

INDIGENOUS CERTIFICATION BOARD OF CANADA



APPLICATION PACKAGE FOR THE CERTIFICATION OF INDIGENOUS DIABETES PROGRAM WELLNESS SERVICES COORDINATORS Level I, II, III

2021

Contents of the application package for the certification of Diabetes Program Wellness Services Coordinators

FORMS	PAGE
Instructions for completing this application package	3
Check list	4
Personal Information	5
Assurances form	6
Employment history form	7
Employment verification form <i>(Photocopy the form if you have had different employers)</i>	8
Educational qualifications form <i>(Photocopy the form if you have education/training from more than 3 educational institution)</i>	9
Declaration form - applicant's alternative learning/training	10 – 11
Training provided by external providers	12- 13
Supervisor's evaluation form <i>(pages 14 to 22)</i>	14
Glossary of terms <i>(for all references)</i>	22
Supervisor's reference	23
Employers' declaration - Applicants' Criminal Record Checks	24
Letter of reference # 1 - Personal <i>(Using the form provided, obtain one letter of personal reference from an individual who has known you (not a relative) for at least three years).</i>	25
Letter of reference # 2 - Professional <i>(Using the forms, obtain one letter of professional reference from an individual who has known you for one full year.</i>	26
Consent form <i>(Release of information)</i>	27
Wellness plan to complete and sign <i>(Keep a copy for yourself)</i>	28
ICBOC's Code of Ethics to date and sign	30
Where to submit your application	31

To complete your application, you will also have to provide other documents. A complete checklist of all the forms and documents you need to send is included on **page 4**.

Instructions for completing this application package

Congratulations on taking this step to becoming a **Certified Indigenous Diabetes Program Wellness Services Coordinator (CIDP-WSC)**. This application package contains all of the forms you need to submit for the review of your application.

Now that you have downloaded the application package, you are responsible for:

1. completing your sections and gathering all the required supporting documents
2. ensuring that your references, supervisor, employers complete their parts
3. sending everything, including the application fee that fits your situation* to the ICBOC office.
There is a check list on page 4 to help you. All the material must arrive in our office in one envelope.

*For more information on applicable fees, please consult ICBOC's website at <http://icboc.ca/certification/icboc-certifications/diabetes-certifications/diabetes-fees/>

PLEASE KEEP A PHOTOCOPY OF THE COMPLETED APPLICATION PACKAGE FOR YOUR FILES.

To understand the certification standards and requirements for this certification, please request the **Certification Standards and Procedures Summaries for Certified Indigenous Diabetes Program Wellness Services Coordinator (CIDP-WSC)** by email or fax or download it from our website at <http://icboc.ca/certification/list-of-certifications/>. The summary is on the page corresponding to the certification.

If your supervisor and your references wish to keep their references confidential (including the supervisor's evaluation), please provide them with an envelope (none are included in the application package) with the following information printed on the front, on the outside of the envelope.

Example: Letter of Reference for (write your first and last name)

Your application materials will first be received, logged, dated and filed by our Administrative Coordinator. Your application file will be passed on to our Registrar for review **only when the complete package** with the cheque or money order (payable to the Indigenous Certification Board of Canada or ICBOC) has been received. Be sure to include your return address on the outside of the envelope containing your application package.

IMPORTANT: You might change address during the two years leading to your certification renewal, and we won't be able to contact you at the old address. **Please do not forget to inform us of any current or future change of address.**

If you have any questions regarding the application package, educational requirements, or about ICBOC please call us at: 604-874-7425 or toll free 1-877-974-7425 by email at admin@icboc.ca or registrar@icboc.ca

We look forward to receiving your application package and to assisting you in any way that we can.

The Board and Staff of ICBOC

CHECK LIST

You are responsible for submitting **ALL** the following forms to the Registrar at the address noted on page 31. Please visit our website for other information and documents related to this certification (www.icboc.ca).

<input type="checkbox"/>	Personal information form
<input type="checkbox"/>	Assurances form
<input type="checkbox"/>	Employment history Form
<input type="checkbox"/>	Employment verification form
<input type="checkbox"/>	Educational qualifications form
<input type="checkbox"/>	Copy of your certificates or diplomas from educational institutions
<input type="checkbox"/>	Copy of your transcripts with number of course hours for each course
<input type="checkbox"/>	Practicum/internship report (if applicable)
<input type="checkbox"/>	Photocopy of the certificates documenting any other trainings you have completed
<input type="checkbox"/>	Declaration form - applicant's alternative learning/training
<input type="checkbox"/>	Current comprehensive job description
<input type="checkbox"/>	Supervisor's evaluation form
<input type="checkbox"/>	Letters of reference #1 - personal reference
<input type="checkbox"/>	Letters of reference #2 - professional reference
<input type="checkbox"/>	Employers' declaration - applicants' Criminal Record Checks
<input type="checkbox"/>	Consent form (<i>Release of information</i>)
<input type="checkbox"/>	Completed and signed personal wellness plan
<input type="checkbox"/>	Dated and signed code of ethics
<input type="checkbox"/>	Payment of the certification fee*, in the form of a cheque, or money order, payable or Indigenous Certification Board of Canada or ICBOC

*For more information on applicable fees, please consult ICBOC's website at <http://icboc.ca/certification/icboc-certifications/diabetes-certifications/diabetes-fees/>

All of the required forms that make up the application package must be received by the Registrar as **one complete package** in order for us to process your application. Keep the originals of your certificates, as well as a copy of the other documents in your application for your own records.

If you require more information or assistance, please contact the ICBOC office at 604-874-7425, Toll Free 1-877-974-7425 or by email at registrar@icboc.ca or admin@icboc.ca

The address to submit your application is provided on page 31

Personal Information

Very important: Please ensure that your address and contact information can be clearly read to avoid errors when we wish to contact you by mail, email or phone. An email address makes communication easier.

