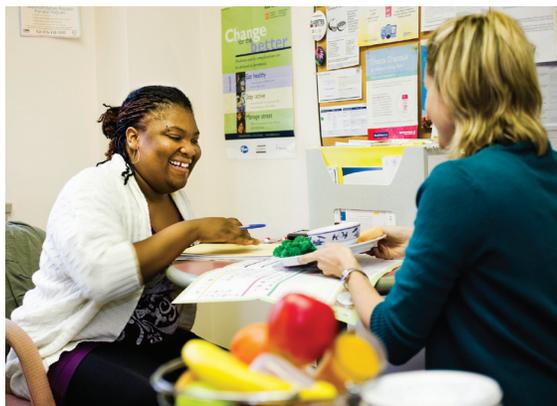


Diabetes Resource Manual



COMPILED BY
THE INTERPROFESSIONAL DIABETES
EDUCATION AND ADVOCACY (IDEA) GROUP

Diabetes Resource Manual: Introduction

The financial burden associated with diabetes is a significant issue. Patients with diabetes often have to pay for medications, medical supplies, and additional required care (e.g. foot care) and this is estimated to require on average >3% of their income or >\$1500 (Canadian Diabetes Association, 2011). Fifty-seven percent of Canadians with diabetes report they do not comply with prescribed therapies due to cost (Canadian Diabetes Association, 2011). Socioeconomic disparity is known to predict poorer outcomes for patients with diabetes (Booth et al., 2012).

This manual was compiled to assist medical professionals provide necessary resources to their patients who have limited financial coverage and/or are unable to locate the resources needed to help their situation. Significant portions of this information were adapted with permission from resources from the Canadian Diabetes Association (Canadian Diabetes Association, 2016).

Patients with diabetes are also encouraged to use this manual.

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Twelve Questions to Help Patients with Financial Difficulties

“There is strong and growing evidence that higher social and economic status is associated with better health. In fact, these two factors seem to be the most important determinants of health.”

– Public Health Agency of Canada

1. Have you mailed in your tax forms?

Tax returns are essential to access many income security benefits such as: GST/HST credits, Child Benefits, working income tax benefits, and property tax credits. Even people without official residency status can file tax returns. For more information, see section on [Tax Credits/Deductions](#).

2. Are you eligible for private medication coverage?

Some companies or associations provide group health benefits to their current employees or members, retired employees, and dependent of employees or members (see section on [Private Insurance Plan](#)). You should contact the Human Resources Manager at your work or affiliated association to see if they have a group health plan and look for more information on coverage. For more general information on how to navigate this process, go to <http://drugcoverage.ca/en-ca/private-insurance.aspx> (Shoppers Drug Mart, 2012).

For students, have you reviewed your school's extended health coverage (see section on [University and College Medical Coverage](#))? There are also scholarships that students with diabetes may be eligible for (see section on [Scholarships](#)).

3. Have you applied for Trillium Drug Program?

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 your private insurance does not cover 100% of drug costs) may be eligible for additional coverage under Trillium Drug Program (see section on [Trillium Drug Program](#)). For more information, please see

http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_trillium.aspx.

4. Have you applied for Ontario Works (OW)?

Ontario Works provides financial and employment assistance to people who are in financial need (see section on [Ontario Works](#)). Eligibility requirements include: Ontario resident, financial need (your household does not have sufficient financial resources to meet basic living expenses), and willingness to make reasonable efforts to find, prepare for and keep a job (unless you have specific circumstances that temporarily prevent you from doing so, such as an illness or caregiving responsibilities). Application can be made online, by phone, or in person. For more information, please go to:

<http://www.mcass.gov.on.ca/en/mcass/programs/social/ow/>

5. For Seniors Living in Poverty: Do you receive Old Age Security (OAS) and Guaranteed Income Supplement (GIS)?

People over age 65 with low income may qualified to receive \$1400 or more a month through OAS, GIS and grants from filing a tax return. For more information on OAS, please see <http://www.esdc.gc.ca/en/cpp/oas/index.page>. For more information on GIS, please see <http://www.esdc.gc.ca/en/cpp/oas/gis/index.page>.

6. For Families with Children: Do you receive the Canadian Child Benefit on the 20th of every month?

The Canadian Child Benefit can help low income single parents receive over \$8000 more per year, and can lead to several other income supports. For more information, please see <http://www.cra-arc.gc.ca/bnfts/ccb/menu-eng.html>.

7. For First Nations: Are you Status Indian?

First Nations with the Status designation may qualify for Non-Insured Health Benefits through the federal government (see section on [Non-Insured Health Benefits](#)). These

benefits can pay for drugs and other extended health benefits not covered by provincial plans.

For more information, see: <http://drugcoverage.ca/en-ca/Federal-Plans/non-insured-health-benefits.aspx> (Shoppers Drug Mart, 2012) and <http://healthy Canadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>

8. For Veterans: Are you connected with Veterans Affairs Canada?

Are you a qualified veteran, still-serving Canadian Forces member, RCMP member, civilian with access to Veterans Affairs Canada health benefits, or a dependant/survivor of such a person? If so, you may be eligible for drug coverage under Veterans Affairs Canada. Veterans Affairs Canada's provide financial support for health care services (including prescription medications, nursing services, vision care, and more) through the 14 Programs of Choice (POC). For more information, please see the section on [Veteran Affairs Canada](#) benefits and <http://www.veterans.gc.ca/eng/services/health/treatment-benefits>.

9. For Federal Employees: Are you eligible for the Public Service Health Care Plan?

Are you a federal public service employee, member of the Canadian Forces, member of the Royal Canadian Mounted Police, a Member of Parliament, a federal judge, an employee of a designated agency or corporation with access to the Public Service Health Care Plan, or a person receiving pension benefits based on service in one of these capacities (Shoppers Drug Mart, 2012)? If yes, you may be eligible for prescription drug coverage under the Public Service Health Care Plan. For more information, please see <http://drugcoverage.ca/en-ca/Federal-Plans/public-service-health-care-plan.aspx> (Shoppers Drug Mart, 2012) and <http://www.njc-cnm.gc.ca/directive/index.php?did=9&lang=eng>.

10. For Refugee Claimants: Are you eligible for the Interim Federal Health Program

Are you a refugee claimant, Convention refugee or member of the humanitarian designated classes? If yes, you may be eligible for prescription drug coverage under the Interim Federal Health Program (Shoppers Drug Mart, 2012). For more information, please see <http://drugcoverage.ca/en-ca/Federal-Plans/interim-federal-health-program.aspx> (Shoppers Drug Mart, 2012) and <http://www.cic.gc.ca/english/refugees/outside/arriving-healthcare/individuals/apply-who.asp>.

11. For People with Disabilities: Do you receive payments for Disability?

There are eight major disability programs: Ontario Disability Support Program (ODSP; see section on [ODSP](#)), Canada Pension Plan (CPP) Disability, Employment Insurance (EI), Disability Tax Credit (DTC), Veterans' Benefits (see section on [Veteran's Benefits](#)), Workplace Safety and Insurance Board (WSIB), employers' long-term income protection, Registered Disability Savings Plan (RDSP; see section on [RDSP](#)).

ODSP application: See section on ODSP for tips on application. Visit www.cleo.on.ca/english/pub/onpub/PDF/socialAsst/ods-prof.pdf for ODSP tips for health professionals.

The DTC (see section on [Tax Credits](#)) requires a health provider to complete the application form. It provides up to \$1100 per year in tax savings (plus retroactive payments), and is required to receive other benefits including the RDSP.

RDSP (see section on [RDSP](#)): Provides up to 300% matching of funds or disability bonds up to \$20 000 for those without resources to save money.

12. For Social Assistance (ODSP/OW) Recipients: Have you applied for extra income supplements?

[Medical supplies](#) (including [Mandatory Special Necessities Benefits](#)) and Medical Travel Assistance (includes e.g. AA, psychotherapy).

Limitation to Participation: Disability can exclude a recipient from mandatory job search and training programs.

[Special Diet Allowance](#): some health conditions will qualify a recipient for extra income.

Other benefits available: Employment supports, [Dental](#), [Vision](#), Hearing, ADP Co-payment, Community Start Up & Maintenance, Women in Transition/Interval Houses, Advanced age allowance, Community Participation (\$100 per month extra for volunteering), and discretionary Benefits. Applications and benefits available through a patient's OW/ODSP worker.

Specific Needs

In addition to the above, there are also various program and resources to address specific needs including:

- [Medical supplies](#) (e.g. insulin pen needles, glucometer stripes) and [medical devices](#)
- [Nutrition](#): food allowances, food banks, access to dietitians
- [Housing](#): rent banks, housing support centers, shelters
- [Vision Care](#): eye exam, glasses
- [Dental Care](#)
- [Foot Care](#)
- [Medical travel expenses](#)
- [Home & Vehicle Modification Assistance](#)
- Diabetes Education: [Ontario Diabetes Education Programs](#), [online diabetes-related information](#)
- [Diabetes support groups](#)

Further Resources

For more information on how to identify patients living with financial difficulties, please see <https://www.thewellhealth.ca/poverty> (Center for Effective Practice, 2016). The Canada Benefit Finder (www.canadabenefits.gc.ca/) can be used to identify other benefits for patients with financial difficulties.

Financial Assistance Programs for People Living with Diabetes in Ontario

Managing your diabetes can be expensive. Ontarians with diabetes often incur medical costs that are two to three times higher than those without diabetes. Proper diabetes care and management is important for helping to prevent or delay complications. Here is information on programs that may help. For more information about diabetes and its management, please visit www.diabetes.ca or contact 1-800-BANTING (226-8464) or info@diabetes.ca.

Prescription Drugs

For more information about drug coverage in each province, visit: www.drugcoverage.ca (Shoppers Drug Mart, 2012).

Program: Private Insurance Plans (offered by specific employers or associations)

Website: <http://drugcoverage.ca/en-ca/Provincial-Coverage/ontario/reimbursement-overview.aspx>

Who qualifies?

