</b>	519-941-0440
<a href="http://www.orangeville.ca/map/facilities">www.orangeville.ca/map/facilities</a>	
<b>Shelburne</b>	519-925-2600
<a href="http://www.townofshelburne.on.ca/recreation">www.townofshelburne.on.ca/recreation</a>	

To learn more about physical activity or for additional physical activity ideas, also consider the following resources:

- Public Health Agency of Canada Physical Activity Guidelines  
[www.phac-aspc.gc.ca/hp-ps/hl-mvs/pa-ap/index-eng.php](http://www.phac-aspc.gc.ca/hp-ps/hl-mvs/pa-ap/index-eng.php)
- Waterloo Wellington Diabetes website under Resource Library  
[www.waterloowellingtondiabetes.ca](http://www.waterloowellingtondiabetes.ca)
- Local community and senior centres
- Local mall walking groups



## Community Support Services - Transportation Services

If you are unable to operate a motorized vehicle and require transportation to medical appointments, below is a list of transportation services that you may find useful. Contact the programs directly for information on eligibility requirements, registration, and service fees.

### Cambridge / North Dumfries / Kitchener

**Community Support Connections - CSC**  
[www.communitysupportconnections.org/](http://www.communitysupportconnections.org/)

**519-772-8787**

Screened volunteers use their own vehicles to provide escorted transportation services assisting you to and from medical appointments and the grocery store. They also use their agency vehicles to take groups to Adult Day Programs or on shopping trips. Contact CSC to register and discuss service fees.

### Cambridge / North Dumfries / Kitchener / Waterloo

**Grand River Transit Mobility Plus**  
[www.grt.ca](http://www.grt.ca)

To register: **519-585-7555**  
**Search:** Travel with Us → Mobility Plus

Grand River Transit (GRT) operates the specialized transit service MobilityPLUS to provide transit services to those in the community who are unable to physically access conventional bus service. To use this program you must become a registered member of MobilityPLUS. Contact GRT for eligibility and registration requirements.

### Cambridge / Kitchener / Waterloo / Guelph

**Seniors for Seniors**  
[www.seniorsforseniors.ca](http://www.seniorsforseniors.ca)

Kitchener, Waterloo & Cambridge: **519-585-0845**  
Guelph: **519-836-3893**

Drivers transport and accompany seniors to and from medical and financial appointments, trips to the grocery store etc. Contact the agency for eligibility requirements.

### City of Waterloo

**City of Waterloo Home Support Services**  
[www.waterloo.ca/en/living/homesupportservices.asp](http://www.waterloo.ca/en/living/homesupportservices.asp)

To register: **519-579-6930**

Dedicated and reliable volunteers provide transportation to medical appointments, shopping, social and recreational activities. There are service fees and registration is required.

**Who Qualifies?** For seniors and adults with disabilities who do not require a wheelchair. Must be a resident of Waterloo.

# Community Support Services - Transportation Services

## Woolwich / Wellesley / Wilmot

**Kiwanis Transit**  
[www.k-transit.com](http://www.k-transit.com)

**519-669-4533**  
**1-800-461-1355**

Specialized transportation service within the townships and to Kitchener Waterloo is available. Transportation requests must be made in advance.

**Who Qualifies?** Seniors 65 years or older, and individuals with physical or mental disabilities.

**Community Care Concepts**  
[www.communitycareconcepts.ca](http://www.communitycareconcepts.ca)

**519-664-1900**  
**1-855-664-1900**

**Assisted Transportation** - Door to door service is available for medical appointments and other destinations within the townships of Woolwich, Wellesley and Wilmot. A minivan or volunteer drivers using their own vehicles are available. This service is available Monday to Friday. There is a minimal fee for this service with an additional small fee for extra stops. Appointment must be scheduled 48 hours in advance.

**Who Qualifies?** Seniors or persons with disabilities.

**Home At Last** - If you are an older adult that will be discharged from the hospital and require transportation home, contact the Home At Last program. A coordinated transition from hospital to home includes community support services arranging transportation home and a Personal Support Worker to assist you getting settled. Call Community Care concepts for more information.

## City of Guelph

**Guelph Transit Mobility Services (GTMS)**  
[www.guelph.ca/living/](http://www.guelph.ca/living/)

To register: **519-822-1811 x2801**  
**Search:** Guelph Transit→Mobility Service

Mobility Services is a specialized shared-ride transit service that provides transportation from accessible-door-to-accessible-door within the city limits of Guelph. Service is provided on wheelchair accessible buses and, when needed, contracted taxi services.

**Who Qualifies?** Contact GTMS for eligibility and registration requirements.

# Community Support Services - Transportation Services

## East Wellington / Erin / Rockwood

**East Wellington Community Services**

**519-856-2113**

[www.eastwellingtoncommunityservices.com](http://www.eastwellingtoncommunityservices.com)

**Search:** Senior-services → Transportation

Volunteers offer door-to-door accessible transportation services from Monday to Friday to and from medical and therapeutic appointments within East Wellington and throughout the GTA, Hamilton, Orangeville, Georgetown and the Waterloo Wellington region.

Transportation services are provided by either a wheelchair accessible van/bus, a passenger van, or by car in the company of one of many friendly and dedicated volunteer drivers. Contact CSC to register or for more information about service fees.

**Who Qualifies?** Residents who reside in East Wellington and must be: a senior aged 55 years or older; or an adult over the age of 18 with a physical and/or developmental disability; or a recipient of Ontario Works or Ontario Disability Support Program (ODSP).

