

**Written Submission for the Pre-Budget Consultations in  
Advance of the Upcoming Federal Budget**

**From: The Charles H. Best Diabetes Centre**



**Recommendation:** That the federal government provide funding in the amount of \$1,750,000 for the Building on the Best Expansion Campaign.



## Introduction to Type 1 Diabetes (T1D)

Diabetes Canada recently released 2022 figures that show the continued rising trend of diabetes rates in Canada with no signs of leveling or decreasing. Diabetes continues to affect more Canadians than ever before and reasserts the need for further investment into diabetes care and research to help turn the tide. Today, there are more than 5.7 million Canadians living with diagnosed diabetes (type 1 or type 2 diabetes). Diabetes costs the Canadian healthcare system \$30 billion per year to treat people with diabetes and its complications. The high prevalence of diabetes and its overwhelming impact on our communities and healthcare system means that we must further the diabetes agenda.

For more than 300,000 Canadians living with type 1 diabetes, each day brings multiple decisions and challenges to manage this life-threatening disease. Type 1 diabetes is not preventable, its cause is unknown and there is no cure. For those coping with T1D, dealing with this potentially fatal disease is life altering.

There are two major types of diabetes, type 1 and type 2. The most common is type 2 and it is estimated to account for 95% of all diabetes. It is not unusual for the lay person to think that diabetes is not a “big deal”, to think that it is treatable with changes to diet and exercise and to assume that kids will outgrow it. Some of those thoughts may be true for type 2, but type 1 diabetes is life threatening and incurable.

Imagine having to inject yourself with insulin multiple times daily to stay alive. When someone has type 1 diabetes, their pancreas does not make insulin which is necessary to keep their blood sugar levels in a healthy range. If not managed properly, the outcome could be fatal.

Type 1 diabetes can lead to several complications if not managed well. T1D is the leading cause of vision loss and every year T1D contributes to:

- 30% of strokes
- 40% of heart attacks
- 50% of kidney failure requiring dialysis
- 70% of amputations

Diabetes management is a never-ending, overwhelming and exhausting series of decision-making tasks that add enormous stress and feelings of isolation and frustration for the family. Most people do not understand the impact of this diagnosis that very often will fracture families in a variety of ways including separation, stress-related illness, school and career failures. It can be a source of constant conflict between parent and child. All this can culminate in much mental illness and distress.



## The Charles H. Best Diabetes Centre (aka The Best Centre)

As the “one-of-kind” centre in Canada; The Best Centre is dedicated to keeping patients healthy by healthcare professionals’ education and support employing a family support model. We are an important part of the larger healthcare system in that we contribute to a reduction in hallway medicine, visits to emergency departments and hospital admissions. We teach and support self-management skills and control of patients’ blood glucose levels; thereby reducing the long-term risks of co-morbidities and other chronic diseases. Our staff of nurses, dietitians and social workers work with physicians and thousands of patients; helping to meet the growing needs in the community.

### Vision

As an esteemed leader in type 1 diabetes expertise, we provide exceptional community-based services driven by our patients and their need for lifelong care, education and support.

### Mission

To keep our children, youth and adults living with type 1 diabetes healthy until a cure is found.

Located in Whitby, Ontario, we have been taking care of the people of Durham Region since 1989, providing healthcare, education and support to patients and caregivers living with incurable and life-threatening type 1 diabetes. Being a registered charity, we do not charge a fee for any of our patient programs. The demand for the centre’s services has increased at an annual average of **14.5%** over the last decade. The estimated future demand for our services in the Region of Durham indicates a growth of **93%** over the next ten years. The Best Centre currently has a caseload of about 2,000 patients with a projection to double in the next 5 years. The anticipated increase in total patients is in part due to our commitment to care for patients of all ages, meaning that we do not discharge patients when they become adults. [See Appendix 1 – Executive Director Update for AGM June 2022.](#)

Our programs include:

- After-Hours Urgent Care: 24/7 on-call clinical educator service for newly diagnosed patients and those with emergent needs; often resulting in avoiding emergency room/hospital admission.
- Comprehensive school and outreach programs; including home visits and telemedicine services.
- Advanced knowledge translation and education for healthcare professionals.
- Extensive patient training for insulin pump and continuous glucose monitoring.

The outcomes we achieve have a direct and positive impact on the individual, the community and the healthcare system overall. In fact, we recently published these results from a process improvement initiative. Some of these improvements were:

- Wait times for initial appointments improved by nearly 50%
- The time for patients to reach blood sugar target levels (A1c) reduced by 65%
- Variability in time to reach blood sugar target levels (A1c) reduced by 68%



We were particularly pleased to see such significant improvement in patients reaching A1C targets sooner since type 1 diabetes patients face fewer risks for health complications when they are able to maintain blood glucose levels within an optimal range.

Patients and families often tell us that they would be lost without the centre. After more than 32 years of success, we have garnered national and international respect from the type 1 community, as a unique, specialized and unmatched diabetes education team.

## The Building on the Best Expansion Campaign

The Best Centre has launched a \$5 million capital fundraising campaign to meet the growing demands of our services and expand our programs. The Building on the Best Expansion Campaign will expand the footprint on our current site to provide enough space for projected demand in the decades to come. Preliminary building and renovation designs are completed with a vision to maintain a high level of individualized support, privacy and access. The successful completion of this capital project will benefit all of Durham Region, GTA and other areas across Ontario.

