



SELF-CARE GUIDE

For people living with diabetes in LAVAL

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THE 8 STAGES OF LIFE WITH DIABETES

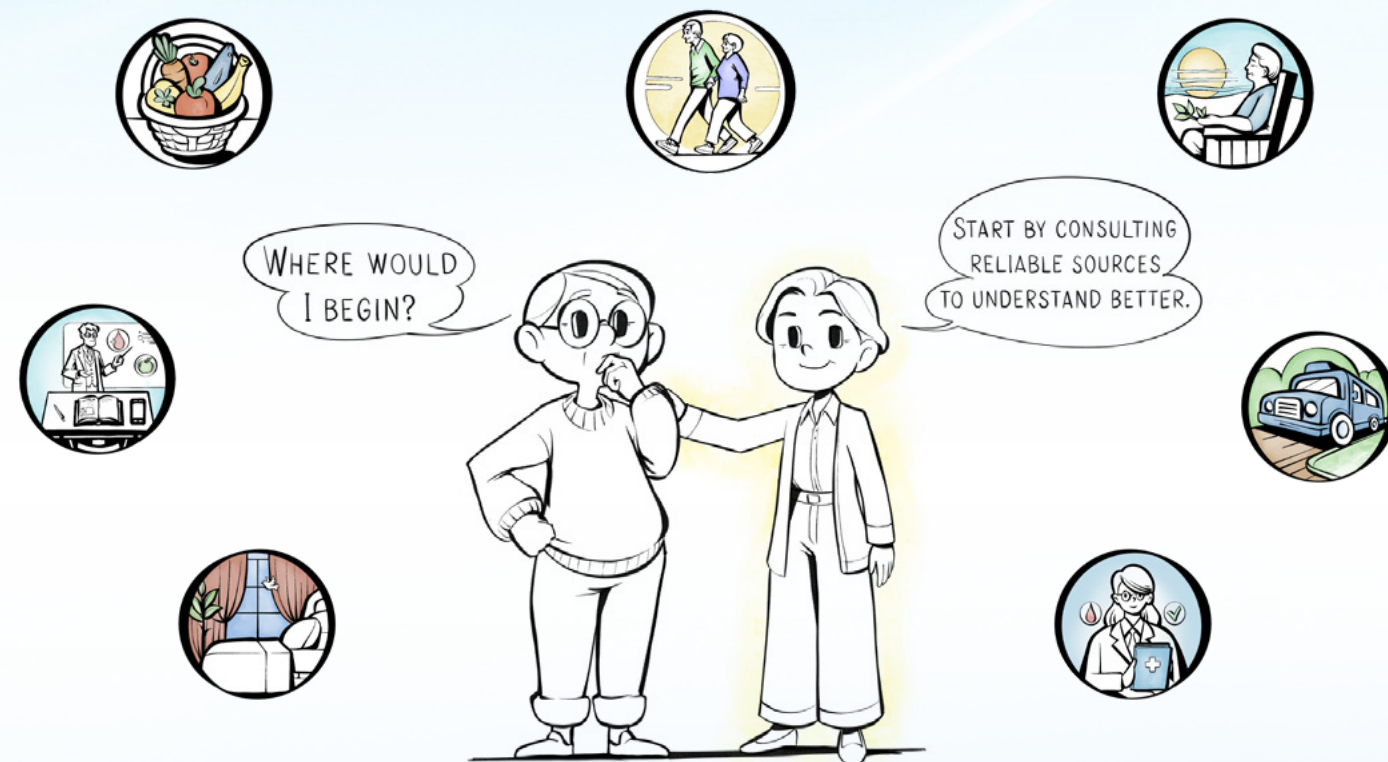
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PATIENTS AND PARTNER PATIENTS

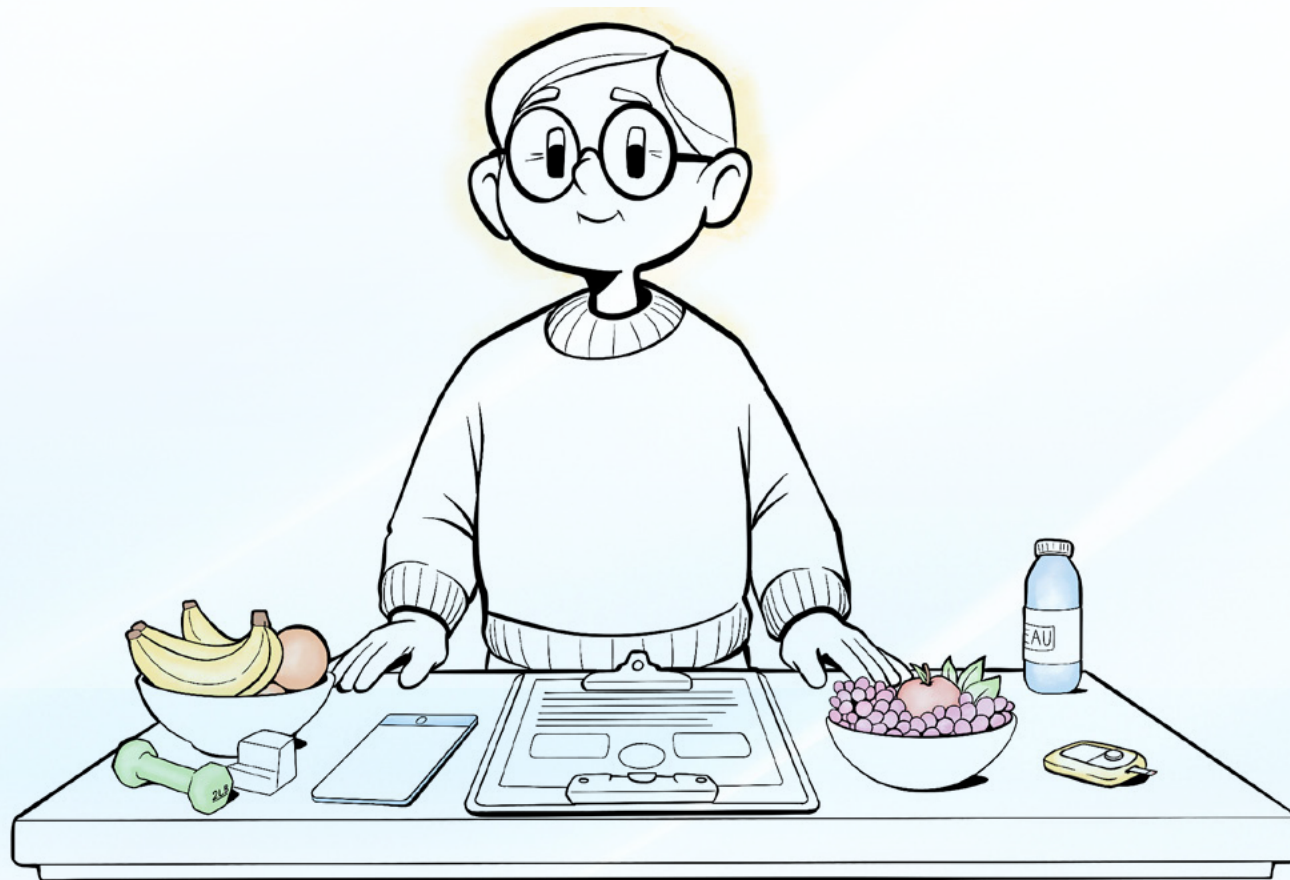
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WHAT IS SELF-CARE?



Self-care is all about taking care of yourself. It means gradually taking charge of your health. It's what you do every day to feel good despite your illness.

It's also about awareness and self-observation, which lead you to take specific actions and make certain decisions to improve your overall condition.