- An employee of a company that provides group health benefits.
- A dependent of an employee of a company that provides group health benefits.
- A retired person who is eligible for group health benefits/prescription drug benefits as part of a retirement package.
- The spouse of a retired person who is eligible for group health benefits/prescription drug benefits as part of a retirement package.
- A member of an association or agency that provides members access to group health benefits.
- A dependent of a member of an association or agency that provides members access to group health benefits.

How to access these benefits?

- You should contact the Human Resources Manager at your work or affiliated to see if there is a group health benefit plan and for more information on the plan (e.g. who is the insurance carrier, what is your policy number or group benefit number).
- Contact your insurance carrier before you go to the pharmacy to determine the extent of your coverage.
- You will also need to know the drug identification number (DIN) of the medication you are prescribed. To find the DIN for your prescribed medication, go to <https://health-products.canada.ca/dpd-bdpp/index-eng.jsp> and type in the product name, then look for your specific medication (e.g. by company name, formulation) to get the DIN.
- For more information on accessing benefits from Private Insurance Plans: <http://drugcoverage.ca/en-ca/private-insurance.aspx>

Program: Exceptional Access Program for Medications

This program is offered by Ministry of Health and Long-term Care.

How to Apply

To apply for funding the patient's physician must submit a request to the EAP documenting complete and relevant medical information. This includes providing the clinical rationale for why formulary benefits are not suitable and addressing the clinical circumstances for which the drug is required. All requests are reviewed according to the guidelines and criteria recommended by the Committee to Evaluate Drugs and approved by the Executive Officer. This review includes a thorough assessment of the patient's specific case and circumstances, as provided by the physician, as well as the scientific evidence to support the request. If EAP approval is granted, the coverage period begins as of the effective date and extends only to the specified date.

Reimbursement criteria for EAP Frequently Requested Drugs

When applying through the EAP, physicians can use the Standard Form (Request for an Unlisted Drug Product – Exceptional Access Program (EAP)), or for certain drugs, physicians can use a drug specific electronic form (e-Form). These drug specific e-Forms are interactive and criteria-based, to assist physicians in ensuring all the necessary information is provided and to facilitate a faster response by the ministry.

Additional Information:

- For more information on the Exceptional Access Program and access to these forms please visit:

http://www.health.gov.on.ca/en/pro/programs/drugs/eap_mn.aspx

Program: Trillium Drug Program

Offered by Ministry of Health and Long-term Care.

Tel: 1-800-575-5386

Web:

http://www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_trillium.aspx

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 private insurance does not cover 100% of drug costs.

What does the program cover?

The program covers more than 3,200 prescription drug products including oral diabetes medications, insulin, blood glucose test strips, some nutritional supplements, etc.

Prescription drug products must be listed on the *Ontario Drug Benefit Formulary* to qualify for coverage.

Additional information:

- Coverage begins only after you have paid the deductible set by Trillium. This deductible is split into four equal amounts over the course of the year and must be paid out-of-pocket.
- Example: If your annual deductible is \$800, this will be split into four parts -- \$200 every 3 months. This means that you will be asked to pay the first \$200 of your prescription medication costs every 3 months; any eligible costs over and beyond that will be covered by Trillium.
- After you have paid your deductible, you also may be asked to pay a \$2 co-payment per prescription; some pharmacies waive this fee for Trillium Drug Program clients.

- The Trillium deductible is based on your net household income (income after taxes) and the number of people in your household. The lower your net household income, the lower your deductible.
- Trillium calculates your deductible based on the income reported to Canada Revenue Agency (CRA) in the previous tax year. If your household income has changed – decreased by at least 10% - you can send a letter to Trillium to request that your deductible be based on your new (lower) household income; you will need to submit supporting documentation. Contact Trillium for more information.
- **NOTE:** If the drug product you have been prescribed is not covered by Trillium (ie. not listed on the *Ontario Drug Benefit Formulary*), you may be eligible to apply for coverage through the **Exceptional Access Program (EAP)**. Ask your doctor for more information.

You must have a prescription for your test strips for Trillium. Ask your doctor for a prescription. Trillium does **not** cover pen needles or syringes.

Program: Ontario Works (OW) Program

Offered by Ministry of Community and Social Services

Website: <http://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/>

General

- Provides employment assistance, financial assistance (including income support and health benefits for clients and their families), and emergency assistance to people who are in a crisis or an emergency (e.g. people who have lost their homes, are leaving an abusive relationship and/or are worried about their safety)

Who qualifies?

- Ontario resident
- Financial need: your household does not have sufficient financial resources to meet basic living expenses
- Willingness to make reasonable efforts to find, prepare for and keep a job (unless you have specific circumstances that temporarily prevent you from doing so, such as an illness or caregiving responsibilities)

Additional Information

- Application can be made online, by phone, or in person
- You will be asked to bring specific documents to the meeting to verify your personal information, information about members of your household, and your household's financial needs
- Online application:
http://www.mcsc.gov.on.ca/en/mcsc/programs/social/apply_online.aspx
- Phone or in-person application: see contact information at
http://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/contacts/ow_contacts.aspx

Program: Ontario Drug Benefit (ODB) Program

Offered by Ministry of Health and Long-term Care.

Tel: 1-866-532-3161

Web: <http://www.health.gov.on.ca/en/public/programs/drugs/>

Who qualifies?

Any one of the following:

- Social assistance recipients (ODSP/OW)
- Seniors 65 years or older
- Residents of long-term care homes or Homes for Special Care; individuals enrolled in the Home Care Program

What does the program cover?

More than 3,200 prescription drug products including oral diabetes medications, insulin, blood glucose test strips, some nutritional supplements, etc.

Prescription drug products must be listed on the *Ontario Drug Benefit Formulary* to qualify for coverage.

Additional information:

- Seniors 65 years or older with an annual income of \$16,018 or more (or a combined income of \$24,175 or more for a couple) must pay an annual deductible of \$100 and a co-payment of up to \$6.11 per prescription.
- If your income falls below \$16,018 (single) or \$24,175 (couple), you can apply to the **Seniors Co-Payment Program** to have your co-payment reduced to \$2 per prescription. Ask your pharmacist for an application form. Application form can also be found at: <http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?openform&ENV=WWE&NO=014-3233-87>
- Social assistance recipients, long-term care residents, etc. automatically pay only a \$2 co-payment per prescription.
- Tips for application: Provide as much information as possible, including about the impact of a person's disability on their lives. Include all collateral, expedite necessary referrals, and write a detailed narrative on the last page. Consider obtaining a detailed functional assessment, and having an allied health provider assist with filling in details. If denied, refer to nearest legal clinic – acceptance rates on appeal are very high. Visit www.cleo.on.ca/english/pub/onpub/PDF/socialAsst/ods-prof.pdf for a good ODSP tip sheet for health professionals.

If the drug product you have been prescribed is not covered by ODB, you may be eligible to apply for coverage through the **Exceptional Access Program (EAP)**. Ask your doctor for more information.

Web: www.health.gov.on.ca/en/pro/programs/drugs/eap_mn.aspx

Program: Programs of Choice #10 for Prescription Drugs (offered by Veterans Affairs Canada)

Tel: 1-866-522-2122

Web: <http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc#poc10>

Click on the "Prescription Drugs (POC 10)" tab.

For information on all VAC benefits visit:

<http://www.veterans.gc.ca/eng/services/resources/benefits/allbenefits>

Who qualifies? Any of the following:

- Qualified veteran, still-serving Canadian Forces member, RCMP member, civilian with access to Veterans Affairs Canada health benefits, or a dependant/survivor of such a person
- Benefit coverage may vary by client group and by individual. Contact VAC directly for more information.

What does the program cover?

Provides coverage for prescription drugs and some over-the-counter medications listed on the VAC Drug Formulary for eligible clients. Coverage for less common or higher cost drugs also may be available through Special Authorization.

Program: Non-Insured Health Benefits (NIHB) for First Nations and Inuit clients (offered by Health Canada)

Tel: 1-800-640-0642

Web: <http://healthycanadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>

Who qualifies?

To qualify for coverage under NIHB, you must be identified as

- A resident of Canada and one of the following:
- A registered Indian according to the *Indian Act*; an Inuk recognized by one of the Inuit Land Claim organizations;
- Or an infant less than one year old whose parent is an eligible recipient.

What does the program cover?

- The program covers prescription drugs listed on the NIHB Drug Benefit List (DBL). Coverage for drug products not listed on DBL may be available under special circumstances by "Exception". Your physician must complete an **Exception Drugs Request Form**.
- If you are denied benefit coverage, you have the right to appeal the decision to NIHB (three levels of appeal available)
- If you have health coverage through your work or any other insurance plan, you must use those insurance plans first before applying for repayment from NIHB.

Program: Patient Assistance Programs (offered by specific Pharmaceutical Companies)

Example: **Lilly Canada Cares (Insulin & Glucagon Assistance Program)** or **Sanofi Compassionate Care Program**

Please contact your doctor or diabetes education centre for more information.

Who qualifies?

Assistance is normally limited to low-income individuals who do not have private health insurance AND do not qualify for government financial assistance programs.

Low-income is generally defined as household income that is below Statistics Canada's low-income cut-off line (from the latest statistics in 2014, this was \$31,618 for a family of 4) (Lammam & MacIntyre, 2016).

What does the program cover?

Many prescription drug manufacturers offer assistance programs for patients. These programs normally provide a limited-time supply of prescription drugs such as oral diabetes medications or insulin for eligible patients.

(NOTE: Individuals cannot contact drug manufacturer directly – they must apply through doctor's office.)

Program: University and College Medical Coverage

Most universities and colleges have health benefits for students paid for in their tuition fees. Students should review their benefits to see what they are covered for but they often cover medications and potentially medical supplies. If a student has medical coverage from other sources, the individual can opt out of the University and College coverage.

Costco Pharmacy

Pharmacies inside Costco (Costco Wholesale Canada Ltd.) do not require a Costco membership for prescription medications. This may be helpful in buying medications at lower prices and at lower dispensing fees. If the greeter at the door asks for a membership card, simply say that you want to go to the pharmacy.

Diabetes Supplies

NOTE: Seniors (age 65 and up), social assistance recipients and Trillium Drug Program clients receive coverage for their blood glucose test strips through the Ontario Drug Benefit (ODB) Program. For more information, please contact your pharmacist.