APPLICANT'S FULL NAME _____
First Middle Last

ALSO KNOWN AS _____

CURRENT POSITION _____

HOME ADDRESS _____
Street

Town/city Province Postal Code

HOME PHONE (____) _____ EMAIL ADDRESS _____

If your position includes a supervisory function, please check appropriate circle Yes ☐ No ☐

Number of staff under your supervision _____

CURRENT EMPLOYER _____

BUSINESS ADDRESS _____
Street

Town/city Province Postal Code

BUSINESS PHONE (____) _____ EMAIL ADDRESS _____
Work email

FIRST NATION AFFILIATION/ORGANIZATION _____

Please check your preferred contact location

HOME ☐ OFFICE ☐

Assurances form

I certify that I voluntarily make this application, and freely submit myself to the evaluation of the Indigenous Certification Board of Canada. I will accept the decision of the ICBOC and do accept full responsibility for any and all consequences of the process of seeking certification.

As an Indigenous Diabetes Program Wellness Services Coordinator enrolled with ICBOC, I agree to abide by and uphold the policies, procedures, code of ethics and decisions of the Board and its officers. This “Code of Ethics” defines responsibilities to oneself, family, colleagues, clients, the public and Nations.

To the best of my knowledge, the information contained herein is true and correct.

I authorize members or representatives of the ICBOC to contact and obtain information from any references, employers or educational institution(s) deemed necessary in the evaluation of this application.

I waive my right to inspect the results of any such inquiries made to references, employers, or educational institutions. I waive my right to inspect any letters of endorsement or personal reference. I waive my right to inspect the record of deliberations of the Board in considering this application.

DATE _____ SIGNATURE _____

PRINT NAME: _____

Employment history

Applicant: Please list full-time, paid positions, beginning with your current position and going back consecutively for at least **five positions and/or five years**.

1. EMPLOYER _____ SUPERVISOR _____
POSITION TITLE _____ DATES: from _____ to _____
month/day/year
MAJOR DUTIES _____

2. EMPLOYER _____ SUPERVISOR _____
POSITION TITLE _____ DATES: from _____ to _____
month/day/year
MAJOR DUTIES _____

3. EMPLOYER _____ SUPERVISOR _____
POSITION TITLE _____ DATES: from _____ to _____
month/day/year
MAJOR DUTIES _____

4. EMPLOYER _____ SUPERVISOR _____
POSITION TITLE _____ DATES: from _____ to _____
month/day/year
MAJOR DUTIES _____

5. EMPLOYER _____ SUPERVISOR _____
POSITION TITLE _____ DATES: from _____ to _____
month/day/year
MAJOR DUTIES _____

APPLICANT'S NAME _____

DATE _____

Employment verification form

Applicant: If verification by more than one employer is required to meet the Certified Indigenous Diabetes Program Wellness Services Coordinator work experience standard, please photocopy this form and have it completed by these other employers.

Dear employer/supervisor:

You are requested to verify the employment of the applicant whose name appears at the top of this page, and who is applying to the Indigenous Certification Board of Canada for certification as an Indigenous Diabetes Program Wellness Services Coordinator. Applicants must have employment utilizing skills in diabetes wellness awareness, prevention and education support within a diabetes program or organization. **Please return the completed and signed form to the applicant. If you prefer, you can return it in a sealed envelope.** The applicant needs to submit this form with the rest of his/her application so it can be processed without delay.

Name of employing organization _____

Address _____ Telephone _____

City _____ Province/Territory _____ Postal Code _____

Name of employer/supervisor (Print) _____

Title of employer/supervisor: _____

Position of Applicant _____ Employed from _____ To _____
month/day/year month/day/year

Major Duties _____

Additional position(s) previously held by the applicant in your organization (if any):

1. Job title _____ Employed from _____ To _____
month/day/year month/day/year

Briefly describe the applicant's major duties in this previous position: _____

2. Job title _____ Employed from _____ To _____
month/day/year month/day/year

Briefly describe the applicant's major duties in this previous position: _____

Signature of employer/supervisor: _____ Date: _____

Educational qualifications

In the space below please provide information on your educational background. *Please note that there are provincial differences in the Canadian Education System at secondary and post-secondary levels. Please specify your academic credential.

A. Secondary Education: (check appropriate box)

☐ High School Diploma ☐ GED ☐ Other* _____
(please specify)

B. Post-Secondary Education:

Have you pursued a post-secondary education program? Yes ☐ No ☐

If the answer is yes, please providing details for each post-secondary program:

Name of University/College: _____

(Check appropriate box) ☐ Degree ☐ Diploma ☐ Certificate ☐ Other*

Name of degree, diploma, certificate or other* _____

Year degree, diploma, certificate received _____

Name of University/College: _____

(Check appropriate box) ☐ Degree ☐ Diploma ☐ Certificate ☐ Other*

Name of degree, diploma, certificate or other* _____

Year degree, diploma, certificate received _____

3. **Name of University/College:** _____

(Check appropriate box) ☐ Degree ☐ Diploma ☐ Certificate ☐ Other*

Name of degree, diploma, certificate or other* _____

Year degree, diploma, certificate received _____

Declaration regarding and applicant's alternative learning/training
INSTRUCTIONS FOR COMPLETING THE DECLARATION ON PAGE 11

What is alternative learning/training?

As an indigenous, culture-based certifying body, ICBOC recognizes that, for various reasons, it is sometimes difficult to attend training outside the community. We believe that knowledge and skills can also be acquired through alternative means. ICBOC considers three distinct situations where this kind of alternative learning/training can be acquired and recognized:

Which situations are recognized as alternative learning/training?

Situation 1. Participation in cultural/traditional activities in the context of your healing work with clients. By attending and/or participating in these activities with your clients, during work hours, you are acquiring skills and knowledge about how and why these activities can impact the recovery and wellbeing of your client.

Situation 2. Cultural teachings or advice you received from an Elder at your place of employment, during the course of your work schedule. This might relate to issues pertaining to your own ability to engage with your clients, for which you are seeking guidance with the view to improve your interventions and relationship.

Situation 3. Training you have developed and delivered yourself in-house to your colleagues, your clients or to people in your community. By sharing your knowledge with others, you are also gaining valuable skills and knowledge yourself. Among the skills you will acquire are presentation skills, interpersonal skills, communication, analytical, time management skills etc... communicating your knowledge is not a one-way process. Your audience is always made up of people who can also contribute their own ideas, views, learnings, values etc... This will impact and enhance your own knowledge. We encourage employers and supervisors to foster the sharing of the knowledge that already exists among their staff. Creating a community/circle of learning in a workplace enhances individual and collective learning.