WHAT DOES THIS GUIDE SUGGEST?

This guide was designed for and with people living with diabetes. It is designed to accompany you on your journey.

It is divided into two sections that invite you to become more aware and explore avenues for action:

1. Here you'll find suggestions and tools. Choose what suits you best.
2. You'll discover the resources that can help you according to your needs, interests and preferences. As you read on, we'll offer you several suggestions and tools. If in doubt, consult a healthcare professional.

DON'T HAVE INTERNET AT HOME?

If you don't have Internet at home, here are a few places where you can access it:

- Your local library;
- Community centers;
- Coffee shops;
- At a friend's or relative's home.

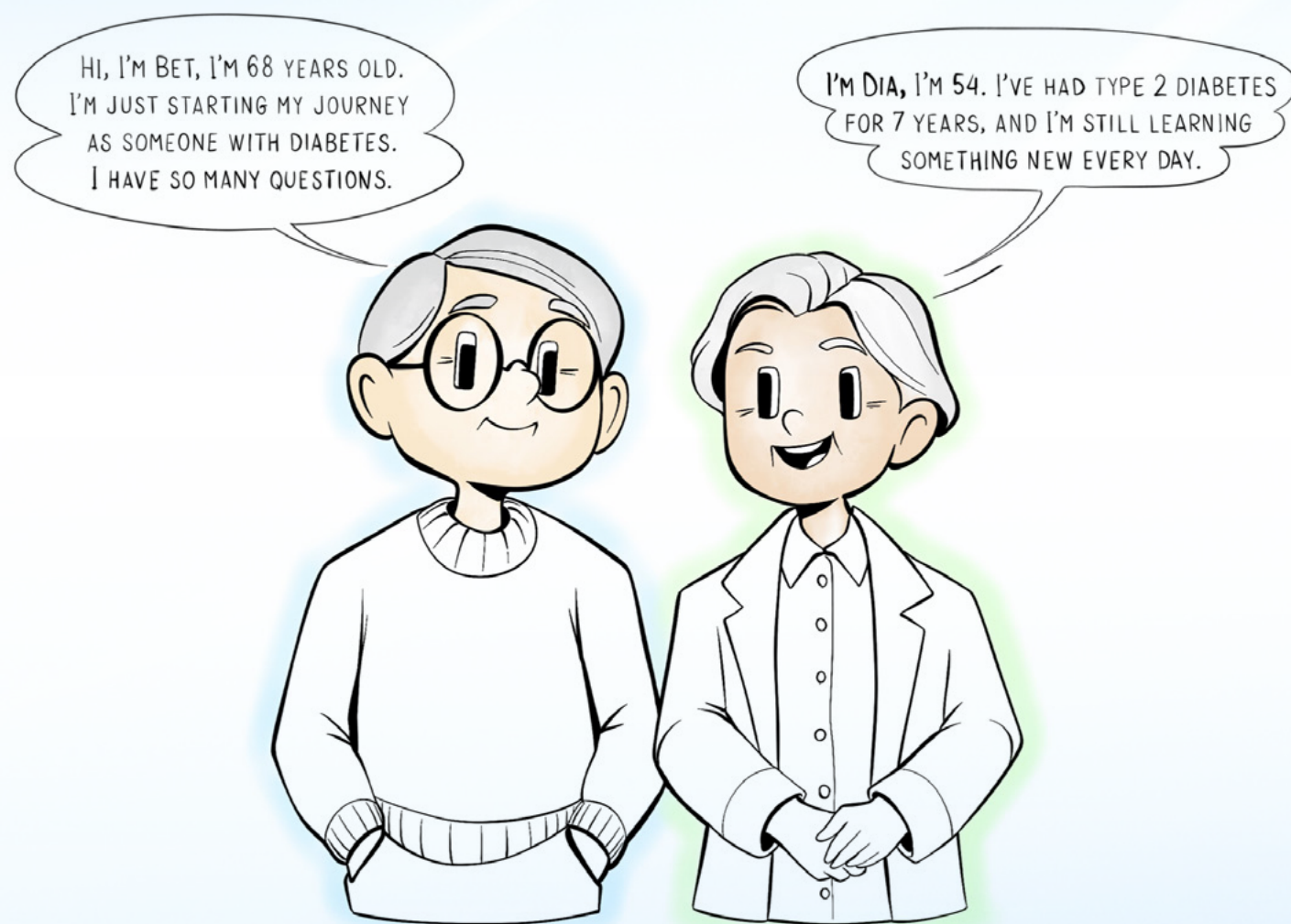
DO YOU NEED COMPUTER SKILLS TO READ THIS GUIDE?

You don't need to be computer literate to consult this self-care guide. Please note that a computer or tablet is required to open the many hyperlinks. Don't hesitate to ask your library or community center for advice. For basic training, consult [FADOQ](#) or your retirement association.

Everyone who has to live with diabetes does so in their own way.

It's a journey that gives rise to many questions to which you want to find the best answers according to your needs.

Meet Bet and Dia. They will accompany throughout your reading of this guide.



TARGETS: The goal that the diabetic person aims to maintain, regarding glucose levels, to avoid falling into hyperglycemia or hypoglycemia. It's important to note that targets vary from one individual to another, depending on several factors (type of diabetes, age, etc.).

FAMILY MEDICINE GROUP (FMG): A team of physicians who work closely with other health specialists (e.g. clinical nurses, nutritionists, pharmacists, etc.) and social services.

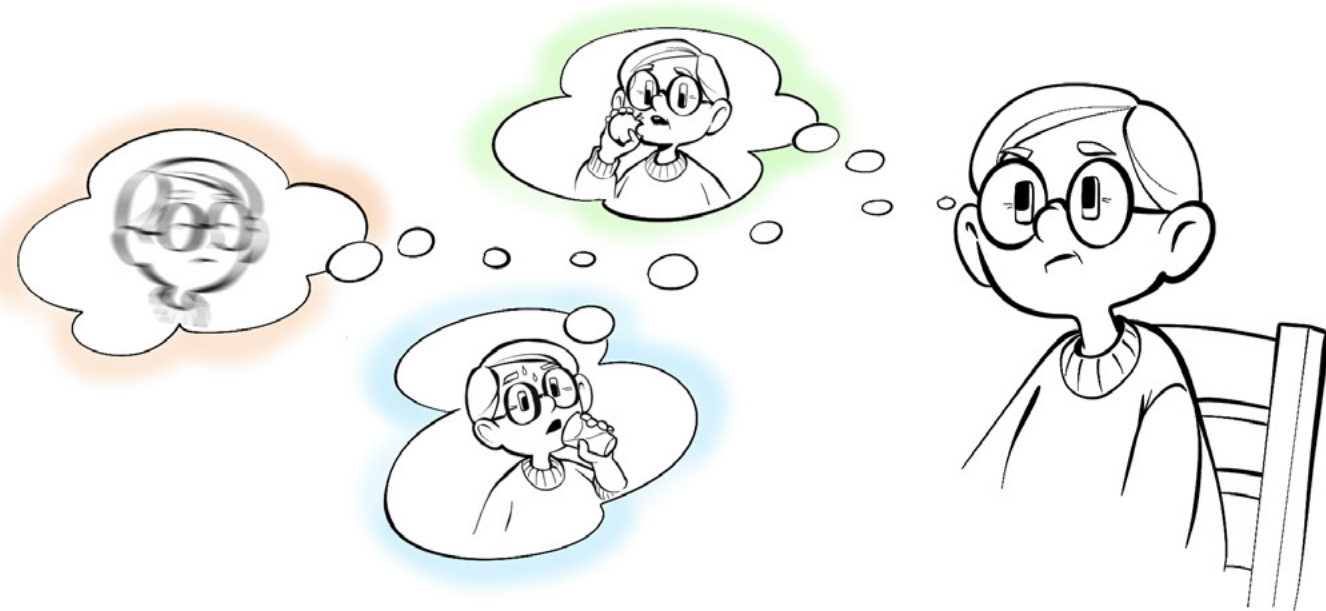
GLUCOMETER: A blood glucose meter used by diabetics. The device enables them to monitor their blood glucose levels at home.