Program: Insulin Syringes for Seniors Grant

Offered by Ministry of Health and Long-term Care under the Assistive Devices Program (ADP)

Tel: 1-800-268-6021

Web:

<http://www.health.gov.on.ca/en/public/programs/adp/publications/diabetic.aspx>

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)

What does the program cover?

The program will provide you with \$170 per year to help pay for the cost of pen needles or syringes.

Program: Ontario Monitoring for Health Program (MFHP)

This program is funded by the Ontario Ministry of Health and Long-term Care and administered by the Canadian Diabetes Association.

To obtain a claim form, please contact Canadian Diabetes Association at:

Toll-free: [1-800-361-0796](tel:1-800-361-0796)

Email: mfhp@diabetes.ca

Your local Canadian Diabetes Association branch, pharmacy or diabetes education program/clinic may also have claim forms available. Please note that claim forms are not available for download online at this time. Claim forms must be originals (hardcopies), as each form contains a unique ID number needed to process your claim. Photocopies or scans will not be accepted.

Web: <https://www.diabetes.ca/in-your-community/local-programs-events/regional-events-programs/ontario-events/ontario-monitoring-for-health-program>

Who qualifies?

Ontario residents who use insulin or have gestational diabetes (diabetes during pregnancy) AND who do not have any other coverage for their diabetes supplies through private health insurance, employer benefits, or other government programs

What does the program cover?

- 75% of the cost of blood glucose test strips and lancets, up to a maximum of \$820 per year
- 75% of the cost of a blood glucose meter, up to a maximum of \$75, once every 5 years
- 75% of the cost of a talking meter, up to a maximum of \$300, once every 5 years (visually impaired clients only)

Additional information:

- Your **first** claim form must be signed by a doctor or nurse practitioner to confirm that you use insulin or have gestational diabetes. Supplies must be purchased at a registered pharmacy; receipts/invoices from medical supply companies **will not** be accepted.
- Contact your pharmacist to ask if your pharmacy participates in **Third Party Billing**. This means that you only pay 25% of the purchase price (the amount not covered by the program) and the pharmacy is reimbursed the other 75% directly.
- If Third Party Billing is not available at your pharmacy, you must purchase your supplies and submit your own claim, with receipts. Receipts must include date of purchase, item(s) purchased, amount paid and name/address of pharmacy. Credit card slips, non-descriptive cash register receipts and photocopies of receipts **are not** accepted.
- The program year runs from April 1 in one year to March 31 in the next year (e.g. April 1, 2016 – March 31, 2017). You can submit a claim at any point throughout the program year, each time you purchase supplies or all at once near the end of the year – whatever works best for you. But keep in mind that **all claims (with receipts) must be received by no later than March 31st each year**.
- **NOTE:** ODSP recipients, Trillium Drug Program clients and seniors 65+ can only submit to the program for reimbursement of 75% of the cost of their **lancets** (and a meter, if needed), since test strips are covered through ODB.
- The Monitoring for Health Program does **not** cover pen needles or syringes.

Program: Mandatory Special Necessities (MSN) Benefit

Offered by the Ministry of Health and Long Term Care under the Ontario Disability Support Program.

Ministry of Community and Social Services (MCSS)

Tel: Contact your case worker or local ODSP office

Web:

http://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/income_support/odsp_medical_supplies.aspx

Who qualifies?

Ontario Disability Support Program (ODSP) Income Support recipients only

What is covered?

If you receive ODSP Income Support, your prescription medication and test strips are covered through ODB. You can also receive monthly amount for your pen needles/syringes, lancets, alcohol swabs etc. through *Income Support Directive 9.12 – Mandatory Special Necessities (MSN)*. Ask your case worker for more information and an MSN application form.

Additional information:

- The basic monthly amounts available for pen needles/syringes, lancets, etc. are set out in a chart called the “Diabetic and Surgical Supply Schedule”. Your case worker will approve a monthly amount for your diabetes supplies based on this chart (e.g. \$30.21 per month for insulin syringes). If the actual amount you spend every month is more than this amount, let your case worker know (and show your receipts to prove how much you normally spend on these items per month); you should then start receiving the actual amount you spend on these items every month.
- If you use insulin, your case worker may ask you to apply to the *Monitoring for Health Program* to help cover 75% of the cost of your lancets; for more information on this program, see page 5 of this handout or call 1-800-361-0791. The other 25% of the cost of your lancets should be covered by ODSP. You should also continue receiving the monthly amount for your other supplies (e.g. pen needles/syringes) directly through ODSP.
- **Special Diet Allowance:** If you receive ODSP Income Support and you have **diabetes OR pre-diabetes**, you also may be eligible for the Special Diet Allowance (SDA). The SDA helps cover some of the extra cost of special diets/healthy foods for social assistance recipients with certain medical conditions such as diabetes, prediabetes, heart disease, high blood pressure, high cholesterol, etc. Ask your case worker for more information and a Special Diet Allowance application form.

- **Travel to Medical Appointments:** If you spend \$15 or more every month to travel to medical appointments, you may be able to get this money back. Ask your case worker for more information.

Program: Ontario Works' Health Benefits (OW Directive 7.2)

Ministry of Community and Social Services (MCSS)

Tel: Contact your case worker or local OW office directly

Web:

http://www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/help/benefits/health_benefits.aspx

Who qualifies?

Ontario Works (OW) recipients ONLY

What does the program cover?

OW clients have their prescription medications and blood glucose test strips covered through ODB. OW will also cover the cost of other diabetes supplies (e.g. lancets, pen needles/syringes, etc.) if you have a prescription from your doctor AND you do not have coverage for these supplies through any other program or insurance plan. Ask your case worker for more information.

Additional information:

- The amount you spend on your diabetes supplies should be added directly to your monthly assistance. You will need to show receipts to prove how much you normally spend on these supplies every month.
- **Special Diet Allowance** (OW Policy Directive 6.6): If you receive assistance through OW and you have **diabetes OR pre-diabetes**, you also may be eligible for the Special Diet Allowance (SDA). The SDA helps cover some of the extra cost of special diets/healthy foods for social assistance recipients with certain medical conditions such as diabetes, pre-diabetes, heart disease, high blood pressure, high cholesterol, etc. Ask your case worker for more information and a Special Diet Allowance application form.
- **Travel to Medical Appointments** (Health Benefits - OW Policy Directive 7.2): If you spend \$15 or more every month to travel to medical appointments, you may be able to get this money back. Ask your case worker for more information.

Program: Insulin Pump & Supplies Program

Offered by Ministry of Health and Long-term Care under the Assistive Devices Program (ADP).

Tel: 1-800-268-6021

Email: adp@ontario.ca

Web: http://www.health.gov.on.ca/en/public/programs/adp/insulin_pamp.aspx

Who qualifies?

- Ontario residents with type 1 diabetes who have been unable to achieve good blood glucose control with multiple daily injections and who meet specific eligibility criteria.
- Children and Youth 18 years and younger, applicant and family must agree to all of the following:
 - Blood glucose monitoring before each meal and before bedtime
 - Ongoing recording of blood glucose results
 - Insertion site rotation
 - Sick day management
 - Regular attendance at their diabetes clinic at least 3 times a year
- Adults 19 year and older, applicant must demonstrate:
 - The ability to self-assess and take action based on blood glucose results by carbohydrate counting
 - Correction bolus and sick day management
 - Commitment to follow-up by your diabetes educator and physician or nurse practitioner at least 3 times a year or as deemed appropriate by diabetes team

Note: There are different eligibility criteria for children and adults.

What does the program cover?

- 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 installments of \$600 each)

Additional information:

- You can only apply for insulin pump funding through a Diabetes Education Program registered with the ADP. For more information, please contact your Diabetes Healthcare Team or family physician.
- You must continue to meet specific eligibility criteria to continue to receive funding for your supplies; a renewal form will be mailed to you every year. This form must be completed with your diabetes assessment team and submitted to ADP.
- For forms to apply to the program, see:
<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=1&ENV=WWE&TIT=3183&NO=014-4537-67E>

Program: Provincial / Federal Government Programs for Specific Client Groups

Healthcare Benefits Program – Veterans Affairs Canada

Provides coverage for diabetes supplies (including strips, lancets, syringes, pen needles, etc.) listed on the VAC Drug Formulary for eligible Veterans, retired CF members, retired RCMP members, etc. Benefit coverage may vary by client group and by individual. Contact VAC directly for more information.

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

Provides coverage for diabetes supplies (including strips, lancets, syringes, pen needles, pump supplies, etc.) listed on the NIHB Drug Benefit List for eligible First Nations and Inuit recipients. Contact NIHB directly for more information.

Organization: Diabetes Hope Foundation (DHF)

Tel: 905-670-0557

Email: info@diabeteshopfoundation.com

Web: www.diabeteshopfoundation.com

NOTE: Diabetes Hope Foundation offers assistance to **children/youth with diabetes and their families only**. Requests for assistance from adults living with diabetes are **not** accepted.

Who qualifies?

Diabetes Hope 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 in education, self-management and future independence.

What does the program cover?

Diabetes Hope Foundation's **Medical Assistance Program** assists children living with diabetes whose families are not covered by third party health plans and who struggle to "obtain the necessary medical supplies and drugs needed to control their diabetes." Please contact DHF directly for more information.

Assistive Devices

Program: Assistive Devices Program (ADP)

Offered by Ministry of Health and Long-term Care

Tel: 1-800-268-6021

Email: adp@ontario.ca

Web: <http://www.health.gov.on.ca/en/public/programs/adp>

Who qualifies?

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

What does the program cover?

- ADP provides partial coverage for more than 8,000 pieces of assistive equipment and supplies including wheelchairs, mobility aids, specialized seating systems, prosthetic limbs, reciprocating gait orthoses, arm/leg/spinal braces, hearing aids, visual aids, oxygen delivery systems, etc.
- ADP normally pays up to 75% of the cost of these items or contributes a fixed amount. You will be asked to pay the remaining amount. If you live on a fixed/limited income, organizations such as the Lions Club, Kiwanis Club, March of Dimes or your local place of worship may be able to offer assistance.

