



COMMUNITY RESOURCES – DIABETES

CITY OF OTTAWA:

Clinic/Program: **Foustanellas Endocrine and Diabetes Centre**

The Ottawa Hospital
Riverside Campus, 4th Floor, 1967 Riverside Drive, Ottawa, ON
Tel: 613-738-8400 Ext. 88333 Fax: 613-738-8261
Web: www.ottawahospital.on.ca/patient/visit/clinics/Diabetes-e.asp

Description: The Ottawa Hospital multi-disciplinary Diabetes team provides integrated Diabetes self-care education and medical management support to people with complex Diabetes care needs. Care is provided by individualized, multi-disciplinary assessment and education; group education and follow-up; and, integration of education with clinical management.

Group Education Topics:

- 2-day Diabetes education program
- Carbohydrate counting
- Multiple daily injections
- Living with insulin

Appropriate for: Patients with:

- Type 2 Diabetes and/ or multiple meds and/ or chronic multi-system complication
- Type 1 Diabetes

Hours: Mon - Fri: 8 a.m. to 5 p.m.,
Classes Wed & Thurs every other week

Language: English, French

Cost: N/A

Referral: Physician referral required.
To refer: Fax referral to clinic; include purpose of referral, recent lab work, and medication list.

Clinic/Program: **High Risk Diabetes in Pregnancy**

The Ottawa Hospital, Civic Campus
1053 Carling Avenue, Ottawa, ON K1Y 4E9
Tel: 613-761-4401 Fax: 613-761-5141
or

Special Pregnancy Unit (SPU)

The Ottawa Hospital, General Campus
501 Smyth Road, Ottawa, ON K1H 8L6
Tel: 613-737-8552 Fax: 613-739-6292

Description: Patients will be seen by an endocrinologist or internist, a dietitian, and a Diabetes nurse specialist.

Appropriate for: Patients with Gestational Diabetes or women with Type 1 and Type 2 Diabetes planning a pregnancy or who are pregnant.

Hours: Tues (Civic) / Fri (General)

Language: English, French

Cost: N/A

Referral: Physician referral required.
To refer: Fax referral, including antenatal history, most recent blood work, and ultrasound report if applicable. Clinic will contact referring physician's office with appointment time and date.

**Clinic/Program:** **Community Diabetes Education Program**

Main Office: Centertown Community Health Centre
420 Cooper St., Ottawa, ON
Tel: 613-233-6655 Fax: 613-233-6713
Web: www.centretownchc.org

Description: Programs held at various community health centres/ resource centres throughout Ottawa. Group classes led by registered nurse and registered dietitian with a focus on general Diabetes information and nutrition:

- Pre-Diabetes (one 3-hour class);
- Type 2 Diabetes (three 2.5-hour classes); and,
- Insulin initiation (individual and group classes): work with physician's orders for patients starting on insulin.

Appropriate for: Adults with Pre-Diabetes, Type 2 Diabetes, or new insulin diabetics.

Hours: Morning, afternoon, and evening classes offered depending on location availability.

Language: English, French, Arabic, Hindi, Others (please indicate on referral)

Cost: N/A

Referral: Physician referral required.

To refer: Send fax; include most recent test results and purpose of referral; coordinator will contact patient directly. Patients can also contact program and self-refer.

OTTAWA-EAST:

Clinic/Program: **Diabetes Clinic Hôpital Montfort**

745B Montreal Rd., Suite 102, Ottawa, ON K1K 0T2
Tel: 613-746-4621 ext. 3130 Fax: 613-842-9473
Contact: Joanne Champagne

Description: Multi-disciplinary team: dietitian, nurse practitioner, kinesiologist, Diabetes management.

Appropriate for: Patients with Type 1 or Type 2 Diabetes

Hours: Mon to Fri: 7:30 a.m. - 3:30 p.m.

Language: French, English

Cost: N/A

Referral: Physician referral required.

To refer: Complete referral form and fax to clinic; inform patient that clinic will contact them directly with appointment date and time. Have patient re-contact clinic if they have not received their appointment within one week.