GLYCEMIA: Glucose levels in blood and blood plasma. It can be influenced by various factors: stress, diet, emotions, etc. Glycemic balance is essential for maintaining wellness on a daily basis.

HYPERGLYCEMIA: Occurs when blood glucose levels exceed the target values for most diabetics. Symptoms differ from hypoglycemia.

HYPOGLYCEMIA: Abnormal drop in blood glucose levels. Hypoglycemia can be mild, moderate or severe. Symptoms vary according to the individual's condition.

I'M WONDERING ABOUT MY RISK OF DIABETES



I ASSESS MY RISK OF DEVELOPING DIABETES

Are you at risk of developing diabetes?

- Some people don't even know they have diabetes because they don't show any signs.
- There are, however, certain signs that can make you wonder. These include blurred vision, intense thirst, sugar cravings or unusual fatigue.
- Consult the [CANRISK questionnaire](#) provided by Health Canada. It will help you make an initial self-assessment of your diabetes risk.

I TAKE MATTERS INTO MY OWN HANDS

To cope better with prediabetes, start by understanding your body. This will help you adjust your eating habits, physical activity and stress management.



To achieve this:

- Consult Diabète Québec, [especially the page on prediabetes](#).
- Read the brochure ["Understanding and preventing type 2 diabetes"](#).
- Find out more about the [Diabète Laval \(French only\)](#), which offers a variety of information sessions.
- Explore the CISSS de Laval's Laval en santé website, which has a [general page on diabetes](#).
- Talk to your doctor or healthcare professional.



WHAT IF I DON'T HAVE A FAMILY DOCTOR?

Call 811 and choose option 3 to ask for:

- Register with the Québec Family Doctor Finder (GAMF);
- Make an appointment at the Primary Care Access Point (GAP).

Visit Laval en santé to [learn how to find a family doctor](#).

I'VE JUST BEEN DIAGNOSED WITH DIABETES

I'M SLOWLY COMING TO TERMS WITH MY DIAGNOSIS

Being diagnosed with type 2 diabetes can be a shock. Take the time to come to terms with your new reality. If you need help, consult the brochure "[Learning to live with type 2 diabetes: The path to acceptance](#)" from Diabète Québec.

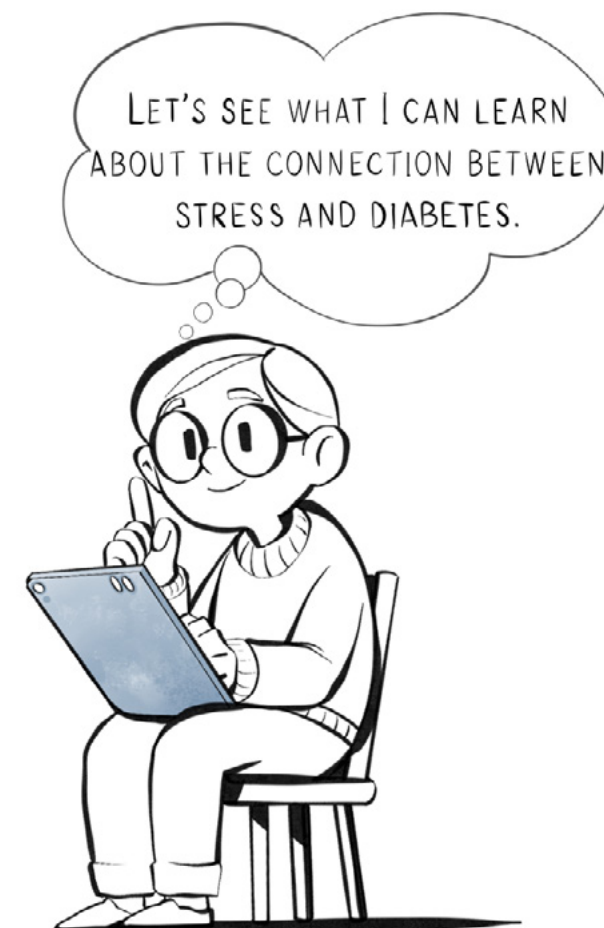


- Don't hesitate to talk about what you're going through, especially to those around you.
- Consult Diabète Québec's "[A practical guide to diabetes management.](#)"
- You can also visit [Diabète Laval's website \(French only\)](#) to find out about the activities and support they offer.

I'M LEARNING HOW TO MONITOR MY BLOOD GLUCOSE LEVELS

Learn how to use a glucometer to get a good reading of your blood glucose levels.

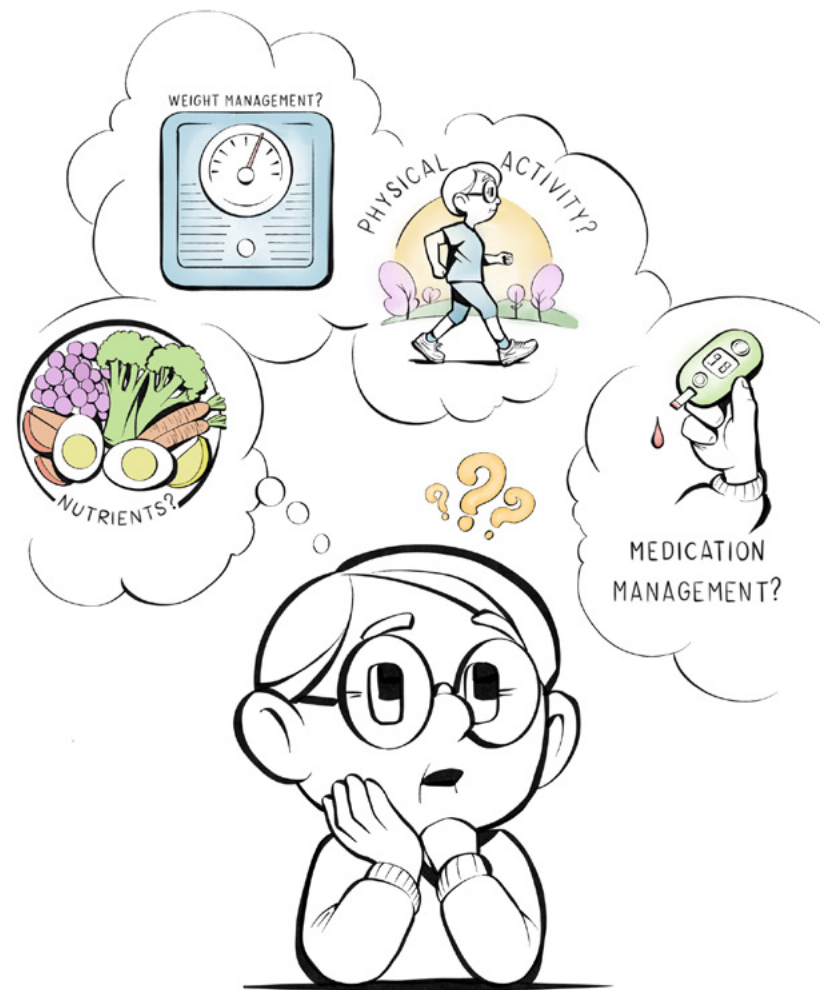
- A pharmacist or nurse can help you learn how.
- Familiarize yourself with [the symptoms of hypoglycemia and hyperglycemia.](#) You'll discover how to assess yourself. Find out what influences your results and adjust your goals.
- You should also decide in advance how to inform your loved ones if you feel unwell. This will help you stay safe.



