

Community Resources for People Living with Diabetes

Living with diabetes means making changes to your everyday life. Gaining knowledge, skills and self-confidence will help you take charge of your health.

This resource guide has information about mental health, community, financial, social, recreational and legal support services.

Read this guide to help you find resources about:

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Finding the right resources and services to meet your needs can help you through your diabetes journey.



Emotional support and mental health resources

Individual counseling

A social worker or other mental health professional can help if:

- you are finding it hard to live with diabetes
- you are finding it hard to manage stress
- you have concerns about family, relationships, housing, and money

The following resources can help you find the services you need. These services are free, private, and offered in many languages.

Mental Health Helpline

Phone: 1 866 531 2600

Website: <https://www.connexontario.ca/en-ca/>

Canadian Mental Health Association

Phone: 416 977 5580

Website: www.toronto.cmha.ca

Findhelp Information Services

Phone: just dial 211

Website: <https://211central.ca/>

Diabetes support groups

Contact Centre Phone: 1 800 226 8464

Phone: 416 363 3373

Website: www.diabetes.ca



Peer-support groups give you the chance to support and talk to people like you who are living with diabetes. Diabetes Canada can help you find a Diabetes Education Centre and or support group in your area.

Financial resources for health coverage and income support

Diabetes Canada – Monitoring for Health Program

Contact Centre Phone: 1 800 226 8464

Phone: 416 363 3373

Website: www.diabetes.ca

The Monitoring for Health Program covers 75% of the cost of blood testing items.

- Blood glucose metres
- Blood glucose talking metres
- Strips and lancets

To apply you must:

- Have an Ontario Health Card (OHIP)
- Be using insulin or have gestational diabetes
- Not have any other insurance coverage



To apply call the number above or visit the Diabetes Canada website.

Ontario Drug Benefit Program

Phone: 416 314 5518 or 1 866 532 3161

Website: www.health.gov.on.ca

For seniors who are 65 years old or older and children and youth who are 24 years old or younger. The program covers most prescription drugs, some blood glucose test strips and some nutritional products. No need to apply, just show your health card at any pharmacy.

The Insulin Syringes for Seniors Program

(Under the Assistive Devices Program)

Phone: 416 327 8804

Toll-Free: 1 800 268 6021

Website: www.health.gov.on.ca



An amount of \$170 is given each year to seniors 65 years or older who use insulin. To apply you must:

- Have a Ontario Health card (OHIP)
- Use insulin every day

To apply call the number above or visit the Ministry of Health and Long Term-Care website.

Trillium Drug Program

Phone: 416 642 3038

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

If you spend a lot of money on prescription drugs, this program may be able to help you pay for some of your prescriptions and blood sugar testing strips.

To apply you must:

- Have an Ontario Health card (OHIP)
- Not have an insurance plan that covers prescription drugs
- Not have an insurance plan that does not cover the total cost of prescription drugs



To apply or for more information call the number above or visit the Ministry of Health and Long Term-Care website.

Veteran Affairs Canada (VAC) – Healthcare Benefits Program

Phone: 1 866 522 2122

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

For veterans, retired Canadian Forces members, retired RCMP members, etc. who receive specific disability or income support benefits. The program covers prescription drugs, some over-the-counter medications, diabetes supplies, prescription eyeglasses, and some dental care services for eligible clients. To apply or for more information call the number above or visit the VAC website.

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

Phone: 1 800 640 0642

Website: <https://www.canada.ca/en/indigenous-services-canada.html>

To be eligible for NIHB benefits, you must be a resident of Canada and one of the following:

- a First Nations person who is registered under the *Indian Act* (commonly referred to as a status Indian); OR
- an Inuk recognized by an Inuit land claim organization; OR
- a child less than 18 months old whose parent is a registered First Nations person or a recognized Inuk

The program covers prescription medicines, diabetes supplies, prescription eyeglasses, and some dental care services. To apply or for more information call 1 800 640 0642 or visit the NIHB website.

