

NEWSLETTER

Informing Nova Scotia dairy producers on matters affecting their industry

Vol. 22, No. 9 - July 2022

Well I guess by now it is welcome to summer, and while the growing season has been good to date the weather forecasting has not improved this season: the perils of being surrounded by the North Atlantic.

Strategic Plan

As you may recall from the last Newsletter, DFNS had formally requested that the P5 comment on our proposal around farm mergers. Unfortunately, the P5 have very crowded agendas and to date have not commented. We are hoping that this will happen prior to the August Policy Conference.

The Board is planning the Policy Conference for August 9 and 10 with the Regional Milk Committees to discuss the merger issue; allocation of quota to the exchange on whole farm sales; changes to the leasing policy to provide more equity of access; and several related topics. It is expected that at the end of this Policy Conference the Board will have a more complete view of the way forward.

New Hand- Held Device roll out

As reported in the last Newsletter the old HH devices used by the milk truck drivers/graders are being replaced with a new HH device. The new version works on the PLQ's IT platform and will be a great improvement going forward. The driver / graders have been adapting well to the new system. One hitch that developed concurrent to this roll out was a data recording change made at the RPC laboratory in Fredericton. It was an unfortunate timing incident, in that RPC changed their reporting format at about the same time that DFNS was changing devices, and hence your component results were unavailable to you for a short time.

Barn Inspection Regulations

Barn inspection regulations are in the process of being changed to add incentives to get the required work done in a timely matter. Currently significant lag in the time is being experienced to address certain infractions outlined in the barn inspection reports. The Inspector is spending too much time on non-compliant sites and is not able to cover all 200 farms in a normal inspection cycle. The Board of DFNS, the Advisory Committee for Milk and Natural Products Marketing Council have now all approved the changes that are outlined on page 2 of this newsletter by Amy Sangster from NSDA. The last stop prior to full regulation change is the Department of Justice for implementation. Please read Amy's communication for full details. DFNS anticipates that changes will be ready for the new dairy year August 1st.

All the best ... Greg Cox

The high standards of Canadian dairy production: For consumers, the proof is in proAction

Nine out of 10 Canadians recognize the Blue Cow logo as an assurance of quality. However, many of these consumers – especially Millennials and Gen-Z - want more information about the source of their dairy, including how it's produced and under what conditions. Retailers and processors want to reflect this and ensure the products they sell meet high standards. How does the Blue Cow meet these expectations? Through the proAction program!

Canadian dairy farmers use proAction to show how they adhere to some of the most stringent standards in the world. For example, sustainability is a priority for young Canadians. Dairy farmers are no different - they want to pass down the family farm to their children, just as their parents and grandparents did before them. To dispel myths about the environmental impact of the industry, more young farmers are pointing to proAction to show how they are working to care for the planet.

Dairy processors and retailers also want to meet a forward-thinking, sustainably conscious mindset head on. proAction plays an essential role in this; as consumers demand high standards, businesses making and selling dairy products will want proof that farmers are meeting or exceeding them.

Milk quality, animal care, food safety, biosecurity, traceability, sustainability - all these matter to a larger number of dairy consumers. proAction— and the famous Blue Cow logo it supports — shows how Canada's dairy farmers continue to go above and beyond when it comes to feeding our nation.

UPCOMING EVENTS & DEADLINES:

| August 1 | Natal Day Holiday |
|--------------|-------------------------------------|
| | Quota Exchange Noon Deadline |
| August 25 | Quota Lease Deadline |
| September 5 | Labour Day Holiday |
| September 13 | Quota Exchange Noon Deadline |
| September 26 | Quota Lease Deadline |
| October 10 | Thanksgiving Holiday |
| October 13 | Quota Exchange Noon Deadline |
| | Quota Lease Deadline |

Phone: (902) 893-MILK

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DFNS and NSDA New Penalty System Provincial Dairy Inspections

Background:

In order to meet production and safety standards, Nova Scotia dairy producers must comply with the *Dairy Industry Act* and the *Raw Milk Production and Transportation Regulations*. The standards outlined in the act and regulations ensure the industry is held in high regard nationally and internationally. These standards not only help to ensure a safe, quality product, but gives consumers confidence in the dairy products they are purchasing.

The penalty system currently in place for the ProAction program will now also be applied to farms that are noncompliant to the dairy inspection process delivered by the Nova Scotia Department of Agriculture via the provincial Dairy Program Specialist.