## Waterloo / Wellington / Centre & North Wellington / Dufferin County

**Victorian Order of Nurses (VON) - Peel - Waterloo Wellington Dufferin**

[www.von.ca](http://www.von.ca)

**1-888-506-6353**

**Search:** Locations → Ontario → Peel Location

(Mt. Forest office)

Volunteers provide door to door assisted rides for individuals requiring transportation to medical appointments, banking, groceries, etc. Transportation must be arranged 48 hours in advance. All rides are based on volunteer availability. There is a minimal fee based on distance driven and parking. Contact VON for more information. There is an eligibility assessment prior to using the service.

**Who Qualifies?** For seniors and adults with disabilities. Must be a resident of Waterloo/Wellington Region, Centre & North Wellington or Dufferin County.

## Dufferin County / Orangeville / Shelburne

**Dufferin County Community Support Services (DCCSS)**

**519-925-5452**

[www.dufferincounty.on.ca](http://www.dufferincounty.on.ca)

**Search:** Seniors Programs & Services → DCCSS

Transportation services available for seniors, aged 65 and older, and disabled adults over the age of 18, living in Dufferin County. Contact DCCSS for information regarding registration, fees and eligibility.

**Servicing Seniors**

**519-217-3475**

[www.servicingseniors.ca](http://www.servicingseniors.ca)

Drivers provide transportation to accompany you to appointments and help with your shopping This can include carrying your parcels to and from the car when requested.

**Who Qualifies?** Seniors in the Greater Orangeville Area

## Insurance For People With Diabetes

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People with diabetes often have difficulty finding insurance. The Canadian Diabetes Association works with Ingle International to help people with diabetes access a reputable source of insurance and information. Note that individual health insurance is subject to limitations and exclusions based on pre-existing conditions. Be sure to read the fine print.



Ingle International & Imagine Insurance represents many of the major insurance companies in Canada. They provide access to insurance products and services to suit your needs and budget. Coverage is based on individual health conditions and is not guaranteed. If they are not able to provide an insurance product or service, depending on your health condition, they will provide advice. Information and alternatives may be available to you. To find out more call **1-866-266-0166** or visit **www.diabetes.ca/insurance**.

There may be other insurance options available in the yellow pages under *Insurance*.

## Financial Assistance Programs

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In Ontario, there are a number of financial assistance programs to help offset some of the costs associated with diabetes care. For more information on assistance programs, talk to your diabetes team, visit the websites or contact the phone numbers listed below.

For information about financial assistance for dental health care services, refer to page 30. For information on the Diabetes Hope Foundation's scholarship program, refer to page 23. For information about the Disability Tax Credit (DTC) and the Registered Disability Savings Plan (RDSP), refer to page 23.

### Prescription Drugs

**Ontario Drug Benefit (ODB) Program** - Ministry of Health and Long-Term Care (MOHLTC)

[www.health.gov.on.ca/en/public/programs/drugs/](http://www.health.gov.on.ca/en/public/programs/drugs/)

**1-866-532-3161**

**Coverage:** Prescription medications, insulin and some blood glucose test strips (refer to page 18 for maximum number of test strips covered).

Note: ODB does *not* cover pen needles, syringes or lancets. Refer to page 50, Insulin Syringes for Seniors ADP Program for other financial assistance.

**Who Qualifies?** Seniors 65 years or older, social assistance recipients (ODSP & OW), residents of long-term care facilities or homes for special care, individuals enrolled in the Home Care Program and Trillium Drug Program clients.

\*Speak to your health care provider or pharmacist for information.

# Financial Assistance Programs

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## Prescription Drugs

**Trillium Drug Program** - Ministry of Health and Long Term Care (MOHLTC)  
[www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp\\_trillium.aspx](http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_trillium.aspx)  
1-800-575-5386

**Coverage:** Coverage for the Trillium Drug Program is provided through the ODB Program. Prescription medications, insulin and some blood glucose test strips (refer to page 18 for maximum number of test strips covered) are covered under the program.

**Who Qualifies?** Ontario residents *under* 65 years of age who have high prescription drug costs compared to their household income and have no private health insurance or have limited private insurance.

\*Speak to your health care provider or pharmacist for information.

## Provincial / Federal Government Program for Specific Client Groups

**First Nations and Inuit Health Branch** - Non-Insured Health Benefits (NIHB) -Health Canada  
[www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php)  
1-800-640-0642

**Coverage:** Prescription drugs listed on the NIHB Drug Benefit List (DBL). (See website). Coverage for drug products not listed on DBL may be available by “Exception” (Doctor must complete Exception Drugs Request Form). If you have coverage (through work or private insurance) you must use that coverage first before applying for repayment from NIHB.

**Who Qualifies?** A person registered under the *Indian Act*; or a person recognized by an Inuit Land Claims organization; or an infant less than one year old whose parent is an eligible recipient. \*Contact NIHB for more information.

**Veterans Affairs Canada (VAC)** - Health Care Benefits Program (POC 10-Prescription Drugs)  
[www.veterans.gc.ca/eng/services/health/treatment-benefits/poc](http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc)  
1-866-522-2122

**Coverage:** Program provides coverage for prescription drugs and some over-the-counter medications listed on the VAC Drug Formulary for eligible clients.

**Who Qualifies?** Veterans, retired CF members, retired RCMP members, etc., who are in receipt of VAC disability benefits or VIP/Long-term Care or War Veterans Allowance or CF Income Support, etc. \*Contact VAC for more information.