Program: Assistive Devices Program - Ontario March of Dimes

Tel: 1-866-765-7237

Email: adp@marchofdimes.ca

Web: <https://www.marchofdimes.ca/EN/programs/adp/Pages/Adp.aspx>

For more general information on March of Dimes visit: <http://www.marchofdimes.ca>

The program aims at providing funding for devices that assist adults with disabilities that restrict their mobility and prevent them from living safely in their homes; enables discharge from a hospital or rehab centre; helps avoid job loss; or supports participation in educational, developmental and community activities.

Who qualifies?

Ontario residents 19 years of age or older in financial need (specific income limits apply).

What does the program cover?

Program provides funding for purchase and maintenance (repairs) of equipment such as: manual and power wheelchairs, scooters, home and bath aids, personal

aids, seating inserts/ wheelchair cushions, walking aids, portable patient lifts, lifting equipment, etc.

Program does not fund installation costs or devices such as foot orthotics, hearing or vision aids, artificial limbs or cosmetic prostheses, etc.

Program: Provincial / Federal Government Programs for Specific Client Groups

Ontario Disability Support Program (ODSP) / Ontario Works (OW)

ODSP Income Support and OW recipients must apply to the Assistive Devices Program (ADP) of the Ministry of Health for coverage of assistive devices such as wheelchairs, walkers, prosthetic limbs, hearing aids, etc. Once the application is approved, ADP will pay either a fixed amount or 75% of the cost of the device; the remaining amount will be billed back to ODSP/OW directly. Specific maximums (\$) may apply.

NOTE: ODSP and OW also will cover the assessment fee for eligible assistive devices, repairs, etc. and may also cover the cost of assistive devices not covered by ADP through *Discretionary Benefits*.

Healthcare Benefits Program (POC 1 – Aids for Daily Living) – Veterans Affairs Canada

Program provides coverage for purchase and repair of assistive devices for eligible Veterans, retired CF members, retired RCMP members, etc. Eligible devices include: devices designed to assist in the activities of daily living (e.g. canes, bathroom aids); hearing aids; prostheses, orthoses; hospital beds; walkers, etc. Benefit coverage may vary by client group and by individual. Contact VAC directly for more information at 1-866-522-2122 or visit:

<http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc#poc1>

Non-Insured Health Benefits (NIHB) – First Nations and Inuit Health – Health Canada

When not covered by another plan or program, NIHB provides coverage for general medical supplies and equipment such as mobility aids (e.g. walkers, wheelchairs), prosthetics (breast, eye, limbs), bathing and toileting aids, lifting and transfer aids, low vision aids, oxygen supplies, hearing aids and supplies, wound dressing supplies, etc. To be eligible for NIHB benefits, you must belong to one of the following groups: a registered Indian according to the Indian Act; an Inuk recognized by one of the Inuit Land Claim organizations; or an infant less than 1 year of age whose parent is an eligible recipient. Contact NIHB directly for more info at 1-800-640-0642 or visit <http://healthycanadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>

Medical Identification Bracelets / Medical Alert Service

Program for Adults: Membership Assistance Program - Canadian MedicAlert Foundation

Tel: 1-800-668-1507

Web: <https://www.medicalert.ca/Programs>

Who qualifies?

Canadians with diabetes (and other potentially life threatening medical conditions) who are in financial need; you must have a referral from your physician, nurse, pharmacist or social worker.

What does the program cover?

Program provides a partial subsidy for the MedicAlert membership fee and the cost of a stainless-steel MedicAlert bracelet.

Program for Children: No Child Without Program - Canadian MedicAlert Foundation

Tel: 1-866-679-3220

Email: nochildwithout@medicalert.ca

Web: <http://www.nochildwithout.ca/>

Who qualifies?

Canadian children ages 4-14 with diabetes or other medical conditions; program operates in a large number of schools across the country (child must be attending a school that is registered with the program).

What does the program cover?

Program covers the cost of MedicAlert membership for children ages 4-14 with medical conditions, at participating schools. Program is funded by the MedicAlert Foundation, the Government of Canada and Lions Clubs.

Additional Discretionary Benefits

Ontario Disability Support Program (ODSP) / Ontario Works (OW): Discretionary Benefits

Under Ontario Works (OW) Directive 7.8, OW can approve health-related costs not normally covered through OW or ODSP, through “**Discretionary Benefits**”. In addition to an approved list of items/services, the Administrator also can authorize coverage of other health-related costs if “**...failure to provide [coverage] would result in a detriment to the health of the recipient or a member of the benefit unit...**”

NOTE: If your application for funding through Discretionary Benefits is denied by your case worker you can ask for an Internal Review by the Administrator (within 30 days), but you cannot appeal decision to the Social Assistance Tribunal.

Municipalities Funds

Municipalities normally have some funds set aside to help low-income residents who cannot afford specific costs related to their health, housing or basic needs (e.g. dental care, vision care, assistive devices, funeral costs, etc). Residents must be in financial need (income cut-off may vary, depending on municipality). Eligibility is determined on a case-by-case basis; the services/costs covered are determined by the municipality and may vary from region to region. Please contact the social service department of your local municipality for more information. Examples: Toronto –Hardship Fund; Ottawa – Essential Health and Social Supports (EHSS); Hamilton – Special Supports Program (Community Services Department), etc.

NOTE: The Government of Ontario recently reduced funding for Discretionary Benefits for municipalities, so some municipalities may soon be forced to reduce the amount of funding available through this program.

Tax Credits/ Deductions

Program: Tax Credits and Deductions – Canada Revenue Agency (CRA)

Tel: 1-800-959-8281

Web: <http://www.cra-arc.gc.ca/>

Ontarians with diabetes may be eligible for a number of health-related tax credits and deductions including but not limited to:

- **Disability Tax Credit (DTC)** - Individuals with diabetes using insulin whose doctor certifies that they spend at least 14 hours per week on specific activities related to determining and administering insulin (e.g. monitoring blood glucose levels, preparing and administering insulin, calibrating necessary equipment, maintaining log book) may qualify; DTC certificate must be completed and signed by a physician
- **Child Disability Benefit (CDB)** – If your child qualifies for the Disability Tax Credit (DTC) and you receive the Canada Child Tax Benefit (CCTC), you may also be eligible to receive the CDB; based on family net income
- **Medical Expenses Tax Credit** – You can claim eligible medical expenses for you, your spouse/common-law-partner or dependents under the Medical Expenses line of your income tax return
- **Refundable Medical Expense Supplement** – For working individuals with low incomes and high medical expenses
- **Attendant Care or Care in an Establishment** - If you, your spouse/common-law-partner or dependent required attendant care either at home or in an institution (e.g. retirement home, group home, special school, etc.), you may be able to claim some of your attendant care expenses
- **Travel Expenses** - If you had to travel at least 40 km one-way to access medical services not available in your community, you may be able to claim public transportation costs or vehicle expenses (if public transportation is not readily available in your community). You may also be able to claim some of your meal and accommodation expenses.

Please contact an accountant or CRA directly for more information. Note: individuals with low-income may be eligible for free income tax preparation assistance at tax clinics offered in the community during February and March each

year. These clinics are normally offered through local social service agencies, seniors' centres and homes, libraries, food banks, etc. with the help of the Institute of Chartered Accountants of Ontario.

Program: Registered Disability Savings Plan (RDSP): CRA

Tel: 1-800-959-8281

Web: <http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html>

Who qualifies?

Canadian residents under age 60 who have a long-term disability AND who receive the Disability Tax Credit (DTC).

How does the program work?

The RDSP is a long-term savings plan to help Canadians with disabilities and their families save for the future. If you are under 60 years of age and are eligible for the Disability Tax Credit (DTC), you can open an RDSP for yourself, or a parent/guardian can open an RDSP on behalf of child with a disability (who receives the DTC). With written permission from the RDSP account holder, anyone can contribute to the RDSP on behalf of the beneficiary (e.g. grandparents, other family members, friends, etc.). Earnings accumulate tax-free in your RDSP until the money is taken out.

Additional information:

- There is no annual contribution limit to the RDSP, but there is a lifetime contribution limit of \$200,000.
- **Canada Disability Savings Grant:** To help you save, the federal government offers a matching grant of up to \$3500 per year (with a lifetime limit of \$70,000), depending on the amount contributed into the RDSP each year and the beneficiary's family income.
- **Canada Disability Savings Bond:** The federal government also contributes up to \$1,000 per year (with a lifetime limit of \$20,000) to the RDSP's of low-income and modest-income Canadians, even if no other contributions are made to the RDSP.
- Grants and bonds contributed by the government must remain in the RDSP for at least 10 years (exceptions may apply)
- As of July 2011, the proceeds from a deceased parent or grandparent's Registered Retirement Savings Plan, Registered Pension Plan or Registered Income Fund can be rolled-over into the RDSP of a financially-dependent child or grandchild with a disability.

NOTE: Earnings in an RDSP have no impact on eligibility for other benefits such as Canada Child Tax Benefit, Goods and Services Tax Credit, Old Age Security, etc. and eligibility for social assistance (ODSP/OW).

Scholarships (for Post-Secondary Students with Diabetes)

Organization: Diabetes Hope Foundation

Tel: 905-670-0557

Email: info@diabeteshopfoundation.com

Web: www.diabeteshopfoundation.com

Who qualifies?

Diabetes Hope 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 in education, self-management and future independence. For more information, please contact Diabetes Hope Foundation directly.

What does the program cover?

Diabetes Hope Foundation offers assistance to students with diabetes through its HOPE Scholarship Program. The Program has awarded more than 378 scholarships since 1999.

Nutrition

Access to Food

Ontario Works/ Ontario Disability Support Program: Special Diet Allowance

If you receive ODSP Income Support and you have diabetes OR pre-diabetes, you also may be eligible for the Special Diet Allowance (SDA). The SDA helps cover some of the extra cost of special diets/healthy foods for social assistance recipients with certain medical conditions such as diabetes, prediabetes, heart disease, high blood pressure, high cholesterol, etc. Ask your case worker for more information and a Special Diet Allowance application form.

