

Real-Time Continuous Glucose Monitoring Systems Policy and Administration Manual

**Assistive Devices Program
Ministry of Health**

ontario.ca/page/assistive-devices-program

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Introduction

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Part 1: Introduction to Real-Time Continuous Glucose Monitoring Systems Policy and Administration Manual

100 Purpose of the Manual

The purpose of the Policy and Administration Manual is to present the policies and procedures for ADP coverage for Real-Time Continuous Glucose Monitoring Systems. The Policy and Administration Manual is intended to complement the Policies and Procedures Manual for the Assistive Devices Program (also referred to as the “ADP Manual”).

This Policy and Administration Manual forms part of the agreement between the Ministry of Health and the Vendor, and the understanding between the Ministry of Health and Diabetes Education Programs. The Ministry reserves the right to revise this Policy and Administration Manual.

100.01 Intended Target Audience

The Assistive Devices Program (ADP) intends the Policy and Administration Manual to be used by the following:

- health professionals from the Diabetes Education Programs who treat individuals with type 1 diabetes; and

- Vendors who have an Agreement with the ADP to provide Real Time Continuous Glucose Monitoring Systems, and the related services.

105 Protecting Personal Health Information

Vendors must comply with all applicable privacy laws governing information regarding their Clients.

See the ADP Manual, Policy 700, Protection of Personal Information and Personal Health Information.

110 Definitions

Capitalized terms used in this Policy and Administration Manual shall have the meaning associated with them as set out in the ADP Manual or such meanings as described below:

- 110.01 **Ambulatory Glucose Profile** means glucose metrics that are derived from a Real-Time Continuous Glucose Monitor.
- 110.02 **Capillary Blood Glucose**, according to *Diabetes Canada Clinical Practice Guidelines for the Prevention and Management of Diabetes in Canada*, means determination of glucose levels in the capillary blood using finger sticks.
- 110.03 **Change in Vendor Form** means the form that is completed when a Client changes from one Vendor to another Vendor.
- 110.04 **Diabetes Education Program** means a specialized multi-disciplinary team registered with the ADP and comprised of health professionals that

provides diabetes education, treatment, and follow-up resources to individuals with diabetes.

- 110.05 **Insulin Pump** means a portable, battery-operated, programmable device for administering insulin subcutaneously and manufactured by Medtronic Canada ULC.
- 110.06 **Insulin Pump Supplies** means the items that are used with the Insulin Pump
- 110.07 **Intermittently Scanned Continuous Glucose Monitoring**, according to *Diabetes Canada Clinical Practice Guidelines for the Prevention and Management of Diabetes in Canada*, means measurement of interstitial blood glucose via intermittent scanning of a sensing device.
- 110.08 **Maximum Allowable Quantity** means the maximum number of Supplies for which the Vendor is eligible to receive payment from the ADP in one Renewal Period, as set out in the Product Manual.
- 110.09 **Medical Eligibility Criteria** means medical conditions that determine eligibility for ADP coverage for Real-Time Continuous Glucose Monitoring Systems.
- 110.10 **Nurse Practitioner** means a registered nurse who holds an extended certificate of registration under the *Nursing Act, 1991*, S.O. 1991, c. 32 or any successor legislation thereto.
- 110.11 **Physician** means a physician member of the College of Physicians and Surgeons of Ontario who is qualified to practice medicine in Ontario under the *Medicine Act, 1991*, S.O. 1991, c. 30 or any successor legislation thereto.
- 110.12 **Prescriber** means a Physician or Nurse Practitioner registered as a Prescriber with a Diabetes Education Program.