Clinic/Program: **Wabano Centre for Aboriginal Health**

299 Montreal Rd., Ottawa, ON
Tel: 613-748-0657 ext. 212 Fax: 613-748-9364
Web: www.wabano.com
Contact: Dian Day, Diabetes Program Coordinator

Description: Health promotion and primary prevention program for Aboriginal peoples. The program addresses:

- Risk factors associated with Diabetes;
- The importance of Diabetes screening;
- Selection and preparation of a healthy, balanced diet; and,
- A healthy, active, traditional lifestyle in the prevention of Diabetes.

Appropriate for: Aboriginal peoples with and without Diabetes

Hours: Mon to Fri: 9:00 a.m.- 5:30 p.m.; Classes offered weekly, day and evening.

Language: English

Cost: N/A

Referral: Accepts:

- Physician referrals
- Other health care professional referrals
- Self-referrals

Clinic/Program: **Diabetes Education Team**

The Eastern Ontario Community Family Health Team
2339 Ogilvie Road, Ottawa, and 3059 St. Joseph Boulevard, Orleans
Tel: 613-590-1407

Description: Individual and group education sessions for Diabetes and Pre-Diabetes clients in the eastern Ottawa region.

Appropriate for: Patients with Diabetes or Pre-Diabetes

Hours: Mon to Fri: 8:30 a.m.-4:30 p.m.

Language: English, French

Cost: N/A

Referral: Accepts:

- Physician referrals
- Other health care professional referrals
- Self-referrals

OTTAWA-WEST:

Clinic/Program: **Diabetes Education Program/ Clinic**

Queensway-Carleton Hospital
3045 Baseline Road, Ottawa, ON K2H 8P4
Tel: 613-721-2000 ext. 3763 Fax: 613-721-4787
Contact: Sharon Rouatt

Description: 2-day group program to help increase patients knowledge of Diabetes management. Referral to endocrinologist. Classes include insulin intensification and heart health.

Appropriate for: Persons with Type 1 or Type 2 Diabetes

Hours: 2-day program offered on Tues and Wed, Clinic offered Wed and Thurs

Language: English

Cost: N/A

Referral: Physician referral required.
To refer: Call Patient Scheduling at 613-721-4788 and fax referral; include purpose for referral and most recent lab work; referring physician's office must notify patient of appointment time and date.

**Clinic/Program:** **Almonte General Hospital**

75 Spring Street, Almonte, ON KOA 1A0

Tel: 613-256-2500

Contact: Janet Hogan x2245

Email: jhogan@agh-fvm.com

Description: Individual counselling provided on a one-on-one basis. Patients can also be referred to the Rideau Valley Diabetes Services (listed under Leeds, Lanark & Grenville)**Appropriate for:** Persons with Pre-Diabetes, Type 1 and Type 2 Diabetes**Hours:** By appointment**Language:** English**Cost:** N/A**Referral:** Physician referral required

Clinic/Program: **Arnprior and District Memorial Hospital**

350 John Street North, Arnprior, ON K7S 2P6

Tel: 613-623-3166 ext. 247

Contact: Maureen Miller

Email: maureen.miller@arnpriorhospital.com

Description: Patients can participate in the group sessions and/ or ask to be seen on an individual basis.
Group Education Sessions: 1-day session, then 1/2 day follow-up session 3 months later.
Individual Counselling: A dietitian and nurse are available to meet one-on-one with patients, as needed.**Appropriate for:** Persons with Pre-Diabetes, Type 1 and Type 2 Diabetes (Note: there is no counselling on insulin pumps)**Hours:** 1-day session: 3rd Wed of every month, 9 a.m. to 3 p.m.; 1/2 day session: 9 a.m. to 11:30 a.m.**Language:** English**Cost:** N/A**Referral:** Physician referral required