I DISCOVER THE LINK BETWEEN STRESS AND DIABETES

Stress and diabetes don't mix. That's why it's important to understand your stress and discover its impact on your diabetes. Consult the resources available. Don't hesitate to discuss the subject with those around you.

LEARNING TO LIVE WITH DIABETES



I EVALUATE MY LIFESTYLE HABITS

Everything has to be reconsidered when learning to live with diabetes, including [diet](#), [physical activity](#), [body care](#), and [consumption habits](#).

- Jot down any questions or observations in a notebook.
- Meet with a healthcare professional. Those at your family medicine group (FMG) or [Cible santé \(French only\)](#) are excellent options. Why should you consult them? Because there are more professionals in all FMGs.

I ADJUST MY LIFESTYLE HABITS

Start one step at a time by focusing on what's most important to you.

- To help you on your way, consult ["Adopting better lifestyle habits"](#) from Diabète Québec.
- You can also register for the ["Le changement en action" \(French only\)](#) online course offered by Cible santé.

Find out how you can make healthy lifestyle changes in your own way.



I DISCOVER THE RESOURCES AVAILABLE NEAR ME

Explore the range of resources available to you for prevention, awareness, and lifestyle.

- [Diabète Laval \(French only\)](#) is an excellent resource in our community.
- See the [Laval resource directory](#) at the end of this guide, as well as other existing directories.
- Share what you're experiencing and keep learning. You'll learn how to better manage your diabetes.

I MAINTAIN A BALANCED LIFESTYLE EVERY DAY

Make sure you maintain a balanced lifestyle every day. Get to know yourself and understand what causes your blood glucose to fluctuate.

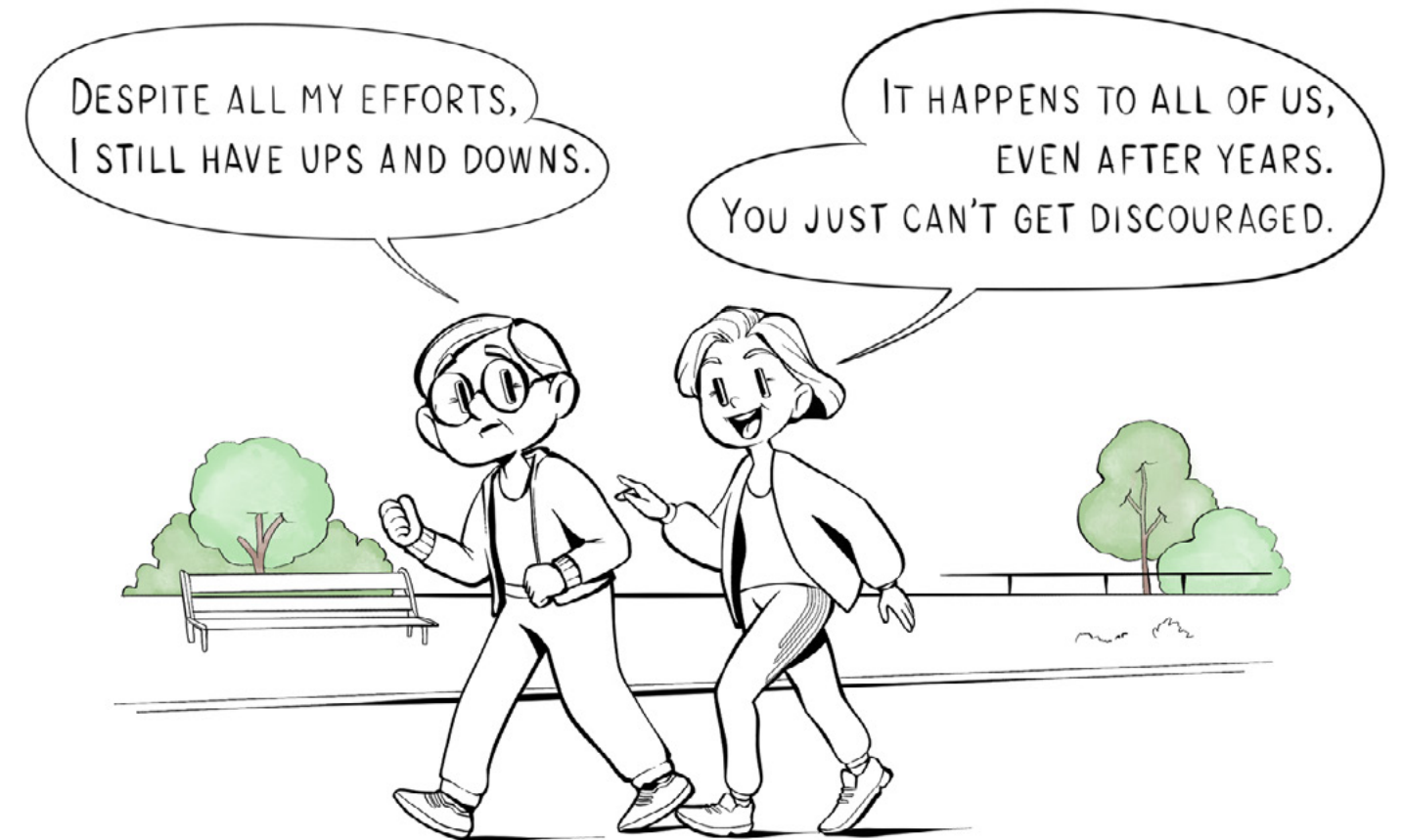
I MONITOR MY BLOOD GLUCOSE LEVELS CAREFULLY AND IDENTIFY THE FACTORS THAT CAN INFLUENCE THEM

- First, you need to know who your targets are and what to do if you don't reach them.
- Then, it's time to question and observe yourself. Getting to know yourself is important. Every person is different.
- Diet, sleep, hydration, stress management, and exercise: don't lose sight of anything and write down your observations.
- Diabète Québec offers you a [booklet in which you can record your blood glucose results.](#)



I LOOK FOR WAYS TO REGAIN MY MOTIVATION WHEN IT WAVERS

If your motivation is lagging, don't be discouraged!

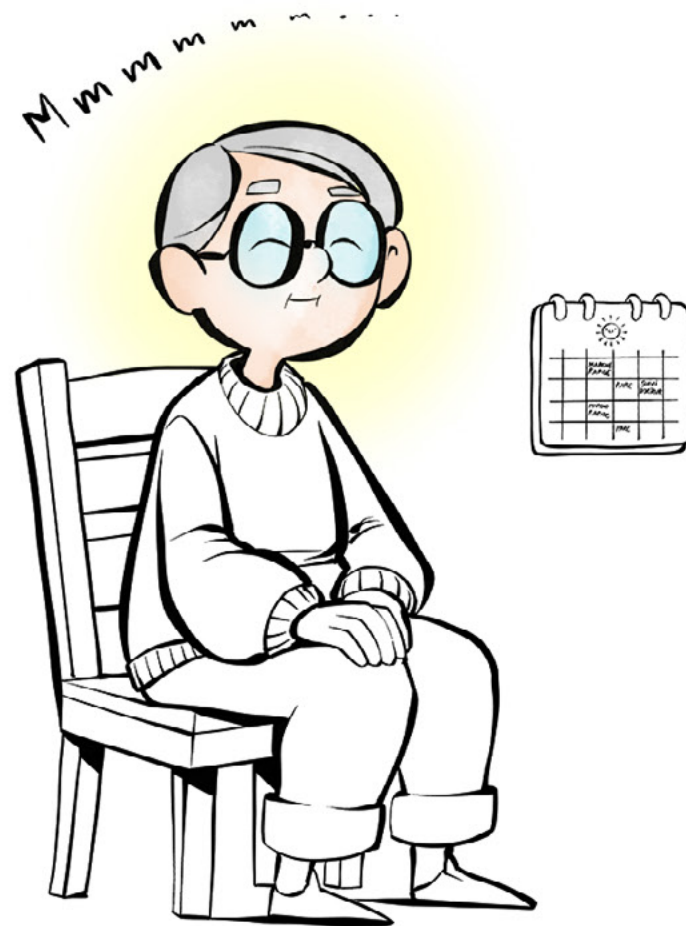


- Find out more and take part in courses on the subject, including those offered in your community.
- ÉTalk to your loved ones about what you're going through.
- If certain subjects are difficult to tackle, consult ["Living with a person with diabetes."](#) It can give you some excellent starting points.
- If necessary, review your priorities, lifestyle habits and choices.

