



**Primary Care
Alberta**

**Primary Care and
Chronic Disease
Management
Program**

Edmonton & Area

June - December 2026

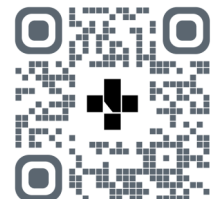
Chronic Disease Management (CDM) Education for Healthcare Professionals

Community, health and social service providers learn values, knowledge and skills in chronic disease and self-management in our workshops. These are free and available to health care providers and staff working in Edmonton and surrounding areas.

For more information, email: CDM.ProviderTraining1@primarycarealberta.ca

Need information or advice?

Call us on our phone line for workshops, information, advice and support in case management in diabetes, weight management and any chronic disease self-management for adults



Phone Line: **825-404-7460**

Primary Care Alberta's Healthy Living and Primary Care and Chronic Disease Management (CDM) program in Edmonton offers no-cost workshops to build capacity and skills for community, health and social service providers. These workshops provide evidence-based information and practical tools to support providers and staff. All who work in primary care and chronic disease management in the Edmonton area, and who are committed to practicing person-centered care can benefit from attending these workshops.

Workshops are divided into three levels:

Foundational Workshops

Foundational workshops are open for all providers in Edmonton and area, and are especially helpful to those who are newer to their role in primary care and CDM. These workshops provide a great base of knowledge to build upon and are recommended for all providers and staff, regardless of role.

Focused Workshops

Focused workshops provide general training on role-specific skills that apply to some areas of practice. These workshops are for specific providers and staff, depending on role and responsibilities.

Specialized Workshops

Specialized workshops are designed for providers and staff who want advanced learning in a particular field of practice. These workshops are for clinically specific roles.

All of the workshops are interactive with hands-on learning. Most workshops are delivered virtually, over Zoom, and require participants to have their cameras on. In some cases, workshops can be delivered in person and to small teams as a closed group.

Registration Information

For most workshops, **register by emailing:** CDM.ProviderTraining1@primarycarealberta.ca

*Some workshops have specific registration processes (see each workshop page for details).

Not sure which workshops are right for you? Call us: **825-404-7460**

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Beyond the Binary

Length: One hour

This workshop provides practical tools and inclusive actions for creating safe, affirming, and equitable care for trans and gender-diverse clients. The workshop is designed to provide general guidance and awareness—it is not intended to be comprehensive or clinical training.

By the end of this session, you will be able to:

- Define key gender-related terms (e.g. binary, non-binary, gender identity, gender expression).
- Apply inclusive language and practice in patient interactions.
- Identify strategies to reduce barriers and improve chronic disease self-management supports for trans and gender-diverse people.

Session Dates	Days	Times	Locations
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TBD

CDM 101: Improving the Patient Experience When Managing Chronic Disease

Length: Two half days

According to Stats Canada, 73% of Canadians 65 years and older have at least one chronic disease. Not shocked yet? How about 45% of Canadians 18 years and older have one or more chronic diseases. Although you may not work directly in chronic disease, it's likely your patients are managing a chronic disease and so this workshop is for you!

You will gain foundational knowledge, skills, and resources to improve the patient experience while optimizing collaboration and teamwork. This is a two-part workshop offered to anyone working within the Edmonton Zone (clinicians, administrators, support staff alike). Attending both parts of the workshop is required.

Part One – Self-Paced Online Module: You get immediate access to an on-demand site. You work through a module to build understanding of an evidence-based CDM approach.

Length of online module: three hours.

Part Two – Live, Interactive Skill-Building Session: This live, interactive session is your opportunity to practice your skills. You will build on the understandings from the online module. You must register in Part One before registering in Part Two.

Length of session: three hours.

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

1. Register in Part One and receive immediate access to the online module.
2. Register in Part Two and attend a live session on one of the following dates:

Session Date	Day	Time	Location
June 24, 2026	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
August 11, 2026	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom
September 23, 2026	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
November 5, 2026	Thursday	8:30 a.m. to 12:00 p.m.	Zoom
December 15, 2026	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom

Code-Switching: The Language of Survival

Length: One hour

What is code-switching in healthcare?

It's the hidden practice of patients adjusting their language, tone, or behavior to appear "compliant" or avoid bias. Often unconscious, it's a survival strategy but one that can result in missed information, delayed diagnoses, and emotional withdrawal from care.