Clinic/Program: **Carleton Place and District Memorial Hospital**

211 Lake Avenue East, Carleton Place, ON K7C 1J4

Tel: 613-257-2200 ext. 817

Contact: Deb Quintal

Email: dquintal@carletonplacehosp.com

Description: The program consists of an individual assessment with a Registered Nurse (RN) and Registered Dietitian (RD), which lasts ~1.5 hours, normally on the 3rd Thursday of the month. The program also includes a group session conducted by a multi-disciplinary education team (RN, RD, physiotherapist, pharmacist and chiropodist), which lasts a full day from 10 a.m. to 4 p.m., normally on the 4th Thursday of the month. Patients are followed up on an individual basis, with any member of the team, as needed (normally on the 4th Thursday of the month).**Appropriate for:** Adults with Type 2 Diabetes**Hours:** See program description**Language:** English**Cost:** N/A**Referral:** Physician referral required



EASTERN COUNTIES:

Clinic/Program: **Diabetes Clinic**

Hawkesbury & District General Hospital
1111 Ghislain Street, Hawkesbury, ON
Tel: 613-632-1111 ext. 482 Fax: 613-636-6194
Contact: Suzanne Levac

Description: In collaboration with the family doctor, a nurse and dietitian offer to individuals with Diabetes, the support needed to understand Diabetes, to better control glucose (blood sugar) levels and to reduce the long-term complications of the disease.

Appropriate for: Persons with glucose intolerance, Type 1 or Type 2 Diabetes, Gestational Diabetes

Hours: Mon to Fri: 8:30 a.m. to 4:30 p.m.

Language: English, French

Cost: N/A

Referral: Accepts:

- Physician referrals
- Other health care professional referrals
- Self-referrals

Clinic/Program: **Diabetic Clinic**

Winchester District Memorial Hospital (WDMH)
566 Louise Street, Winchester, ON
Tel: 613-774-2422, ext. 5222

Description: The two-day education sessions, offered at both WDMH and Kemptville District Hospital involve a multi-disciplinary team including a physician, a nurse educator, a dietitian, a pharmacist and a foot care nurse. A pharmacist presents the pharmaceutical part of the session; a physician is responsible for the sessions on complications; a foot care nurse discusses foot care; a dietitian discusses how Diabetics can choose to eat; and a nurse talks about Diabetes in general, as well as various related health care issues. Monthly community information sessions are held the third Wednesday of the month from 7-8:30 p.m. The goal of these sessions is to provide support for newly diagnosed clients to ensure they can meet the challenges of incorporating the new lifestyle into their pattern of living.

Appropriate for: Persons with Diabetes

Hours: Call for schedule

Language: English

Cost: N/A

Referral: Accepts:

- Physician referrals
- Other health care professional referrals
- Self-referrals

**Clinic/Program: Programme d'éducation au diabète**

Centre de Santé Communautaire de L'Estrie
 Crysler: Tel: 613-987-2683 Bourget: Tel: 613-487-1802
 Alexandria: Tel: 613-525-5544 Cornwall: Tel: 613-937-2683

Description: 1-day workshop where a nurse and a dietician offer to individuals with Diabetes, the support needed to understand Diabetes, to better control glucose (blood sugar) levels and to reduce the long-term complications of the disease. Workshop is followed by an initial one-on-one visit of 45 minutes and 3 follow-ups of 40 minutes at 1, 3, and 6 months.

Appropriate for: Pre-diabetic with abnormal test results and Type 2 diabetic

Hours: Vary (locations across five counties based on demand)

Language: French

Cost: N/A

Referral: Self-referral or physician referral

Clinic/Program: Diabetes Education Centre

Cornwall Community Hospital
 510 Second Street East, Cornwall, ON K6H 1Z6
 Tel: 613-936-4615

Description: 3-hour initial workshop where a nurse and a dietician offer to individuals with Diabetes, the support needed to understand Diabetes, to better control glucose (blood sugar) levels and to reduce the long-term complications of the disease. Workshop is followed by a scheduled one-on-one visit of 60 minutes with a health educator and various educational workshops.

Appropriate for: Pre-diabetic with abnormal test results
 Type 2 diabetic

Hours: Initial workshop is offered twice per month

Language: English (mainly), French

Cost: N/A

Referral: Self-referral or physician referral

Clinic/Program: Glengarry Memorial Hospital (GMH)

20260 County Road 43, Alexandria, ON K0C 1A0
 Tel: 613-525-2222 ext 4169
 Contact: Angela Samson
 Email: asamson@hgmh.on.ca

Description: Available in group settings or on an individual basis.

