

**Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke**

Québec 

**Educational
program for people
with diabetes**

6

**Adaptation and
Community Resources**

Inv.: 1-6-14739 (Hôtel-Dieu, Hôpital Fleurimont)

BIBLIOGRAPHY

CENTRE DE JOUR DU DIABÈTE DE L'ESTRIE. *Mieux connaître le diabète*, Centre hospitalier universitaire de Sherbrooke, 2002, 121 p.

COUTURE, Carmen. « *La personne diabétique et la conduite automobile au Québec* », *Revue Plein Soleil*, vol. 41, no 3, automne 1999, p. 20-22.

PROGRAMME-CLIENTÈLE DIABÈTE. *Mieux connaître votre diabète*, Enseignement de base (clientèle adulte), Complexe hospitalier de la Sagamie, brochures # 321-1-7, 2002.

TEACHING PROGRAM FOR DIABETICS. Centre hospitalier universitaire de Sherbrooke, 2004.

UNITÉ DE JOUR DU DIABÈTE DE L'HÔTEL-DIEU DU CHUM, *Understand your diabetes and live a healthy life !*, 7^e éd., Centre hospitalier de l'Université de Montréal, 2009, 270 p.

UNITÉ D'ENSEIGNEMENT ET DE TRAITEMENT POUR DIABÉTIQUES, *Session éducative sur le diabète*, Centre universitaire de santé de l'Estrie, 1999, 57 p.

Centre intégré universitaire de santé et de services sociaux de l'Estrie—Centre hospitalier universitaire de Sherbrooke website : www.santeestrie.qc.ca

Version revised by members of the Specialized diabetes clinic team :

Josée Arbour, nutritionist, certified diabetes educator
Sarah Constantin, kinesiologist
Josée Desharnais, registered nurse
Catherine Goulet-Delorme, registered nurse, certified diabetes educator
Dre Chantal Godin, endocrinologist
Dre Marie-France Langlois, endocrinologist
Élisabeth Turgeon, kinesiologist

We also wish to acknowledge the contribution of all authors of previous editions.

September 2018 (revised) – Centre intégré universitaire de santé et de services sociaux de l'Estrie—Centre hospitalier universitaire de Sherbrooke

CONCLUSION

Remember that you must allow yourself time to learn to live with your diabetes and that it is never too late to complete your learning process.

With the help of your care team, you will see that it is possible to lead a full and happy life.

All of the health professionals who have participated in your training hope that the program will help you live better with diabetes.

TABLE OF CONTENTS

| | |
|---|----|
| ADAPTATION..... | 4 |
| 1- Process of adapting to diabetes..... | 5 |
| 2- Stress management..... | 7 |
| 3- Motivation | 9 |
| SOCIOECONOMIC ASPECTS | 12 |
| - Work | 12 |
| - Insurance | 13 |
| - Driver's license..... | 16 |
| COMMUNITY RESOURCES | 19 |
| BIBLIOGRAPHY | 27 |

ADAPTATION

Diabetes is a disease that is becoming more prevalent. The vast majority of people who gets diagnosed with diabetes manage, after a certain time and with a certain amount of effort, to reconcile having diabetes with their lifestyle, and therefore to rediscover the quality of life they had formerly enjoyed. This will very likely be the case for you. Do not forget that diabetes, while it is important, **is only part of your life**. It is normal to see it in somewhat dramatic terms at the beginning, but in time, you will begin to see it more realistically.

"We hear a huge noise when one tree falls... Strangely, we do not hear the whole forest growing!"

It is a bit like that for your perception of diabetes. You will come to be more aware of the things that are going right in your life, so diabetes will take a more realistic place in your emotions, thoughts and actions.

To help you regain your balance as quickly as possible, here are a few useful pieces of information about the change in your relationship with diabetes.

1. REACTION (the process of adapting)
2. ACTION (stress management)
3. PERSEVERANCE (motivation)

Diabète Québec

Founded in 1954, the association is a non-profit organization that brings together people with diabetes and health care professionals.

- Goals :- Regrouping;
- Mutual assistance;
 - General information;
 - Research;
 - Advocacy.

Diabète Québec
5635, Sherbrooke street E
Montréal (Québec)
H1N 1A2
Phone: 1-800-361-3504
Website: www.diabete.qc.ca

Diabetes Canada (formerly known as the Canadian Diabetes Association)

Phone: 1-800-226-8464
Email : info@diabetes.ca
Website: www.diabetes.ca

THE ASSOCIATIONS

Diabète Estrie

Diabète Estrie is a regional chapter affiliated with Diabète Québec. There are 40 regional groups in Quebec. The regional associations offer people with diabetes and their families the following services:

- ◆ Conferences and discussions with other people with diabetes;
- ◆ Screening;
- ◆ Support / troubleshooting;
- ◆ Informal meetings;
- ◆ Documentation centre / *Diabetes Dialogue* magazine;
- ◆ Youth committee;
- ◆ Financial assistance to the CEDEQ camp.