# Financial Assistance Programs

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## Prescription Drugs

### Pharmaceutical Companies - Patient Assistance Program

Lilly Canada Cares (Insulin & Glucagon Program) or Sanofi Compassionate Care Program

**Coverage:** Many prescription drug manufacturers offer assistance programs for patients. There is usually a limited-time supply of prescription drugs such as oral diabetes medications or insulin for eligible patients.

**Who Qualifies?** Assistance is normally limited to low-income individuals who do not have coverage for the specific medication required through private health insurance or government assistance programs. Low-income is generally defined as household income that is below Statistics Canada's low-income cut off line.

\*Speak to your health care provider for more details; they can apply to the program for you.

## Diabetes Supplies

### Insulin Syringes for Seniors - Assistive Devices Program (ADP) - MOHLTC

[www.health.gov.on.ca/en/public/programs/adp/publications/diabetic.aspx](http://www.health.gov.on.ca/en/public/programs/adp/publications/diabetic.aspx)

1-800-268-6021

**Coverage:** Eligible seniors receive an annual grant of \$170 to help pay for the cost of pen needles or syringes.

**Who Qualifies?** Ontario residents 65 years or older who use pen needles or syringes on a daily basis to inject insulin. *Note:* Seniors living in long-term care facilities or hospitals are *not* eligible. \*Speak to your pharmacist or Diabetes Education Program for more information.

### Ontario Monitoring for Health Program (MFHP) - Funded through the Assistive Devices Program of the MOHLTC; administered by the Canadian Diabetes Association

[www.diabetes.ca](http://www.diabetes.ca) Search → Ontario Monitoring for Health Program

1-800-361-0796

**Coverage:** *Strips and lancets:* 75% reimbursement up to a maximum of \$820 per year. *Blood glucose meter:* 75% reimbursement up to a maximum of \$75, once every 5 years. *Talking blood glucose meter:* 75% reimbursement up to a maximum of \$300, once every 5 years; for visually-impaired clients only. (A letter from your doctor is required to confirm visual impairment). *Note:* The program does *not* cover pen needles or syringes.

**Who Qualifies?** Ontario residents who use insulin or have gestational diabetes and who do not have any other coverage (i.e. group benefit plan, private insurance or government financial assistance program) for your blood glucose testing supplies.

\*Speak to your health care provider or visit the CDA website for information. Contact the CDA for a claim form.

# Financial Assistance Programs

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## Diabetes Supplies

**Ontario Disability Support Program - Mandatory Special Necessities (MSN) Benefit**  
Ministry of Community and Social Services (MCSS)

[www.mcscs.gov.on.ca/en/mcscs/programs/social/odsp/info\\_sheetsdiabetic\\_supplies.aspx](http://www.mcscs.gov.on.ca/en/mcscs/programs/social/odsp/info_sheetsdiabetic_supplies.aspx)

**Contact your local ODSP office**

**Coverage:** Coverage for the ODSP participants is provided through the ODB Program. Prescription medications, insulin and some blood glucose test strips (refer to page 18 for maximum number of test strips reimbursed) are covered under the program. ODP can also provide monthly amounts for pen needles/syringes, lancets, etc.

**Who Qualifies?** Ontario Disability Support Program (ODSP) Income Support recipients only.  
\*Speak with your case worker for more information and complete an MSN application form.

**Ontario Works (OW) - Health Benefits** - Ministry of Community and Social Services (MCSS)  
[www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/help/benefits/health\\_Benefits.aspx](http://www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/help/benefits/health_Benefits.aspx)

**Contact your local OW office**

**Coverage:** Coverage for the OW recipients is provided through the ODB Program. Prescription medications, insulin and some blood glucose test strips (refer to page 18 for maximum number of test strips reimbursed) are covered under the program. OW will also cover the cost of other diabetes supplies (i.e. pen needles/syringes, lancets, etc.) if you have no other coverage for these supplies.

**Who Qualifies?** Ontario Works (OW) recipients only.  
\*Speak with your case worker for more information.

**Insulin Pump & Supplies Program - Assistive Devices Program (ADP)**

Ministry of Health and Long-Term Care (MOHLTC)

[www.health.gov.on.ca/en/public/programs/adp/insulin\\_pamp.aspx](http://www.health.gov.on.ca/en/public/programs/adp/insulin_pamp.aspx)

1-800-268-6021

**Coverage:** 100% of the cost of an insulin pump (paid directly to the vendor once funding is approved). \$2400 per year to help cover cost of insulin pump supplies (paid out in four \$600 installments).

**Who Qualifies?** Ontario residents with type 1 diabetes using multiple daily injections and who meet specific eligibility criteria. There are different eligibility criteria for adults and children.

\*You can only apply for the program through a Diabetes Education Program registered by the ADP Program. Refer to page 20 for *a list of ADP approved Insulin Pump Programs* in the Waterloo, Wellington and Dufferin regions. For more information speak with your Diabetes Education Team.

# Financial Assistance Programs

## Diabetes Supplies

### Provincial / Federal Government Program for Specific Client Groups

**First Nations and Inuit Health Branch - Non-Insured Health Benefits (NIHB) -Health Canada**  
[www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php)  
1-800-640-0642

**Coverage:** For diabetes supplies (strips, lancets, syringes, pen needles, pump supplies etc.) listed on the NIHB Drug Benefit List for eligible First Nations and Inuit recipients.

**Who Qualifies?** Contact NIHB for more information.

**Veterans Affairs Canada (VAC) Health Care Benefits Program (POC 10-Prescription Drugs)**  
[www.veterans.gc.ca/eng/services/health/treatment-benefits/poc](http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc)  
1-866-522-2122

**Coverage:** For diabetes supplies (strips, lancets, syringes, pen needles, etc.) listed on the VAC Drug Formulary. Benefit coverage may vary by client group and by individual.