Canada Pension Plan (CPP) – Disability Benefits

Toll free: 1 800 277 9914

Website: <https://www.canada.ca/en.html>

This benefit is for people who have made enough contributions to the CPP, and whose disability stops them from working every day. The disability must be permanent. To apply or find out if you have enough contributions to apply call 1 800 277 9914 or visit the website.

Ontario Works and Ontario Disability Support Program

Phone: 416 338 8888

Website: www.mcsc.gov.on.ca

Both of these programs give money to people or families with little or no other source of income and limited or no assets. If you qualify for support, you may also be able to get help paying for:

- prescription medicines and testing strips
- basic dental care
- prescription eye glasses
- diabetes supplies (such as syringes, insulin needles, lancets)
- special diet needs for specific health problems like diabetes
- transportation to medical appointments

These programs can also help you to find a job. To apply or get more information call the number above to find the closest office. Or, visit the Ministry of Community and Social Services website.

Canada Revenue Agency – Tax Credits and Deductions for People with Disabilities

Toll free: 1 800 959 8281

Website: <https://www.canada.ca/en.html>

If you have high medical costs or a disability that stops you from doing your everyday activities, you may be able to claim these medical costs to pay less income tax. For more information call the number above or visit the website.

Hardship Fund or Medical Benefit Fund

Ontario Works may be able to help pay for special health-related items such as foot orthotics and orthopedic footwear. If you are receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP), talk to your caseworker to ask for help with any special health-related items you need.

If you are not receiving OW or ODSP, call 416 338 8888 to apply.

March of Dimes – Assistive Devices Program

Phone: 1 866 765 7237

Website: www.marchofdimes.ca/EN/programs/adp/Pages/eligible.aspx

This program can help you buy and fix many walking and assistive equipment such as scooters and bathroom grab bars. Call or check the website for information about how to apply.

Travel, Health and Life Insurance

Phone: 1 800 226 8464

Website: <http://www.diabetes.ca/diabetes-and-you/know-your-rights/insurance-your-rights>

Having diabetes can make it harder for you to get some types of insurance or that you have to pay more for your insurance.

Diabetes Canada also has some tips on what you can do to help get the insurance you need.

For more information, call the number above or visit the website.

Foot care, dental, food and housing resources

Foot Care

1. Call 211 for community-based foot care clinics
2. Ask your diabetes nurse educator or dietitian if they have a list of foot care clinics.
3. For home-based foot care call:

- **Home and Community Care Support Services**

Phone: 1 866 243 0061

Website: www.healthcareathome.ca

- **VHA Home Healthcare**
1 888 314 6622
Website: www.vha.ca/services/nursing

Dental clinics

Government-Funded Dental Clinics

Phone: 416 338 7600

Ontario Seniors Dental Care Program

Website: <https://www.ontario.ca/page/dental-care-low-income-seniors>

Healthy Smiles Ontario Program

Website: <https://www.ontario.ca/page/get-dental-care>

These clinics have free dental services for seniors and children who live in the City of Toronto. Dental services are for low-income seniors aged 65 years or older, and kids and youth ages 0 to 17.

To find out if you can use these services, call the number or visit the websites above.

Other Lower Cost Dental Clinics

City of Toronto Toronto Public Health Department – Low Cost Dental Facilities

Website: <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/dental-and-oral-health-services/low-cost-dental-facilities>

Certain dentistry schools that offer dental care at low fees. Dental students who are always watched by a trained dentist provide the dental care by. For a list of these clinics check the Toronto Public Health Department website.

Food

There are different food programs for people with low income, such as:

- food banks
- free drop-in meal programs
- congregate dining
- community gardens
- community kitchens
- good food box



Here are some examples:

1. Daily Bread Food Bank

Phone: 416 203 0050

Website: www.dailybread.ca

2. FoodLink Toronto (A FoodShare program)

Phone: 416 392 6655

Website: www.foodshare.net

3. The Canadian Red Cross Mobile Food Bank delivers food to persons who cannot go to a food bank because of a permanent or temporary disability.