There will be no changes to the Nova Scotia Department of Agriculture dairy inspection process under the Raw Milk Production and Transportation Regulations. What has changed is that DFNS will receive notification of the producers who fail to complete corrective actions within the timeline determined by the provincial Dairy Program Specialist. This notification will include the sections of the Raw Milk Production and Transportation Regulations that are being contravened and DFNS will follow up with a penalty beginning 30 days after the referral from NSDA.

DFNS Penalty Process

According to the penalty system proposed by DFNS, the producer will have 30 days from the date of the follow up re-inspection to complete the outstanding corrective actions before the penalty is realized. Table 1 outlines the penalty system, which is the same system that is currently used for the proAction program.

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| Penalty for Non-Compliance with Dairy Farm Inspection Standards | | | |
| Consecutive Days of Non- Compliance | Penalty | | |
| 30 | \$3.00/hl* | | |
| 60 | \$4.00/hl* | | |
| 90 | \$5.00/hl* | | |
| 105 | shut-off | | |
| | | | |

Table 1. DFNS penalty timeline

It is the producer's responsibility to contact the Nova Scotia Department of Agriculture provincial Dairy Program Specialist when all outstanding corrective actions are complete. The provincial Dairy Program Specialist will conduct the re-inspection as soon as reasonably possible after that date. Depending on required corrective actions, the dairy program specialist may request confirmation by other means in lieu of a farm visit (e.g., phone, email, photo, etc.).

Once the Dairy Program Specialist is notified by the producer and confirms that all outstanding corrective actions have been completed the Dairy Program Specialist will inform DFNS and the penalty will be lifted.

For more information on the penalty system contact DFNS at dfns@dfns.ca

The Raw Milk Production and Transportation Regulations can be found at: https://www.novascotia.ca/just/regulations/regs/dirawmilk.htm



^{*}A monetary penalty applies per hectolitre of all of the producer's milk sold in the month in which the specified period of non-compliance expires.

The June and July Quota Exchanges were cancelled. A small amount of quota was offered for sale each month and used to satisfy a new entrant.

| Quota Exchange Deadline | Payment Due Date |
|----------------------------|---------------------|
| Aug 12, 2022 | Aug 29, 2022 |
| Sep 13, 2022 | Sep 28, 2022 |
| Oct 13, 2022 | Oct 27, 2022 |

Leased Quota

The total amount of quota leased in May 2022 was 776.68 Kgs and June was 834.6 Kgs.

To view the Lease-In List click here.

To add your farm to the list email farm name, contact name and phone number to dfns@dfns.ca

DFNB Newsletter

Visit www.nbmilk.org/en/ and click on the "Milk Matters" link to read their monthly newsletter.

Lab Results May/June 2022

Average IBC: 40,349 (May) 35,496 (June)

Average Somatic Cell Count (SCC): 164,663

(May) 168,092 (June)

Adulteration: (Tankers): 0 (May) 1 (June)

Send your **proAction** Self Declarations or corrections to:

Nancy Douglas (northern regions 1, 2, & 3) Email: ndouglas@dfpei.pe.ca Fax: 902-566-2755 Call: 902-394-1657

Phil Parlee (southern regions 4, 5, & 6) Email: proAction@nbmilk.org Fax: 506-432-4333 Call: 506-432-4330 Ext. 104

Dear fellow producers,

I'm writing this article while in Ottawa attending the DFC Annual Meeting. For the last 2 years this was done virtually but this year it is a scaled down version with only delegates participating in person and the rest of the provincial board members joining virtually. After this event, I will step down and our vice chair Greg Archibald will take over my position as a board member at DFC. Further to that, I will be stepping down from the DFNS board after our provincial AGM this November. Byron Lamb is also withdrawing from the board, and RJ Dillman's term will expire, therefore 3 positions will become available for producers to fill. I encourage all of you to give some consideration to running for one of these positions in the elections coming up in September.

At the provincial level, milk production is staying steady. Over the last number of weeks, we have had challenges to find a place for milk to be processed due to a strike at a major cheese plant in Quebec and a fire at a processing plant in Ontario. Because of this we had to dispose of some whole milk and do a lot of skimming. All this points to the need for increased processing capacity not only here in the region, but also across Canada.

Over the last number of years DFC has been working on a file on front of pack labelling where food products will get labelled based on content of sodium, sugar, and saturated fat. When health Canada started this process there would have been 89% of dairy products receiving a warning label. After many conversations and lots of lobbying, this percentage has been lowered to about 36%. This regulation is supposed to come into effect in 2026. It is our understanding that by changing some of the formulations of certain product we can further reduce this percentage in the years to come.