Food Banks

Enter search term "food bank" and postal code into 211 website (<http://www.211ontario.ca/>). You will get a listing of the nearest food banks. If you click on a listing you will get more details of the eligibility criteria including catchment boundaries. Sometimes a food bank may be close to you but you are outside the eligible boundary, in which case you will not be able to use the foodbank.

If the patient does not have internet access or is not computer literate, they can call 211 as well to be directed to the right food bank:

- Community and social services 24/7: 2-1-1 | TTY 1-888-340-1001
- Office: Monday to Friday, 8:30 am to 4:30 pm; 416-392-4605, Outside Toronto 1-800-836-3238

Dietitians

Registered dietitians working in Diabetes Education Centres or family health teams are covered by OHIP. Private insurance coverage may cover the cost of visiting a registered dietitian in private practice. Contact your insurance provider to determine if you have coverage for the services of a registered dietitian working in private practice.

- To locate a Diabetes Education Centre, go to <https://www.ontario.ca/locations/health/>. In the "Find" box enter "Diabetes Education Programs" and in the "Near" box, enter your address.
- To locate a registered dietitian working in private practice, call 1-877-510-5102 or visit <http://www.dietitians.ca/Your-Health/Find-A-Dietitian/Search-for-a-Dietitian.aspx>
- To speak to a registered dietitian directly on the phone for free nutrition advice, call EatRight Ontario at 1-877-510-5102. The service is available in English, French and 100 other languages. Mon-Fri 9am-5pm, Evenings on Tues & Thurs until 9pm. Website: www.eatrightontario.ca.

Websites: Nutritional recipes

- Canadian Diabetes Association: <http://www.diabetes.ca/>
- Eat Right Ontario: menu plans, recipes and healthy eating video series for diabetes <https://www.eatrightontario.ca/en/default.aspx>
- Dietitians of Canada: healthy cooking and meal planning tips <http://www.dietitians.ca/Your-Health/Plan-Shop-Cook/Cook-Health>
- Cookspiration: recipes from dietitians of Canada <http://www.cookspiration.com/>

Housing

Toronto Rent Bank

Eligible households facing eviction may access one-time, interest-free loans for overdue rent. Limited funding for Emergency Rental Deposit Loans is available for low-income households requiring first and last months' rent to move into more affordable/stable housing. Those receiving social assistance or living in rent-geared-to-income units are not eligible for Rent Bank services. Contact your caseworker for more information. Access the Toronto Rent Bank through Neighbourhood Information Post or most Housing Help Centres. For more information, please see

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=e32dd4b4920c0410VgnVCM10000071d60f89RCRD&vgnnextchannel=a1fa3e4e87131410VgnVCM10000071d60f89RCRD>

Shelters

- Tel: 311 or Central Intake 416-338-4766 or Toll free 1-877-338-3398
- Phone one of these numbers to connect to the shelter intake program, which will be able to tell you where the shelter vacancies are
- During the winter the City funds Out of the Cold programs which are operated by volunteers and coordinated through Dixon Hall.
www.toronto.ca/housing/index.htm;

Housing Help Centers

Streets to Homes

Tel: 311

- Provides and coordinates mobile street outreach services in the downtown core and in other parts of the city
- Self-identify to outreach workers as living post-incarceration and in need of housing support services

Streets to Homes Assessment and Referral Centre

Tel: 416-392-0090

Address: 129 Peter Street

Web: www.toronto.ca/housing

Email: ssha@toronto.ca

24/7 Shelter referral 8 pm-8 am

- Street respite and shelter referrals for single adults, youth and couples
- Transition to housing beds for Streets to Homes clients
- Self-identify to outreach workers as living post-incarceration and in need of housing support services

John Howard Society of Toronto

Tel: 416-925-4387

Address: 740 Broadview Ave 1st Floor

Web: www.johnhowardtor.on.ca

Email: contact@johnhowardtor.on.ca

- Mon-Thurs 9 am- 4:30 pm, Fri 9 am- 3:30 pm
- Mon, Wed 10 am-12 pm drop-in housing help intake
- **Men only**
- Pre-release housing support planning services and post-incarceration housing support services for homeless clients recently released from provincial and federal facilities
- Call to book an appointment during office hours

Neighbourhood Information Post

Tel: 416-924-2543

Address: 269 Gerrard St E 2nd Floor

Web: www.nipost.org

Email: nipost@nipost.org

- Mon, Tues, Thurs, Fri 9:30 am-4:30 pm
- Wed 1-4:30 pm

COSTI, North York Housing Help Centre

Address: 1618-1700 Wilson Avenue, Toronto, ON M3L 1A3

Tel: 416 244-0480

Website: www.costi.org

- Mon- Wed: 8:30 am – 5:30 pm (Intake)
- Thurs: 8:30 am – 4:30 pm (Intake)
- Housing drop-in Mon-Fri 1-4 pm
- Women's drop-in Mon-Fri 1-4 pm
- Housing search clinic Wed, Fri 10 am-12 pm

Agincourt Community Services Association

Address: 4155 Sheppard Avenue East, Toronto, ON M1S 1T4

Tel: 416 321-6912 ext.225

Web: www.agincourtcommunityservices.com

- Mon-Fri 8:30 am-4:30 pm
- Mon, Thurs 2-4 pm (1911 Kennedy Road Suite 105)
- Appointments available outside regular business hours
- No Rent Bank services

Albion Neighbourhood Services, North Etobicoke Housing Help Centre

Address: 21 Panorama Court, Toronto, ON M9V 4E3

Tel: 416 740-3704

Web: albionneighbourhoodservices.ca

- Mon-Fri 9:30 am-5 pm (closed 1-1:30 pm)

Albion Neighbourhood Services, South Etobicoke Housing Help Centre

Address: 185 Fifth Street, Toronto, ON M8V 2Z5

Tel: 416 252-5990

Web: albionneighbourhoodservices.ca

- Mon-Fri 9:30 am-5 pm (closed 1-1:30 pm)

Housing Help Centre (formerly Scarborough Housing Help Centre)

Address: 2500 Lawrence Avenue East, Toronto, ON M1P 2R7

Tel: 416 285-8070

Web: shhc.org

- Mon-Thurs 8:30 am-4:30 pm
- Fri 8:30 am-2 pm
- Housing help drop-in Tues 9-11 am

East York Housing Help Centre

Address: 1350 Danforth Avenue, Toronto, ON M4J 1M9

Tel: 416 698-9306

Web: www.eastyorkhousinghelp.ca

Mon-Fri 8:30 am-4:30 pm (closed 12-12:30 pm)

Thorncliffe Neighbourhood Office at Flemingdon, Flemingdon Park Housing Help Centre

Address: 10 Gateway Boulevard, Toronto, ON M3C 3A1

Tel: 416 424-2900

Web: thorncliffe.org

Mon-Fri 9 am-5 pm

Off-site locations:

- Overland Learning Centre
 - 416-395-5090
 - 55 Overland Drive
 - Tues 10:30 am-12 pm
- Thorncliffe Neighbourhood Office
 - 416-467-0126
 - 1 Leaside Park Drive
 - Mon 2-5 pm
- Thorncliffe Neighbourhood Office
 - 416-421-3054
 - Tues 2-5 pm

Unison Health and Community Services

Address: 1651 Keele Street, Toronto, ON M6M 3W2

Tel: 416 653-5400

Web: unisonhcs.org

- Mon-Fri 9 am-5 pm

West Toronto Housing Help Services

Address: 2333 Dundas Street West, Toronto, ON M6R 3A6

Tel: 416 531-0841

Web: wtcls.org

- Mon, Tues, Thurs 9 am-12 pm and 1-5 pm
- Wed, Fri 1-5 pm
- Walk-in services available Wed, Fri 1-4 pm
- No Rent Bank services

WoodGreen Homelessness and Housing Help Services

Address: 650 Queen Street East, Toronto, ON M4M 1G5

Tel: 416 645-6000 ext.2500

Web: woodgreen.org

- Mon-Fri 9 am-4 pm
- No Rent Bank services

For more information on housing help, and subsidized housing visit:

- <http://www1.toronto.ca/wps/portal/contentonly?vnextoid=310fab2cedfb0410VgnVCM10000071d60f89RCRD>
- <http://www1.toronto.ca/wps/portal/contentonly?vnextoid=62add4b4920c0410VgnVCM10000071d60f89RCRD>
- <https://findhousinghelp.ca/>

Vision Care

Diabetes can affect your eyesight so routine vision care is important. Everyone with diabetes is covered for a free eye exam every 12 months, along with medically necessary follow-up assessments.

Eyeglasses

Program: Provincial / Federal Government Programs for Specific Client Groups

Ontario Disability Support Program (ODSP) – Income Support recipients

Program covers the cost of prescription eyeglasses (lenses and frames) once every 3 years for eligible ODSP recipients, their spouses and children under 18 years of age. Additional coverage may be available sooner if prescription changes (especially for children). Program also covers cost of repairs. Contact your case worker directly for more information and to ask for a Vision Care benefit authorization form; your optometrist or optician will need to complete and sign the form.

Ontario Works (OW)

Dependent children of OW recipients receive coverage for prescription eyeglasses (lenses and frames) as a “mandatory benefit” once every 3 years; additional coverage may be available sooner if child’s prescription changes. Specific maximums (\$) apply. Coverage for prescription eyeglasses for adult OW recipients may be available through *Discretionary Benefits* (approved at the discretion of the OW Administrator) if there has been a significant change in prescription or if it would support the recipient’s “employability or participation requirements”. Contact your case worker for more information.

Healthcare Benefits Program (POC 14 – Vision Care) - Veterans Affairs Canada (VAC)

Program covers lenses, frames and accessories for *eligible* Veterans, retired CF members, retired RCMP members, etc. Benefit coverage may vary by client group and by individual. Contact VAC directly for more information at 1-866-522-2122 or visit:

<http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc#poc14>

Non-insured Health Benefits (NIHB) – First Nations and Inuit Health Branch - Health Canada

When not covered by another plan or program, NIHB covers the cost of prescription eyeglasses once every 2 years for eligible clients over the age of 19, and once every year for eligible clients under the age of 19. If any major change in prescription, you may be eligible for coverage sooner. Program also covers eyeglass repairs and eye prosthesis (artificial eye). Specific maximums (\$) may apply. To be eligible for NIHB benefits, you must belong to one of the following groups: a registered Indian according to the Indian Act; an Inuk recognized by one of the Inuit Land Claim organizations; or an infant less than 1 year of age whose parent is an eligible recipient. Contact NIHB directly for more information at 1-800-640-0642 or visit

<http://healthy Canadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>

Program: Lens Crafters – Gift of Sight Program

Tel: Contact your nearest Lens Crafters store for more information. Store locator search tool available at www.lenscrafters.ca

Who qualifies?