- 110.13 **Real-Time Continuous Glucose Monitor** means a Receiver, an Insulin Pump, or a compatible mobile device that displays in real-time for viewing at any time interstitial fluid glucose.
- 110.14 **Real-Time Continuous Glucose Monitoring** means, according to *Diabetes Canada Clinical Practice Guidelines for the Prevention and Management of Diabetes in Canada*, the measurement of interstitial fluid glucose via a sensing device that is continuously transmitting the data to a device with real-time display for viewing at any time, and includes a Real-Time Continuous Glucose Monitor and the Supplies.
- 110.15 **Real-Time Continuous Glucose Monitoring System** means:
- (a) in the case of Medtronic Canada ULC:
 - i. the Supplies manufactured by Medtronic Canada ULC; and
 - (b) in the case of Dexcom Canada, Co.:
 - i. the Receivers; and
 - ii. the Supplies manufactured by Dexcom Inc. and distributed by Dexcom Canada, Co.
- 110.16 **Receiver** means the Dexcom G6® or Dexcom G7® Receiver manufactured by Dexcom Inc. and distributed by Dexcom Canada, Co.
- 110.17 **Renewal Date** means the date on which a Renewal Period expires.
- 110.18 **Renewal Eligibility Criteria** means the conditions that determine continuing eligibility for ADP coverage for the Supplies.
- 110.19 **Renewal Form** means the form that confirms the Client's ongoing eligibility for ADP coverage.

- 110.20 **Renewal Period** means a 24-month period beginning:
- (a) in the case of the first Renewal Period, on the day the Prescriber signs the Application Form; and
 - (b) in the case of subsequent Renewal Periods, on the Renewal Date.
- 110.21 **Supplies** means the sensors and transmitters that are used with a Real-Time Continuous Glucose Monitor and listed in the Product Manual for Real-Time Continuous Glucose Monitoring Systems.

For more definitions, see the ADP Manual, Policy 110, Definitions.

For the purposes of interpretation, words used in this Policy and Administration Manual in the singular include the plural and vice versa.

115 Roles and Responsibilities

In the process of confirming eligibility for ADP coverage, the Applicant/Client, the Diabetes Education Program and the Vendor have specific roles and certain rights and responsibilities.

Additional information may be found in the ADP Manual and the Vendor Agreement.

115.01 Roles and Responsibilities of the Applicant/Client

- Using information provided by the Diabetes Education Program and the Vendor will decide whether to proceed with an application for ADP coverage of a Real-Time Continuous Glucose Monitoring System.

- Should carefully review all the information on the Application Form, Section 3 – "Applicant's Consent and Signature" prior to signing Section 3.
- Has the right to seek a second opinion if the individual disagrees with the Diabetes Education Program's assessment of their needs.
- Commits to regular assessments by diabetes Prescribers as deemed appropriate by the Diabetes Education Program.
- Wears the Real-Time Continuous Glucose Monitor for a minimum of 70% of the time.
- Shares data components of the Ambulatory Glucose Profile with their diabetes health care providers/team.
- Is responsible for completing the Renewal Form every two (2) years.
- Is responsible for returning the Renewal Form to the Vendor.
- Is responsible for ensuring that the information recorded on the Renewal Form is accurate in order for the ADP to confirm their continued eligibility of ADP coverage for the Supplies.
- Is responsible for providing updated information to the ADP regarding their name, address and/or Health number at the contact information provided in policy 900 of this Policy and Administration Manual.
- Is responsible for retaining original receipts for two (2) years after the date the Client receives the Real-Time Continuous Glucose Monitoring System.
- Agrees that a return to Capillary Blood Glucose may be temporarily required in the event of a Real-Time Continuous Glucose Monitoring failure.

115.02 Roles and Responsibilities of the Diabetes Education Program

- Assumes the leadership role in the assessment process, confirmation of the eligibility, and completion of the Application Form.
- Will provide the Eligible Person with accurate information about ADP policies, eligibility criteria, and procedures, so the Eligible Person can make a well-informed decision regarding submitting an application to the ADP.
- Will identify the need for Real-Time Continuous Glucose Monitoring as part of the Eligible Person's assessment process.
- Will recommend the Real-Time Continuous Glucose Monitoring System that meets the Eligible Person's requirements.
- Will not submit an application for ADP coverage for an individual who does not meet the Medical Eligibility Criteria.