During DFC policy sessions there was a lot of discussion for us as a dairy industry to work towards Carbon neutrality by 2050. This is a very important topic to the consumer but also for us as farmers where the climate effects our livelihood. We, as an industry, will explore opportunities where we can have a positive impact on our environment. These will be different for each one of us.

On Aug 9 and 10, the board will have a policy session with all our milk committee members and invited guests from the P-5 provinces to discuss many topics, like transportation, sampling, trade, and the strategic plan exercise to name a few. Please contact any of your milk committee members in your area with your thoughts and suggestions.

I hope all of us can find the time to enjoy the summer and please stay safe.

Gerrit Damsteegt, DFNS Chair



The busy season is in full swing, and we've had lovely weather for it!

There are a couple of updates that I wanted to provide you with this issue, and the first is the changes to the target colour zones for proAction® Animal Care Assessments. The goal of the program is continuous improvement, and with that in mind, the temporary Dark Red Zone has been implemented for third round assessments. For any results in the dark red zone, there will be more frequent animal assessments (ie. in the next 12 months) and the number of animals to be sampled is increased.

There has also been a shift in the scoring criteria for the Red Zone. You may find that a previous score in the Yellow Zone, may now fall in the Red Zone (Table 1, DFC 2021). Scores of below 75% to 60% will fall under the Red Zone for all measures, with the exception of

Body Condition Score, which has a range of below 80% to 60%. Each measure that falls within the Red or Dark Red zones will require a corrective action plan to be completed, signed by an industry professional and implemented. This record must be present for future validations (record 7B).

It is also important to note that after two years (approximately March 2023), the Dark Red Zone will become a part of the Red Zone. This means the increases to cattle assessment frequency and sample size will apply to the Red Zone.

Table 1: Targets for animal-based measures and zone thresholds

| | Zones | | | |
|-------------------------|-------------------------------|--------------------------------------------|-------------------------------------|------------------------------------------------------------------------------|
| Measure | Green Meets excellent target | Yellow Corrective action plan recommended | Red Corrective action plan required | Dark Red Corrective action plan and increased cattle assessments required** |
| Body Condition Score | ≥95%* | 80% to <95% | 60% to <80% | <60% |
| Hock Score | ≥90% | 75% to <90% | 60% to <75% | <60% |
| Knee Score | ≥90% | 75% to <90% | 60% to <75% | <60% |
| Neck Score | ≥90% | 75% to <90% | 60% to <75% | <60% |
| Mobility Score | ≥90% | 75% to <90% | 60% to <75% | <60% |

*Percentage of cattle in the sample scoring Acceptable **Next cattle assessment is due in 12 months with a larger sample size

If you are unsure what constitutes an 'R' or 'Requires corrective action' for each of the individual measures, please feel free to reach out to me, or your Assessor/Classifier during your proAction® Animal Assessment. You can also find more information on the DFC website https://www.dairyfarmers.ca/proaction/resources/animal-care

I also wanted to provide an update on NLID tags. Our manufacturer, Alflex, is working hard to catch up on tag orders, however they are still taking approximately 8 weeks for delivery. If you've run out of tags please reach out to me or Customer Service at 1-877-771-6543 as we have options available to help get you through.

We have a new option available for producers that use RFID tags to run their robots/parlors. We have temporary reusable tags available, so that if an animal loses a tag you'll have time to order a proper replacement. These are not official NLID tags, but something to get you through until your replacement NLID tags arrive. If you would like more information, please do not hesitate to reach out to us!

That's all for now, but as always, if you have any questions, comments or concerns, please do not hesitate to call/text me at 519-865-7154, or email me at nmckillop@holstein.ca

Tasha McKillop

Atlantic Field Service Business Partner- Holstein Canada, Jersey Canada, and Guernsey Canada



Latest DFC ad campaign a 'rallying cry' for sustainable agriculture



Dairy Farmers of Canada (DFC) has launched a powerful new advertising campaign promoting its ambitious target to reach net-zero greenhouse gas emissions (GHG) from dairy farms by 2050. DFC's "I'm In" campaign builds upon the long-standing commitment of dairy farmers as stewards of the land and demonstrates how innovation is taking place on farms to achieve the sustainability goal. Throughout the campaign, real farmers proudly demonstrate their actions to protect the environment by declaring, "I'm in!" for DFC's Net Zero 2050 goal.