IMPORTANT

- Please carefully read, use and complete the form below and/or any copies you submit exactly as instructed, or it/they will not be accepted.
- **Please complete one copy of the form page 11 below per situation** (but you can make photocopies of each form corresponding to a given situation if you need more space).
- You can make photocopies of each form corresponding to a given situation, if you need more space.
- **Do not list** learnings/trainings acquired in **multiple situations on one single form.**
- **Do not use this form to list training provided by external trainers/facilitators.** If you attended in-house or other trainings in other formats, but provided by **external facilitators**, please use and complete the form on page 13.
- Please note that **the maximum number of hours** accepted as part of the Declaration of alternative learning/training **for ALL submitted forms must not exceed 26 hours.**
- **Ensure that each copy** of the forms submitted **is completed as required by a person qualified to sign it** (Elder, employer, executive director, supervisor, training coordinator, human resources manager, or any other person responsible for staff training and who can be contacted).
- **If it is not possible for an Elder** to complete and sign a form for situation 2, it can be completed by one of the other qualified persons. However, the name and contact information of the elder **MUST** be provided on the form or it will not be accepted.

ICBOC - Declaration form - applicant's alternative learning/training

As an indigenous, culture-based certifying body, ICBOC recognizes that, for various reasons, it is sometimes difficult to attend training outside the community. We believe that knowledge and skills can also be acquired through other means. We encourage employers and supervisor to foster the sharing of the knowledge that already exists in the place of work. Creating a community/circle of learning in a workplace is a great way to enhance individual and collective knowledge.

IMPORTANT: Please read, use and complete this form carefully, as instructed. **Failure to do so will annul the forms.**

- **Do not use this form for any training provided by external trainers/facilitators.** If you attended in-house training, provided by external facilitators, please request certificates, and submit them with your application
- Use **ONE** form for each type of situation and signatory – photocopy the form as needed
- The total hours in **ALL** the forms submitted must **not exceed 26 hours**.

Please use this form to only document the hours of **training acquired via the three (3) alternative ways** listed below. **Ensure it is completed as required by a person qualified to sign it** (employer, Elder, executive director, supervisor, training coordinator, human resources manager, or any other person responsible for staff training and who can be contacted). **A maximum of 26 hours for all the learning acquired in one or all listed situations will be accepted.** In the case of your certification renewal, this could represent over half of the 40 hours required:

Situation 1. Participation in cultural/traditional activities in the context of your healing work with clients.

Situation 2. Cultural teachings or advice you received from an Elder at your place of employment, during the course of your work schedule.

Situation 3. Training you have yourself delivered in-house to your colleagues, your clients or the public. In this case, please also submit both a copy of the training session description, including the title, learning objectives, content description and agenda.

Date of this declaration		Name of applicant	
Name of the employing organization/agency			
Name of the person qualified to sign this declaration			
Job Title of the person signing this declaration			
Telephone		Email	
List of training(s) attended by this applicant			
Date of training	Title of the training session		Hours
Note: If you need more space to list the training that the applicant has attended/completed, please photocopy this page. Please ensure that the declaration section below is completed.			
DECLARATION			
I, the undersigned, affirm that I am the person qualified to provide this letter of declaration and that I have verified the training received by the above-named applicant. I declare that the information provided in this letter is correct and truthful.			
Signature of qualified person _____			
Date _____		Telephone # _____	
Year	Month	Day	

Training Provided by External Providers

INSTRUCTIONS FOR COMPLETING THE FORM ON PAGE 13

The form page 13 is to document training that you have completed and that was delivered by external providers.

Who Are Considered External Providers?

- Trainers/facilitators that are invited to your place of work or to your community to deliver training. Both of these training format are considered in-house training. but you must use the form page 13 to list these trainings and submit the required proofs.
- Facilitators, presenters or instructors who delivered the training you completed outside of your place of work or community

Types of trainings delivered by external providers

- **In-house training**

Training delivered in your place of work or in your community are considered in-house training. But you must use the form page 13 to list these trainings and submit the required proofs.

- **External training**

The following are considered external training, delivered by external providers:

- Formal courses or programs delivered by universities and/or colleges or other educational institutions (online or classroom-based)
- Informal training in the form of workshops, stand-alone courses, webinars, including those delivered by independent trainers or in the context of conferences (online or classroom based)

What are the proofs of training accepted by ICBOC?

1. **Certificates:** You are responsible for obtaining certificates of attendance/completion from external training providers. Certificates must be submitted for every completed training and must bear the following information: the name or logo of the training provider, your full name, the date (s) of the training, the training title(s) and number of training hours, and the signature of the training provider or facilitator. Certificates that do not indicate these information items are not accepted. When only the date(s) of training is/are indicated on the certificates, ICBOC grants 6.5 hours for each day of training.
2. **Declarations or affidavits:** If under special circumstances, you do not have access to or cannot acquire a certificate, ICBOC will accept a declaration on the employer's letterhead, from a person qualified to vouch for the training you have completed. This includes your employer/executive director, your supervisor, the human resources manager of training coordinator or manager. The declaration must mention your full name, the date(s) of the training, the training title(s) and number of training hours, as well as the complete and legible contact information of the qualified signatory.
3. **Official transcripts** are required when you have graduated from a training program from a college, university or other educational institution.
4. **Unofficial transcripts** are accepted for programs that have been partially completed.
 - The name of the institution, the student and the program must be documented on these transcripts.
 - **Please provide the internet link to the program** so that ICBOC can review the course descriptions. ICBOC might request from you a description of the courses completed.
5. **Proof of Conference training attendance/completion** If your training was completed in the context of a conference, please provide a certificate showing the title and hours for every session attended. Registration receipts, copy of conference program etc... are not accepted as proof of attendance and completion