I MAINTAIN MY LIFESTYLE BALANCE EVERY DAY

I LEARN ABOUT MY STRESS AND WHAT HELPS ME COPE WITH IT

- Familiarize yourself with "Coping with stress" from Diabète Québec.



- Go further in your understanding of stress by consulting the Center for Human Stress Studies. Discover "Recipe for stress," explore how to ["Recognize your stress,"](#) or take a look at "Coping with stress: Quick tricks."

I EXPLORE WAYS TO FEEL BETTER

- Take a look at the ["Getting better my way"](#) guide. You'll discover five strategies to better manage your recovery.
- You can also discover mindfulness by browsing the online resources at [Headspace](#) or [Mindful](#) (online meditation sessions).



IF I HAVE ANY DOUBTS, QUESTIONS OR IF I NEED HELP

- Consult your nurse, pharmacist or physician.
- Call 811, available 24/7. You can get health advice (option 1) or psychosocial advice (option 2).

I ADAPT TO DIFFERENT SITUATIONS

One of the best ways to cope with diabetes is to be able to adapt to different situations in your life.

I ADAPT TO WORK

- Don't forget to tell your supervisor what to do in the event of hyperglycemia or hypoglycemia.
- Bring your own lunch and snacks.
- Explore your surroundings to discover nearby resources (grocery stores, sports facilities, etc.).



I ADAPT IN RESTAURANTS AND WITH FRIENDS



- Let your guests know that you are avoiding certain foods and desserts. Mention to your guests that you are diabetic and that you may not eat everything, as quantities influence your blood glucose levels.

- Consult the ["Restaurant meals"](#) page as well as ["Your pocket guide to dining out"](#) on the Diabète Québec website.

I ADAPT AT EVENTS, PARTIES AND CELEBRATIONS

Celebrating Christmas, Easter, Ramadan or even going to the sugar shack are important events for many people. If you're living with diabetes, the important thing is to be properly prepared.

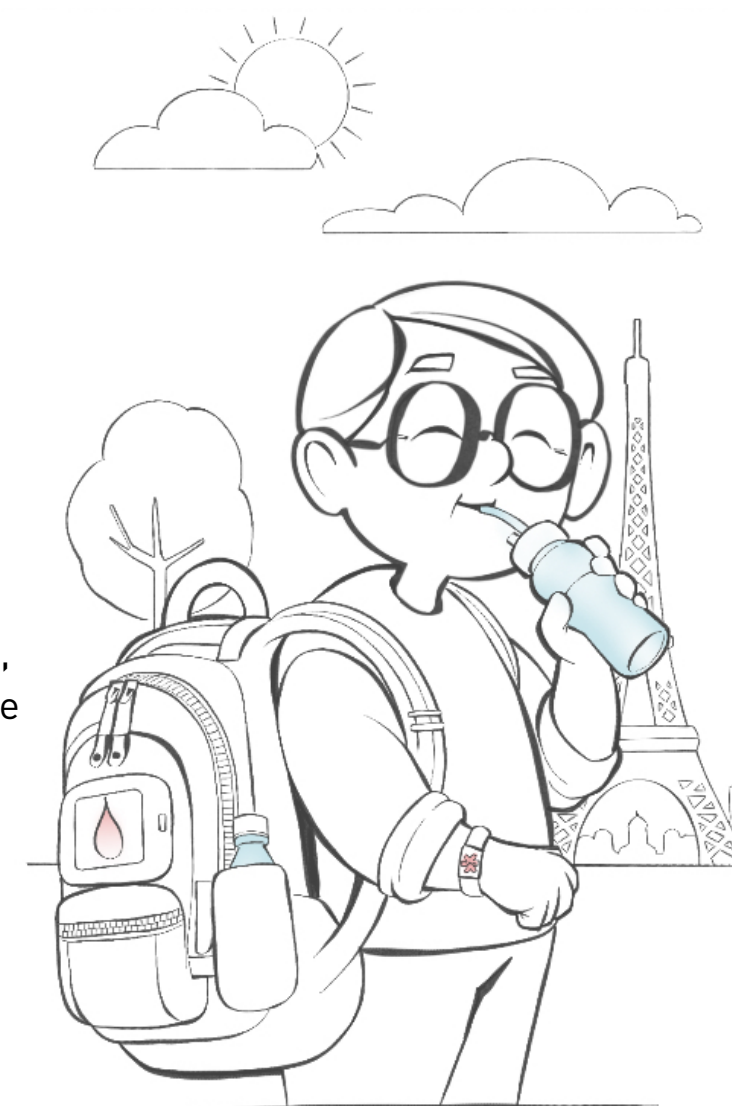
- Visit Diabète Québec's ["Events, parties and celebrations"](#) page for more information.

I ADAPT WHEN TRAVELLING AND DURING EXCURSIONS

If you're a traveller at heart, you can continue to see the world at your leisure. The key: proactivity and planning.