Phone: 416 236 3180

Website: <https://www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/mobile-food-bank/toronto-region-branch-mobile-food-bank>

Meals delivered to your home

1. Meals on Wheels Community Programs

Call 211 for help finding one in your area

2. Heart to Home Meals

Phone: 1 800 786 6113

Website: www.hearttohomemeals.ca

Housing

City of Toronto – Housing Help Centres

Website: <https://www.toronto.ca/community-people/housing-shelter/homeless-help/#housing>

Housing help centres across Toronto can help you find a place to live that you can afford. To find a housing help centre near you, call 211 or visit the website.

City of Toronto – Access to Housing Resource Centre

Phone: 416 338 8888

Website: <https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/>

Access to Housing manages the wait list for housing with lower rent or “rent-geared-to-income” housing. Rent-geared-to-income housing means tenants receive a subsidy so that their rent is about 30% of what they make in a month (before taxes).

For example, if you make \$500 a month your rent would be \$150. At this time there is a very long waiting list. To apply or get more information call the number above or visit the website.

Resources for people experiencing homelessness

Street Health

Phone: 416 921 8668

Website: www.streethealth.ca

A non-profit community agency that improves the health of the homeless and under-housed people in Toronto. Street Health offers physical and mental health services in parks, homeless shelters and drop-ins mainly in the Dundas and Sherbourne neighbourhood.

Sherbourne Health Centre

Phone: 416 324 4100

Website: www.sherbourne.on.ca

This centre provides many physical and mental health services to the homeless and under-housed. Some of their services include:

- Street Medicine Team
- Health Bus
- Infirmary
- Women in Need Drop-in Program
- Diabetes Education Program

To find out about other homeless help services call or visit the websites: City of Toronto Homeless Help – call 311 or visit City of Toronto website ([https://www.toronto.ca/community-people/housing-shelter/homeless-help/#:~:text=During%20the%20COVID%2D19%20pandemic,to%20accommodate%20walk%2Din%20referrals\).](https://www.toronto.ca/community-people/housing-shelter/homeless-help/#:~:text=During%20the%20COVID%2D19%20pandemic,to%20accommodate%20walk%2Din%20referrals).)

Community Based Homeless Services – call 211 or visit <https://211central.ca>

Health information

Diabetes Canada

Phone: 1 800 BANTING (226 8464)

Website: www.diabetes.ca

Diabetes Canada works to prevent diabetes and improve the quality of life for those living with diabetes.

Heart and Stroke Foundation

Phone: 416 489 7111

Website: www.heartandstroke.ca

The Heart and Stroke Foundation offers educational information on heart disease and stroke such as:

- risk factors for heart disease and stroke
- a community based education program called “Living with a Stroke”
- healthy eating information and how to stay at a healthy weight

Some information is available in different languages.

Kidney Foundation of Canada

Phone: 905 278 3003 | Toll free: 1 800 387 4474

Website: <https://kidney.ca>

This organization offers:

- Public education
- Self-help groups
- Short-term financial assistance (help for people who have kidney problems to pay for medical and other costs such as transportation costs and blood pressure machines)
- Social groups
- Blood pressure clinics
- Information on ways to lower your taxes

Canadian National Institute for the Blind

Phone: 416 486 2500

Toll free: 1 800 563 2642

Website: www.cnib.ca

Services are free for people with vision loss that cannot be corrected by prescription lenses. Services include:

- Vision tests to see how people use their low vision to do everyday tasks
- Technical and daily living aids for people to buy
- Classes to improve skills and training programs
- Identity cards for travel, and entertainment and tax discounts
- Free TTC passes for the legally blind

UHN Patient and Family Libraries and Learning Centres

Our patient libraries have information in different languages on many health topics. Visit the library to find:

- Free flyers, booklets and newsletters
- Books and DVDs that may be used in the centre or borrowed to use at home
- Access to a computer and the internet
- Group information sessions and workshops

An information specialist can help you research a topic or show you how to find reliable health information.

For more information, go to www.uhnpatienteducation.ca and click on "Health Information".

Fitness and recreational resources

Please talk to your doctor about what type of exercise is best for you.