**Who Qualifies?** Veterans, retired CF members, retired RCMP members, etc., who are in receipt of VAC disability benefits or VIP/Long-term Care or War Veterans Allowance or CF Income Support, etc. \*Contact VAC for more information.

## Assistive Devices

### Assistive Devices Program (ADP) - MOHLTC

[www.health.gov.on.ca/en/public/programs/adp/](http://www.health.gov.on.ca/en/public/programs/adp/)

1-800-268-6021

**Coverage:** ADP provides partial coverage for assistive devices and supplies including wheelchairs, mobility aids, prosthetic limbs, hearing aids, visual aids, etc. ADP pays usually pays up to 75% of the cost of these items or pays a fixed amount.

**Who Qualifies?** Ontario residents who have a long-term physical disability (lasting 6 months or longer).

### Provincial / Federal Government Program for Specific Client Groups

**Ontario Disability Support Program (ODSP) / Ontario Works (OW) / Veterans Affairs Canada (VAC) / First Nations and Inuit Health Branch - Non-Insured Health Benefits (NIHB)**

**Coverage:** Coverage requirements vary for each specific client group. Visit respective websites or call contact numbers under *Prescription Drugs, Diabetes Supplies, or Assistive Devices* listed above.

**Who Qualifies?** Eligibility requirements vary for each specific client group. Visit respective websites or call contact numbers listed under *Prescription Drugs, Diabetes Supplies, or Assistive Devices* listed above.

# Financial Assistance Programs

## Assistive Devices

**Assistive Devices Program (ADP) - Ontario March of Dimes**  
[www.marchofdimes.ca](http://www.marchofdimes.ca)

**1-866-765-7237**

**Coverage:** Program provides funding for purchase and maintenance (repairs) of equipment such as wheelchairs, scooters, walking aids, personal aids, etc. The program does *not* fund installation costs or devices such as foot orthotics, hearing or vision aids, artificial limbs or cosmetic prostheses, etc.

**Who Qualifies?** Ontario residents 19 years and over in financial need (specific income limits apply). The program is aimed at providing funding for devices that assist adults with disabilities that restrict their mobility and prevent them from living safely in their homes; enable discharge from a hospital/rehab centre, help avoid job loss, or community participation, etc.

## Vision Care

### Eye Exams

Ontarians with diabetes are covered by OHIP for a routine eye exam by an optometrist or physician once every 12 months. Any follow-up assessment that may be required are also covered. Note: Some newer optical diagnostic tests (e.g. HRT for glaucoma) now offered by some optometrists are not covered by OHIP. For more information regarding eye care services, contact the MOHLTC at **1-888-662-6613**.

### Eyeglasses

There are various programs that cover the cost of prescription eyeglasses for Specific Client Groups through the Provincial/Federal Government. Refer to list below.

### Provincial / Federal Government Program for Specific Client Groups

**Ontario Disability Support Program (ODSP) - Vision Benefits**

[www.mcass.gov.on.ca/en/mcass/programs/social/odsp/income\\_support/odsp\\_vision.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/income_support/odsp_vision.aspx)

**Ontario Works (OW) - Extended Health Benefits**

[www.mcass.gov.on.ca/en/mcass/programs/social/ow/help/benefits/health\\_benefits.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/social/ow/help/benefits/health_benefits.aspx)

**Veterans Affairs Canada (VAC) - Vision Care**

**1-866-522-2122**

[www.veterans.gc.ca/eng/services/health/treatment-benefits/poc](http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc)

**First Nations and Inuit Health Branch -Non-Insured Health Benefits (NIHB)**

Eye & Vision Care Benefits

**1-800-640-0642**

[www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php)

**Coverage:** Coverage requirements vary for each specific client group. Visit respective websites or call contact numbers provided.

**Who Qualifies?** Eligibility requirements vary for each specific client group. Visit respective websites or call contact numbers provided.

## Diabetes-Related Programs, Services and Resources

The following two pages provide a list of websites for organizations that may also find helpful.