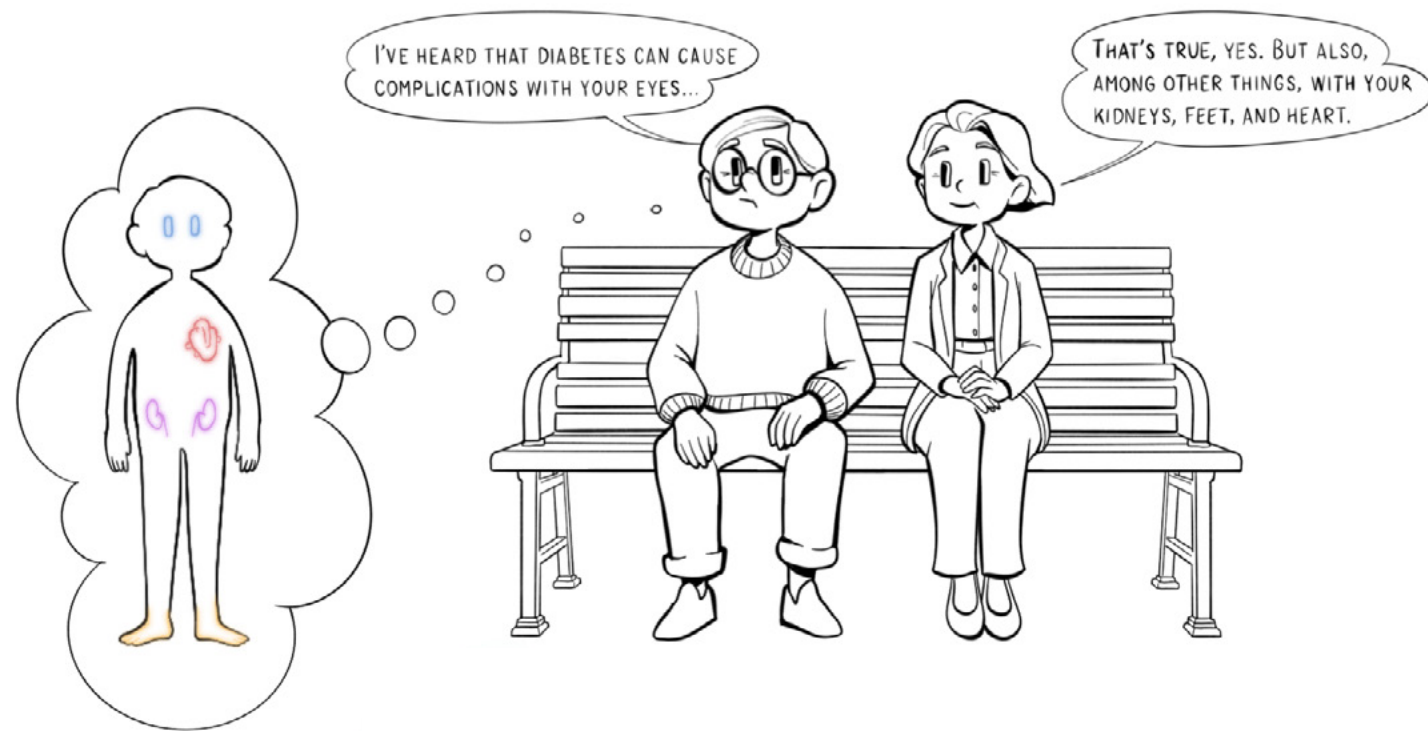
Here are a few tips:

- Make sure you monitor your blood glucose levels and have your medication and equipment on hand.
- Prevent hypoglycemia by carrying a granola bar. If hypoglycemia occurs, manage it with fruit juice or dextrose tablets.
- Stay hydrated and watch out for signs of dehydration.
- Consult ["Planning your trip"](#) from Diabète Québec.



I PREVENT COMPLICATIONS

You can inform yourself and make choices that help prevent complications



I LEARN ABOUT THE RISKS OF COMPLICATIONS AND STRATEGIES TO PREVENT THEM

- Explore "[Complications related to diabetes](#)" from Diabète Québec.
- Discover the importance of taking care of [your eyes](#), [your body](#) (feet, teeth, skin) and [your kidneys](#).
- Consult the [regular services of your CLSC](#) for wound assessment and follow-up.
- Control your blood glucose levels and maintain a healthy lifestyle.

I MAKE CHOICES WHEN PLANNING MY DAYS

- Adapt your day to maintain balance by adjusting your meals, physical activities, moments of relaxation or rest, or snacks. Remember to drink water.

I GET TO KNOW MYSELF AND TAKE CARE OF MYSELF

- Learn to recognize the signs of hypoglycemia and hyperglycemia in your body. Learn how to interpret your own signs. This will help you adjust better.
- Find out how your lifestyle habits influence your blood glucose levels and your well-being.
- Choose how you want to take care of yourself when you feel the time is right. .



I REGULARLY CONSULT WITH MY HEALTHCARE PROFESSIONALS

- Team up with your [various healthcare professionals](#): family physicians, nurses, dental hygienists, optometrists and medical specialists.
- Use a calendar or diary, or create reminders to keep track of your appointments.
- Don't hesitate to ask friends and family for help if you need it.



MY DIABETES IS OUT OF BALANCE

Despite your best efforts, there may come a time when your diabetes becomes unbalanced. There may be another health problem you haven't noticed before.

IF MY BLOOD GLUCOSE IS OUT OF BALANCE

- Try to understand the causes and adapt accordingly.
- Consult a nurse or doctor.
- To speak to a healthcare professional quickly, call Info-Santé at 811, option 1.
- If it's an emergency (e.g., you can't regulate your blood glucose level), call 911.



I FOLLOW THE ADVICE OF MY FAMILY DOCTOR OR EMERGENCY ROOM PHYSICIAN

Don't hesitate to visit your family doctor or the emergency room. You may be advised that you must:

- Consult a multidisciplinary or specialist team, or check in to be hospitalized.



Several specialists can support diabetics. Don't hesitate to follow their advice.

AFTER THE EPISODE, I CHECK THAT MY MEDICATION HAS BEEN UPDATED.

The natural progression of diabetes often requires you to adjust your medication. After an episode, make sure your medication has been updated.

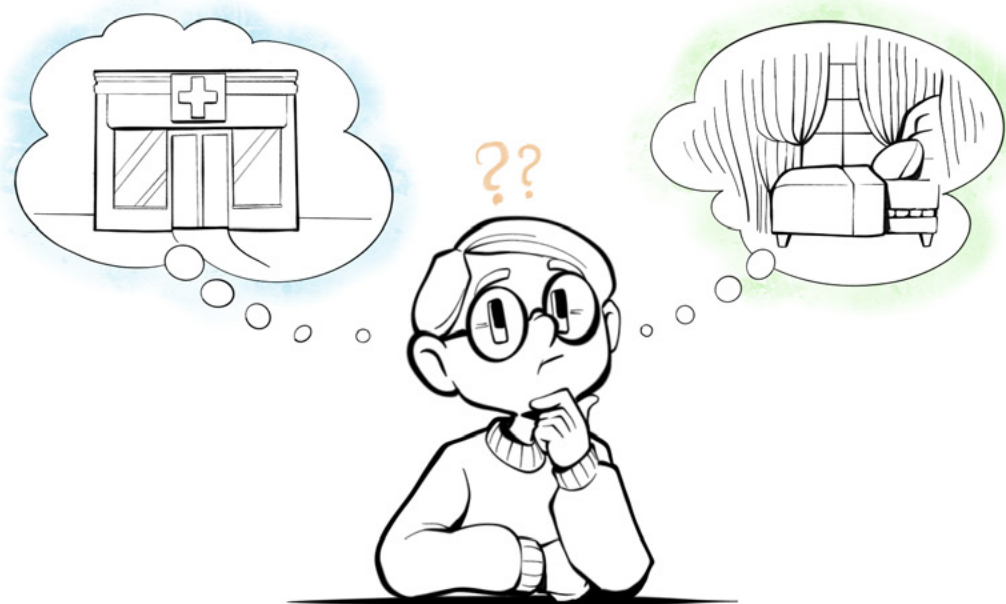
- Talk to your pharmacist and physician.
- If you're hospitalized, make sure you've made the connection with your family doctor and pharmacist.



