



## **SOADI Holistic Foot Care Program** **Service Provider Package**

Welcome to the Southern Ontario Aboriginal Diabetes Initiative – Holistic Foot Care Program. This program consists of a four component structure which reflects the Aboriginal medicine wheel. This medicine wheel like our foot care program has separate but equally important components that is interconnected and together creates a holistic self empowering teaching tool. Like the medicine wheel SOADI's holistic foot care program enables our Aboriginal, Métis, and Inuit community members to live a healthy holistic way of life with the help of our hosts, service providers and SOADI's foot care resources. Below is a more in depth explanation of SOADI's four component Holistic Foot Care Program.

### **Component 1: Annual Foot Care Screening (SOADI Annual Clinic)**

This component consists of a traveling clinic in essences. The SOADI Foot Care Coordinator works with a community host organization to set up a clinic. The Coordinator then organizes local Chiropodists, Foot Care Nurses and Reflexologists (whom are all registered with SOADI) to come to various communities and provide foot care services once a year. This mobile clinic ensures foot care for those who may not be able to make it to a service provider. At these events, each participant will receive a healthy foot screening from a registered chiropodist or foot care nurse. Also, the day may include an introductory session with a certified reflexologist. Each treatment is optional and by no means mandatory.

**The Host** is the partner organization that works with SOADI and is responsible for arranging the time, event location, pre clinic media advertising/promotion, people attending and activities taking place. SOADI can provide promotional posters to better assist in event turnout. The host is required to fill out an Initial Contact Form as well as a Clinic Request Form. SOADI then reviews the request and based on the information present and SOADI's work schedule a clinic date will be set. After hosting a clinic, SOADI asks that the Host fill out a Clinic Evaluation Form and send back to SOADI via fax. This is where SOADI asks that any issues and concerns or success stories be shared with SOADI. The clinic could be an event on its own, or also apart of bigger events such as Health Fairs, Lunch programs, Diabetes Education Workshops, etc. The Host will be responsible for providing the meals, activities and workshops. To better serve the community, service providers do not have a long lunch break. It is advised that food tickets are provided or food plates needs to be brought to SOADI Foot Care Clinic for staff and service providers. The SOADI Diabetes Prevention Coordinator has numerous diabetes educational workshops and activities to contribute to any event upon request (located on clinic request form). The host is also responsible for advising SOADI of any changes to plans of events as well as following up with clients, through Life Long Care program, Metis Nation of Ontario, etc. Any local accommodations and event location are kindly asked to be provided.



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SOADI educational services are open to anyone of Aboriginal, Métis, and Inuit decent. However due to the number of potential participants and lack of time, a priority list of a) people living with diabetes b) people with current foot concerns and c) elders will be seen first.

**The Foot Care specialist** (Chiropodist, Podiatrist, Foot Care Nurse) is contracted by SOADI to provide an estimated 15 minute screening per participant during the Foot Care Clinic. The screening includes an examination of any abnormalities of a healthy foot. This includes, skin, nails, sensation, circulation, proper foot wear, the ability for self care. A one on one diabetes and foot care education is shared, the education and one on one connection is key to these clinics. SOADI does provide a screening form which lists all aspects to be covered.

Any onsite treatments including nail trimmings, ingrown toenail removal, callus removal, planter's warts etc., will be determined based on need by the Chiropodist or Foot Care Nurse. However the participant may request treatment, which we ask the service provider to please fulfill if possible. In case of a participant identified as being high risk, (meaning: RNAO ranking high on scale of 1-3, also LEAP (Lower Extremity Amputation Prevention) ranking high on scale 1-6) then an application for the SOADI Foot Care Subsidy Program will be distributed with the Foot Care Coordinator's contact and a copy of the Foot Screening.

We are asking the service provider to work with a balance of giving education with providing treatment, which we have learned is what the people want. We understand due to time constraints that are not always possible, which is why if people need more attention we give them the subsidy application. The point of the screening is to identify problems if they exist, and to make the participant aware so that we can catch any preventable problems. Also we feel it is important to share the knowledge on how to keep our feet healthy and happy.

The participant is given the tools of proper foot care practices, access for necessary ongoing care and knowledge of their own foot care needs. Each participant will walk away with knowledge of what is wrong with their feet, with the knowledge and tools to take action to have their feet properly cared for to prevent any further foot complications due to diabetes. Each participant is responsible for their own follow-up care to access ongoing treatments if necessary, this puts into practice their self empowerment.