American Diabetes Association	<a href="http://www.diabetes.org">www.diabetes.org</a>
Arthur Food Bank	519-848-3272
Behavioral Diabetes Institute	<a href="http://www.behavioraldiabetesinstitute.org">www.behavioraldiabetesinstitute.org</a>
Cambridge Self Help Food Bank	<a href="http://www.cambridgefoodbank.on.ca">www.cambridgefoodbank.on.ca</a>
Canadian Celiac Association	<a href="http://www.celiac.ca">www.celiac.ca</a>
Canadian Diabetes Care Guide	<a href="http://www.diabetescareguide.com">www.diabetescareguide.com</a>
Canadian Institute for Health Information	<a href="http://www.cihi.ca">www.cihi.ca</a>
Canadian Institute for Health Research	<a href="http://www.cihr-irsc.gc.ca/e/193.html">www.cihr-irsc.gc.ca/e/193.html</a>
Canadian Medical Association	<a href="http://www.cma.ca">www.cma.ca</a>
Canadian National Institute for the Blind	<a href="http://www.cnib.ca">www.cnib.ca</a>
Canadian Red Cross	<a href="http://www.redcross.ca">www.redcross.ca</a>
Centre Wellington Food Bank	<a href="http://www.centrewellingtonfoodbank.org">www.centrewellingtonfoodbank.org</a>
Children with Diabetes	<a href="http://www.childrenwithdiabetes.com">www.childrenwithdiabetes.com</a>
Community Care Access Centre (CCAC)	<a href="http://www.healthcareathome.ca">www.healthcareathome.ca</a>
Community Care Concepts	<a href="http://www.communitycareconcepts.ca">www.communitycareconcepts.ca</a>
Community Support Connections - Meals on Wheels and More	<a href="http://www.communitysupportconnections.org">www.communitysupportconnections.org</a>
Diabetes Hope Foundation	<a href="http://www.diabeteshopefoundation.com">www.diabeteshopefoundation.com</a>
Dietitians of Canada	<a href="http://www.dietitians.ca">www.dietitians.ca</a>
Government of Ontario	<a href="http://www.ontario.ca/ontario-government">www.ontario.ca/ontario-government</a>
Action Read Community Literacy Centre	<a href="http://www.actionread.com">www.actionread.com</a>
Guelph Food Bank	<a href="http://www.guelphfoodbank.ca">www.guelphfoodbank.ca</a>
Health Canada	<a href="http://www.hc-sc.gc.ca">www.hc-sc.gc.ca</a>
Heart and Stroke Foundation	<a href="http://www.heartandstroke.com">www.heartandstroke.com</a>
House of Friendship	<a href="http://www.houseoffriendship.org">www.houseoffriendship.org</a>
International Diabetes Federation	<a href="http://www.idf.org">www.idf.org</a>
Joslin Diabetes Centre	<a href="http://www.joslin.harvard.edu">www.joslin.harvard.edu</a>

## Diabetes-Related Programs, Services and Resources

JDRF	<a href="http://www.jdrf.ca">www.jdrf.ca</a>
Kidney Foundation of Canada	<a href="http://www.kidney.ca">www.kidney.ca</a>
March of Dimes Canada	<a href="http://www.marchofdimes.ca">www.marchofdimes.ca</a>
Ministry of Health and Long-Term Care	<a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>
Mount Forest Community Pantry	519-323-9218
National Diabetes Education Program	<a href="http://www.ndep.nih.gov">www.ndep.nih.gov</a>
Ontario Association of Optometrists	<a href="http://www.optom.on.ca">www.optom.on.ca</a>
Region of Waterloo Public Health	<a href="http://www.chd.region.waterloo.on.ca">www.chd.region.waterloo.on.ca</a>
Service Ontario INFO Line	<a href="http://www.ontario.ca/serviceontario">www.ontario.ca/serviceontario</a> 1-866-532-3161
Southern Ontario Aboriginal Diabetes Initiative	<a href="http://www.soadi.ca">www.soadi.ca</a>
Stand Up to Diabetes	<a href="http://www.health.gov.on.ca/en/public/programs/diabetes/channel.aspx">www.health.gov.on.ca/en/public/programs/diabetes/channel.aspx</a>
TeleHealth Ontario	<a href="http://www.health.gov.on.ca/en/public/programs/telehealth">www.health.gov.on.ca/en/public/programs/telehealth</a> 1-866-797-0000
The Food Bank of Waterloo Region	<a href="http://www.thefoodbank.ca">www.thefoodbank.ca</a>
The Literacy Group of Waterloo Region	<a href="http://www.theliteracygroup.com/">www.theliteracygroup.com/</a>
City of Waterloo Home Support Services	<a href="http://www.waterloo.ca/seniors">www.waterloo.ca/seniors</a>
Waterloo Wellington Self-Management Program	<a href="http://www.wwselfmanagement.ca">www.wwselfmanagement.ca</a>
Wellington Dufferin Guelph Public Health	<a href="http://www.wdgpulichealth.ca">www.wdgpulichealth.ca</a>
YMCAs of Cambridge & Kitchener-Waterloo	<a href="http://www.ymcacambridgekw.ca">www.ymcacambridgekw.ca</a>
YMCAs of Cambridge & KW Immigrant Services	<a href="http://www.ymcacambridgekw.ca/en/immigrant-services/Immigrant-Services.asp">www.ymcacambridgekw.ca/en/immigrant-services/Immigrant-Services.asp</a>
YMCA-YWCA of Guelph	<a href="http://www.guelphy.org">www.guelphy.org</a>



### November 14 is World Diabetes Day (WDD)

Led by the International Diabetes Federation, the day unites the global diabetes community to produce a powerful voice for diabetes awareness and advocacy.



# Glossary of Terms

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## A

**ABDOMINAL OBESITY:** Fat stored around the abdomen and waist. People with abdominal obesity are at higher risk for diseases such as diabetes and atherosclerosis (hardening of the arteries), which can lead to heart attack and stroke.

**A1C:** A lab test that is done every 3 months. It provides your result in a percentage that indicates your average blood sugar over the past 3 months. For most people, your A1C should be under 7%.

## B

**BLOOD GLUCOSE METER/MONITOR:** A hand-held machine designed to test blood glucose levels. A drop of blood (usually from the fingertip) is placed on a small test strip that is inserted into the meter. The meter displays the amount of glucose in the blood. Blood glucose meters allow people with diabetes to play an active role in monitoring their own blood glucose levels.

**BLOOD GLUCOSE:** The concentration of glucose in the blood. In Canada, blood glucose is measured in mmol of glucose per litre of blood (mmol/L). The normal range before meals is 4.0 - 6.0 mmol/L, while the normal range two hours after a meal is 5.0 - 8.0 mmol/L.