I THINK ABOUT MY CARE OPTIONS RIGHT TO THE END

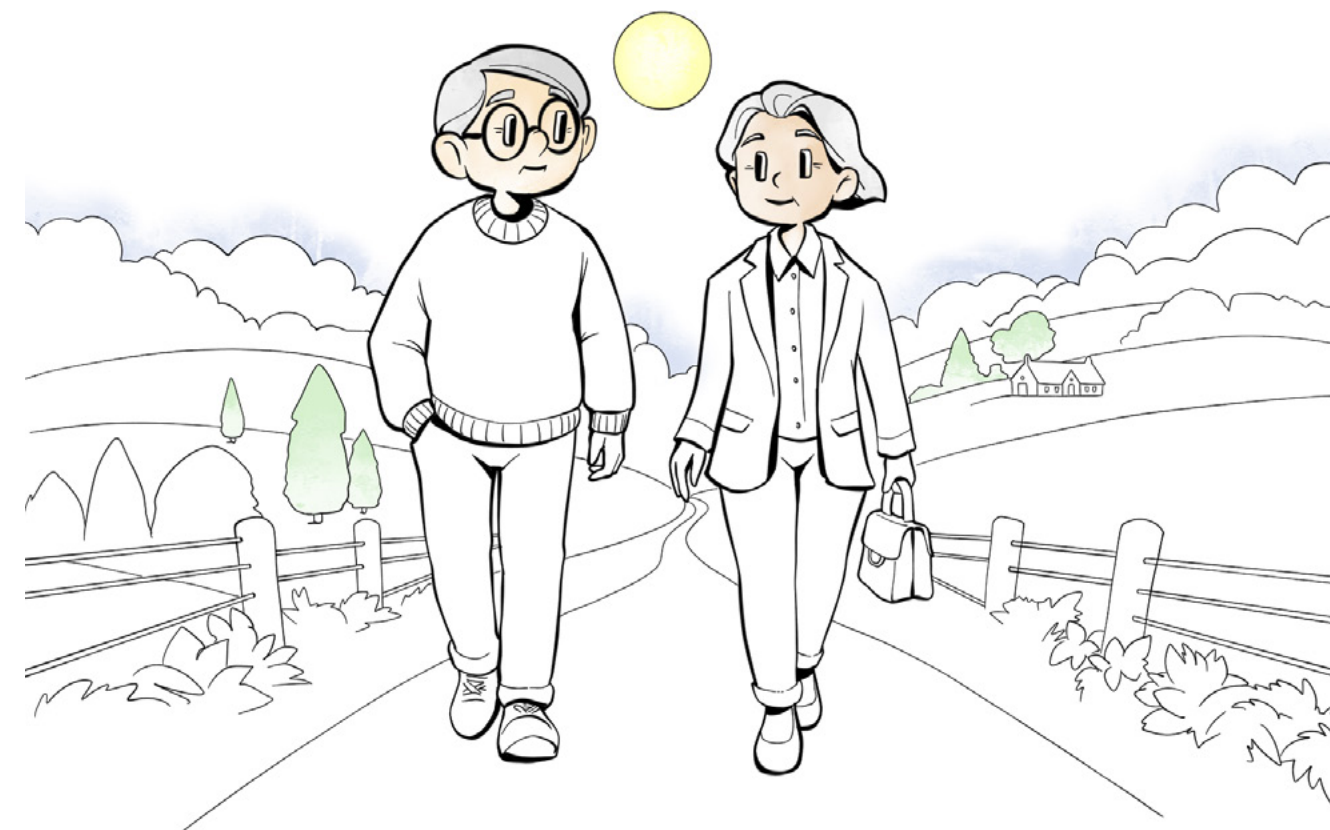
Care of the person living with diabetes can evolve over time: from prevention to diagnosis, from treatment of diabetes to treatment of complications if necessary, at home or elsewhere, right through to the end.

You have the right to accept or refuse care and services on an informed basis.



I GET READY TO EXPRESS MY CHOICES

- Get to grips with the subject and start thinking about it by consulting Éducaloi's ["Health care"](#) guide, or by exploring how to [get ready for your appointments](#).
- You can also consult the ["Guide de navigation pour faciliter l'utilisation des services de santé" \(French only\)](#) and the [Laval en santé](#) website to find out about the resources available in different areas.
- Browse through information about [advanced medical directives](#). You'll discover that it's possible to choose now what care you do or don't want if you're no longer able to make that choice in the future. Talk to your doctor about it.



Diabetes is not a fatal disease. You can live a long life with diabetes. It is often another cause (accident, aging) or complications that can precipitate death.

I'M COMING TO GRIPS WITH THE SUBJECT OF THE END OF LIFE BEFORE IT HAPPENS.

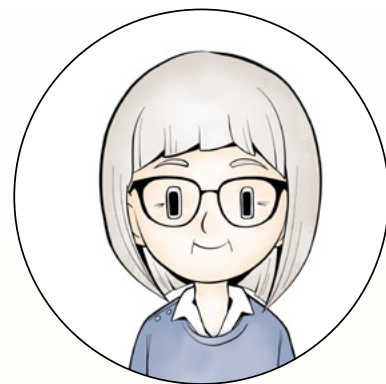
Initiate a personal reflection on how you would like to live at the end of your life and talk about it with your loved ones. To simplify the exercise, ask yourself these questions:

- How would you feel if your health deteriorated—and you were nearing the end of your life?
- What would be important for you and your loved ones?

It's often easier to think and talk about it when everything's going well.

Find out more about [palliative and end-of-life care in Laval](#). Different options are available.

TESTIMONIALS FROM PATIENT PARTNERS



FOR ME, IT'S A COMFORT.

HUGUETTE TARDIF

"When you have questions about your health, diet, exercise to stay in shape, or others about diabetes, information is just a few clicks away to get your answers.

You'll gain a better understanding as well as be reassured and comforted knowing you have access to so much information. This is ideal if you are waiting to see a healthcare professional. It's easily accessible. You can help yourself quite a bit with this. It's almost like a bedside book. Instead of worrying, it reassures you a little. Read it over and over again.

It's clear and very interesting. Parents, loved ones, and all those who care for someone with diabetes will greatly appreciate this guide.

The guide shows you how to live a healthy lifestyle despite having diabetes."

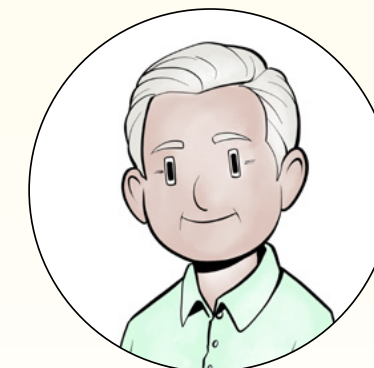


I LOVED THE IDEA OF A GUIDE TO HELP MANAGE THE UPS AND DOWNS OF DIABETES AND MEET THE DAILY CHALLENGES.

MICHELINE THÉRIAULT

"Having diabetes is sometimes like being on a rollercoaster ride. You feel like you can't control anything. Participating in co-creating a guide that could help us better manage our diabetes, day by day, was a very enriching experience. I was able to get involved in developing a concrete information tool that, I'm sure, will make a difference for many."

I WOULD HAVE LIKED TO HAVE HAD A GUIDE LIKE THIS SEVERAL YEARS AGO.



MARCEL LABELLE

"This guide covers the medical care pathway, features others' experiences, provides tips for self-education, and offers information on new lifestyle habits and better health management. It's a tool that fosters a sense of solidarity. It would have been invaluable to me a few years ago."

RESOURCES TO MEET YOUR NEEDS IN LAVAL



INFORMATION OR TRAINING ON DIABETES

Need answers to your questions? Explore reliable, up-to-date information sources and recommended directories. Discover also the training courses available to enrich your knowledge.



TRANSPORT

How do you plan your journey? What transportation applications are available to you? Where can you contact paratransit? Explore what's available in Laval.



FOOD AND NUTRITION

Need to meet with a nutritionist? Need advice on your diet? Want to find out more about food banks? See what Laval has to offer.



SPECIALIZED CARE OR SERVICES

Where can you turn for specialized care or services? Nurses, kinesiologists, optometrists, psychologists, and physiotherapists are just a few of the specialists you can consult.



PHYSICAL AND LEISURE ACTIVITIES

Where can I register for a sports or leisure activity in Laval? Where can I enjoy friendly activities? Where are the city's community centres? Explore the different resources available near you.



HEALTHCARE OPTIONS

From prevention to the end of life, how can you understand your options and choose the right one for you? Who can you turn to if you opt for palliative or end-of-life care? Where can you find resources to help you prepare? Discover Laval's resources.