Low-income individuals who do not have coverage for prescription eyeglasses through private health insurance, employer health benefits or government programs (e.g. social assistance, Veterans Health Benefits, Non-Insured Health Benefits, etc.)

What does the program cover?

Program provides free lenses and frames to individuals in need. You will need a recent prescription and a letter of referral from a registered charity (e.g. community social service agency, place of worship, service club, etc). The organization providing the referral must contact the Lens Crafters store closest to where you live (not head office).

You must have a valid prescription for your eyeglasses.

Eye Examinations

Program: OHIP Coverage for Eye Care Services

Tel: Client Services at Ministry of Community and Social Services (MCSS) at 1 888 789-4199 (toll free) or 416 325-5666 (Toronto) or 1 800 387-5559 (TTY).

Web: <http://health.gov.on.ca/en/public/publications/ohip/eyecare.aspx>

Who qualifies?

- People 65 years and older and those younger than 20
- Insured persons aged 20 to 64 years with specified medical conditions affecting the eye: diabetes mellitus, glaucoma, cataract, retinal disease, amblyopia, visual field defects, corneal disease, strabismus, recurrent uveitis or optic pathway disease. Certain medical conditions not listed above may also be covered for regular eye examinations. If your condition is not listed, please discuss this with your primary health care provider.

What does the program cover?

- Routine eye examination provided by either an optometrist or physician once every 12 months
- Required follow-up assessments

Note: Under the Ministry of Community and Social Services (MCSS), persons receiving assistance through the Ontario Disability Support Program, Ontario Works, or the Family Benefits Program will receive coverage for routine eye examinations once every two years.

Dental Care

Dental Care/ Dental Services

Program: Ontario Disability Support Program (ODSP) - Ministry of Community and Social Services

Tel: Contact your case worker or local ODSP office directly

Web:

http://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/income_support/odsp_dental.aspx

Who qualifies?

ODSP recipients, their spouses and dependent children (under 18 years of age) are eligible for basic dental benefits

What does the program cover?

Program covers a range of dental services. A dental card is provided monthly to eligible recipients. Additional coverage may be available through the **Dental Special Care Plan** for eligible ODSP recipients whose dental needs result from a specific medical condition (including diabetes), disability, prescription medication or medical treatment.

Program: Ontario Works (OW) – Ministry of Community and Social Services

Tel: Contact your case worker or local OW office directly

Web:

http://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/income_support/odsp_dental.aspx

Who qualifies?

Ontario Works (OW) recipients ONLY

What does the program cover?

Dependent children of OW recipients receive basic dental coverage as a “mandatory benefit”. Adult OW recipients may receive coverage through Discretionary Benefits (approved at the discretion of the OW Administrator) for

emergency dental care (to relieve pain or for other medical reasons) and for dental care that “supports the person’s employability or participation requirements”.

Program: Provincial / Federal Government Programs for Specific Client Groups

Healthcare Benefits Program (POC 4 – Dental Services) – Veterans Affairs Canada (VAC)

Program provides coverage for basic dental care and other pre-authorized comprehensive dental services for eligible Veterans, retired CF members, retired RCMP members, etc. Specific annual maximums (\$) may apply. Benefit coverage may vary by client group and by individual. Contact VAC directly for more info at 1-866-522-2122 or visit <http://www.veterans.gc.ca/eng/services/health/treatment-benefits/poc#poc4>.

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

Provides coverage for a wide range of dental services for eligible First Nations and Inuit clients, when not covered by any other program or insurance plan. Eligibility for dental services is determined on an individual basis. Contact NIHB directly for more information at 1-800-640-0642 or visit <http://healthycanadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>.

Program: Children in Need of Treatment (CINOT) – Ministry of Health and Long-term Care

Contact your local Public Health Unit for more information

Who qualifies?

Children age **17 years and under** who require urgent dental care and who do not have dental coverage; family must be in financial need.

What does the program cover?

Program covers a limited range of services for children in need of urgent dental care due to pain, infection, cavities, mouth injury, etc.

Program: Healthy Smiles Ontario – Ministry of Health and Long-term Care

Contact your local Public Health Unit for more information.

Web: <http://www.mcsc.gov.on.ca/en/mcsc/programs/social/healthySmiles.aspx>

Who qualifies?

Children **aged 17 years and under** are automatically enrolled in this program if they or their family receives support from Ontario Works, Temporary Care Assistance, Ontario Disability Support Program, and Assistance for Children with Severe Disabilities

What does the program cover?

Program covers the cost of basic dental services such as regular check-ups, cleaning, scaling, filling, x-rays, etc for eligible children 17 yrs. and under.

Program: Public Health Units – free or low cost dental services for eligible low-income seniors/adults

Contact your local Public Health Unit for more information.

Who qualifies?

Eligibility varies depending on program. Contact your local Public Health Unit for more information.

What does the program cover?

Many Public Health Units across Ontario offer free or low-cost dental programs for low-income seniors and/or adults. Some programs may be limited to emergency dental care, while others may cover basic dental services for specific client groups such as low-income seniors. Programs vary by region.

Local Low-Cost Dental Services

Central Toronto Community Health Centre Dental Services (Queen West CHC and Shout Clinic)

Address: 168 Bathurst Street, Toronto

Tel: 416-703-8482

Dental service for youth and adults

Faculty of Dentistry, University of Toronto

Tel: 416-979-4927

Address: 101 Elm Street, Toronto

- Open September to June
- Services are generally offered at a lower-cost than at regular dentists. Contact University of Toronto directly for more information about services offered, dental fees, or opportunity to volunteer for free cleaning.

Note: this is also offered at other universities. Please contact your local school of dentistry or hygienist program to see if a similar program exists.

Regent Park Community Centre

Address: 465 Dundas St. E., Toronto

Tel: 416-364-2261

- All Toronto Residents

Queen West Community Health Centre

Address: 168 Bathurst Street, Toronto

Tel: 416-703-8481

- All Toronto Residents, reduced prices

Volunteer Urban Dental Clinic

Address: 3000 Lawrence Ave. East, Building A, 2nd Floor

Tel: 416-289-4349

- For Youth and Low-Income Adults
- Emergency dental care for low income adults without any dental coverage

Foot Care

Diabetes can affect your feet, and increase your risk of infections. It's important to examine your feet regularly, either by yourself or by a foot care specialist. Your local community health centre may offer free foot care services, so it is always best to inquire with them first.

Foot Care Services / Custom-made Orthotics & Footwear

Program: Ontario Health Insurance Plan (OHIP) – Ministry of Health and Long-term Care

Tel: 1-800-268-1154

Web:

<http://www.health.gov.on.ca/en/public/programs/diabetes/recent/coverage.aspx>

Who qualifies?

Ontario residents with a valid health card.

What does the program cover?

- **Very limited coverage:** OHIP covers assessment of the feet by a physician and medically-necessary treatments performed by a specialist (e.g. orthopedic surgeon); also limited partial coverage for some services provided by a podiatrist.
- General foot care services such as cutting or trimming of toenails by other healthcare professionals (e.g. chiropodist) **are not** covered.

NOTE: OHIP also **does not** cover orthopedic shoes/insoles or custom-made orthotics.

Program: Community-based Foot Care Services/Programs (Programs vary depending on community/location)

Many Community Health Centres (CHCs) throughout Ontario offer foot care services through a chiroprapist for eligible patients. Please **check with your local CHC** for available programs in your area and eligibility requirements.

Low-cost foot care services also may be available in your community through seniors' residences, community care agencies (e.g. VON) and other community organizations.

Always ensure that foot care services offered in the community are being provided by a trained healthcare professional, such as a registered nurse or registered practical nurse with specialized training in foot care (including foot care for people with diabetes).

NOTE: CHC and other community-based programs **do not** cover the cost of custom-made shoes or orthotics.

Program: Provincial / Federal Government Programs for Specific Client Groups

Ontario Disability Support Program (ODSP)/Ontario Works (OW)

Coverage for custom-made orthotics and footwear **may be** available for eligible clients.

Note: ODSP/OW is administered at the municipal level and there is **NO** mandatory coverage for items such as custom-made orthotics and shoes under ODSP/OW regulations. Some municipalities will approve coverage for these items through **OW Discretionary Benefits** (available to both OW and ODSP clients), others will not. **Check with your caseworker to see if coverage is available in your region.** See also "*Discretionary Benefits*" section below.

Healthcare Benefits Program (POC 11 – Prosthetics and Orthotics) - Veterans Affairs Canada (VAC)

Program covers basic or advanced foot care services for eligible Veterans, retired CF members, retired RCMP members, etc.

Program also provides coverage for prosthetics, orthotics, arch supports/insoles, custom-built orthotics /shoes/winter boots, modifications to regular footwear, etc. Benefit coverage may vary by client group and by individual. Contact VAC directly for more information.

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

When not covered by any other plan or program, NIHB covers custom-made orthotics and footwear for eligible clients. Specific maximums (\$) may apply. "Off the

shelf" orthopedic shoes and foot products manufactured **only** from laser or optical scanning or computerized gait and pressure analysis systems are **not** covered.

To be eligible for NIHB benefits, you must belong to one of the following groups: a registered Indian according to the Indian Act; an Inuk recognized by one of the Inuit Land Claim organizations; or an infant less than 1 year of age whose parent is an eligible recipient. Contact NIHB directly for more information.