Appropriate for: People with Type 1 or Type 2 Diabetes, IGT, Pre-Diabetes, Gestational Diabetes

Hours: Registered Nurse (RN) - Every Tues morning: 8 a.m. to noon
 Registered Dietitian (RD) - Every Tues: 9 a.m. to 5 p.m.

Language: English, French

Cost: N/A for RN and RD. Referrals for weight management through the dietitian = \$25.00 per session.

Referral: Physician referral required. Hospital policy is to accept clients who have been referred from a family physician within the community who has hospital privileges directly at the GMH.



RENFREW COUNTY & DISTRICT:

Clinic/Program: **Diabetes Clinic**

St. Francis Memorial Hospital
7 St. Francis Memorial Drive, Barry's Bay, ON
Tel: 613-756-3045 Ext. 240 Fax: 613-756-7168
Contact: Janet Lynch

Description: Group and individual sessions. Dietitian and pharmacist provide the information. Individuals are assisted to develop the best plan of care for their Diabetes, and to strive to manage their disease with the focus on feeling well and prevention of complications.

Appropriate for: Persons with Diabetes, their family and caregivers

Hours: Education classes are held monthly. Follow-up visits: Thurs and Fri from 7:00 a.m. - 4:00 p.m.

Language: English

Cost: N/A

Referral: Accepts:

- Physician referrals
- Other health care professional referrals
- Self-referrals

Clinic/Program: **Renfrew Victoria Hospital**

499 Raglan Street North Renfrew, ON K7V 1P6
Tel: 613-432-4851 ext. 206
Contact: Jessica Fitzgerald
Email: jfitzgerald@rcdhu.com

Description: Taught by a Registered Dietitian and a Registered Nurse. The program consists of three 3-hour group classes, plus an individual session with both the dietitian and the nurse, plus two group follow-up classes, one at three months and the other at nine months later.

Appropriate for: People with Pre-Diabetes, Type 1 and Type 2 Diabetes, family members, and caregivers

Hours: Group classes begin the first Wed of each month from 9 a.m. until noon and continue for the next two Weds at the same times.

Language: English

Cost: N/A

Referral: Self-referrals and physician referrals are accepted. Everyone is welcome but registration is required for the classes. Accepts self-referrals and physician referrals. Registration required for classes.

Clinic/Program: **Pembroke Regional Hospital**

705 Mackay Street, Pembroke, ON
Tel: 613-732-2811 ext. 6205
Contact: Judy Hill Email: jhill@pemreghos.org

Description: **Survival Skills:** Group classes given every 2 weeks for patients with Type 2 Diabetes. Group classes run 3 out of 4 Thursdays per month, from 3 to 4:30 p.m. Patients attend one group session and are followed up through individual meetings afterwards, as needed. Patients with Type 1 Diabetes are booked into individualized meetings, as needed.
Outreach to Community: Different sessions are given on a weekly basis (normally one session per week – contact Judy Hill for more information on dates, times, and events). Sessions include special presentations, grocery shopping tours, etc.

Appropriate for: People with Pre-Diabetes, Diabetes, family members, and caregivers

Hours: Monday to Friday

Language: English, French

Cost: N/A

Referral: None required



LEEDS, LANARK & GRENVILLE

Clinic/Program: **Kemptville District Hospital**

2675 Concession Rd. Kemptville, ON K0G 1J0
 Tel: 613-258-6133 ext 212
 Contact: Nancy Goetz
 Email: ngoetz@kdh.on.ca

Description: See website for more info: www.kdh.on.ca/serv_7_e.html

Diabetes Education Program: Includes a 2-hour individual assessment with the nurse and dietitian, a 2-day group education session and follow up appointments, as needed. Group sessions offered the first Wednesday and Thursday of each month.

Diabetes Prevention Program: Includes a 1/2-day group education session. The basics of Diabetes are reviewed along with risk factors for Diabetes. Offered about every 3 months.

Insulin and Diabetes Program: Includes a 1/2-day group education session. Topics include all aspects of the self administration of insulin including treatment of hypoglycemia, carbohydrate counting, healthy lifestyle, driving and sick day guidelines among other topics. Offered as needed.