Why it matters to you as a provider:

- Patients may withhold cultural or health context to "fit in"
- Clinical rapport can be compromised without obvious signs
- Care plans may be followed publicly but privately abandoned
- Documentation language (e.g. "noncompliant") can unintentionally embed bias
- Trust and health outcomes depend on creating safety, not just providing information

You'll walk away with:

- Key indicators of code-switching behavior in clinical settings
- Equity-oriented questions that foster honest communication
- Strategies to co-create safety with patients across identities
- A HealthChange-aligned framework for inclusive, trauma-informed care

This session is ideal for:

Providers with chronic disease and community health teams within Primary Care Alberta and Primary Care Networks. It's also open to all staff members that wish to attend.

Session Date	Day	Time	Location
TBD			

Foundational Health Educator: Tobacco Products

Length: Two full days

You will build your foundational health education skills to help clients quit using commercial tobacco products. Please register for both sessions.

You will learn:

- Evidence-based approaches to health education interventions
- Health promotion and learning theories in practice
- Motivational interviewing, counselling, and facilitation

Facilitated by the AHS Tobacco, Vaping & Cannabis Program, in partnership with the Canadian Network for Respiratory Care, you will qualify for credentials such as Certified Tobacco Educator and Certified Respiratory Educator. For more information, review the [AlbertaQuits Learning Series: Course Descriptions and FAQ](#)

To register, go to the [AlbertaQuits Course Catalogue](#).

Special January Dates For Nicotine 2.0

Boost your knowledge of vaping and emerging nicotine products this January

January 18 to 24th is National Non-Smoking Week (NNSW) – it's a great time to talk with your patients about quitting smoking. Research shows many people are motivated to quit in January.

To celebrate NNSW, the Tobacco, Vaping & Cannabis Program at Primary Care Alberta invites healthcare providers to attend our new live webinar series, Nicotine 2.0. Join us for an engaging look at new nicotine products (such as vapes and nicotine pouches) and explore their role in helping adults quit smoking. Part 1 covers new nicotine products on the market, who is using them, and why it matters. Part 2 reviews the best practices, laws, and ethics behind using nicotine products in smoking cessation.

Session Date	Day	Time	Location
(lunch & learn) Part 1 January 20 and Part 2 January 22	Tuesday and Thursday	12:00 p.m. to 1:00 p.m.	Zoom Register here
January 21, 2026	Wednesday	1:00 p.m. to 3:00 p.m.	Zoom Register here
January 22, 2026	Thursday	6:00 p.m. to 8:00 p.m.	Zoom Register here

HealthChange Methodology: Person-Centered Care in Practice

You will learn evidence-based, person-centered approaches to foster client engagement, to apply to settings or encounters where clients or patients are required to take action to improve their health and quality of life. Learn how to address client readiness for change.

This workshop is one part of a **four-part learning series** on HealthChange.

E-Module 1: Introduction to HealthChange

E-Module 2: Health Literacy

E-Module 3: Goal Setting

Two Live, Virtual Workshops, one week apart (you must attend both parts)

***The completion of all three e-Modules is a prerequisite for live workshop registration.**

To complete the e-Modules and register for a workshop:

- **Internal Staff** - Go to MyLearningLink to sign up for and complete the e-modules and then register for an available workshop. Use the search term “HealthChange.”
- **External Providers and Staff** - Login to create an account at the [Primary Health Care Learning Portal](https://phc.absorbtraining.ca) (phc.absorbtraining.ca) and complete the e-modules. Once you have logged in, click on “Catalogue” then click on “HealthChange Alberta.” When you have completed the three e-modules, please email Edmontonzone.healthchange@primarycarealberta.ca to register for an available workshop.

Session Dates (Open to all Edmonton and North Zone staff)	Day	Time	Location
July 15 and 22, 2026	Wednesdays	8:30 a.m. to 12:00 p.m.	Zoom
September 17 and 24, 2026	Thursdays	8:30 a.m. to 12:00 p.m.	Zoom
October 26 and Nov. 2, 2026	Mondays	1:00 p.m. to 4:30 p.m.	Zoom
December 3 and 10, 2026	Thursdays	8:30 a.m. to 12:00 p.m.	Zoom

Health Literacy: The Basics

Length: Three and a half hours

This fun and engaging workshop explores the impact that health literacy skills have on the patient's experience with health care. You will learn about the scope of health literacy, the impact health literacy has on your practice, and the role that you play in helping to support health literacy, including the role of clear communication between provider and patient.

Session Dates	Days	Times	Locations
July 14, 2026	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom
September 10, 2026	Thursday	8:30 a.m. to 12:00 p.m.	Zoom
November 16, 2026	Monday	8:30 a.m. to 12:00 p.m.	Zoom

Health Literacy: Plain Language Practice Session

Length: Two and a half hours

Many of us know that plain language is important when communicating in health care, but how do we actually do it? In this practice session, you will have opportunities to build plain language skills through fun communication activities and resource exploration.