EMOTION MANAGEMENT

What sources of information and resources are available in Laval to help me better understand my stress, regain our balance or learn to manage my well-being? Find out what's available.



INFORMATION OR TRAINING on diabetes

TELEPHONE

Caregivers

- Caregiver support helpline (8 a.m. to 8 p.m)..... 1 855 852-7784
- Tips for Diabetes from l'Appui pour les proches aidants

CISSS de Laval

- Cible santé 450 668-1010, ext. 13169
- Info-Santé..... 811, option 1
- Info-Social 811, option 2
- Primary Care Access Point (GAP) 811, option 3

Diabète Laval (DL).....450 686-0330

Diabète Québec (Website with reliable, up-to-date information)514 259-3422

- InfoDiabète Service
- Universi-D courses

Navigation guide to facilitate use of healthcare services



FOOD AND NUTRITION (1/2)

TELEPHONE

RESOURCES TO EAT BETTER (Understanding how our bodies use what we eat)

CISSS de Laval

- **Cible santé** (Online nutrition workshops) **450 668-1010, ext. 13169**
- **Info-Santé** **811, option 1**

Diabète Laval (DL) (In-person nutrition workshops) **450 686-0330**

Diabète Québec

- **Universi-D courses**
- **InfoDiabète Service** (General questions to a nutritionist or nurse) **514 259-3422**

Groupe Promo-Santé Laval..... **450 664-1917**

Ordre des diététistes nutritionnistes du Québec



FOOD AND NUTRITION (2/2)

TELEPHONE

RESOURCES TO EAT BETTER

<u>Association des popotes roulantes de Laval (APRL)</u>	579 934-3980
<u>Food assistance from the Centre de bénévolat and Moisson Laval</u>	450 681-6164
Pre-prepared or frozen meals	
• <u>Bonjour Aujourd'hui et Après</u> (Frozen meals)	450 661-6716
• <u>Canteene pour tous</u> (Pre-prepared meals).....	1 833 437-0958
• <u>Centre communautaire Chomedey, repas congelés (SCAMA)</u> (Frozen meals).....	450 681-4240
• <u>Centre d'entraide du Marigot</u> (Frozen meals, Café de la Concorde)	450 668-5375

Répertoire des ressources en sécurité alimentaire de Laval du CASAL



PHYSICAL AND LEISURE ACTIVITIES

TELEPHONE

ACTIVITY AND LEISURE CENTRES

<u>Axion 50 plus</u> (Socio-cultural and sports centre).....	450 978-5555
<u>Centre du Sablon</u>	450 688-8961
<u>Groupe de loisirs La Relance</u>	450 661-4276

COMMUNITY CENTRES FOR PEOPLE OVER 50

<u>Association pour aînés résidant à Laval (APARL)</u>	450 661-5252
<u>Centre communautaire le Rendez-vous des aînés (CCRVA)</u>	450 667-8836
<u>Center SCAMA</u>	450 681-4240
<u>Comité d'animation du troisième âge de Laval (CATAL)</u>	450 622-1228

RESOURCE DIRECTORIES

<u>Laval Directory of Community Services</u>	211
<u>TRCAL's resource directory</u> (Table régionale de concertation des aînés de Laval).....	450 667-8839
<u>Laval's Service de la culture, des loisirs, du sport et du développement social</u> (See "Activities" and "Culture" tabs).....	311

<u>TOURISME LAVAL</u> (Getaways, stays and activities in Laval)	450 682-5522
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EMOTION MANAGEMENT

TELEPHONE

DIRECTORIES

- [211 directory of socio-community organizations in Laval 211](#) 211
[TRCAL directory of resources for seniors](#) (Support services and hotline or psychosocial support)

INFORMATION RESOURCES

- [Diabète Québec](#) (Mental health and diabetes)
[Getting better...my way](#) (Self-management support tool: anxiety, depression, bipolar disorder)
[NavigAction guide](#) (To facilitate the use of healthcare services)
[Universi-D courses](#) (Mental health and diabetes)

MINDFULNESS MEDITATION (Online meditation sessions)

- [Headspace](#)
[Mindful](#)

SERVICES WITH GUIDES AND OTHER INFORMATION RESOURCES

- [Centre d'écoute de Laval \(24/7\)](#) 450 664-2787 or 1 888 664-1558
[CISSS de Laval - Info-Social](#) 811, option 2
[LumiVie](#) (Grief support)..... 450 687-8311
[Ordre des psychologues du Québec](#) 514 738-1223
[Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec](#)..... 514 731-3925
[Service populaire de psychothérapie](#)..... 450 975-2182



TRANSPORTATION

TELEPHONE

<u>211 directory of socio-community organizations in Laval</u> (See Accompanied transport, p. 429)	211
<u>Association lavalloise pour le transport adapté (ALTA)</u>	450 933-6101
<u>Société de transport de Laval (STL)</u>	450 688-6520
• <u>STL paratransit service</u> (Disability certificate required)	
• <u>STL trip planner</u>	

ROUTES: EXAMPLES OF AVAILABLE APPLICATIONS

- [Exo](#)
- [Google Maps](#) - Car, transit, bike, walk
- [Transit](#) - Life without a car
- [Waze](#) - Car navigation



SPECIALIZED SERVICES OR CARE (1/2)

TELEPHONE

SERVICES AND INFORMATION

Association des infirmières et infirmiers en soins podologiques du Québec (Members' directory)

CISSS de Laval

- Info-Santé ou Info-Social 811, option 1 or 2
- Specialty clinics (Medical referral required) 811, option 1 or 2
- Wound assessment as part of your CLSC's regular services 450 627-2530, ext. 64922

Diabète Québec

- Foot care 514 259-3422
- InfoDiabetes Service 514 259-3422

NavigAction Diabète



SPECIALIZED SERVICES OR CARE (2/2)

TELEPHONE

PROFESSIONAL ORDERS OR ASSOCIATIONS - FIND A PRIVATE PROFESSIONAL

<u>Association des infirmières et infirmiers en soins podologiques du Québec</u> (Members' directory)	
<u>Fédération des kinésiologues du Québec</u>	514 343-2471
<u>Fédération des médecins spécialistes</u> (How to access a specialist)	
<u>Ordre des diététistes nutritionnistes du Québec</u>	514 393-3733
<u>Ordre des optométristes du Québec</u> (Directory - Find an optometrist)	514 499-0524
<u>Ordre des podiatres du Québec</u> (Find a podiatrist)	514 288-0019
<u>Ordre des psychologues du Québec</u>	514 738-1223
<u>Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec</u>	514 731-3925
<u>Ordre professionnel de la physiothérapie du Québec</u> (Directory)	514 351-2770



CARE OPTIONS

TELEPHONE

INFORMATIONS

Discutons Santé (Teamwork between patient and professional)

Health care guide (Éducaloi)

Resource directory from l'Appui pour les proches aidants

What to do in the event of death (Published by the Government of Québec, 2023)..... Services Québec **514 644-4545**

SERVICES (prevention, diagnosis, treatment in various settings, end of life)

CISSS de Laval

- Getting ready for your appointments
- Home support services..... **811, option 2**
- Info-Santé, Info-Social and Primary Care Access Point **811, options 1, 2 and 3**
- Palliative and end-of-life care..... **811, option 2**
- Regular services at your CLSC (Wound assessment) **450 627-2530, ext. 64922**

Caregiver support helpline offered by l'Appui pour les proches aidants..... **1 855 852-7784**

Coopérative de soutien à domicile de Laval (Housekeeping) **450 972-1313**

THIS GUIDE WAS DEVELOPED BY THE **PROJET SOINS DIABÈTE** **RESOURCE DIRECTORY COMMITTEE:**



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