Diabète Estrie
600, Woodward street
Sherbrooke (Québec)
J1G 1W3
Phone: (819) 823-8558
Email: info@diabete-estrie.ca
Website: www.diabete-estrie.ca

1. PROCESS OF ADAPTING TO DIABETES

If you reacted with shock or dismay to the diagnosis of diabetes, a complication or the necessity of changing your treatment, this is entirely NORMAL!

When a major change occurs in a person's life, and even more when this change is imposed, it is normal to react.

While reactions differ from one person to another, the following are quite common ways of reacting :

You are in denial :

In the beginning, it may be difficult to face the reality of your diabetes; your tendency will therefore be to deny it entirely or partly.

"The doctor made a mistake" or "It's only a little bit of diabetes"

You revolt against it :

Having diabetes seems entirely unacceptable and you feel a range of emotions: anger, sadness, a feeling of injustice, anxiety, discouragement, frustration ...

*"It's not fair!"; "I don't want to hear about it..."
"The hell with diabetes!"*

You are bargaining :

With time, you come to accept certain aspects of your diabetes, but there are still some aspects that seem unacceptable.

*"Complications? That's just what the doctors say!"
"Treatment? You just have to take it with a grain of salt !"*

You reflect adequately :

For the first time, you decide to face reality. By asking yourself the real questions, you give yourself a chance of finding the real answers.

"Diabetes is permanent." "Proper treatment will decrease the probability of complications."

You begin to adapt :

Now that you have thought long and hard about the situation, you can choose the way that will allow you to accommodate your life to having diabetes so that it will not contaminate your life. You begin to live your life more serenely again - despite the diabetes.

"I've made some changes and now I feel better." "I control my diabetes because I do not want it to control me."

INFO-SANTÉ

A 24-hour a day telephone service, 365 days a year. If you need immediate advice, dial **811**. A nurse will answer.

PHARMACIES

Your pharmacist can give you a great deal of information about your diabetes. Furthermore, nurses are on hand occasionally to offer services such as help with glucose meters, information, foot care, etc. A number of pharmacies also organize theme days for diabetes at certain times of the year. Get more information at your pharmacist or keep an eye on the newspapers for announcements.

INFORMATION CENTRES OF THE GLUCOSE METER MANUFACTURERS

When you buy a glucose meter, the company provides free consultations with their professionals on different subjects concerning diabetes. The telephone number is written on the back of your meter, or in the instruction manual that came with your meter. You can also register to receive the company's information newsletter without charge and continue to find information on the company website.

SPECIALIZED DIABETES CLINIC

The CIUSSS de l'Estrie—CHUS Specialized diabetes clinic consists of an interdisciplinary team that offers education and counselling about all aspects of diabetes. It includes specialist doctors (endocrinologists), nurses, nutritionists, kinesiologists and a psychologist.

Location CIUSSS de l'Estrie—CHUS Hôtel-Dieu

Available services

- ◆ Individual appointment with a nurse/ nutritioniste/kinesiologist/ social worker;
- ◆ Treatment plan adapted to your health condition;
- ◆ Phone follow-up (insulin and treatment adjustment).

For more information or to make an appointment:

Phone : (819) 346-1110, extension 28079

Fax: (819) 822-6727

CIUSSS de l'Estrie—CHUS website: www.santeestrie.qc.ca

2. STRESS MANAGEMENT

Why do we need to be concerned about stress when we have a health problem such as diabetes? No matter where the stress comes from, whether it is related to the disease itself or other events in our lives, a heightened level of stress complicates the control of diabetes... Indeed, stress causes physiological reactions. It promotes the secretion of hormones that can contribute to increasing your blood sugar level. If you feel particularly "tense" or worried, monitor your blood glucose level more closely in order to adjust your treatment accordingly and find ways to reduce your level of tension. Your blood glucose levels can only improve, and your general well-being as well...

It would therefore be useful for you to adopt good stress management techniques. The main thing is to change what is causing your stress when you can, and when that is not possible, change your way of viewing the situation so it will cause you less stress.

More concretely, choose one or several strategies that you like from among the following suggestions and ... Dare putting them into practice for a few weeks.