Session Dates	Days	Times	Locations
August 5, 2026	Wednesday	1:00 p.m. to 2:30 p.m.	Zoom
October 1, 2026	Thursday	9:00 a.m. to 11:30 a.m.	Zoom
December 1, 2026	Tuesday	9:00 a.m. to 11:30 a.m.	Zoom

Health Literacy: Document Design Practice Session

Length: Two and a half hours

In this practice session, you will learn basic document design principles that support health literacy and make education more usable for patients. Bring your written document and/or visual presentation to this hands-on workshop where you will have opportunities to edit and refine your education to be more readable and easily understood.

Session Dates	Days	Times	Locations
August 17, 2026	Monday	1:00 p.m. to 3:30 p.m.	Zoom
October 20, 2026	Tuesday	9:00 a.m. to 11:30 a.m.	Zoom
December 16, 2026	Wednesday	9:00 a.m. to 11:30 a.m.	Zoom

Tides of Teamwork: Collaborative Practice Training Program

Collaborative practice is like an ecosystem, where each team member's contribution supports a balanced and thriving environment. The Tides of Teamwork Collaborative Practice Training Program enhances efficiency, communication, and resilience by fostering mutual support and shared goals. The program is anchored in teamwork literature, such as the Canadian Interprofessional Health Collaborative framework, and behavior change science. It was designed to help navigate challenges like change, and maintain an effective, synergistic team dynamic. Tides of Teamwork was co-designed by the Edmonton Primary Care and Chronic Disease Management team in partnership with the Edmonton O-day'min Primary Care Network.

Tides of Teamwork has three phases—Catch the Wave, Make Waves, and Ride the Wave. Each phase is designed to build individual and team skills for effective collaborative practice.



Phase one of the program includes two, three-hour workshops called **“The Will and the Way.”** These workshops introduce the collaborative practice concept and provide skill-building opportunities. The Will and the Way serve as a launch pad for individuals and teams to further develop their collaborative knowledge, skills, and mindset. Phases two and three of the program include follow-up resources and practice opportunities to help individuals and teams continue applying, building, and sustaining their collaborative practice learning and leadership.

Session Dates	Days	Times	Locations
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Please write to ask for information:

CDM.ProviderTraining1@primarycarealberta.ca

Applied Tobacco Intervention

Length: Full day

This one-day, practice-based workshop will strengthen your skills to help clients quit using commercial tobacco products. In a supportive live virtual learning environment, you'll learn and practice techniques for brief (1-3 minute) intensive interventions, including motivational interviewing and counselling.

This workshop is facilitated by the AHS Tobacco, Vaping & Cannabis Program in partnership with the Canadian Network for Respiratory Care. It can help you qualify for credentials such as Certified Tobacco Educator and Certified Respiratory Educator. For more information, review the [AlbertaQuits Learning Series: Course Descriptions and FAQ](#).

To register, go to the [AlbertaQuits Course Catalogue](#).

Session Dates	Days	Times	Locations
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See Course Catalogue

Diabetes Part 1: Foundations of Diabetes Management

Length: Two half days

This workshop is two half day sessions one week apart. You must register for both sessions on the dates set. If a change needs to be made to one session date, please withdraw from both parts and choose another set of dates.

Topics include:

- Self-Management principles / Pathophysiology
- Diagnosis and classification
- Diabetes and pregnancy
- Glucose monitoring / Hypoglycemia management
- Non-insulin medications
- Nutrition interventions
- Case studies to apply knowledge

Facilitated by Registered Nurses and Dietitians who work in the field of diabetes.

Note: This is a “flipped” design course. There will be some pre-workshop material that you will be expected to review before attending. Please review the pre-reading module ahead of the workshop date. Session 2 does not have any pre-workshop material

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Internal learners (PCA, ALA, ACA, RA, AHS) can also register on My Learning Link (on Insite).

Session Dates	Days	Times	Locations
July 15, 2026 - Session 1	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
July 22, 2026 - Session 2	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
September 17, 2026 - Session 1	Thursday	8:30 a.m. to 12:00 p.m.	Zoom
September 24, 2026 - Session 2	Thursday	8:30 a.m. to 12:00 p.m.	Zoom
November 12, 2026 - Session 1	Thursday	8:30 a.m. to 12:00 p.m.	Zoom
November 19, 2026 - Session 2	Thursday	8:30 a.m. to 12:00 p.m.	Zoom

Foundations of Obesity Management

Length: Two half days

You will:

- Recognize obesity as a complex chronic condition
- Explore root causes, challenges, and managing expectations
- Consider relevant resources, strategies, and skills to empower providers to support people living with obesity
- Recognize evidence informed resources
- Assess and apply nutrition strategies, support weight management with people living with obesity
- Focus on behavior change and self-management as key aspects of supporting people living with obesity to improve health

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Internal learners (PCA, ALA, ACA, RA, AHS) can also register on My Learning Link (on Insite).