TRAINING PROVIDED BY EXTERNAL PROVIDERS FORM			
Applicant's name			
1. Write in this column where/how the training was delivered i.e. In-house, university, college, conference, informal, online 2. Please check this column only if you are providing a certificate, employer's declaration/affidavit or transcripts in support of external trainings 3. Photocopy this page if you to list more trainings			
How/Where	Title of training (as indicated on certificate)	Hours	Proof
		TOTAL HOURS	
Please check the Summary of Standards and requirements corresponding to the certification you are applying for and provide proof of required training hours in these mandatory topics			
Residential School issues, RCAP			
Truth and Reconciliation			
Decolonization			
Sixties Scoop			
Jordan's Principle			
		TOTAL HOURS SUBMITTED	

Supervisor's Evaluation Form (page 14 to 22)

APPLICANT's NAME: _____

Dear employer/supervisor:

You are requested to verify the employment of the applicant whose name appears above and who is applying to the Indigenous Certification Board of Canada for certification as an **Indigenous Diabetes Program Wellness Services Coordinator**. Applicants must have employment utilizing combined knowledge and skills in traditional wisdom and current diabetes education, and in the dissemination of relevant diabetes information. **Please return the completed and signed form to the applicant, if you prefer, return it to the applicant in a sealed envelope.** The applicant needs to submit this form with the rest of his/her application so it can be processed without delay.

LENGTH OF TIME YOU HAVE SUPERVISED THE APPLICANT (must be at least six months): _____

Please indicate the percentage of time the applicant spends sharing knowledge and providing wellness awareness, prevention, and education in the area of diabetes during a week of work in the following areas:

Health Promotion % Event coordination % Diabetes Education %

IMPORTANT: Please place a cross (x) in the box that most accurately reflects the applicant's level of knowledge, skill or competency for each of the statements

Scoring key: 1=Need more training /experience 2=Adequate 3=Good 4=Excellent

Core knowledge and skills	1	2	3	4
Anatomy and physiological processes linked to diabetes				
Knowledge of human anatomy and physiological systems				
Knowledge of the physiological processes that are linked to diabetes				
Ability to identify the medical tests that are used to diagnose diabetes				
Knowledge of the long term effects of untreated diabetes (indigenous focus)				
Pathophysiology				
Ability to describe normal glucose metabolism				
Knowledge of the difference between diabetes type 1 and type 2				
Ability to identify the risk factors of type 1 and type 2 diabetes				
Knowledge of the pathophysiological mechanisms for the development of type 1, type 2 and gestational diabetes				
Knowledge of the risk factors of gestational diabetes (indigenous focus)				
Ability to identify the signs and symptoms of prediabetes and gestational diabetes				
Knowledge of the signs and symptoms of hyperglycemia				
Knowledge of the signs and symptoms of hypoglycemia				
Understands the link between chronic hyperglycemia and the development of complications				
Knowledge of the common complications of diabetes				
Knowledge of diabetes' progression and its impacts				
Knowledge of the lifestyle factors that impact the development of diabetes in Indigenous communities				
Knowledge of the dietary factors that impact the development of diabetes in Indigenous communities				
Knowledge of the social issues underlying the development of diabetes in Indigenous communities				
Scores				
Total score this page				
Maximum score this page	72			

Core knowledge and skills	1	2	3	4
Epidemiology of diabetes among Indigenous communities in Canada				
General knowledge of the characteristics of high risk populations				
Knowledge of the general prevalence of diabetes in Indigenous communities in Canada				
Knowledge of the factors that influence the difference and similarities of diabetes prevalence in Indigenous communities in Canada (First Nations, Metis and Inuit)				
Ability to identify prevalence of diabetes across the lifespan within Indigenous communities				
Ability to identify individuals and families at risk for complications				
Health promotion and diabetes prevention				
Understands the impacts of determinants of health on Indigenous health and wellbeing				
Ability to identify the barriers to diabetes prevention and risk reduction within communities				
Ability to advocate with and for communities to improve their health and well-being				
Knowledge of approaches for diabetes prevention and risk reduction (mainstream & Indigenous)				
Knowledge of communication methods and techniques to implement health promotion action				
Knowledge of traditional indigenous approaches to diabetes prevention and management				
Ability to convey the benefits to regular physical activity on diabetes prevention and control				
Knowledge of the impact of water on blood sugar levels				
Knowledge of the link between smoking and second-hand smoke exposure and type 2 diabetes				
Ability to develop alliances, and partnerships to meet the needs of Indigenous individuals, families and communities affected with diabetes				
Psychosocial impact of diabetes on individuals, families and communities				
Knowledge of the psychological and social impacts of diabetes on affected Indigenous individuals, their family and the community				
Knowledge of the relationship between stress and its impact on diabetes and other health issues				
Knowledge of the psychological impact of diabetes on individuals over the life span				
Knowledge of the connection between gestational diabetes and fetal/child health issues				
Ability to identify the specific psychological and social impacts of diabetes on youth				
Ability to recognize signs of diabetes distress (Indigenous focus)				
Knowledge of the concept of resilience as an Indigenous strength that can be leveraged for overcoming the life challenges brought by diabetes				
Client education in diabetes self-management and care				
Awareness of the common myths associated with diabetes and diabetes care				
Awareness of the possible psychological barriers that Indigenous individuals and families may have in relation to diabetes medications, self care and receiving care				
Knowledge of the relationship between food, activity and medication in preventing hypoglycemia				
Knowledge of the general principles and benefits of healthy eating (Indigenous focus)				
Ability to provide instruction on the management of healthy meal plans				
Ability to introduce concepts of carbohydrate counting and meal-based insulin dosing				
Ability to communicate the importance of physical activity in diabetes prevention & management				
Knowledge of safety guidelines in regard to diabetes and physical activity				
Ability to communicate the correct techniques of basic blood glucose monitoring				
Ability to convey the role and value of regular blood glucose monitoring to individuals and families affected with diabetes				
Knowledge of safe and correct preparation and injection techniques and instruments				
Knowledge of common medications side effects and adverse reactions				
Ability to provide instruction on hypoglycemia prevention, identification and treatment				
Knowledge of diseases more common in people with diabetes				
Scores				
Total score this page				
Maximum score this page				144