The campaign goals align perfectly with Health Canada's strategic priorities; to ensure that Canadians have access to appropriate and effective health services and supporting access to health services for specific populations. The expansion is long overdue and is essential to ensure children, adolescents, adults, seniors and their families continue to have access to specialized type 1 diabetes care in Canada. If we do not expand, a ripple effect of poor access, poor outcomes and ultimately a strain on both the primary care and acute care system will ensue.

As of today, the Best Centre has outgrown its capacity. The architectural design plans include an impressive end-product of 18 offices (up from 7), a new large event and professional education space, full 1<sup>st</sup> floor accessibility, improved privacy and layout of new addition (welcome area) that will connect the two original structures. We expect to break ground in 2023.

The campaign is in its third successful year that has raised a total of **\$2,427,516** through the support of our donors (community, municipal, and corporate) has. Included in these funds raised are **\$340,125** Community Investment Grant (7.5 per cent of capital) from Durham Region, **\$250,000** pledge from the Town of Whitby, and **\$75,000** pledge from the City of Oshawa.

See Appendix 2 – June 2022 Campaign Update.

The Charles H. Best Diabetes Centre is part of the continuum of infrastructure planning and development for Durham Region and alleviates cost pressures on the Canadian health-care system. To align with the Government of Canada's priority of supporting Canadians' access to appropriate and effective health care; we are requesting a total contribution of **\$1,750,000** (over 3 years with a suggested disbursement schedule of **750K** in year 1, **500K** in year 2 and **500K** in year 3) to support the expansion of our centre.



## Community Support

“Because most of the Durham Region residents who are diagnosed with type 1 diabetes are referred directly to the Centre, Lakeridge Health continues to rely on the Best Centre for their knowledge and level of expertise to better manage and care for the residents diagnosed with type 1 diabetes.”

- Lakeridge Health  
Kristen Burgomaster, Health System Executive, Regional and Community Care  
Heather Reid, Clinical Director, Nephrology/Diabetes

“I am encouraged by the Best Centre’s efforts to expand their facility in Whitby to meet the demands of a growing population in the Region of Durham. Innovative and forward-thinking initiatives like the “Building on the Best” campaign will strengthen access for Durham families to the right care, at the right time.”

- Lorne Coe, Whitby MPP and Parliamentary Assistant to the Premier

## Conclusion

In 2021, the two largest research foundations in Canada realized more than 53.3 million dollars in donations by Canadians, to find a cure. The Best Centre acknowledges the importance of this work in funding research. However, we believe more needs to be done to help families live well today and everyday until a cure is found.

The Building on the Best Campaign is not only about expanding our facility. It’s about access to one-of-a-kind care, education and support for patients and families waiting for a cure. The Best Centre saves lives, we bring healthcare to Canadians who need it the most; while the world awaits a cure.

Investing in The Charles H. Best Diabetes Centre’s Building on the Best Campaign is an investment in the future of Canadians and an investment in patients living with type 1 diabetes.





Appendix 1: Executive Director Update for AGM June 2022



THE CHARLES H. BEST  
DIABETES CENTRE

## Executive Director update for AGM June 2022

Fiscal year in review  
April 1st, 2021 - March 31, 2022

Another year of significant growth: **92 new patients** with type 1 diabetes (51 children / 41 adults), up **25% since 2020**.



**388**  
**Pediatric Patients**  
Safe in School  
Education Sessions = 48

**11,323**  
Clinical Interactions  
(increased by 14%)




**1223**  
**Adult Patients**

**11,567**  
(increased by 9%)  
Clinical interactions with an educator




**How do we do it?**

**The BEST team has grown.**  
Board of Directors = **10**  
Medical Advisors = **2**  
Executive Director = **1**  
Administrative Team = **6**  
Nurses = **7**  
Dietitians = **4**  
Social Workers = **2**



**Who's on what?**

**60%** on Pumps  
**749** pump renewals  
**40%** taking insulin by Injection




**Pandemic response**

- ▶ 100% program continuation
- ▶ 5157 virtual healthcare interactions
- ▶ Urgent Care program responded to **1085** pager calls and prevented **52** hospital ER visits.



Appendix 2: June 2022 Campaign Update



# Campaign Update

## Volunteers



- ▶ **29** committee volunteers that make up **5** different committees
- ▶ Volunteers have dedicated over **369** hours to committee meetings alone

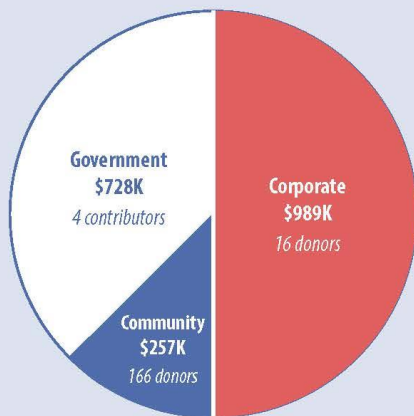


## Financials

(inception up to March 31, 2022)

TOTAL of pledges, donations and in-kind

**\$1.974 M**



## Campaign Awareness

**11** published news articles or appearances (newspaper & radio & TV)

Presentations made to over **70** potential supporters



## Construction to Date

Carriage house has 4 new offices opened August 2021

**Thank you to our supporters**  
[www.buildingonthebest.ca](http://www.buildingonthebest.ca)