Toronto Rehabilitation Institute – Diabetes, Exercise and Healthy Lifestyle Program

Phone: 416 597 3422 ext. 5200

Website: https://www.uhn.ca/TorontoRehab/Clinics/Diabetes_Exercise_Healthy_Lifestyle

This program includes exercise and education on making changes to your life so that you can live healthy every day. Talk to your doctor if you are interested in being referred.

Toronto Parks and Recreation

Phone: 416 396 7378, option 1

Website: <https://www.toronto.ca/explore-enjoy/recreation/>

The Toronto Parks and Recreation FUN Guide lists many exercise programs and activities available in Toronto. It is updated two times a year and is available for free at local libraries, community recreation centres. You can also call or visit their website for more information.

Walking resources

Website: www.toronto.ca/health/walkintohealth

1. Walking programs in Toronto – see FUN Guide or City of Toronto website above.
2. Mall walking – see City of Toronto website above.
3. Start a walking group in your neighbourhood – call Toronto Public Health at 416 338 7600 or see City of Toronto website above.
4. Places to walk – maps available on the City of Toronto website above
5. Heritage Toronto Walks – free guided walking tours of various Toronto neighbourhoods from April to October. Call 416-338-0684 or visit the website at www.heritagetoronto.org.

YMCA

Phone: 416 928 9622 | Toll free: 1 800 223 8024

Website: www.ymcagta.org

Offers many health, exercise programs and activities. Membership fees can be discounted based on your finances.

211 – Community centres

Phone: 211

Website: <https://211central.ca>

Many community centres have many fitness and social activities. Call the Toronto Community Information Line by dialing 211 or visit the website for more information.

Toronto District School Board

Phone: 416 338 4111

Website: <http://www.tdsb.on.ca/AdultLearners/Learn4Life.aspx>

The continuing education community programs for adults include a lot of fitness and wellness programs and sports as well as a lot of other general interest courses. Discounted rates for people aged 60 and over are available.

University or college

Universities and colleges usually have many community exercise activities. Check with your local university or college about what they offer and the cost.

Health organizations

There are some exercise programs specific for people with certain health conditions. Contact a health organization related to your health condition to help you find an exercise program. Here are some examples:

Osteoporosis Canada

Phone 416 696 2663

Website: www.osteoporosis.ca

Arthritis Society

Toll free: 1 800 321 1433

Website: www.arthritis.ca

Parkinson Canada

Phone: 416 227 9700

Website: www.parkinson.ca

Heart & Stroke Foundation

Phone: 416 489 7111

Website: www.heartandstroke.ca

Diabetes Canada

Phone: 416 363 3373

Website: www.diabetes.ca

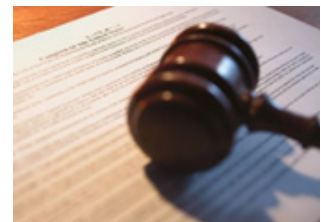
Advocacy and legal resources

Diabetes Canada

Phone: 1 800 BANTING (226 8464)

Website: www.diabetes.ca

This organization helps those affected by diabetes learn about their rights and how to advocate or fight for their rights. Advocacy means supporting changes to unfair rules or actions. Diabetes Canada can help you find resources to advocate for your rights if you feel you have been treated unfairly because you have diabetes. For more information, call the number above or visit the website at www.diabetes.ca.



Legal Aid Ontario

Phone: 416 979 1446

Toll free: 1 800 668 8258

Website: www.legalaid.on.ca

Legal Aid Ontario connects low-income Ontarians to legal aid assistance and information. Legal aid workers speak many languages and will ask you questions to help you find the service that best fits your legal issue.

Resources for older adults

Toronto Seniors Helpline

Phone: 416 217 2077

Website: <https://torontoseniorshelpline.ca>



The Toronto Seniors Helpline has professional social workers who help older adults aged 60 and over, their families and their health care professionals. These social workers will provide access to community support services to help you live independently.

Note: University Health Network tries to keep patient resources up-to-date, but some information may change. Please contact any agencies or organizations that may be listed inside to make sure the information is correct or to find out more about their services.



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