Core knowledge and skills	1	2	3	4
Lifestyle approaches to Diabetes (indigenous lens)				
Knowledge of the origin of risk factors affecting diabetes issues in Indigenous communities today				
Knowledge of the nutritional habits that have a direct incidence on the development, aggravation, or amelioration of Indigenous diabetes across the lifespan				
Ability to encourage women and families to explore their cultural teachings surrounding pregnancy and parenting				
Knowledge of the importance of nutrition and water for women during pregnancy				
Knowledge of the repercussions of addictions on diabetes (drugs, alcohol and smoking)				
Knowledge of healing and health-enhancing aspects of culture and traditions				
Understanding of the value of traditional activities (Medicines, land-based activities, songs, dances, games, humour, traditional crafts, etc.) and their impact on health and wellness				
Ability to assist Indigenous individuals and their family develop/implement a diabetes care/wellness plan				
Scores				
Total score – Lifestyle approaches to diabetes				
Maximum score - Lifestyle approaches to diabetes				32
Maximum score – Core knowledge and skills				248
General knowledge and skills	1	2	3	4
Communication				
Knowledge of the concept of emotional intelligence in the context of interpersonal communication				
Ability to actively listen, offer choices, respect clients' preferences and make them feel valued				
Capacity to use non-verbal skills to create a supportive environment for clients				
Ability to communicate with a variety of people and community organizations in a culturally sensitive, appropriate and respectful manner				
Knowledge of one's own beliefs and attitudes in regard to health and wellness in the context of one's relationship with people with diabetes and their family				
Ability to convey ideas and facts orally in a way that optimize understanding				
Ability to provide information tailored to specific audiences				
Ability to leverage digital devices and social media to communicate information to various audiences				
Ability to communicate with clients in their own language				
Ability to adapt and use a writing style that optimize clarity and understanding				
Group facilitation				
Ability to use group facilitation as a diabetes' awareness and education method				
Ability to assess group needs and clarify mutual understanding				
Ability to adapt personal facilitating style to reflect the needs of the group				
Knowledge of participatory Inquiry processes				
Ability to create a participatory learning environment				
Ability to elicit the creativity of the group				
Knowledge of the principles at the root of positive group dynamics				
Ability to mediate conflict and manage disruptive individual and group behaviour				
Knowledge of time management principles				
Ability to plan and manage use of time, space, materials and equipment.				
Knowledge of the processes of motivational interviewing (engaging, focusing, evoking, planning)				
Scores				
Total score – general knowledge and skills this page				
Maximum score – general knowledge and skills this page				84

General knowledge and skills	1	2	3	4
Knowledge and skills in areas linked to safety				
Has completed emergency assistance training (First Aid/CPR/COPD etc.)				
Ability to address workplace violence & harassment				
Knowledge of lifting techniques to prevent injuries linked to safety issues				
Knowledge of WHMIS				
Has completed food safety training				
Has completed training on infection control				
Ability to deal with incidents related to hypo or hyperglycemia				
Scores				
Total score - General knowledge and skills in areas linked to safety				
Maximum score - General knowledge and skills in areas linked to safety				28
Maximum score - General knowledge and skills				112
Competencies in 11 core functions	1	2	3	4
Program Management				
Ability to administer all aspects of the department (work plan goals and objectives, delivery, quality control, procedures, budget, roles and responsibilities of all involved including self)				
Ability to coordinate and facilitate diabetes wellness program events and special projects				
Ability to assist in the administration of all aspects of the wellness program delivery				
Ability to research and perform service gap analysis for new diabetes wellness events				
Knowledge of current environment on diabetes, locally, regionally and nationally				
Ability to assist in coordinating and facilitating health promotion and wellness diabetes education events based on community needs				
Ability to promote diabetes awareness from an Indigenous perspective				
Ability to assist Indigenous communities in identifying appropriate wellness resources and services				
Ability to liaise and collaborate with community groups, service providers and relevant community services to implement existing diabetes wellness services and to fill identified gaps				
Ability to assist in creating new culturally appropriate diabetes prevention and wellness resources				
Ability to develop and maintain program policies, to provide consistent, current and correct information and diabetes prevention services to Indigenous communities and stakeholders				
Ability to develop program procedures that conform to the personal health information privacy act				
Ability to develop diabetes prevention and wellness services to complement existing ones				
Ability to collect client testimonials and personal wellness stories to use in evaluating the program				
Teamwork				
Ability to organize team meetings				
Ability to act as a resource and to contribute in team meetings in a constructive manner				
Ability to collaborate in the development policies and procedures by providing consistent, current and correct information on Indigenous diabetes wellness prevention and education				
Ability to collaborate with all key players in planning and delivering wellness-focused events				
Knowledge of team members' roles and responsibilities				
Understanding of the terminology, procedures, and roles of other disciplines related to the prevention, treatment and care of diabetes				
Ability to update and summarize information about clients that is relevant and appropriate in the context of a team meeting, while exercising disclosure discretion				
Knowledge of conflict resolution approaches				
Scores				
Total score – Competencies core functions this page				
Maximum score – Competencies Core functions this page				88

Competencies in 11 core functions	1	2	3	4
Resource Management				
Knowledge of organization/program's resource management processes, procedures and policies				
Ability to manage departmental resources according to the resource management policies of program/organization				
Ability to identify resources needed for developing culture-relevant community diabetes prevention and wellness materials and services				
Ability to manage the development of all departmental prevention/wellness materials				
Ability to manage resources needed for the wellness department's offices				
Ability to monitor the departmental resources inventory and approve resource orders				
Ability to develop new culturally appropriate prevention and wellness resources				
Ability to identify resources needed to carry out departmental outreach activities				
Ability to prepare and organize events, equipment and resources				
Ability to research and obtain information on new resources relevant to department work				
Ability to investigate these resources and provide information on cost				
Ability to negotiate with new and existing resource suppliers				
Event Management				
Knowledge of the steps, procedures and protocols in place within the organization in regard to organizing events				
Ability to identify, negotiate and select available and appropriate venues for events				
Ability to assist in implementing events ensuring program protocols, priorities and privacy procedures are followed all involved				
Ability to assist in the targeting, planning, coordination and implementation of diabetes prevention and wellness events				
Ability to assist other programs/departments with the implementation of community events				
Ability to manage event logistics				
Ability to liaise with partners to facilitate diabetes prevention and wellness events				
Ability to collaborate in creating and launching publicity plan for events (ensure staff and/or volunteers are identified to manage specific tasks)				
Knowledge of the development of promotional material and its distribution				
Community Outreach				
Ability to represent the organization and program in a professional manner and with respect to their mandate, mission statement, and values				
Understands the role and scope of program outreach services				
Ability to nurture new and old relationships with collaborative partners				
Knowledge of community mobilization and participation concepts				
Ability to network in order to enhance the continuity, accessibility, accountability, and efficiency of resources and services available to clients				
Ability to identify gaps in the services that individuals and families affected with diabetes' need				
Ability to identify and outreach women at risk of prediabetes and gestational diabetes				
Ability to organize awareness and education events targeting pregnant women in communities with incidences of gestational diabetes				
Ability to collaborate with partners in order to provide early screening and aftercare services for pregnant women				
Scores				
Total score– Competencies Core functions this page				
Maximum score this page				120