Foot Clinics

Free Clinics

Michener Chiropody Clinic

- FREE clinic with care provided by students in The Michener Institute's Chiropody program under the supervision of licensed Chiropodists
- Requirements: need OHIP card, no catchment area; referral not required but preferred
- Website: <http://michener.ca/discover-michener/chiropody-clinic/>
- Address: 222 St. Patrick Street, Toronto, ON M5T 1V4
- Tel: 416-596-3108

Reagent Park Community Health Centre (CHC)

- No referral required
- Catchment area with OHIP: N: Gerrard, S: King St, E: River St, W: Sherbourne St
- Catchment area if no OHIP/Homeless/IFH: N: Bloor, S: Lake Ontario, W: Yonge St, E: Don River
- Address: 465 Dundas St E (Dundas & Parliament)
- Tel: 416-203-4507

Queen West CHC

- Free for patients who are homeless (no catchment area) and seniors with diabetes
- Seniors with OHIP catchment area: N: College St, S: Lake Shore Blvd, E: University Ave, W: Dovercourt Rd
- Seniors without OHIP catchment area: N: Extended to Dupont St E: extended to Yonge St
- Address: 168 Bathurst St (Queen & Bathurst)
- Tel: 416-703-8482

Unison Health and Community Services CHC

- Keele Rogers Site
 - Referral required from MD if not part of CHC already, otherwise can call directly
 - Catchment area: Old city of York (based on postal code)

- Address: 1651 Keele St (Keele & Rogers)
 - Tel: 416-653-5400
- Lawrence Heights Site
 - Referral required from MD
 - Catchment area: N: Wilson Ave, S: Eglinton, E: Bathurst, W: Keele St
 - Address: 12 Flemington Rd (Lawrence & Allen)
 - Tel: 416-787-1661
- Jane Tretheway Site
 - Requirements: Seniors with diabetes, referral required from MD
 - Catchment area: Lawrence/Weston/Black Creek area (based on postal code)
 - Address: 1541 Jane St (Jane & Tretheway)
 - Tel: 416-645-7575

Rexdale CHC

- Requirements: OHIP, Referral MD
- Catchment area: M9V, M9W, M9R, M9P (based on postal code)
- Address: 8 Taber Rd (Kipling & Rexdale)
- Tel: 416-744-0066

Black Creek CHC

- Referral required from nurse/dietitian within CHC, no external referrals allowed (patients can self-refer to see nurse/dietitian)
- No Catchment area
- Address: 2202 Jane St, Unit 5 (Jane & Wilson)
- Tel: 416-249-8000 or 416-246-2388

Flemington CHC

- Referral required from MD
- Catchment area: N: Lawrence Ave, S: O'Connor, E: Victoria Park, W: Bayview
- Address: 10 Gateway Blvd (Don Mills & Overlea)
- Tel: 416-429-4991 x239

Scarborough Centre for Healthy Communities

- No referral required from MD (unless patient has private insurance)
- No fee (unless patient has private insurance)
- Catchment area: Scarborough address
- 3 locations:
 - 629 Markham Road, Unit 2 (Markham & Lawrence)
 - 4002 Sheppard Ave E, Unit 401 (Kennedy & Sheppard)
 - 2660 Eglinton Ave E. (Brimley & Eglinton)
- Tel: 416-297-7490 (patients can call directly)
- Fax: 416-297-5371 (for urgent referrals)

Parkdale CHC

- Only available currently for homeless or underhoused patients
- Address: 1229 Queen St W (Queen & Dufferin)
- Tel: 416-537-2455

Four Villages CHC

- No referral required
- Catchment Area: N: St. Clair Ave, S: Lake Ontario, E: Dundas St, W: Humber River (if have diabetes, can be outside of his catchment area)
- Address: 1700 Bloor St W (Bloor & Keele)
- Tel: 416-604-3361

Stonegate CHC

- No referral required
- Catchment area: N: Bloor St, S: The Queensway, E: Humber River, W: Royal York Rd
- Address: 150 Berry Rd (Royal York & Queensway)
- Tel: 416-231-7070

St. Joseph's Health Centre Chiropody Clinic

- Referral required from MD
- Catchment area: N: Eglinton Ave, S: Lakeshore Ave, E: Ossington/Bathurst, W: Mill Rd
- Address: 30 The Queensway (Queen & Roncesvalles)
- Tel: 416-530-6000

Fee for Service Clinics

West Park CHC

- Seniors: Initial visit \$40, follow up \$30
- Non-seniors: Initial visit \$45, follow-up \$40
- No referral required; no catchment area
- Address: 82 Buttonwood Ave, Ruddy Building, 4th floor (Jane & Weston)
- Tel: 416-243-3778

Providence Health Care

- \$40 for first visit; Follow up: \$30 for seniors, \$35 for non-seniors
- No referral required, no catchment area
- Address: 3276 St. Clair Ave E. (St Clair & Warden)
- Tel: 416-285-3619

Torontofootcare.com

- Website: www.torontofootcare.com
- Address: 1200 Lawrence Avenue, Suite 300, Toronto, ON M3A 1C1
- Tel: 416-444-FOOT (3668)

Step by Step Professional Family Foot Care

- Website: <https://www.stepbystepfootcare.com/>
- Address: 27 Queen Street East, Toronto, ON M5C 2M6
- Tel: 416-214-4697

Roncesvalles Family Foot Care

- Website: <http://roncesvallesfootcare.com/>
- Address: 22 Roncesvalles Avenue, Toronto, ON M6R 2K3
- Tel: 416-536-3668

The Salvation Army Toronto Grace Health Centre Chiropody Services

- Website: <http://www.torontograce.org/patients-visitors/foot-clinic/>
- Address: 47 Austin Terrace, Toronto, ON M5R 1Y8 (located on the ground floor of the Health Centre)
- Tel: 416-925-2251 ext. 250

St. Clair West Services for Seniors: Foot Clinics

- Website: <http://servicesforseniors.ca/>
- Address: 2562 Eglinton Avenue West, 2nd Floor, Suite 202, Toronto, Ontario, M6M 1T4
- Basic foot care provided by a foot care specialist at community centers
- Tel: 416-787-2114
- Email: info@servicesforseniors.ca

Toronto Foot Clinic

- Website: <http://downtowntorontofoot.com/>
- Address: 483 Bay Street, Lower Level, South Tower Suite B1-09, Toronto, ON M5G 2E1
- Tel: 647-793-8784
- Email: downtowntorontofootclinic@gmail.com

The Foot Clinic

- Website: <http://www.wetreatsorefeet.com/>
- Address: 224-4915 Bathurst St, Toronto, ON, M2R 1X9
- Tel: 416-638-FEET (3338)

Women's College Hospital's Family Practice Foot Clinic

- Website: <http://www.womenscollegehospital.ca/programs-and-services/foot-care-centre>
- Address: 77 Grenville Street 1st floor Toronto, ON M5S 1B3
- Tel: 416-323-6060 extension 4950
- Email: footcarecentre@wchospital.ca
- This clinic is only for patient associated with Women's College Hospital's family practice and it has a reduced rate for individuals based on financial need.

Medical Travel Assistance

Tax Credits

Travel Expenses: if you had to travel at least 40 km one-way to access medical services not available in your community, you may be able to claim public transportation costs or vehicle expenses (if public transportation is not readily available in your community). You may also be able to claim some of your meal and accommodation expenses.

Program: Northern Health Travel Grant (NHTG) - Ministry of Health and Long-term Care

Tel: 705-675-4010 or 1-800-461-4006

Web: <http://www.health.gov.on.ca/en/public/publications/ohip/northern.aspx>

Who qualifies?

- OHIP- insured Ontario resident on the date of treatment, and if your primary place of residence is in the districts of Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Parry Sound, Rainy River, Sudbury, Thunder Bay, or Timiskaming
- A northern physician, dentist, optometrist, chiropractor, midwife or nurse practitioner has referred you before the travel takes place.
- You are referred to a medical specialist who is certified by the Royal College of Physicians and Surgeons of Canada (RCPSC), or a Winnipeg (Manitoba) physician enrolled on the Manitoba Health Specialist Register and permitted to bill as a specialist; **or** a physician who holds a specialist certificate of registration issued by the College of Physicians and Surgeons of Ontario (CPSO) in a recognized medical or surgical specialty other than family or general practice,
- **Or** you are referred to an approved health care facility-based service under the **Health Insurance Act** for treatment by a provider in the facility (e.g. a midwife for hospital childbirth; technician for PET scan, or chemotherapy); **and** the nearest specialist or approved health care facility able to provide the type of care you require in Ontario or Manitoba is at least 100 kilometers from your area of residence.

If you do not have a northern referring provider, you may still qualify for a travel grant. Please contact the Ministry of Health and Long-Term Care, Claims Services Branch, at (705) 675-4010, or 1 800-461-4006.

What does the program cover?

- Travel cost: the amount you receive is based on the two-way road distance (km) between your area of residence and the nearest medical specialist or Ministry designated health care facility able to treat you. The grant is calculated at 0.41 cents per kilometer (regardless of whether you travel by car, airplane, train or bus). There is a “deductible” of 100 km, so the first 100 km of your trip is not counted.
- Accommodation: \$100 allowance for accommodation if the nearest medical specialist or Ministry-designated health care facility able to treat you is at least 200 km away (one way) from your area of residence.

Program: Provincial/Federal Government Programs for Specific Client Groups

Ontario Disability Support Program (ODSP) / Ontario Works (OW)

Eligible ODSP/OW recipients who spend \$15 or more every month to travel to medical appointments or treatments may be able to have this money reimbursed. Travel must be using the most “economical” mode of transportation that your doctor (or other healthcare professional) indicates you can use and that is readily available in your community. The program may also cover cost of out-of-town travel for medically-necessary healthcare services not available in your home community. Contact your case worker directly for more information.

Healthcare Benefits Program (POC 2 – Ambulance / Medical Travel Services) – Veterans Affairs Canada

Program provides coverage for costs related to travel for health care services/medical treatment for eligible Veterans, retired CF members, retired RCMP members, etc. Eligible expenses include items such as transportation, parking, meals, lodging, approved out-of-province travel and, when required, someone to accompany you while you are travelling for treatment. Travel must be within Canada (at nearest treatment centre able to treat you), by the most convenient and economical means appropriate to the medical condition of the Veteran. Benefit coverage may vary by client group and by individual. Contact VAC directly for more information.