115.03 Roles and Responsibilities of the Vendor

- Is responsible for having employees trained in the use of the type of Real-Time Continuous Glucose Monitoring System which the ADP has authorized the Vendor to provide to Clients, and in providing instructions for the effective use, care, and maintenance of the Real-Time Continuous Glucose Monitoring System.
- Will work cooperatively with the Applicant/Client and the Diabetes Education Program to ensure that the choice of Real-Time Continuous Glucose Monitor is appropriate to meet the Applicant/Client's basic requirements.

- Will submit the Application Form to the ADP on behalf of the Applicant.
- Must notify the Diabetes Education Program when the Vendor has provided the Real-Time Continuous Glucose Monitoring System to the Applicant/Client directly so the Diabetes Education Program can complete appropriate follow-up.
- Is responsible for working with the Client to ensure the Renewal Form is completed and returned to the ADP to enable the ADP to determine ongoing eligibility and payments to the Vendor.
- Is responsible for submitting the Renewal Form to the ADP on behalf of the Client prior to the Renewal Date.
- Must continue to meet all conditions specified in their executed Vendor Agreement and the Manuals.

Devices Covered

2

Part 2: Devices Covered

200 Devices Covered

- 200.01 The ADP provides coverage for the Real-Time Continuous Glucose Monitoring Systems, in accordance with this section.
- 200.02 For ADP coverage of the Insulin Pump and the Pump Supplies, the Applicant must:
- meet the medical eligibility criteria outlined in the Insulin Pump and Supplies Policy and Administration Manual, Part 3: Applicant Eligibility Criteria for Insulin Pump and Supplies; and
 - submit a separate Application Form (Application for Funding Insulin Pumps and Supplies).
- 200.03 The Supplies approved for ADP coverage are listed in the Product Manual. The ADP provides coverage for the Supplies, up to the Maximum Allowable Quantity.
- 200.04 If an eligible Client does not have a compatible mobile device and needs a Receiver, the Vendor will provide the Client with one (1) Receiver at no cost to the Client.
- The Client must contact the Vendor to obtain a Receiver.
- If the Client needs a replacement Receiver, the Client must contact the Vendor.
- 200.04 The ADP does not provide ADP coverage for Intermittently Scanned Continuous Glucose Monitoring or the related supplies.

200.05 The ADP does not provide ADP coverage for compatible mobile devices.

205 Repairs/Batteries

The ADP does not provide ADP coverage towards the cost of repairs, maintenance and/or replacement batteries for any Real-Time Continuous Glucose Monitor.

Applicant Eligibility Criteria for Real-Time Continuous Glucose Monitoring Systems

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Part 3: Applicant Eligibility Criteria for Real-Time Continuous Glucose Monitoring Systems

300 Prescriber

The ADP will only provide ADP coverage for Real-Time Continuous Glucose Monitoring Systems when Real-Time Continuous Glucose Monitoring is prescribed by a Physician or Nurse Practitioner registered with the ADP as a Prescriber.

The ADP will only register a Physician or Nurse Practitioner as a Prescriber for Real-Time Continuous Glucose Monitoring if the Physician or Nurse Practitioner is an adult or pediatric diabetes specialist.

305 Applicant Identified as Ineligible by ADP

An Applicant may be deemed ineligible if the criteria for their access to the ADP are not met or where information supplied in connection with an Application Form is insufficient, incomplete and/or inaccurate.

In cases of denial, the Vendor, the Applicant, and the Prescriber will be advised of the reason.

310 Medical Eligibility Criteria for Real-Time Continuous Glucose Monitoring Systems

310.01 An Applicant with type 1 diabetes will be eligible to receive ADP coverage for a Real Time Continuous Glucose Monitoring System if the individual meets the following Medical Eligibility Criteria.