Competencies in 11 core functions	1	2	3	4
Referrals				
Ability to know one's limit and to refer those seeking information and advice to qualified professionals				
Ability to liaise with communities to identify appropriate training resources and services				
Knowledge of the health promotion and prevention resources and services available within and outside the community				
Knowledge of the roles and responsibilities of all other organization/program members involved in the delivery of community diabetes wellness and prevention services				
Ability to determine educational resources matching the need of individuals and families				
Client Education				
Ability to assist with diabetes education programing				
Knowledge of education skills appropriate for chronologic and developmental age				
Ability to model culturally competent behaviour to clients and Community Diabetes Support Workers				
Ability to coach individuals and families affected with diabetes as well as Community Diabetes Support workers in the prevention and care of diabetes (1 & 2, pre and gestational diabetes)				
Ability to collaborate in creating and disseminating educational programs and materials				
Knowledge of literacy, numeracy, physical or cognitive barriers to learning barrier and appropriate instructional strategies				
Knowledge of adult teaching/coaching techniques for participatory learning				
Ability to incorporate indigenous approaches of adult/child learning				
Knowledge of concepts related to behavioural change				
Ability to recognize levels of readiness to change				
Ability to incorporate a variety of approaches to promote behaviour change				
Ability to provide and adapt educational presentations and workshops for clients and community members at events/outreach activities				
Capacity to acquire and share current information on relevant topics/ subject matters in the area of diabetes and diabetes care				
Familiarity with the concept and practice of mentoring				
Ability to provide guidance individuals and families with diabetes self-management goals and diabetes prevention and wellness implementation strategies				
Ability to develop a learning plan for Community Support Workers to address gaps in knowledge				
Knowledge Building				
Ability to identify personal knowledge and skill gaps				
Collaborates with supervisor to identify relevant training in order to carry out position duties effectively				
Ability to share information obtained from qualified diabetes professionals on topics related to diabetes, its prevention, treatment, and management				
Ability to identify reputable sources of diabetes information that Diabetes Community Support Workers may access				
Ability to research and compile culturally appropriate resource and educational materials for use by community Diabetes Support Workers as well as other diabetes program and organizations				
Ability to develop and follow a self-care/wellness plan				
Ability to keep abreast of the latest advances in the causes, risk factors and treatment of diabetes				
Takes advantage of opportunities to enhance competencies in the field of diabetes prevention, care and education				
Scores				
Total scores this page				
Maximum score this page				116

Competencies in 11 core functions	1	2	3	4
Administration				
Knowledge of program/organization's administration policies and operational plans				
Knowledge of general office administration				
Ability to perform department's administrative duties (program updates, data base input, calendar updates, quarterly activity reports etc.)				
Knowledge of computer applications				
Knowledge of financial management related to program implementation (departmental budgeting, processing payables, monitoring of program visas transactions, planning and managing costs related to events to resources management etc.				
Knowledge in book keeping/accounting				
Ability to assist and monitor staff's administrative and other duties				
Ability to determine educational resources (traditional,/cultural/spiritual/counselling) that match the need of individuals and families				
Ability to insure efficient internal and external communication such as answering phones, taking and relaying messages, filing, photocopying				
Ability to write report and maintain records in an efficient manner				
Ability to obtain financial and budgetary aspects of events (e.g., cost estimate for room rental, food & beverages, equipment, speaker fees, travel, etc.)				
Capacity to forward relevant diabetes health promotion, prevention and educational information to be uploaded on organization/program website and social media tools				
Ability to provide appropriate documentation to employers, schools, government entities according to relevant laws and guidelines				
Orientation				
Knowledge of the organization's operation including its mandate and values				
Knowledge of the services and procedures for the delivery departmental services				
Ability to create orientation documents and materials that are reflective of program policies, to share with stakeholders				
Ability to provide program service information and processes to clients in order for them to receive appropriate wellness services				
Ability to provide program information and processes to wellness services providers				
Ability to explain to service provider who are registering with the program their responsibilities toward the program and its clients				
Ability to describe to new staff, service providers and other stakeholders, the program's nature, goals of and processes				
Ability to create and provide client service criteria for program services to all staff				
Knowledge of individual and group structured facilitation				
Ability to explain to clients the nature and functions of referral sources and their relationship to their current needs				
Ability to explain upon request from client representatives what the program responsibilities are				
Ability to provide program services orientation using a communication style adapted to the audience				
Ability to share information obtained through research with trainees as well as organization's staff and community				
Scores				
Total scores this page				
Maximum score this page	104			