Session Dates	Days	Times	Locations
June 5, 2026 - Session 1	Friday	8:30 a.m. to 12:00 p.m.	Zoom
June 12, 2026 - Session 2	Friday	8:30 a.m. to 12:00 p.m.	Zoom
September 18, 2026 - Session 1	Friday	8:30 a.m. to 12:00 p.m.	Zoom
September 25, 2026 - Session 2	Friday	8:30 a.m. to 12:00 p.m.	Zoom
November 20, 2026 - Session 1	Friday	8:30 a.m. to 12:00 p.m.	Zoom
November 27, 2026 - Session 2	Friday	8:30 a.m. to 12:00 p.m.	Zoom

Service Coordination Skills

Length: Half day

Are you interested in improving your client's experience and meeting their priorities?

Do you work with clients and communities who face challenges in accessing and navigating their health and wellness?

Do you want to learn more about a service coordination approach to support your clients with complex care needs?

We will work together to build a shared understanding of service coordination. Your participation will support working with your clients, communities and other organizations.

This workshop is for you if you:

- Want to learn more about who may benefit from service coordination
- Want support with having conversations with clients
- Are interested in trying out a guided approach for service coordination
- Are looking to network with others in health and community services

Please note: This workshop is intended for front line staff and leaders who support clients and communities experiencing complex challenges and circumstances in accessing and navigating care.

Submit Registrations (or make inquiries) to: CDM.ProviderTraining1@primarycarealberta.ca

Session Dates	Days	Times	Locations
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Virtual Group Facilitation

Length: Full day

Are you interested in improving your facilitation skills? This workshop is for you if you are a community, social or health care provider and:

- You lead group education directly with patients and community members
- You lead group education for health/social providers who directly support patients
- You are ready to reflect on and stretch your facilitation comfort zone
- You are focused on improving learning experiences and outcomes

In this workshop we will work together to build facilitation skills that support your delivery of effective education in both in-person and virtual settings. P.S. We will have fun, too!

What this workshop is:

- Exposure to and observation of facilitation techniques and virtual strategies
- An interactive workshop
- An opportunity to practice facilitation techniques
- An opportunity to practice virtual strategies

What this workshop is not:

- A full day of PowerPoint presentation
- A passive learning experience
- A lecture about facilitation techniques
- A full zoom tutorial (but we will share some great resources for that)

***Please note: This workshop is for providers located in Edmonton and area. Participants must attend the full day and be on camera in Zoom.**

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Session Dates	Day	Time	Location
June 18, 2026	Thursday	8:00 a.m. to 4:15 p.m.	Zoom
July 28, 2026	Tuesday	8:00 a.m. to 4:15 p.m.	Zoom
September 16, 2026	Wednesday	8:00 a.m. to 4:15 p.m.	Zoom
October 29, 2026	Thursday	8:00 a.m. to 4:15 p.m.	Zoom
December 8, 2026	Tuesday	8:00 a.m. to 4:15 p.m.	Zoom

Cardiovascular Risk

Length: Half day

In this half-day provider education session you will learn how interprofessional health providers are involved in supporting people impacted by cardiovascular risk factors and disease.

Topics Include:

- Cardiac risk profile and associated screening
- Assessment of hypertension and dyslipidemia
- Treatment targets for hypertension and dyslipidemia
- Treatment approaches to hypertension and dyslipidemia, focusing on drug therapy

***Please note:** There is a pre-workshop mini course that you will be expected to complete before attending: **Virtual Course on accurate automated blood pressure measurement (2020)**. This information will not be covered during the live session. You will achieve a printable course certificate for your records. We are reserving the first 30 minutes of the workshop (from 1:00 p.m. to 1:30 p.m.) for you to complete the mini course on your own. You could also complete this ahead of the workshop date if you prefer. The real-time workshop in Zoom starts at 1:30 p.m.

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Session Dates	Day	Time	Location
June 4, 2026	Thursday	1:00 p.m. to 4:30 p.m.	Zoom
September 17, 2026	Thursday	1:00 p.m. to 4:30 p.m.	Zoom

Workshop is delivered by guest speakers from the University of Alberta and is supported by Edmonton Zone Chronic Disease Management Team.