**BLOOD PRESSURE:** Blood pressure is expressed using two numbers: the first number is systolic pressure, the pressure caused by the heart pushing blood out into the arteries. The second number is diastolic pressure, the pressure when the heart is relaxed and refilling with blood. High blood pressure (hypertension) is a major risk factor for cardiovascular disease, diabetic nephropathy and diabetic retinopathy. To reduce the risk of these complications, people with diabetes should aim for a blood pressure of 130/80 mm Hg or lower.

## C

**CARDIOLOGIST:** A medical doctor who specializes in diagnosing and treating conditions of the heart and blood vessels.

**CARBOHYDRATE:** One of the main sources of calories for energy. Sources of carbohydrates include starches such as breads, cereals, rice, pasta, potatoes, corn and legumes. Sources also include sugars naturally found in honey, fruits, vegetables and milk; refined sugars such as table sugar and sugars added to candies, jams and soft drinks. All forms of carbohydrate are broken down into glucose during digestion.

## Glossary of Terms

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**CERTIFIED DIABETES EDUCATOR (CDE):** A Certified Diabetes Educator (CDE)<sup>®</sup> is a health professional, committed to excellence in diabetes education, who has a sound knowledge base in diabetes care/management and education processes, as well as good communication skills. A CDE has passed the Canadian Diabetes Educator's Certification Board (CDECB) exam.

**CHIROPODIST:** A health care professional who specializes in assessment and treatment of disorders or dysfunctions of the foot.

**CHOLESTEROL:** A type of fat that occurs naturally in human bodies and is also found in animal fats. Abnormal levels of cholesterol are risk factors for cardiovascular disease.

**COMA:** A state of unconsciousness. In diabetes, it may result from a variety of causes including severe hypoglycemia or *diabetic ketoacidosis*.

**COMMUNITY HEALTH CENTRE (CHC):** A Community Health Centre (CHC) is a non-profit, publicly funded organization that provides primary health care from a team of doctors, nurse practitioners, registered nurses, registered dietitians, social workers and community health workers. The multidisciplinary team ensures the patient gets the right care, at the right time, delivered by the most appropriate provider. The focus of a CHC is on health promotion, illness prevention, and community development.

### D

**DIABETES:** A disease in which the body either cannot produce insulin or cannot properly use the insulin it produces. This leads to high levels of glucose in the blood, which can damage organs, blood vessels and nerves. See *type 1 diabetes* and *type 2 diabetes*.

**DIABETES EDUCATION PROGRAM:** A program where professionals such as diabetes educators, dietitians, etc. offer classes and consultations.

**DIABETES EDUCATOR:** A healthcare professional trained to teach patients about diabetes and how to make adjustments to diabetes treatments. He or she may also be trained as a nurse, dietitian, pharmacist, psychologist or other healthcare professional.

**DIABETIC KETOACIDOSIS:** An acute and severe complication of diabetes that is the result of high levels of blood glucose and ketones. It is often associated with poor control of diabetes or occurs as a complication of other illnesses. It can be life threatening and requires emergency treatment. Signs and symptoms include fruity odour on the breath, shortness of breath, confusion, nausea, vomiting and weight loss.

**DIABETES NURSE EDUCATOR:** A nurse who has expertise in diabetes, and who teaches and advises people about diabetes care and management.

## Glossary of Terms

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**DIETITIAN:** A healthcare professional who teaches and advises people about the kinds and amounts of foods that promote good health.

### E

**ENDOCRINE DISEASE:** Any disease of the endocrine system. Diabetes is an endocrine disease because it affects the pancreas, a gland that produces the hormone insulin.

**ENDOCRINE SYSTEM:** The system of glands in the body that produce hormones.

**ENDOCRINOLOGIST:** A medical doctor who specializes in diseases of the endocrine system, including diabetes.

### F

**FAMILY DOCTOR:** A medical doctor, often a general practitioner, who looks after the health of family members, keeps their medical histories, and provides referrals.

**FAMILY HEALTH TEAM (FHT):** A Family Health Team is a team of family doctors, registered nurses and other health care providers like dietitians and social workers who can provide ongoing health care. Each team is set up based on local health and community needs, and focuses on chronic disease management, disease prevention and health promotion.

### G

**GASTROPARESIS:** A form of nerve damage (neuropathy) that affects the stomach and intestines, causing them to take too long to empty their contents. Diabetes is a major cause of gastroparesis.

**GESTATIONAL DIABETES MELLITUS (GDM):** Diabetes that is first diagnosed or first develops during pregnancy. It affects 4% to 20% of all pregnancies. Blood glucose levels usually return to normal following delivery. Both mother and child are at higher risk of developing type 2 diabetes later in life.

**GLUCAGON:** A hormone produced by the pancreas that causes an increase in the blood glucose level, and thus has the opposite effect of insulin. Glucagon can also be given by injection to treat severe hypoglycemia.

**GLUCOSE:** A simple form of sugar that acts as fuel for the body. It is produced from digestion of carbohydrate and carried in the blood to the body's cells.

**GLYCEMIC INDEX:** A scale that ranks carbohydrate-rich foods by how quickly they raise blood glucose levels.

## Glossary of Terms

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### H

**HYPERGLYCEMIA** (also HYPERGLYCAEMIA): Higher than normal levels of glucose in the blood. Symptoms depend on how high the blood glucose level is, but can include thirst, frequent urination, blurred vision and fatigue.

**HYPOGLYCEMIA:** Lower than normal blood glucose. Symptoms depend on how low the blood glucose level is and include sweating, trembling, hunger, dizziness, moodiness, confusion, headache, blurred vision and nausea.