Competencies in 11 core functions	1	2	3	4
Supervision				
Ability to oversee all aspects of the department and its team in achieving its program work plan, targets and objectives				
Ability to oversee and maintain department program budget				
Ability to ensure all files so respect the personal health information privacy act				
Oversee internal and external communication to ensure a high level of stakeholder's satisfaction				
Ability to ensure the program's policies and criteria are followed when providing services				
Ability to oversee all activities related to the program nutritional policy				
Ability to oversee all activities related to the development of community or organizational healthy lifestyle management guidelines				
Ability to oversee the resources, workshops and coaching opportunities offered to communities and organizations on a variety of healthy lifestyle topics				
Ability to apply leadership concept and approaches to self and to supervisory activities				
Knowledge of staff supervision's procedures, methods and guidelines				
Ability to articulate the purposes, goals and objectives of supervision to staff				
Capacity to implement appropriate use of supervisory interventions regarding all aspects of staff duties and responsibilities				
Knowledge of performance reviews, concepts and models				
Ability to conduct performance evaluations of department staff				
Ability to provide advice to staff regarding their job functions, performance & attitude				
Ability to give staff feedback and guidance when necessary on a professional and personal level				
Maintain safety protocols and follow-up on all feedback and incidents provided by staff				
Knowledge of adult training development and delivery methodologies				
Ability to orient and train new staff members				
Ability to identify staff training gaps and provide recommendations for the development of a training plan				
Ability to support staff professional development in order for them to carry out position duties				
Provide cross training opportunities within organization's departments				
Scores				
Total score –Supervision				
Maximum score – Supervision				88
Maximum score - 11 Core functions				516
Cultural competency	1	2	3	4
Knowledge of cultural approaches to diabetes				
Knowledge of the changes that occurred after contact and their impact on Indigenous life				
Knowledge of traditional food and their use in diabetes risk reduction				
Ability to implement and incorporate culture, beliefs, values and traditions in interventions				
Understands the positive impacts of culturally appropriate care on recovery and wellbeing				
Knowledge and understanding of the repercussions of colonization on Indigenous peoples				
Indigenous language skills				
Is currently enrolled in a native language training program				
Knowledge and ability to communicate with clients in an Aboriginal language				
Scores				
Total score – Cultural competency				
Maximum score – Cultural competency				28

Professional competencies	1	2	3	4
Professional attitude				
Knowledge of policies regarding confidentiality				
Ability to maintain a genuine, warm, supportive, compassionate, healthy and balanced relationship with individuals and families affected with diabetes				
Ability to be exemplary, courteous and tactful in all situations and interactions				
Communicates truthfully and avoid misleading or raising unreasonable expectations in others				
Ability to respect the customs and beliefs of others				
Knowledge and understanding of the repercussions of colonization on Indigenous peoples				
Professional conduct				
Ability to model culturally competent behaviour to				
Knowledge and respect of clients' rights and policies regarding confidentiality				
Knowledge of organizational policies related to behaviour in the workplace				
Ability to show respect, understanding and courtesy to others in all work relationship				
Knowledge of the organizational policies related to ethical conduct				
Ability to apply organizational or ICBOC code of ethics in all professional situations				
Scores				
Total score - Professional competencies				
Maximum score - professional competencies				48
Maximum score - Cultural and professional competencies				76

Glossary of terms - All References

Commitment to helping individuals and families affected with diabetes

Consider honesty, maintenance of healthy relationships, the ability to show understanding and compassion, and commitment to provide the highest standards of services to clients affected with diabetes and their family

Professionalism

Consider work habits such as adherence to office hours, program policies and record maintenance as well as evidence that the applicant considers his/her involvement in the field as more than a "job"

Supervisor's reference - Please comment on the following

Commitment to helping individuals and families affected by diabetes _____

Professionalism _____

Other comments _____

Name of Supervisor (please print): _____

ADDRESS _____

Street

City

Province

Postal code

TELEPHONE (____) _____

Signature: _____

Date: _____

Employers¹ declaration - applicants criminal record checks

ICBOC does **not** require criminal record checks as part of our certification process. The responsibility for ensuring that employees' criminal records are verified to protect the safety and welfare of clients rests with the employer. To know more about the ICBOC's Policy on Criminal Record Checks, please contact ICBOC.

LETTER OF DECLARATION REGARDING THE CRIMINAL RECORD CHECK OF AN APPLICANT SUBMITTING AN APPLICATION FOR CERTIFICATION WITH ICBOC

Name of applicant _____

Name of organisation or institution where the applicant is employed _____

Employer's name _____

I, _____ affirm that I am the applicant's employer.

I moreover declare that, in accordance with all applicable laws, a criminal record check was conducted on the applicant prior to commencement of employment and/or within 90 days of applying for certification and that, as an employer, I am satisfied that the applicant does not pose any risk to clients.

I confirm that that I am the person authorized to sign this declaration and that the information I have provided in this declaration is correct and complete.

Signature of the employer _____

Date: _____

¹ By "Employer" is meant any person who is legally responsible for insuring the verification of criminal record checks for all employees and who is authorized to sign this declaration

Personal letter of reference #1

In support of an application for certification as an Indigenous Diabetes Program Wellness Services Coordinator

NAME OF APPLICANT: _____

The above-named individual has applied for certification as an Indigenous Diabetes Program Wellness Services Coordinator with the Indigenous Certification Board of Canada. To assist the Board in its evaluation of this applicant, the following information is requested. **Please do not provide this information unless you have known the applicant personally for at least three years.** The referee must not be a relative. A glossary of terms has been provided to assist you.

If you prefer, you can write your own professional reference letter.

LENGTH OF TIME YOU HAVE KNOWN THE APPLICANT: _____

RELATIONSHIP TO THE APPLICANT (check appropriate box)

Friend ☐ Colleague ☐ Supervisor ☐ Non-relative ☐ (check this box if appropriate)

Please comment on the following characteristics regarding the applicant:

2. Professionalism _____

6. Commitment to Individuals and families affected by diabetes _____

8. Other Remarks _____

Name of Referee _____

Please print

Address _____

City _____ Province _____ PC _____

Telephone (____) _____

Signature _____ Date: _____

Professional letter of reference #2

In support of an application for certification as an Indigenous Diabetes Program Wellness Services Coordinator

NAME OF APPLICANT: _____

The above-named individual has applied for certification as an Indigenous Diabetes Program Wellness Services Coordinator with the Indigenous Certification Board of Canada. To assist the Board in its evaluation of this applicant, the following information is requested. **Please do not provide this information unless you have known the applicant personally for at least three years.** The referee must not be a relative. A glossary of terms has been provided to assist you.

If you prefer, you can write your own professional reference letter.