1. Applicant has type 1 diabetes.
2. Applicant meets one of the following.
 - a. Owing to their developmental stage or a previously diagnosed cognitive or physical impairment, Applicant is:
 - i. **unable** to recognize or communicate symptoms of hypoglycemia; or
 - ii. independently perform fingerstick glucose testing.
 - b. Applicant had severe hypoglycemia in the past two (2) years without an obvious precipitant, despite optimized use of insulin therapy and glucose monitoring (at least 4 times/day) which result in one of the following:
 - i. suspension of the applicant's driving licence;
 - ii. hospitalization or emergency room or EMS visit; or
 - iii. glucagon administration, unconsciousness, or seizure.
3. Applicant demonstrates experience with and commitment to managing blood sugar control and an ability to use Real-Time Continuous Glucose Monitoring safely and effectively by **ALL** of the following:
 - a. Applicant demonstrates a commitment to long-term diabetes follow-up through regular assessments by diabetes educators, and prescribers at intervals deemed appropriate by the Diabetes Education Program.
 - b. Applicant agrees to wear the Real-Time Continuous Glucose Monitor full-time.

- c. Applicant agrees to share the data components of the Ambulatory Glucose Profile with the diabetes health care providers/team such as:
 - i. percent time in target range, percent time above or below target range, percent time in hypoglycemia; and
 - ii. visual representation of average 24-hour glucose profile for a 2-week period.

315 Renewal Eligibility Criteria for Supplies

Clients with type 1 diabetes will continue to be eligible for ADP coverage for the Supplies if the individual meets the following Renewal Eligibility Criteria.

1. Client continues to demonstrate a commitment to regular assessments by diabetes prescribers as deemed appropriate by the Diabetes Education Program.
2. Client wears the Real-Time Continuous Glucose Monitor for a minimum of 70% of the time.
3. Client shares data components of the Ambulatory Glucose Profile with their diabetes health care providers/team.

Confirmation of Eligibility for Real-Time Continuous Glucose Monitoring System

4

Part 4: Confirmation of Eligibility for Real-Time Continuous Glucose Monitoring System

400 Acceptable Evidence of Medical Eligibility Criteria

A Diabetes Education Program must assess the Applicant. The Diabetes Education Program will determine if the Applicant is an appropriate candidate for Real-Time Continuous Glucose Monitoring and meets the Medical Eligibility Criteria for a Real-Time Continuous Glucose Monitoring System. **(see 310)**

A Prescriber must certify that the Applicant has type 1 diabetes and meets the Medical Eligibility Criteria. **(see 310)**

405 Renewal of ADP Coverage for Supplies

To renew ADP coverage for the Supplies, the Client must certify that the Renewal Eligibility Criteria **(see 315)** was met.

The Client must confirm the following.

1. Client continues to demonstrate a commitment to regular assessments by diabetes prescribers as deemed appropriate by the Diabetes Education Program.

2. Client wears the Real-Time Continuous Glucose Monitor for a minimum of 70% of the time.
3. Client shares data components of the Ambulatory Glucose Profile with their diabetes health care providers/team.

See Part 7 for more details on ADP coverage and payment

Diabetes Education Program

5

Part 5: Diabetes Education Program

500 Diabetes Education Program Status

In order to participate in the ADP, a Diabetes Education Program must be registered as an ADP clinic.

505 ADP Clinic Status

In order to maintain active ADP clinic status, a Diabetes Education Program must ensure that the ADP has an updated list of Prescribers who are actively prescribing Real-Time Continuous Glucose Monitoring.

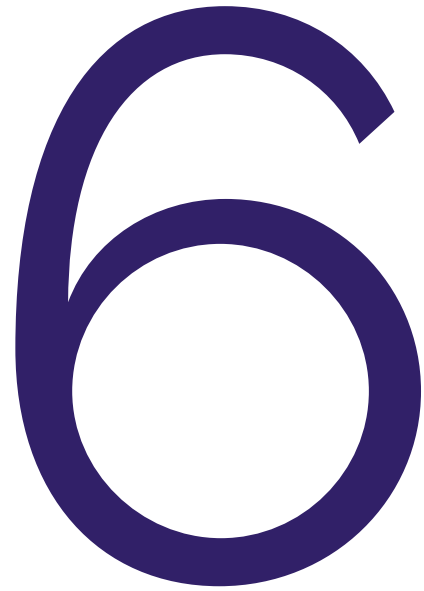
510 Guidelines for a Diabetes Education Program

For more information refer to the Insulin Pump and Supplies Policy and Administration Manual.