**HYPOTHYROIDISM:** A disease in which the production of thyroid hormone is reduced. Symptoms include slow metabolism, tendency to gain weight and fatigue.

### I

**INSULIN:** A hormone produced by the beta cells of the pancreas that controls the amount of glucose in the blood. Insulin lowers blood glucose by helping move glucose into the body's cells, where it is used as fuel.

**INSULIN PEN:** An injection device the size of a pen that includes a needle and holds a cartridge of insulin. It can be used instead of syringes for giving insulin injections.

**INSULIN PUMP:** A portable, battery-operated device that delivers a specific amount of insulin through a small needle inserted under the skin. It is programmed to deliver constant doses of insulin throughout the day and deliver extra insulin at meals and as required. Also called continuous subcutaneous insulin infusion (CSII).

**INSULIN RESISTANCE:** A condition in which the body's cells and tissues do not respond properly to the effects of insulin. It is a key feature of type 2 diabetes.

**INTERNIST:** A medical doctor who specializes in the diagnosis and medical treatment of internal organs, illnesses, diseases, and chronic conditions.

### K

**KETONES:** Products created when fat is broken down to be used for energy. The body normally gets rid of excess ketones in the urine. However, if levels of ketones get too high, they accumulate in the body and can lead to ketoacidosis, coma and even death.

### L

**LANCET:** A fine, sharp-pointed blade or needle for pricking the skin, used to obtain a blood sample for blood glucose testing.

## Glossary Of Terms

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**LHIN:** Local Health Integration Network. LHINs are funded by the Ontario MOHLTC and are responsible for planning, coordinating, funding and monitoring their local health system. Many health service providers are funded through the LHINs, including hospitals, most psychiatric facilities, long-term care homes, Community Care Access Centres, community service providers and community mental health and addiction agencies.

### M

**MOHLTC:** The Ontario Ministry of Health and Long-Term Care.

**mmol/L:** The abbreviation for millimoles per litre. In Canada, blood glucose is measured in mmol/L. To convert mmol/L to mg/dL (the unit of measurement for blood glucose used in the United States), multiply by 18.

### N

**NEPHROLOGIST:** A medical doctor who specializes in the study, care and treatment of diseases of the kidney.

**NEPHROPATHY:** Any disease of the kidneys. Nephropathy can be a complication of diabetes.

**NEUROPATHY:** Any disease of the nerves. Peripheral neuropathy usually causes numbness and/or weakness and/or pain in the hands and feet. Autonomic neuropathy causes difficulty with BP control, digestive and sexual control. Neuropathy can be a complication of diabetes.

### O

**OPTOMETRIST:** A healthcare professional who examines the eyes to detect and treat eye problems and some diseases by prescribing glasses and/or other visual aids.

**OPHTHALMOLOGIST:** A medical doctor/surgeon who examines and treats eye problems.

### P

**PEDORTHISTS:** Certified Pedorthists are orthotic and footwear experts who are trained in the assessment of lower limb anatomy and biomechanics.

**PHARMACIST:** A healthcare professional who is qualified to dispense medication. A pharmacist can advise about insulin, oral antihyperglycemic agents and other medications, and diabetes supplies such as glucose meters, syringes and lancets.

## Glossary Of Terms

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**PODIATRIST:** A health care professional who specializes in assessment and treatment of disorders or dysfunctions of the foot.

**PREDIABETES:** A condition in which a person's blood glucose level is above normal, but not high enough to be considered diabetes. Prediabetes has no symptoms and can only be diagnosed with a blood test. It is also called impaired glucose tolerance or impaired fasting glucose. People with prediabetes are at high risk of developing type 2 diabetes and cardiovascular disease and should take steps to lower these risks.

### R

**REGISTERED DIETITIAN:** See *dietitian*.

**REGISTERED NURSE PRACTITIONER:** A registered nurse with additional expertise who looks after the health of family members.

**RETINOPATHY:** A disease in which the small blood vessels (capillaries) in the back of the eye (retina) bleed or form new vessels. This condition usually occurs in people with long-standing poorly controlled diabetes. Regular eye examinations are an important part of diabetes management.

### S

**SOCIAL WORKER:** A healthcare professional who cares for people with social or emotional problems. Social workers are often members of the diabetes healthcare team.

### T

**TYPE 1 DIABETES:** An autoimmune disease that occurs when the pancreas no longer produces any insulin or produces very little insulin. Type 1 diabetes usually develops in childhood or adolescence and affects approximately 10% of people with diabetes. There is no cure. It is treated with lifelong insulin injections and careful attention to diet and physical activity. Formerly called insulin-dependent diabetes or juvenile diabetes.

**TYPE 2 DIABETES:** A disease that occurs when the pancreas does not produce enough insulin to meet the body's needs and/or the body is unable to respond properly to the actions of insulin (insulin resistance). Type 2 diabetes usually occurs later in life (although it can occur in younger people) and affects approximately 90% of people with diabetes. There is no cure. It is treated with careful attention to diet and exercise and usually diabetes pills (oral antihyperglycemic agents) and/or insulin. Formerly called non-insulin-dependent diabetes or dult-onset diabetes.