- ◆ Deal with the problem at the source;
- ◆ Express your emotions;
- ◆ Change your mind;
- ◆ Seek support;

- ◆ Try humor;
- ◆ Take care of yourself;
- ◆ Become adequately informed;
- ◆ Talk to yourself more realistically;
- ◆ Set yourself some objectives for changes you want to make;
- ◆ Make sense of what happens to you;
- ◆ Have fun;
- ◆ Relax.

... And you will have the wind in your sails!

*Stress is the wind!
Stress management techniques are the skills
to allow you to make use of the sails... It is
up to you to decide if you will sink or move
forward !*



C.S.S.S (CENTRE DE SANTÉ ET DE SERVICES SOCIAUX)

All Estrie C.S.S.S. offer an educational and follow-up program about diabetes.

A team, usually made up of a nurse, a nutritionist, a kinesiologist and a social worker, can help you improve or maintain the control of your diabetes and improve your lifestyle; working in collaboration with your family doctor.

It is also possible to consult with a doctor or a social worker, if needed.

Services available

- ◆ Complete teaching, on a individual basis or in groups, about diabetes and supervision of the various techniques;
- ◆ Consolidation of knowledge on various aspects of your treatment;
- ◆ Support in your process to stop smoking;
- ◆ Physical activity program;
- ◆ Support;
- ◆ Home care when necessary.

The following information explains the various services available. Talk to a member of your team about them; they can put you in touch with the different caregivers.

Do not hesitate to ask for help.

Here are some of the resources in your area :

GMF (FAMILY MEDICINE GROUP)

Your doctor might be part of a GMF. It will then be possible for you to meet with, if necessary, a nurse working in collaboration with your doctor to help you maintain or control your diabetes. Nutritionists and kinesiologists are now more presents in GMFs.

Services available

- ◆ General teaching about diabetes and supervision of the various techniques;
- ◆ Consolidation of knowledge on various aspects of your treatment;
- ◆ Regular blood tests;
- ◆ Adjustment of your treatment.

MEDICAL CLINICS

You can call your family doctor or, if necessary, go to a walk-in clinic offered in most medical clinics.

3. MOTIVATION

Change is one thing, maintaining change is another. What makes all the difference is the motivation to change. The best tip for staying motivated is to know and repeat to yourself why you are going to do your best to control your diabetes.

*For my quality of life. * To see my children grown up.
So I won't be sick. * To continue to enjoy my hobbies ...*

When we know why we are making changes, we decide and choose to change...it is easier than feeling forced to change... Think about it!

Here are some tips to stimulate or keep up your motivation:

- ◆ Deal with one change at a time;
- ◆ Experiment gradually : changing behaviour takes time;
- ◆ Acknowledge progress, even if it is small;
- ◆ Accept support from others; talking, confiding, sharing with other people helps a lot;

COMMUNITY RESOURCES

- ◆ Talk to the people in your circle: let them know what you need;
- ◆ Avoid the "all or nothing" approach : slips can happen, it is human nature;
- ◆ Get to know your disease: get as much information as you can to make well-informed choices;
- ◆ Maintain a good relationship with your doctor/diabetes educator: you are a team.

Diabetes is your business! And know that you are not alone. There are several types of resources that can help you live with diabetes.

You have come to an end of the diabetes education program. To learn how to do what we have talked about throughout these chapters will take some time, effort and courage as well.

Right now, you may feel a bit horrified or confused, and you may feel that you will never learn to do everything properly. You have just taken the first and biggest step ... **You have taken the time to inform yourself about your diabetes.** Do not worry - time and experience will give you confidence.

You are not alone

You now have access to a team of dedicated persons who will help you to properly control your diabetes in the future. With their help, you will be able to overcome your fears or concerns and really take your diabetes in hand.

**Reasons for the restriction or suspension
of the driver's license**

Eye problems : You, as a person with diabetes, are subject to the same standards of vision as any other driver.

Severe hypoglycemia : A decrease in concentration or an alteration in the state of consciousness during a hypoglycemic reaction could put the life of the driver or other people in danger.

**Driver's license for a public vehicle
or a heavy vehicle**

The SAAQ regulations now make it possible for diabetics who take insulin with satisfactory blood glucose control to be able to obtain this type of driver's license. A questionnaire was specially developed for this purpose and must be completed by an endocrinologist or internist.

Managing My Diabetes—My Action Plan

Date:

The change I want to make happen is:

My goal for the next month is:

Action Plan—The specific steps I will take to reach my goal (what, when, where, how often):

Things that could make it difficult to achieve my goal:

My plan for overcoming these challenges are:

Support and resources I will need:

How important it is to me that I achieve my goal?
(scale of 0 to 10, with 0 being not important at all and 10 being extremely important):

How confident am I that I can achieve my goal?
(scale of 0 to 10, with 0 being not confident at all and 10 being extremely confident):

Follow-up date:

SOCIOECONOMIC ASPECTS

Since it is a chronic disease, diabetes will lead you to change some of your lifestyle habits and adopt some new ones. A better understanding of diabetes will allow you to make the best possible choices to continue to live a "normal life", whatever that might be for you, for your leisure, your outings, your work, etc. You will probably have some questions or concerns about some aspects of your life as a member of society and the implications related to finances, insurance, your driver's license, etc.