**The Reflexologist** is contracted by SOADI to provide a 15 minute introductory session to reflexology. SOADI asks that the reflexologist sign in their participants and at the end of the session provide the participant with the Reflexology Hand Out. The art of reflexology is the deep penetration to release toxins and blockages in our body's system. All of our internal organs and other parts are connected to our feet by nerve endings and veins. When a certain zone to our feet are massaged, then the part of that organ it coincides with is also being massaged, relaxed and more blood is able to circulate and flush out toxins. Please note reflexology is provided at annual events only; reflexology is not subsidized at all.

The introductory session includes a 15 minute get-a-way to a space intended for a heightened relaxation state. When receiving reflexology more blood is able to reach the feet which helps to



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counter acts the affects of diabetes on the feet such as loss of sensation. The reflexologist will also explain in more detail how reflexology is beneficial for people living with Diabetes.

Each Foot Care service provider is asked to complete a service agreement with SOADI to ensure quality care is being provided. When the service agreement is completed a SOADI Foot Care Registration number is given. This registration number is to be put on all invoices. The service provider is given a SOADI invoice at the end of each clinic, which includes the rate of pay and possible expenses. The service agreement and clinic invoice is available upon request.

**A Self Care Resource bag** is given at the end of the participant's treatments; they are asked to complete an evaluation form. This is also a part of the fourth component of Self Care Resources. The resource bag includes: *Large Mirror* to view their feet for any abnormalities, *Diabetic Socks* come in a number of sizes, *Self Foot Care DVD* made by aboriginal people for aboriginal people, *SOADI Diabetes Pamphlet Series*, and *Foot Magnet*, intended to be placed where it will be seen regularly to remind people to check their feet. Also included is a sample of lotion, a gratitude stone, and various other products.

### **Frequently Asked Questions.**

#### ***What does a clinic look like?***

Each clinic is different and has a personality of its own. If the event takes place alongside a large event, the clinic will be off to the side. Tents are assembled to provide shelter if outside and screens are used as dividers for privacy whenever possible.

The Foot Care Coordinator manages service providers, equipment preparation and set up. SOADI arrives with Zero Gravity folding chairs for participants, along with table clothes, small garbage cans, various clinic supplies/provisions and administration materials (forms/clip boards). It is expected for Host Organization to provide suitable location and requested number of chairs and tables for SOADI's Foot Care Clinic use.

#### ***What are the steps to request an annual SOADI Foot Care Clinic?***

1. Request clinic via local SOADI Diabetes Prevention Coordinator DPC or contacting SOADI's Foot Care Coordinator directly.
2. Submit completed Initial Contact and Request forms
  - a) Present foot care established or lack there of
  - b) SOADI reserves the right to refuse/deny due to sufficient and available funding.
3. Receive Host Confirmation
  - a) Date selected
  - b) Potential sponsor request
4. Planning dates, keep in contact with DPC, DPC will keep in contact with Foot Care Coordinator.
  - a) Host is expected to have a SOADI representative attend all planning dates, or submit minutes of the meeting.



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### *What else does SOADI contribute?*

Financial assistance to Host an annual Clinic or Sustainable Clinic, may be available. There is a section on application for interested parties. Assistance will be based on type of financial assistance requested (elder/food/rent etc) other funding availability, and SOADI funding availability. Pre approval is required.

### **Component 2: Ongoing Clinic (Host Organization creating ongoing foot care services)**

A Sustainable Clinic is a relationship between the a) Host Organization b) Service Provider (Chiropodist of Foot Care Nurse **Only**) and c) SOADI. SOADI will initiate the relationship between the Host and the Service Provider. Ideally the Host Organization would be in contact with the service provider to choose tentative dates for future clinics. Tentative dates should be scheduled 6-8 weeks apart. When a community has between 6-15 candidates for subsidies, a Sustainable Clinic may be the most reasonable solution. The Host will secure a time and place for the ongoing care and will provide lunch for the candidates. Some service providers may decide to have the treatment done in their professional clinic, or they may decide to come to the Host's Site. If a host organization has other people that maybe candidates for the program, they are welcome to have them attend an established clinic date. They must fill out a subsidy application and have the service provider do an initial screening to see if participant is high risk. With approval of Foot Care Coordinator, the participant may be a part of the regular clinic.

*Please note that for sustainable clinics Reflexology is not subsidized. Only Foot care services from Registered SOADI Foot Care Specialists (which include Podiatrist, Chiropodist and Foot Care Nurses ONLY) will be accepted.*

At Sustainable Clinics, it is advised for the Host to use SOADI's foot care diabetes educational activities. Also the local regional Diabetes Prevention Coordinator may be available to lead educational activities upon request.