515 Record Keeping

Accurate record keeping is essential. The ADP may ask to see the Diabetes Education Program's clinical assessment findings to confirm the Applicant/Client's eligibility and/or as part of the ADP's audit review procedures.

ADP Coverage and Payment



Part 6: ADP Coverage and Payment

600 ADP Coverage for ADP Clients

- 600.01 Subject to section 600.02, the Real-Time Continuous Glucose Monitoring System will be provided to eligible Clients at no cost to the Client.
- 600.02 The Supplies will be provided to eligible Clients at no cost to the Client, up to the Maximum Allowable Quantity.
- 600.03 For the Supplies, where the Maximum Allowable Quantity covered under ADP is reached, the Vendor may sell the Supplies to the Client at a price that does **not** exceed the Approved Price.

See the ADP Manual, Policy 905, Rebates.

605 Delivery of the Real-Time Continuous Glucose Monitor and the Supplies

The Vendor will provide the Client with the Real-Time Continuous Glucose Monitoring System, together with a fully itemized receipt.

See ADP Manual, Policy 935, Client Signature on Invoice.

Policy 935 of the ADP Manual applies with necessary modifications to receipts provided under this Policy 605.

610 Renewal of ADP Coverage for Supplies

610.01 In order to continue to receive ADP coverage for the Supplies, the Client must meet the Renewal Eligibility Criteria. (**See 315**).

610.02 The Client must complete the Renewal Form every two (2) years, in order to confirm the Client's continued eligibility to receive ADP coverage for the Supplies.

When fully and correctly completed, the Client must return the Renewal Form to the Vendor.

610.02 The Vendor will submit the Renewal Form to the ADP.

The Vendor must submit the Renewal Form to the ADP prior to the Renewal Date in order to prevent payment delays. The Vendor can submit the Renewal Form to the ADP in the twelve (12) week period prior to the Renewal Date.

Renewal Forms received after the Renewal Date will result in delays in the processing of payments.

If the submitted Renewal Form is fully and correctly completed, and if the Client continues to meet the Renewal Eligibility Criteria, the ADP will process the Renewal Form and the Vendor will continue to receive the payments from ADP for Supplies provided to the Client, in accordance with any terms set out in the Vendor Agreement.

610.03 If the submitted Renewal Form is incomplete, the ADP will notify the Vendor that the Renewal Form is not approved

- 610.04 If the Renewal Form is not returned to the ADP, or the Client does not meet the Renewal Eligibility Criteria and the ADP will discontinue ADP coverage for the Supplies.
- 610.05 The ADP will discontinue ADP coverage for the Supplies if:
- the Renewal Form is not returned to the ADP;
 - the Renewal Form confirms the Client does not meet the Renewal Eligibility Criteria; or
 - the ADP receives written notification from the Diabetes Education Program that the Client is not meeting the Renewal Eligibility Criteria.
- 610.06 The Client must retain a copy of any receipts related to the Supplies for a period of two (2) years.

615 Client Status Changes

- 615.01 When assessing an Applicant's eligibility to receive ADP coverage for the Supplies, the ADP verifies the information on the Application Form matches the Health number, last name and date of birth in the Ministry of Health's Registered Persons Data Base (OHIP database). As well, the system confirms that the Applicant/Client is not deceased and is an OHIP-insured person. If there is a mismatch of information or if the information is not confirmed, the Applicant will be deemed ineligible and no payment will be made to the Vendor for the Supplies.
- 615.02 It is the responsibility of the Client to notify the ADP of a change in name, address, Health number or any other relevant information. Notification of a change can be sent to adp@ontario.ca

- 615.03 The ADP will cancel ADP coverage for the Supplies when it receives notification that a Client no longer requires ADP coverage, is no longer eligible for ADP coverage or that the Client is deceased. The Client or Agent must submit documentation that includes the Client's name, Health number or the claim number and a request to cancel ADP coverage. This information must be submitted to adp@ontario.ca. If the Client is deceased, a copy of the death certificate must also be submitted.

