

Client Handbook



COMMUNITY
DIABETES
PROGRAM
WATERLOO REGION

*Supporting People with
Diabetes to Live Life Well*



Woolwich Community
Health Centre

Welcome to the Community Diabetes Program



The Community Diabetes Program is recognized for excellence in diabetes education and nationally accredited by the Canadian Diabetes Association.

It strives to support adults with diabetes and their families by helping them make healthy lifestyle choices to manage blood sugar and reduce the risk of problems associated with diabetes. We provide diabetes education opportunities across the Waterloo Region in a variety of locations.



Woolwich Community Health Centre (WProgram at the main site in St. Jacobs with outreach programs at Wellesley Township Community Health Centre and in Wilmot Township. WCHC offers a wide range of programs and services to meet the needs of our community.

Mission

Every person in our neighbourhood will have a place to call home for Health, Wellness, and Community Support.

Vision

Changed lives, healthy communities.

About the Community Diabetes Program

- All of our services are free
- People without health benefits are welcome

Benefits of attending

- Learn how to check and manage your blood sugar levels
- Free interpretation services are available
- Referrals can be made by your health care provider but you can also self-refer
- We offer our programs and services in many locations in our community

Who attends our program?

- People with diabetes (Type 1 or Type 2)
- People with “borderline” or pre-diabetes
- People at high risk for diabetes
- Family members, caregivers & support persons welcome

What are some of the services we provide?

- Individual appointments with a Nurse, Dietitian, Exercise Specialist, and/or Foot Specialist
- Supportive group education sessions
- Foot checkups
- Physical activity sessions
- Ongoing support and education through follow-up sessions

Your Rights and Responsibilities

Your Rights

1. To high quality holistic services and programs
2. To be treated with respect, dignity, and professionalism
3. To privacy and confidentiality
4. To have individual differences respected
5. To feel accepted and included
6. To be informed regarding your health
7. To provide feedback to the program

Your Responsibilities

1. Actively participate in being healthy and well
2. Ask questions and share information with our staff
3. Participate in Diabetes Program services
4. Be respectful of others
5. Provide 24 hours notice when canceling an appointment so we can give the appointment to someone else
6. Be on time and attend all appointments
7. Take responsibility for your actions
8. Inform staff of personal needs and relevant changes to health or financial status.
9. Inform staff of safety or privacy concerns

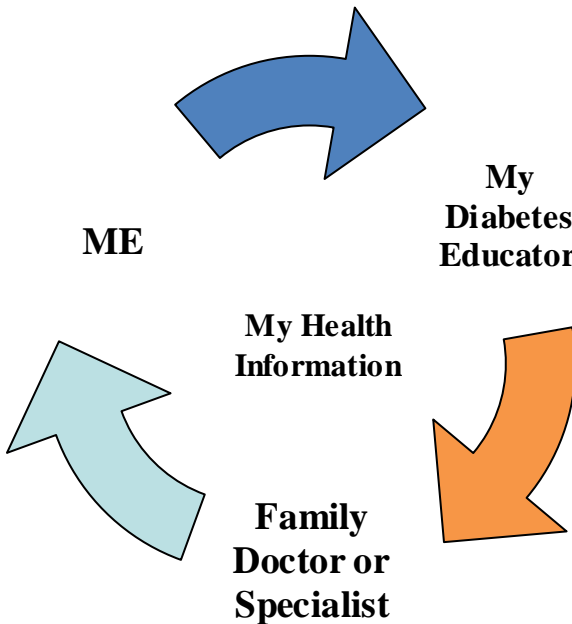
Confidentiality

Your information is only shared with *your* team of providers to provide you with the best service possible.

We keep your information **private and confidential**, unless we are required to release it by law.

We will ask your **permission** before we share any information outside our Program.

We **will not release** results to family members unless we have your permission in writing.



Our Team

The staff of the Community Diabetes Program at WCHC includes Registered Nurses, Registered Dietitians, a Chiropodist, and Medical Secretaries.

The Community Diabetes Program is accredited by the Canadian Diabetes Association and promotes standards of excellence with all diabetes educators having achieved, or working towards, becoming Certified Diabetes Educators.

We follow the Canadian Diabetes Association Guidelines for the Prevention and Management of Diabetes in Canada.

Certified Diabetes Educator (CDE)

We have a registered nurse and registered dietitians that are specially certified to deliver diabetes education in our community.

- With your doctor's permission, our Certified Diabetes Educators are able to assist you in adjusting diabetes medications, such as insulin to help you better manage your blood sugar levels.
- Our nurses and dietitians will work with you, your family doctor and/or your diabetes specialist to help you manage your diabetes and, any complications due to diabetes, as best as possible.

How to schedule, reschedule, or cancel your appointment

If you need to reschedule or cancel your appointment, please contact the Diabetes Program as soon as you know that you are not able to attend your appointment:

Contact the Diabetes Program Secretary at
519-664-3794 extension 239

Your Feedback Is Important

We ask all group participants to complete a program evaluation form. This information helps us to make improvements to our diabetes programs.

A feedback box is located in the front lobby of each health centre site for you to make comments and suggestions.

If you have an urgent concern, please contact the Program Coordinator at 519 664 3794 ext. 249

My Appointments

Date	Time	With Who?	Why?



**COMMUNITY
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PROGRAM**
WATERLOO REGION



Located At:

**10 Parkside Drive
St. Jacobs, ON N0B 2N0**

**Phone: (519) 6643794
Extension 239**

