



## Diabetes Canada's Diabetes Education Line

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### What is the Diabetes Education Line?

Diabetes Canada is committed to ensuring that health-care providers (HCPs), including Certified Diabetes Educators (CDEs), have the resources and capacities to provide quality diabetes care, including diabetes self-management and education.

Currently, the COVID-19 pandemic is putting extraordinary pressure on the health-care system. Many people living with diabetes are at higher risk for contracting COVID-19, making care for their existing condition challenging while physical distancing measures remain in place. HCPs have had to adjust how they deliver care. Diabetes Education Programs that traditionally deliver group-based education in addition to individualized care are having to prioritize which patients they can support virtually, while other patients are having to wait until normal services can be resumed. Diabetes Canada feels well positioned to support diabetes education services and Canadians living with diabetes during this time.

To increase access to diabetes self-management and education, Diabetes Canada has launched the **Diabetes Education Line**. It is a free and confidential service where a client (i.e. a person with prediabetes or diabetes) can get health advice or information related to their diabetes self-management. The client is referred for health advice or information from a CDE within 24-48 hours of

placing a call. The CDEs are registered nurses, dietitians, social workers, and pharmacists.

### How Does it Work?

A client calls Diabetes Canada's Info Line (1-800-BANTING). The client is then informed by the Information Agent that a CDE will be in contact with them at the provided telephone number within 24-48 hours to provide them with the health advice or information they are seeking.

### Who Can Call?

Anyone can call the **Diabetes Education Line** to ask a diabetes-related question. This service is:

- Confidential,
- Provided in both English and French, and
- Free for all users.

### What Type of Care is Provided?

CDEs can provide clients with the following care:

- Direct the client to the most appropriate level of care by helping them decide whether to handle the problem themselves, visit a primary care physician or nurse practitioner, go to a clinic, contact a community service, or go to a hospital emergency room.
- Provide diabetes-specific information, education, and/or linking to resources.



- Provide health information and/or answer client questions that promote diabetes self-management.
- Provide diabetes care and self-management education. This can include assessing the client's specific needs; helping the client identify and set specific diabetes self-management goals; and planning and implementing the education and/or behavioural intervention directed toward helping the client achieved the identified self-management goals.

1300 – 522 University Avenue, Toronto, ON, M5G 2R5  
Call us: 1-800-BANTING (226-8464)  
[Diabetes.ca](http://Diabetes.ca)

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