620 Restarting ADP Coverage for Supplies: Client Did Not Meet the Renewal Eligibility Criteria

- 620.01 If the ADP discontinues ADP coverage for the Supplies because the returned Renewal Form confirms the Client does not meet the Renewal Eligibility Criteria, the Client can apply for the ADP to restart ADP coverage for the Supplies.
- 620.02 The ADP will consider on a case-by-case basis requests to restart ADP coverage for the Supplies, cancelled because the Client confirmed that the Renewal Eligibility Criteria was not met.

The Diabetes Education Program must submit written documentation outlining the relevant clinical information.

The ADP will review the information.

- 620.03 If ADP coverage is reinstated, the ADP will only provide coverage up to the Maximum Allowable Quantity of Supplies.

625 Restarting ADP Coverage for Supplies: Client Did Not Return the Renewal Form

- 625.01 If the ADP discontinues ADP coverage for the Supplies because the Client did not return the Renewal Form to the ADP, the Client can apply for the ADP to restart ADP coverage for the Supplies.
- 625.02 Client must complete the Renewal Form and return the Renewal Form to the ADP.
- 625.03 If ADP coverage is reinstated, the ADP will only provide coverage up to the Maximum Allowable Quantity of Supplies.

630 Changing Vendors

- 630.01 If the Client changes Vendors, the Client must notify the ADP by submitting the Change of Vendor Form.

The Change of Vendor Form must include the effective date the Client changed in Vendors.

To ensure that the new Vendor can receive payment from ADP for the Supplies provided to the Client, the Change of Vendor Form must be completed and signed by the following:

- the Client;
- the Diabetes Education Program;
- the previous Vendor; and
- the new Vendor.

The Change of Vendor Form is located on the ADP website. Once completed and signed the Client can return the Change of Vendor Form to assistivedevicesprogram@one-mail.ca.

Application for ADP Coverage for Real-Time Continuous Glucose Monitoring Systems



Part 7: Application for ADP Coverage Real-Time Continuous Glucose Monitoring Systems

700 Guide to Completing the Application Form

For more information on completing the Application Form, see the ADP Manual, Part 8, Application Forms.

705 Renewal Form for Real-Time Continuous Glucose Monitor Supplies

The Vendor will provide the Renewal Form to the Client.

The Client must complete the Renewal Form to confirm their continued eligibility to receiving ADP coverage for the Supplies **(see 315)**.

To prevent ADP payment delays to the Vendor, the Vendor is responsible for submitting the Renewal Form to the ADP on behalf of the Client prior to the Renewal Date.

705.01 Renewal Form

The Renewal Form consists of the following:

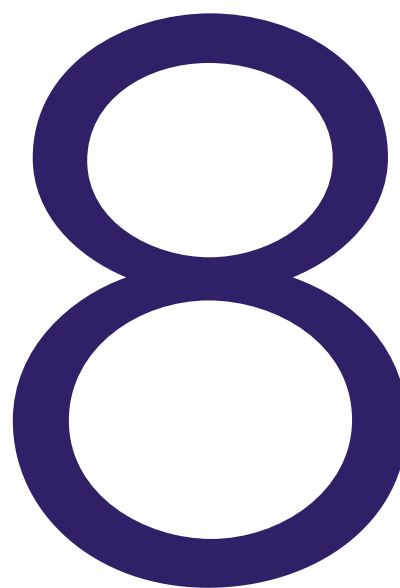
- the Client's name and address;

- ADP reference number; and
- date the ADP issued the renewal letter.

The Client must confirm the following about themselves:

- the Client continues to demonstrate a commitment to regular assessments by diabetes prescribers as deemed appropriate by the Diabetes Education Program;
- the Client wears the Real-Time Continuous Glucose Monitor for a minimum of 70% of the time; and
- the Client shares data components of the Ambulatory Glucose Profile with their diabetes health care providers/team.