Chronic Pain Management in Primary Care

Length: Two half days

These two part course sessions are complementary. *Attendance at both sessions is recommended*, although participants are able to attend either workshop.

Topics include:

Understanding, assessing and managing chronic pain in Primary Care

Audience: Any member of interdisciplinary team working with clients with chronic pain in a community health or primary care setting.

Part 1: Introduction to Pain Assessment and Management in Primary Health Care

- Describe key features of chronic pain and identify strategies to prevent functional decline in patients with pain
- Practical application of pain assessment tools in the creation of a client-centered plan
- Describe practical mind-body strategies you can incorporate in treatment sessions

Part 2: Chronic Pain Management Overview for Primary Health Care (including Medication Management)

- Review the different types and categories of chronic pain
- Review components of pain assessment, including various pain scales/questionnaires
- Explore different modes of treatment (pharmacological and non-pharmacological), and different medication management strategies
- Engage in small and large group case study discussion with interprofessional perspectives

Submit Registration inquiries to: CDM.ProviderTraining1@primarycarealberta.ca

Session Dates	Day	Time	Location
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Diabetes Part 2: Advancing Practice

Length: Two half days

This workshop is two half-day session one week apart. You must register for both sessions on the dates set. If a change needs to be made to one session date, please withdraw from both parts and choose another set of dates.

Topics include:

- Insulin initiation and management
- Insulin to carbohydrate ratios
- Physical activity
- Weight management
- Diabetes complications

Facilitated by Registered Nurses and Dietitians who work in the field of diabetes.

Note: This is a “flipped” design course. There will be some pre-workshop material that you will be expected to review before attending. Please review the Pre-reading module ahead of the workshop date. Session 2 does not have any pre-workshop material needed to be reviewed.

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Internal learners (PCA, ALA, ACA, RA, AHS) can also register on My Learning Link (on Insite).

Session Dates	Days	Times	Locations
June 9, 2026 - Session 1	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom
June 16, 2026 - Session 2	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom
August 5, 2026 - Session 1	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
August 12, 2026 - Session 2	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
October 7, 2026 - Session 1	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
October 14, 2026 - Session 2	Wednesday	8:30 a.m. to 12:00 p.m.	Zoom
November 24, 2026 - Session 1	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom
December 1, 2026 - Session 2	Tuesday	8:30 a.m. to 12:00 p.m.	Zoom

Diabetes Part 3: Application of Diabetes Care and Special Populations

Length: Full day

You will engage in a case based workshop to build on basic knowledge and skills. You will improve confidence with relevant person-centered skills to support inclusive and equitable diabetes care for diverse populations. This course is built around the 2018 Diabetes Guidelines.

1. Understand the management of sick days, and hypoglycemic emergencies
2. Learn about foot care, shift work, travel and driving in relation to clients with diabetes
3. Discuss dietary patterns, carbohydrate counting and natural health products
4. Know how to make referrals and about current relevant resources

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Internal learners (PCA, ALA, ACA, RA, AHS) can also register on My Learning Link (on Insite).

Session Dates	Days	Times	Locations
June 25, 2026	Thursday	8:30 a.m. to 4:00 p.m.	Zoom
October 22, 2026	Thursday	8:30 a.m. to 4:00 p.m.	Zoom
December 10, 2026	Tuesday	8:30 a.m. to 4:00 p.m.	Zoom

Psychological Aspects of Diabetes

You will:

- Reflect on and be able to explain Diabetes-specific psychological concerns: diabetes distress, psychological insulin resistances, and fears of hypoglycemia.
- Apply provided tools and scales to assess behavioural and mental health concerns
- Examine and explain how mental health concerns and challenges can create barriers to effective diabetes management, and self-management, for people with diabetes.
- Identify and apply mental health strategies to support people with diabetes to manage psychological aspects of diabetes.

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Session Dates	Days	Times	Locations
November 6, 2026	Friday	8:30 a.m. to 12:00 p.m.	Zoom

Psychological Aspects of Obesity

Length: Half day

You will learn about:

- Some conditions commonly co-morbid with obesity, and which can prevent effective obesity management
- How to recognize ADHD or Binge Eating disorder in your patients

Submit Registrations to: CDM.ProviderTraining1@primarycarealberta.ca

Internal learners (PCA, ALA, ACA, RA, AHS) can also register on My Learning Link (on Insite).

Session Dates	Days	Times	Locations
October 9, 2026	Friday	8:30 a.m. to 12:00 p.m.	Zoom

Coming Soon - Respiratory Illnesses

Supporting Self-Management for Adults
in Community with
Respiratory Conditions

For more information contact

CDM.ProviderTraining1@primarycarealberta.ca