Insulin Initiation: Includes one-on-one counselling sessions with the nurse and dietitian. Learn everything you need to know about how to use insulin safely. Also learn how to manage your blood sugars with insulin therapy. Offered as needed. A physician referral is required.

Special Topics: Coming March 2008 to the Diabetes Clinic: an evening program focused on a topic of interest, chosen by the clients of the clinic. Presentations provided by a Registered Dietitian, Registered Nurse or guest speakers, depending on the topic. Although the focus of these topics will be aimed at those with Diabetes, community members who are not diagnosed with Diabetes but share a common interest in the topic are welcome.

Appropriate for: **Diabetes Education Program:** Adults diagnosed with Diabetes; people who have not been to a Diabetes education program before; or, people who have gone 3 to 5 years since their last Diabetes education program.

Diabetes Prevention Program: Adults diagnosed with Impaired Fasting Glucose (IFG) and/ or Impaired Glucose Tolerance (IGT) or at high risk for developing Diabetes.

Insulin and Diabetes Program: Adults who have recently started insulin therapy or who require an update on the treatment of Diabetes with insulin.

Insulin Initiation: For adults who need to start insulin.

Hours: Tues, Wed, and every other Thurs, from 8 a.m. to 4 p.m.

Language: English

Cost: N/A

Referral: Physician referral required for the Insulin Initiation program.

Clinic/Program: **North Lanark County Community Health Centre**

207 Robertson Drive, Lanark, ON K0G 1K0
 Tel: 613-259-2182 ext 441
 Contact: Heather Loubier
 Email: hloubier@northlanarkchc.on.ca OR Erika Carson

Description: **"Diabetes and You"** Education/ Support Group: Sessions take place monthly and are led by a dietitian and guest speakers.

Appropriate for: People with Pre-Diabetes, Diabetes (primarily Type 2), family members, and caregivers

Hours: Every 4th Monday of the month, 2 p.m. to 4 p.m.

Language: English

Cost: N/A

Referral: None required



Clinic/Program: Rideau Valley Diabetes Services

Director: Maureen McIntyre
91 Cornelia Street West (Cornelia Court), Smiths Falls, ON K7A 5L3
Tel: 613-284-2558 or 1-877-321-4500
Fax: 613-284-2591
Email: diabetes.rvds@mdchc.on.ca
Website: www.rvds.ca

Description: Provides accessible services to assist people affected by Diabetes to develop their knowledge, strengths, and skills to live healthy lives. Partners with other healthcare providers to offer coordinated Diabetes prevention, education, and management services in Lanark, Leeds, and Grenville counties.

Offers education programs, individual counselling, multi-disciplinary clinics, support groups, and other events such as grocery store tours, conferences, and training for health care professionals.

Appropriate for: Individuals who are affected by Diabetes.

Hours: Mon to Fri: 8:30 a.m. to 4:30 p.m.

Language: English

Cost: N/A

Referral: Registration required for education or counselling programs. Call or visit website for program information. Physician referral required for the Insulin Initiation Program.

Clinic/Program: Diabetes Clinic, Smiths Falls

Medical Lead: Dr. J.R. Conway
218 Percy Street, Smiths Falls, ON K7A 4W8
Tel: 613-284-0145 or 1-800-717-0145
Fax: 613-283-9020
Email: diabetes@diabetesclinic.ca
Website: www.diabetesclinic.ca

Description: We are an independent Medical Clinic specializing in the treatment of Diabetes Mellitus. We treat Diabetes Mellitus according to the treatment guidelines of the Canadian Diabetes Association.

The website is dedicated to:

- Patients in their wish to further their understanding of Diabetes and find supportive material; and,
- Health care professionals, for specialized information, educational materials and tools to enhance care, particularly in rural areas where specialist support and educational opportunities are limited.

Appropriate for: Individuals affected by Diabetes.

Hours: Mon to Fri: 7:30 a.m. to 6:00 p.m. (extended hours on Tuesdays)

Language: English, French

Cost: N/A

Referral: Physician referral required. Call to register.