LENGTH OF TIME YOU HAVE KNOWN THE APPLICANT: _____

RELATIONSHIP TO THE APPLICANT (check appropriate box)

Friend ☐ Colleague ☐ Supervisor ☐ Non-relative ☐ (Check this box if appropriate)

Please comment on the following characteristics regarding the applicant:

2. Professionalism _____

6. Commitment to Individuals and families affected by diabetes _____

8. Other Remarks _____

Name of Referee _____

Please print

Address _____

City _____ Province _____ PC _____

Telephone (____) _____

Signature _____ Date: _____

Consent form

Consent for the release of information

I, _____, of _____
Print Name of Employee Print Name of Employer/Organization

hereby authorize and consent the release of information or documentation pertaining to my certification application to persons that the ICBOC might need to consult for the purpose of certification, **except** to the persons/and or organisations named below (write a list of names of individuals or organisations to whom ICBOC **should not** release your information):

If you authorize the ICBOC to release information, you can still choose to limit the information released. Place indicate below the information you do not wish to be released:

This consent for release of information may be withdrawn at any time by written request addressed to the Certification Board and/or it will expire on the expiration date of your ICBOC certification

Signature: _____ Date: _____

Witness Name: _____

Witness Signature: _____

Note: The Indigenous Certification Board of Canada will not include you in its Registry of certified professionals if we do not have this consent form from you.

Circle of Life

All **Certified Indigenous Diabetes Program Wellness Services Coordinators** will have a personal health and wellness plan. This plan is a continuous day-to-day action plan that maximizes the individual's potential in each quadrant of the Circle of Life.

Below is a list to assist you to develop your personal wellness plan. Use it each day, keep in mind that balance in your own life is your own responsibility that reflects your credibility.

“My Wisdom of Choice is my great gift received from the Creator. I draw on the teachings and wisdom of Elders whom I know and respect. Their insights provide the vision I need to discover my purpose.”

Make changes, additions, or modifications to the list below, it's a guide designed to help you get started.

1. List what is necessary to remain balanced in each of your four quadrants.
2. Take time to consider the common feelings, actions and thoughts that support your total well being.

Examples:

a. Strengths

People skills, gentleness, sense of humor, insight, respect, vision, hopes and dreams, dedication, commitment, skills, experience, knowledge.

b. Spiritual

Traditional/cultural ceremonies, prayer, spiritual readings, meditation.

c. Emotional

Cultural practices, healing, work environment, adventure, rest and relaxation, feelings, virtues, beliefs, values, self-esteem.

d. Physical

Nutritious foods, exercise, clean body and environment, no-smoking, no-alcohol, no-drugs, safe sex.

e. Mental/Social/Cultural

Work life, school life, social and fun, financial knowledge, health knowledge, cultural practices. Nuclear and extended family, relationships, old and new friends, new information, self-expression, anger management.

My personal wellness plan

My name: _____ Date: _____ Signature: _____

A. My **Strengths**: _____

What may stop me from using my strengths to achieve the goals I choose for myself: _____

B For my **Spiritual** wellbeing:

My goal is: _____

Steps I take to reach my goal:

1. _____

2. _____

3. _____

C. For my **Emotional** wellbeing:

My goal is: _____

Steps I take to reach my goal:

1. _____

2. _____

3. _____

D. For my **Physical** wellbeing:

My goal is: _____

Steps I take to reach my goal:

1. _____

2. _____

3. _____

E. For my **Mental** wellbeing,

My goal is: _____

Steps I take to reach my goal:

1. _____

2. _____

3. _____

ICBOC CODE OF ETHICS

This “Code of Ethics” that we choose to live by is built on the cultural integrity of traditional Indigenous healing philosophy. Please sign and date it, and submit it with your application

- Maintain a healthy lifestyle during our tenure as Indigenous certified professionals.
- Strive to incorporate the spiritual teachings of our ancestors into our daily lives.
- Take personal responsibility for continued growth through education, training and a developmental wellness plan.
- Be dedicated to the primary goal of maintaining the optimum wellness of the client.
- Show a genuine interest in helping and serving persons with diabetes issues and be dedicated to the concept of wellness and holistic healing.
- Honour cultural and traditional teachings that empower clients to choose a healthy lifestyle.
- Recognize the therapeutic value of humour.
- Accept and show respect for the diversity of all peoples and honour their race, colour, creed, age, sexual orientation, cultural/spiritual practices and views.
- Respect the client by maintaining an objective professional relationship at all times.
- Protect the confidentiality of all professionally acquired information. Disclosure of such information is done only when required or allowed by law to do so, or when clients have consented to disclosure. This includes all records, materials, and communications.
- Make a commitment to provide the highest quality of service possible. This is evidenced by continued professional interaction with clients, their family and the community
- Where necessary, have recourse to other health professionals and/or services to assist and guide the client in her/his wellness journey.
- Assess personal and vocational strengths, limitations, biases, and effectiveness and be willing to recognize when it is in the client’s best interest to refer or release them to other individuals and/or support programs.
- Be respectful of, work within, and strive to improve institutional policies and management functions.
- Respect all policies, codes of ethics, code of conduct, and any other clause, regulation, stipulation in effect in your place of work and that you are responsible to apply in your personal and/or professional life
- Insure the safety and welfare of clients by respecting all applicable federal and/or provincial laws of Canada regarding criminal records checks.

Signature

Date: _____

Name (Please print)

***Please note that if your organization has its own code of ethics or conduct, ICBOC will accept it. You are required to submit it with your signature, the date and your printed name.**

WHERE TO SUBMIT YOUR APPLICATION

If you have questions or need more information, don't hesitate to contact us, we are here to assist you.

Please send your application, with the certification fee* to the following address. Cheques and money orders to be made to ICBOC.

Registrar, ICBOC
#207 – 2735 East Hastings Street
Vancouver, BC
V5K 1Z8
Telephone: 604-874-7425
Fax: 604-874-7425
Toll free: 1-877-974-7425
Email: registrar@icboc.ca
Website: www.icboc.ca

*For more information on applicable fees, please consult ICBOC's website at
<http://icboc.ca/certification/icboc-certifications/diabetes-certifications/diabetes-fees/>