A goal of this piece of the program is that there is no money exchange between service provider and participant. The service provider is asked to directly bill SOADI for services provided by submitting the Ongoing Clinic Summary/Invoice.

Process of Sustainable Clinics and subsidies:

- Participant identified as high risk through annual Diabetes SOADI Foot Care screening.
- Participant's approval of application and initial screening, application filled out. (see **below for description on who qualifies for subsidies**)
- Service Provider is expected to use own assessment forms for ongoing clinic treatments and/or assessments. Service provider is responsible for participant/patient's assessment, treatment, documentation and follow up, this includes ensuring adherence to the collection of Information and Privacy Act.



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- Submission to Foot Care Coordinator via mail/fax of:
  - a. New participant application and copy of initial screening.
  - b. Sustainable foot care summary and invoices (form 004Cd-0408)
  - c. Please note that all forms will need to have the Host Organization's approval (signature/stamp) of verification.
  - d. Evaluations will be asked
  
- Informing SOADI Foot Care Coordinator of any new dates for future clinics.

The service provider is given a SOADI invoice which includes the rate that SOADI will pay to each service provider on a per participant basis and any other expenses that may accrue.

### **Component 3: Individual Subsidies**

#### ***Who is a candidate for SOADI Foot Care Subsidies?***

Aboriginal, Métis, and Inuit people that are living with diabetes, have current foot concerns, are high risk under LEAP ranking, and elders whom do not qualify for any other funding resources are SOADI's main priorities. SOADI's application form for the subsidy program is available upon request by contacting the Foot Care Coordinator at SOADI's head office 1-888-514-1370.

This part of the program is designed for people to independently go to the Chiroprapist office for treatments. Some participants for various reasons are house bound and have mobility issues; in this case in home foot care is possible.

Various foot care supplies (such as Diabetic socks, support hose, orthotics, orthopedic shoes etc) may be subsidized. Proof of denial of claim or funding will be required to access this funding e.g.(FNIHB, private insurance benefits, OHIP, Social Services) Appropriate forms/application must be submitted by a registered SOADI foot care specialist (***Podiatrist, Chiroprapist, Foot Care Nurse***).

***Service Providers*** please note that subsidy Application forms are to be filled out with each new client. Subsequent visits could be summarized on one Subsidy Summary Invoice to reduce the waste of paper. Individual invoices to be attached. Please note that for subsidies, the invoice is in the amount that you normally charge for your clinic visits. Please attach the invoice to the Subsidy application and/or subsidy summary form, and send it to SOADI via fax. We will then process the invoice and return payment in a timely manner.



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#### **Component 4: SOADI Self Foot Care Resources**

All resources are available through SOADI's web site, [www.soadi.ca](http://www.soadi.ca). Resources may be purchased by cheque, money order or visa

- **Self Care Resource Kit (Clinic Gift Bags)**
  - o DVD
  - o Diabetic Socks
  - o Large Mirror
  - o SOADI Pamphlet series
  - o Pamphlet Series
  - o plus other preventative care products
- Directory – (in process of completion)

***The Self Care Resource Bag*** which is part of the first and fourth component, is given at the end of the participant's treatments, during the annual clinic. This resource kit is also available upon request. As stated above the resource bag comes with all the tools needed to practice preventative care.

***The Foot Care Directory***, which is also a part of the first and fourth component, is a tool comprised to assist in people accessing foot care services for their foot care needs. There is a section to access possible foot care funding: which gives step by step instruction to inquire about possible funding. Also there are sections for each of SOADI's 6 Regions of Southern Ontario: Western, West Central, Central, Urban Horse Shoe, Toronto and Eastern. Each section has contact information on various Foot Care Specialists, Reflexologists, Aboriginal Communities Health Centres, Diabetes Programs and Organizations. This Directory is currently under revision and will be sent out upon completion.

***The Pamphlet Series*** is comprised of 7 different components surrounding diabetes. It has been recently updated with the most current information regarding diabetes in aboriginal communities. The 7 different components consist of: an explanation of diabetes, ways to manage it, youth and gestational diabetes, nutrition, physical activity, stress, and foot care. These pamphlets are distributed at our annual clinics and are available for ordering upon request.

This completes our four component Holistic Foot Care Program, as you can see each component is separate but equally important. Please refer to the following page (7) to view our index, in regards to SOADI's Clinic forms. We look forward to working with you and invite any comments questions or concerns. Please contact SOADI if you wish to join our Foot Care Team, and require the service agreement form. Working together we can pave the path for our community and collectively walk toward a more healthy holistic way of life.



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