The following section will give you general information about these aspects; however, if you would like more detailed information, you are encouraged to discuss this with your doctor or members of your health care team.

WORK

In most cases, diabetes is not an "obstacle" to doing your job; it does not affect performance nor does it cause any more absenteeism if it is well controlled. However, there may be certain types of work which may be:

- ♦ **Contraindicated** for people with diabetes taking oral medication or insulin because of the risk of hypoglycemia (e.g.: an airline pilot);
- ♦ **Allowed** under certain conditions for people with diabetes taking insulin (adequate control of blood glucose levels, regular medical monitoring, etc.), e.g.: bus driver or heavy vehicle driver, driver of emergency vehicles, high tension line installers.

The SAAQ will require a medical report, either from your family doctor or a specialist and your ophthalmologist. The quality of control of diabetes is taken into consideration during the assessment by the SAAQ. The frequency with which medical reports are required varies from one person to another. It also depends on, among other things, the class of driver's license you have.

**FOR MORE INFORMATION ON DRIVING REQUIREMENTS,
SEE BOOKLET #4—DRIVING.**

DRIVER'S LICENSE

The Société de l'assurance automobile du Québec (SAAQ) must be sure that any person who drives is able to do so safely. This is why certain conditions are imposed for issuing or renewing a driver's permit.

Age :

Diabetes or not, any driver who has reached the age of 75 must provide a medical report before being able to renew their permit. Such a report is also required at the age of 80 and every 2 years after that, or according to a medical opinion.

For special permits, any driver (who has diabetes or not) who has reached 45 years of age must provide a medical report before renewing their permit. Such a report is also required at 55 years of age, 60, 65 and every 2 years after that or according to a medical opinion.

Health condition :

You must declare that you have diabetes. The law calls for the legal obligation to declare any illness or functional impairment that could interfere with safely driving a vehicle. This information shall be given when applying for or renewing a driver's license or within 30 days of a change to your health status. It is advised that you notify the SAAQ as soon as the diagnosis is given.

The telephone number of the SAAQ is: 1-800-361-7620

If a road accident happens and you did not report diabetes to your personal insurance, they could refuse to compensate you.

If you have problems or if you feel yourself to have been unfairly treated, the Human Rights Commission (Commission des droits de la personne) can help you and provide guidance in the process to follow. Call this number: (819) 820-3855 or 1-888-361-6477.

If you are already employed by an institution or business when the diabetes is diagnosed, it is recommended that you inform your employer and certain colleagues so they can assist you if you should have a hypoglycemic episode.

INSURANCE

Collective insurance

The person with diabetes benefits, as do all other employees, from certain obligatory protections. For additional coverage offered as options, the person may subscribe (without surcharge) if the request is made within the time allowed.

Individual life insurance

Any insurance contract entered into before the diagnosis of diabetes remains valid under the same conditions.

If you already have life insurance on a loan with a financial institution, make sure that as a person with diabetes, this insurance covers you. Often the pre-existing illness clause has the force of law.

When making a new application for insurance, the person with diabetes must provide a medical evaluation; each person is considered as a special case. The eligibility conditions and the cost of the premium are related to certain factors:

- ◆ Age;
- ◆ Lifestyle (smoking, etc.);
- ◆ Health problems;
- ◆ The length of time the person has had diabetes and the type of treatment, complications, and quality of control of the illness.

Contact several insurance companies, especially those that already have expertise in dealing with a diabetic clientele.

Travel insurance

If you already have travel insurance through a group insurance plan with your employer or through a credit card, check the limits and restrictions in the contract, taking into account your health situation, before leaving the province.

Do not hesitate to contact an insurance company, an insurance broker or a financial advisor to ensure that you are well protected. Companies offer different travel insurance plans depending on your age and state of health. In certain cases, you will be required to fill out a medical questionnaire.

In general, there are restrictions if :

- Your health situation is unstable;
- **Your medication has been changed** (new medication, change in the dose) during the 6 to 12 months preceding the trip (depending on the insurance company);
- You have been hospitalized for more than 24 hours in the past year or the past 2 years.

The Canadian Life and Health Insurance Association (CLHA) has a list of companies that are members and that offer travel protection.

You can call the CLHA at this number: 1-800-268-8099.