Vendors



Part 8: Vendors

800 Vendor Status

Vendors wishing to submit a request to the Ministry to receive payment from ADP for Real-Time Continuous Glucose Monitoring Systems must be registered as Vendors in the Device category.

800.01 Manufacturers As Vendors

Despite subsection (b) and (c) of section 605.00 in the ADP Manual, any manufacturer of Real-Time Continuous Glucose Monitors and the Supplies may apply for Vendor registration status for Real-Time Continuous Glucose Monitoring Systems.

805 Device Care and Maintenance / Repairs

The Vendor must have employees trained in the use of the Real-Time Continuous Glucose Monitoring System the ADP has authorized the Vendor to provide to ADP Clients.

The Vendor must provide instructions to Clients regarding the effective use, care, and maintenance of the Real-Time Continuous Glucose Monitoring System the ADP has authorized the Vendor to provide to ADP Clients.

The ADP does not provide coverage towards the cost of repairs or maintenance for the Receiver. The cost of repairs during the warranty

period will depend on the terms of the warranty. The cost of repairs after the warranty period expires is the responsibility of the Client.

If due to product failure the Client cannot use the Supplies, the Client must call their Vendor.

810 General Vendor Policies

Detailed information about Vendor registration and policies and procedures is found in the ADP Manual in the following areas:

- Part 4, General Authorizer and Vendor Policies;
- Part 6, Vendors;
- Part 7, Personal Health Information, and
- Part 9, Invoice Processing and Payment.

Note in Particular:

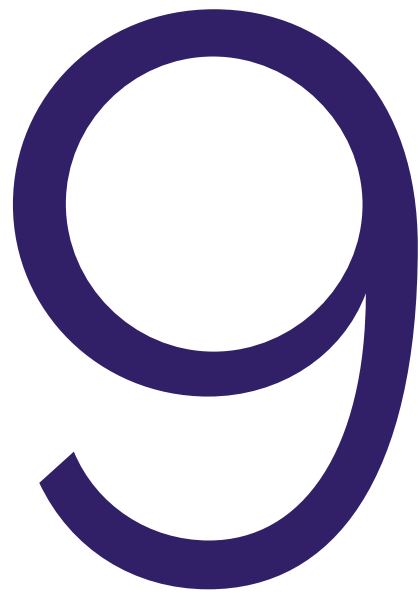
- i. Policy 405, Conflict of Interest
- ii. Policy 415, Advertising
- iii. Policy 420, Referrals
- iv. Policy 600, Applying for Registration – New Vendor
- v. Policy 601, Applying for Registration – Additional Vendor Location or Additional Category of Devices
- vi. Policy 602, Maintaining Registration as a Vendor

- vii. Policy 615, Relationships of Hospitals and Vendors
- viii. Policy 620, Vendors Sharing Proceeds with Long-Term Care Homes
- ix. Policy 640, Informing Persons of the Program
- x. Policy 660, Refusal to Supply for Safety Reasons
- xi. Policy 665, Warranties of Purchased Devices
- xii. Policy 670, Repairs of Purchased Devices
- xiii. Policy 700, Protection of Personal and Personal Health information
- xiv. Policy 905, Rebates

The ADP Manual is available at:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals/policies-procedures-administration-and>

Contact Information



Part 9: Contact Information

900 Program Addresses

900.01 Assistive Devices Program

Assistive Devices Program
Ministry of Health
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Telephone: Toronto area (416) 327-8804

Toll free: 1-800-268-6021

TTY: 1-800-387-5559

Fax: (416) 327-8192

Public Website:

<https://www.ontario.ca/page/assistive-devices-program>

Health Professionals Website:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals>

900.02 Financial Management Branch

Ministry of Health
Financial Management Branch,
P.O. Box 48
49 Place d'Armes, 3rd Floor
Kingston Ontario K7L 5J3

Telephone: In Kingston (613) 548-6477
Toll free: 1-800-267-9458
Fax: (613) 547-1963