"I'm In" shines a light on sustainable strategies being undertaken by Canadian dairy farmers, through the sector's robust quality assurance program, proAction®, as well as other initiatives and innovations including a focus on soil health and water retention, plastics recycling, renewable energy and enhanced biodiversity. Highlighting these efforts are real farmers – who, for decades, have been making improvements that are beneficial for the farm and the environment – telling their own stories as they work year-round to produce high-quality, safe and nutritious milk.

Canadians can continue to put their trust in dairy farmers who share their experience with real-life projects such as sustainable cropping practices (regenerative agriculture), wetland restoration, tree planting, carbon sequestration and more.

The campaign will run from July 1st to August 12th, 2022, on televised and digital platforms, with strong influencer participation geared towards millennials and Gen-Zs, many of whom place environmentalism top -of-mind when making purchasing decisions.

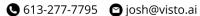
To view the campaign, please visit: https://dairyfarmersofcanada.ca/en/net-zero-2050.

Struggling to find workers for your farm?

Visto helps with:

- finding skilled labour from abroad
- preparing and submitting your <u>immigration applications</u>
- tracking and storing all of your <u>documents</u>

To learn more, call or email Josh at:











Milk Production and Pricing

Esben Arnfast, Chief Financial Officer

Daily NS raw milk volumes leveled out at 576,000 litres per day in May and declined slightly in June to 573,500 litres per day. The butterfat composition peaked in February at 4.25 kgs/hl and by June slipped down to 4.05 kgs/hl roughly matching the seasonal decline last year.

Overall, butterfat production of 23,215 kgs/day is only 0.64% less than last June. Compared to the issued quota of 23,679 per day, during the two months of May and June, the average under-production credits increased from -3.3 to -4.4 days. As we approach the Aug 1, 2022 P5 policy change in under-production credit limits from -30 to -15 days, there is currently 42 producers with under-production credits totaling 23,607 kgs in that range.

The NS transportation rate increased sharply in May to \$3.41/hl and moved to \$3.43/hl in June. Higher transporter payments are being pooled by all provinces as transporter rates are being adjusted to keep pace with higher costs.

The Nova Scotia average producer raw milk price for in-quota, below market SNF/BF, for May increased to \$94.95/hl and \$22.04/kg b.f. for milk of average composition. June's price dropped to \$89.24/hl and \$20.98/kg b.f.

The price decline was attributable to many factors, mostly resulting from a decrease in the average pool price for May which decreased the DFNS pooling adjustment applied in June. Also, the daily milk utilization value reported by processors decreased in June despite an uptick in fluid milk sales. Ice cream production slowed and lower-valued products increased.

The CDC runs a preliminary pool projection each month based on processor reporting for the current month. The projection for June showed some stabilization at 91.75/hl (22.26/kg b.f.) after the drop from April' high to May's average pooled price of \$91.92/hl (21.99/kg b.f.).

The monthly SNF/BF payment graph displayed some degree of shifting to the right as the ratios drift higher with the seasonal lowering of the milk butterfat composition. That trend will likely be more pronounced in the coming months

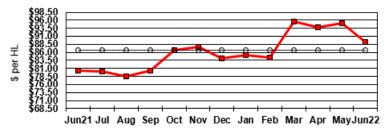
Total Licensed Producers in June: 200

Milk Marketing Report June

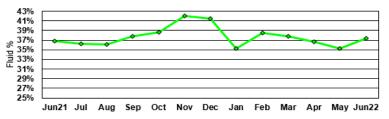
| PRODUCTION | 2022 | 2021 |
|----------------------------|---------|---------|
| Average Liters/Day | 573,488 | 575,395 |
| Average kg Butterfat/Day | 23,215 | 23,373 |
| Average Composition, kg/hl | | |
| Butterfat | 4.0481 | 4.0621 |
| Protein | 3.1755 | 3.1764 |
| Other Solids | 5.8990 | 5.9173 |
| Bulk Haulage (\$/hl) | 3.43 | 2.84 |
| | | |

| PRODUCER PRICES | BF (\$ per kg) | Protein (\$ per kg) | LOS (\$ per kg) | Avg. per HL |
|---------------------------------------------------|-------------------|------------------------|--------------------|-------------------|
| Jun In-Quota, Below Market | 12.3082 | 10.7345 | 0.9000 | 89.24 |
| Jun Market SNF Rate (\$/kg) SNF/BF = 2.00-2.30 | 0.000 | 4.2057 | 4.2057 | |
| Jun Over-Quota (Penalty) | -2.7327 | -1.9107 | -0.3917 | -20.00 |
| Jul Over-Quota (Penalty) | -2.7327 | -1.9107 | -0.3917 | -20.00 |