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

Program covers cost of travel for medically-necessary health services not available in your local community (e.g. travel for doctor's appointments, hospital care, health programs available to other Ontario residents, other eligible NIHB healthcare services, alcohol/solvent/drug abuse and detox treatment programs). Treatment must be at nearest healthcare facility able to treat you, using the most economical and efficient means of transportation (appropriate to your medical condition). Program may also provide assistance to cover cost of meals and accommodation. Access to Medical Transportation Benefits requires approval in advance, except in emergency situations. To be eligible for NIHB benefits, you must belong to one of the following groups: a registered Indian according to the Indian Act; an Inuk recognized by one of the Inuit Land Claim organizations; or an infant less than 1 year of age whose parent is an eligible recipient. Contact NIHB directly for more information.

Organization: Hope Air

Tel: 1-877-346-HOPE (4673)

Web: www.hopeair.ca

Who qualifies?

Canadians in financial need who require assistance with cost of air travel to access medically necessary healthcare services not available in their home community.

The healthcare service you need must be an approved service/treatment (covered by your provincial health plan) and your doctor must confirm that you are medically fit to fly.

What does the program cover?

Hope Air is Canada's only nation-wide charity providing free flights to people who cannot afford the cost of an airline ticket to get specialized medical care outside their home communities. Flights are provided free-of-charge to eligible clients and are arranged through Canada's national and regional airlines or on private planes.

NOTE: Hope Air will request financial information from you to confirm financial need.

Program: Air Canada – Kids' Horizons Hospital Transportation Program

Tel: For more information, please contact the pediatric hospital where child will be receiving treatment

Who qualifies?

Children/families in financial need who require assistance with the cost of air travel to access medically necessary healthcare services not available in their home community.

NOTE: Child must require treatment at a pediatric (children's) hospital in Canada.

What does the program cover?

Program operates through approximately 15 pediatric hospitals across Canada. Program covers cost of air travel from home community to pediatric hospital where child will be receiving treatment. Families must be in financial need.

NOTE: Requests for assistance must be submitted through pediatric hospital where child will be receiving treatment. Parents cannot contact Air Canada directly to request assistance.

Program: Travel with an Attendant

By law, as long as travel originates and ends inside Canada, if a disabled person needs an assistant, the assistant travels free. Please review information from specific airlines requiring requirements.

For example:

- Air Canada: <http://www.aircanada.com/en/travelinfo/before/specialneeds/attendant.html>
- WestJet: <https://www.westjet.com/en-ca/travel-info/special-needs/seating>

Home & Vehicle Modification Assistance

Program: Residential Rehabilitation Assistance Program for Persons with Disabilities

Canada Mortgage and Housing Corporation (CMHC)

Tel: 1-800-668-2642

Web: <http://www.cmhc-schl.gc.ca>

Who qualifies?

Homeowners and landlords may qualify for assistance if property is occupied (or intended to be occupied) by a low-income person with a disability; is owned and the house is valued below a certain amount; OR is rented and the rent is less than the established levels for the area; and property does not have any major deficiencies to structure or systems.

Assistance is in the form of a fully-forgivable loan (certain conditions apply).

What does the program cover?

Home modifications must be related to housing and reasonably related to the occupant's disability. Examples of eligible modifications: ramps, handrails, chair lifts, bath lifts, height adjustments for countertops, cues for doorbells / fire alarms, etc.

Program: Home Adaptations for Seniors' Independence (HASI)

Canada Mortgage and Housing Corporation (CMHC)

Tel: 1-800-668-2642

Web: <http://www.cmhc-schl.gc.ca>

Who qualifies?

Homeowners and landlords may qualify for assistance if occupant is 65 years of age or over and has difficulty with activities of daily living due to loss of ability brought on by aging; total household income is at or below the program income limit for the area; and the home is a permanent residence. Assistance is in the form of a forgivable loan of up to \$3500 (certain conditions apply).

What does the program cover?

Eligible adaptations must be minor items related to loss of ability (e.g. handrails in hallways, levers on doors, grab bars in bathtub, etc.). Adaptations must be permanently installed or fixed to dwelling, improve access to basic facilities within the home and increase the physical safety of the resident.

Program: Home & Vehicle Modification Program - Ontario March of Dimes

Funded by the Ministry of Community and Social Services; administered by the Ontario March of Dimes

Tel: 1-800-263-3463

Web:

<http://www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx>

Who qualifies?

Ontario residents (of any age) with a disability that restricts mobility and results in substantial restriction of daily activities (personal care and functioning in the community); impairment must be expected to last at least one year or more. NOTE: Program is intended to serve those most in need and to be a program of last resort; all applicants must first access any available sources of private or public funding before being considered eligible.

What does the program cover?

Provides funding for basic home or vehicle modifications to allow children/adults with disabilities to continue living safely in their home, avoid job loss and participate in the community.

One-time only funding, except in special circumstances. Grant limits: up to \$15,000 max for home modifications; up to \$15,000 every 10 yrs. for vehicle modifications. Modifications must be pre-approved. Contact Program directly for more info.

Ontario Diabetes Education Program (DEP)

This program provides patients with access to a team of health care professionals including diabetes nurse educator and dietitian, offered at various centers throughout Ontario. The services these centers offers includes: diabetes education and support for adults and their families, individual and group counselling for patients and family members, life plans to minimize symptoms

- Website: <https://www.ontario.ca/page/diabetes-education-program>
- To find a DEP close to you, go to <https://www.ontario.ca/locations/health/>. In the “Find” box enter “Diabetes Education Programs” and in the “Near” box, enter your address.

Diabetes Resources on the Internet

General tips for evaluating the quality of information on the internet

- Check the "about us" section of the website to see who is responsible for managing the site and the information provided. In general, sites run by government agencies, educational institutions, health centres and charitable organizations are trustworthy.
- Be cautious about sites trying to sell products or services.
- Be critical. If it sounds too good to be true, chances are it is!
- Opinions or advice should be clearly set apart from information based on research.
- Discussion and chat rooms can be a great source of support, but remember that personal opinions and advice should not take the place of medical advice from your diabetes team.

What to Expect with Adult Care? Moving onto University or College

- Nova Scotia Health: <http://diabetescare.nshealth.ca/sites/default/files/files/MovingOnHandbook.pdf>
- College Diabetes Network (USA): <https://collegediabetesnetwork.org/>

Diabetes Education and Resources

- Canadian Diabetes Association: <http://www.diabetes.ca/>
- Juvenile Diabetes Research Foundation: <http://www.jdrf.ca/>
- American Dietetic Association: <http://www.diabetes.org/living-with-diabetes/parents-and-kids/?loc=lwd-slabnav>
- National Institute of Health (USA): National Diabetes Education Program at <https://www.niddk.nih.gov/health-information/health-communication-programs/ndep/Pages/index.aspx>, Diabetes in Children and Teens at <http://www.ndep.nih.gov/teens/>

Diabetes Support Groups

Type 1 Diabetes Support Groups

- Connect in Motion: www.connectedinmotion.ca
- Juvenile Diabetes Research Foundation (JDRF) Type 1 Diabetes adult group: last Thursday of each month
 - Contact Sherry at 647-789-2038 or splant@jdrf.ca
- I Challenge Diabetes: all ages and family involvement
 - www.ichallengediabetes.org
 - 1-877-776-0667

Type 2 Diabetes Support Groups

- Canadian Diabetes Association
 - North York Civic Centre: 5100 Yonge Street
 - 2nd Monday of the month
 - Contact person Ms. Ali 416-461-3577 ext 348
- Toronto Diabetes Education Centre programs:
www.torontocentralhealthline.ca/listServices

Additional Resources

Community Information Toronto: 211

www.211toronto.ca

- Outside of Toronto, use 211 Ontario: <http://www.211ontario.ca/>
- Community and social services 24/7: 2-1-1 | TTY 1-888-340-1001
- Office, Monday to Friday, 8:30 am to 4:30 pm: 416-392-4605, Outside Toronto 1-800-836-3238
- Can be used to find community resources such as food bank, housing help centers, and connect to income support resources.

Community Navigation and Access Program (CNAP):

www.4seniors.org

Tel: 1-877-621-2077 or 416-217-2077

Program for individuals 55+ that includes:

- Meals on wheels, adult day programs, transportation, home help, counselling and support
- Caregiver services
- Home maintenance
- Shopping help
- Group dining
- Hospice care
- Foot care
- Friendly visiting
- Personal care
- Social work

Online Resources for Legal Questions

<http://yourlegalrights.on.ca/> and <http://stepstojustice.ca/>

Practical information on common legal topics:

- Abuse and Family Violence
- Consumer Law
- Criminal Law
- Education Law
- Employment and Work
- Environmental Law
- Family Law
- Health and Disability
- Housing Law
- Human Rights
- Immigration and Refugee Law
- Legal System
- Social Assistance and Pensions
- Wills and Estates

Workshop on Treating Poverty

<http://ocfp.on.ca/cpd/ocfp-workshop-list>.

Ontario College of Family Physicians (OCFP) offers an accredited half-day workshop for family physicians on how to intervene in patients' poverty. Calendar and request form for OCFP workshops can be found at <http://ocfp.on.ca/cpd/programs>.

Wallet Card

Emergency Contact 1: Phone #: Emergency Contact 2: Phone #: Emergency Contact 3: Phone #:	Medications Medication 1: Dose, Frequency Medication 2: Dose, Frequency Medication 3: Dose, Frequency Medication 4: Dose, Frequency Medication 5: Dose, Frequency
Local hospital: Phone #: Specialist Physician: Phone #: Family Physician: Phone #:	
Diabetes Centre: Phone #: College/University Health Centre: Phone #: Walk-in Clinic: Phone #:	
Nearest Pharmacy: Phone #: Home Pharmacy: Phone #: 24-Hour Pharmacy: Phone #:	

Physician Billing Codes for Forms

ODSP application: code K050 for \$100

Limitation to Participation: code K053 for \$15

Mandatory Special Necessities Benefits: code K054 for \$25

Special Diet Allowance: code K055 for \$20

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Notes