Patient Name: \_\_\_\_\_  M  F      DOB (dd/mm/yy): \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_      Postal Code: \_\_\_\_\_  
 Telephone: D: \_\_\_\_\_ E: \_\_\_\_\_      Language Barrier:  YES  NO  
 Health Card Number: \_\_\_\_\_      Language Spoken: \_\_\_\_\_  
 Primary Care Provider Name and Phone Number: \_\_\_\_\_

**DIABETES ASSESSMENT (please check all that apply)**

URGENT       Type 1       Other      If **PREGNANT** check below:

<input type="checkbox"/> Symptomatic	<input type="checkbox"/> Type 2	<input type="checkbox"/> No Previous Education	<input type="checkbox"/> Type 1	<input type="checkbox"/> GDM	Due Date: _____
<input type="checkbox"/> New Diagnosis (<1 yr)	<input type="checkbox"/> Pre-diabetes		<input type="checkbox"/> Type 2	<input type="checkbox"/> Repeat GDM	Hospital: _____
<input type="checkbox"/> Established (>1yr)	<input type="checkbox"/> Steroid induced			<input type="checkbox"/> Postpartum	

**REASON FOR REFERRAL (please check all that apply)**

Diabetes Education       Weight Control       Foot Care Education       Hypoglycemia  
 Poor Diabetes Control       Carb Counting       Insulin Pump       Lipid Management  
 Self-Management of Insulin Adjustments       Insulin Start – See Order Below       Pre-Pregnancy Counselling  
 Other (please specify) \_\_\_\_\_

**ORDERS FOR INSULIN INITIATION AND/OR ONGOING ADJUSTMENTS**

Insulin Type: _____	<input type="checkbox"/> Adjust insulin dose by 1-2 units or up to 20% pm to achieve CDA CPG glycemic targets of ac 4-7 mmol/L and pc 5-10mmol/L or individual target of: _____
Dose and Time: _____	
Insulin Type: _____	<input type="checkbox"/> Adjust insulin dose by 1-2 units or up to 20% pm to achieve CDA CPG glycemic targets of ac 4-7 mmol/L and pc 5-10mmol/L or individual target of: _____
Dose and Time: _____	

Allow Certified Diabetes Educator to reduce the secretagogue dosage accordingly to avoid hypoglycemia  
 Allow Certified Diabetes Educator to adjust carb/insulin ratios for self management of insulin therapy  
 Allow Certified Diabetes Educator to order blood glucose or A1c for assessment and evaluation of glycemic control  
 Allow Registered Dietitian to perform blood glucose monitoring with a meter

**CURRENT THERAPY AND MEDICAL HISTORY**

Check all that apply and include types and dosages

Insulin       Antihyperglycemic Agents

<input type="checkbox"/> History attached	<input type="checkbox"/> Nephropathy	<input type="checkbox"/> Dyslipidemia
<input type="checkbox"/> Hypertension (>130/80)	<input type="checkbox"/> Exercise restrictions	<input type="checkbox"/> Alcohol Use
<input type="checkbox"/> CVD	<input type="checkbox"/> Neuropathy	<input type="checkbox"/> Sex Dysfunction
<input type="checkbox"/> PAD	<input type="checkbox"/> Vegetarian	<input type="checkbox"/> Tobacco Use
<input type="checkbox"/> TIA/Stroke	<input type="checkbox"/> Psychosocial	<input type="checkbox"/> Foot ulcers
<input type="checkbox"/> Retinopathy		<input type="checkbox"/> Other

**\*\*LAB RESULTS (Please Record or Fax Copy)\*\***

Test	Result	Date	Test	Result	Date
FBS			Creatinine		
2hr OGTT			T Chol/HDL Ratio		
A1C			Triglycerides		
ACR			HDL Cholesterol		
eGFR			LDL Cholesterol		

Endocrinologist/Specialist in Diabetes Consult \_\_\_\_\_  
 Ophthalmologist Retinal Screening/Consult \_\_\_\_\_ if requesting consult, provide your billing number \_\_\_\_\_  
 Nephrologist/HTN Clinic Consult \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_      **DEP: For Internal Use ONLY**  
 Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_      Specialist: \_\_\_\_\_

Address (stamp): \_\_\_\_\_      **For DEP Use ONLY**  
 First Contact: \_\_\_\_\_  
 Appointment Dates: \_\_\_\_\_

To attend diabetes education programs in Waterloo-Wellington you must:

- Have a confirmed diagnosis of Type 1 or Type 2 Diabetes or Prediabetes
- Reside in the Waterloo-Wellington region

Please fill out the following information and fax back

- If possible, please attach recent blood work results and/or a list of up to date medications you are taking

Name: \_\_\_\_\_ Male or Female

Phone Number (Day): \_\_\_\_\_ Phone Number (Evening): \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Date of Birth (dd/mm/yyyy): \_\_\_\_\_ Family Doctor: \_\_\_\_\_

OHIP#: \_\_\_\_\_ When is the best time to contact you? \_\_\_\_\_

If you know, which type of diabetes do you have? Type 1 or Type 2 or Prediabetes

When were you diagnosed? Newly Diagnosed (less than 1 year) or Established (greater than one year)

Are you pregnant? Yes or No If pregnant, when is your due date? \_\_\_\_\_

If pregnant, where are you delivering? \_\_\_\_\_

Do you have any allergies? Yes or No If yes, to what? \_\_\_\_\_

Do you take insulin? Yes or No Do you take other medications for your diabetes? Yes or No

Have you attended Diabetes Education in the past? Yes or No

Language Spoken? English/French/Other: \_\_\_\_\_

Is there anything else you would like us to know about you? \_\_\_\_\_

Do you give permission to contact your family doctor for more information if required? Yes or No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

**For Internal Use ONLY**

First Contact: \_\_\_\_\_

Appointment Date: \_\_\_\_\_

# Supporting people with diabetes in the Waterloo Wellington Region



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