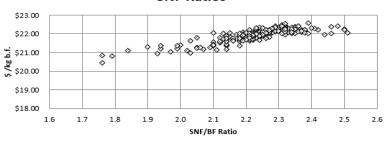
NS Average In-Quota Below Market SNF/BF Producer Price Per HL basis



Fluid Utilization Percentage



Jun 22 In-Quota Raw Milk Price Per KG B.F. at SNF Ratios





Benefits Bulletin July 2022

The Atlantic Federation of Agriculture (AFA) provides a comprehensive, cost-effective group insurance plan for the benefit of producers and families.

As mentioned in the April Communication, plan members have access to the digital health platform Connected Care. One of the services it offers is the **Diabetes Care Program**. This program is offered as part of Medavie's ongoing commitment to providing plan members with access to virtual tools to help them successfully navigate and manage their overall health, while building innovative solutions for chronic conditions, such as diabetes, that can drive benefits plan costs.

Diabetes is a prevalent drug in benefit programs, as it is one of the fastest growing chronic diseases in Canada, with over 11 million people affected.

The following are offered under **Diabetes Care Program**:

- A "health concierge" to welcome members and help them learn about the program features and enrollment process, as well as get set up
- A Blue Tooth® Accu-Chek® Guide blood glucose meter, test strips and lancets, all delivered by mail
- Test strips arrive at your doorstep as you need them
- Health professionals such as registered nurses, certified diabetes educators, and registered dieticians and psychologists to develop a personalized plan to meet your needs
- Health tracking through the mobile app, which connects with data from the monitoring tool

As a reminder, your plan design offers coverage for medical supplies and expenses related to Diabetes. A brief summary is provided below, however please review your benefit booklets for a more in-depth view:

You benefit plan reimburses for the following:

| Diabetic Supplies | Charges for needles, syringes, swabs, test strips and lancets | 100% (see benefit details) |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Diabetic Equipment | Charges for glucometer, pressurized insulin injector, continuous blood glucose monitoring transmitters, insulin dosing systems or other equipment approved by Blue Cross that performs similar functions. The equipment must be used for the Treatment and control of diabetes | 100% up to \$200 per calendar year |

For more information:

https://www.medaviebc.ca/en/members/your-coverage/connected-care https://www.medaviebc.ca/en/news/benefits-support-chronic-disease

Diabetes Care Program

Featuring Accu-Chek® + 360Care™

Living well with diabetes can be a lot of work.

Avoiding serious complications from this condition requires consistent monitoring of your nutrition and blood glucose levels and committing to a daily routine that supports healthy living. We know there are daily challenges and significant costs associated with diabetes care.

We can help.

As a Medavie Blue Cross Member, you have exclusive access to the **Accu-Chek® + 360CareTM Your Health Coach program**, which uses a quarterly subscription model to provide:

✓ A Bluetooth enabled Accu-Chek® Guide glucometer

- Accu-Chek® Guide test strips automatically delivered to your doorstep as you need them
- Access to a team of specialized health coaches through video, talk or text-based communication



This exclusive new offering integrates real-time glucose monitoring, personalized coaching and home delivery of supplies to help you effectively manage your health. If you are living with diabetes, high blood pressure or cholesterol or weight issues and test your blood glucose levels, the Diabetes Care Program can make life a little bit easier. The 360Care™ health coaching team includes registered nurses, dietitians and counsellors who work together to help you reach your health goals.



Just for you!

We worked directly with Accu-Chek's manufacturer to develop this exclusive, holistic approach to supporting your health.



Highlights of the program include:

Convenient and effective - Online enrolment and a multidisciplinary approach to health coaching offers convenient access to diabetes support whenever and wherever you want it, providing a combination of clinical guidance and regular touchpoints.



Home delivery - Both your Accu-Chek® Guide glucometer and test strips are sent directly to your front door — you do not need to leave the house to get supplies; the program knows when you need replenishment of your strips and dispatches a supply automatically, making testing easier than ever.

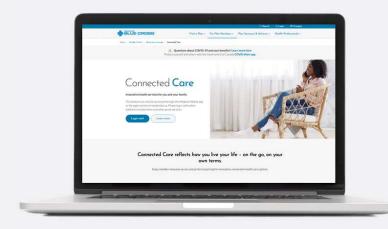
Concierge service - Personalized 1:1 assistance from a health concierge who will help you set up your digital account, schedule your initial coaching session, and answer any questions that you may have about program use and technical navigation.

