



## Specialty Shoe Ordering Process

The Foot Care Program offers specialty shoes for Indigenous individuals who are diabetic, with wide feet, require financial support and are approved for the IDHC Foot Care Program.

The order form can be filled out online and submitted to the Foot Care Program for approval. Once the form has been submitted the foot care program will be in contact within 3-4 weeks to discuss your order.

### Steps in receiving New Balance Foot wear:

- IDHC Foot Care Coverage Application this is done by filling out the subsidized application and consent form that is located on our website [www.idhc.life](http://www.idhc.life). The consent form must be faxed or emailed/scanned into our office and the application must be submitted online. You can also visit one of our ongoing clinic locations for assistance from our hosts with your application process
- Measurement of foot is done by an IDHC Foot Care Service Provider (Foot Care Nurse, Chiroprapist or Pedorthist) at one of our ongoing clinic or subsidy site locations. Please refer to our online directory for a location near you. Any measurement in women higher than C, or in men higher than D is considered a wide width. This measurement will be documented in the online specialty shoe order form or sent in via email from a foot care specialist. The foot care specialist should be using a measurement tool such as a Brannock device or Ritz stick to ensure accuracy.
- The online specialty shoe order form is filled out (IDHC Ongoing Host or Service Provider) and submitted to the Foot Care Program. The order form is located under the Body tab: Forms at <https://idhc.life/shoe-order-form/>. Upon request a hard copy of the shoe order form is available.
- Orders will be reviewed by the Foot Care Program and once approved shoes will be ordered and shipped to designated address on application or the IDHC Service Provider.
- Shoes will be dispensed by an approved service provider to ensure an accurate fit and instructions provided. As shoe exchange will only be available within 30 days and for shoes that have **not been worn outdoors**.
- Feedback may be requested through the program via survey that would be mailed at a later date.



### Tips for trying Shoes on:

- ✓ Try shoes on in the late afternoon to ensure natural swelling of the foot is accommodating with the shoes
- ✓ Tie both shoes up and walk around a few minutes (**inside only**) while noting how the foot fits in the shoes (tightness, rubbing, lifting of the heel, foot slipping inside the shoe)
- ✓ Ensure all toes have wiggle room and are a thumb width away from the end of the shoes
- ✓ To avoid blisters on your ankle, the heel counter should not come in contact with your ankle bone. If you feel any discomfort, then a heel pad should be placed in the shoe to raise your ankle bone above the topline of the heel counter
- ✓ The arch of your foot should rest comfortably on the base of the foot bed
- ✓ If an individual has orthotics bring them and insert into the shoes before trying them on (New Balance shoes have removable insoles)

If you have any questions or concerns, please contact IDHC Foot Care Program.



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