Specialized coaching - A team designed to help you meet your health goals; depending on your needs, coaches may include a registered nurse, registered dietician, or registered psychologist/counsellor.



Covered by many plans – If your plan includes the Managing Chronic Disease benefit, you will pay only your co-pay. You can confirm if you have this coverage on the Medavie Blue Cross mobile app, under "Extended Health Benefits". It can also be reimbursed through a Health Spending Account or a Personal Wellness Account.

Reflecting your needs - The program covers as many test strips as you need, based on your own usage.



Ready to get started?

Learn more by logging in at medaviebc.ca/connected-care or through the Medavie Mobile app.



Frequently Asked Questions

Connected Care Diabetes Care Program





What is the Accu-Chek + 360Care Program?

This program combines specialized health coaching, a free glucometer and home delivery of as many test strips as needed for testing blood glucose. The health coaching is designed for people living with diabetes, high blood pressure or cholesterol or weight issues who test their blood glucose.

What Types of Health Coaches Might I Work With in This Program?

Depending on your needs, the Accu-Chek + 360Care program could include coaching with a Certified Diabetes Educator, Registered Nurse, Registered Dietitian, or a Registered Psychologist. The specific coaches you require will be discussed in a session with a Nurse Navigator.

How Do I Know If My Plan Has the Managing Chronic Disease Benefit?

If you have the Managing Chronic Disease benefit, it will appear in your employee benefits booklet. Look in the Summary of Benefits under the Extended Health Benefits section. You can also find it in the Medavie mobile app under My Coverages. See the Extended Health Benefits section.

How Much Does the Program Cost?

The program cost, including the Accu-Chek Guide monitor, test strips as needed and health coaching via the 360Care app, is \$156 for each 3 month period enrolled. For members who have the Managing Chronic Disease benefit, this amount will be direct billed to Medavie Blue Cross and the member's credit card will be billed for their Extended Health Benefit co-pay.

Can I Use Other Brands Of Glucometer/Test Strips With This Program?

While blood glucose readings from other brands of monitors could be manually input by a member into the 360Care app, only the Accu-Chek Guide monitor and test strips are included with this program. No discount is available for those who wish to use other brands of meter/test strips. The program includes a Bluetooth-enable monitor that determine when a resupply of test strips is required.



Frequently Asked Questions (continued)

Connected Care **Diabetes Care Program**

Is This Program Available For Members Who Use Other Brands Of Glucometers/Test Strips or CGM Systems?

The Accu-chek + 360Care program includes a Bluetooth-enabled Accu-chek Guide monitor which provides data to the 360Care app when a reading is taken. This usage data tells Roche, the maker of Accu-Chek test strips, when to send a new supply of test strips to a member's home. Other brands of glucometer or CGM device are not part of this program. As program participants are provided with a new monitor and appropriate test strips, those using other options for brands may choose to switch to the Accu-Chek system.

How Long Does the Program Last?

Participants must register for the program for 3 months at a time. This will allow members enough time to evaluate if the health coaching is valuable for them. There is no defined end to the program. Members may continue in the program, 3 months at a time, for as long as they find value in the combination of home delivered test strips and health coaching.

Are There Options To Help Members With Other Chronic Health Conditions?

The Managing Chronic Disease benefit provides coverage for specialized health coaches to help members address chronic conditions like diabetes, including pre-diabetes, cardiovascular or lung diseases and smoking cessation. More information can be found on Medavie's website at medaviebc.ca/en/members/yourcoverage/managing-chronic-disease.

How Do I Register?

Go to Medavie's Connected Care site on the mobile app or the member services site (medaviebc.ca). Choose "Diabetes Care Program", then click the "Get started now" or "View program details" button to enter the Accu-Chek + 360Care site. Further instructions are provided on the partnered page.

What If I Need Assistance With the App?

Part of the onboarded process is a call with the program's Concierge. This person will help you set up the 360Care app and make sure your Guide meter is sending readings to the app. They will also schedule your first coaching session, process your first quarterly payment, and answer any questions you may have about the program. Please note, the Concierge is not a medical professional. Any questions specific to your diabetes or other health conditions will be answered by the Nurse Navigator, Diabetes Educator or Registered Dietician.

More Questions?

Visit medaviebc.ca/connected-care to learn more about the program.



