

Customer Relations Center



1-800-465-6302

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Services & Care

Throughout your entire ostomy journey, **me+™** is here to give you the support, insights, and products you need.



welcome

More than just great products – me+™ brings you the tools and advice to help you make life with an ostomy completely your own.

At first, living with an ostomy can feel as if your whole world is going to change. It's normal to have many feelings and questions. But you're not alone. With **me+™**, we completely surround you with the support, inspiration, insights and ideas that you need to live with an ostomy in your own way. Because we believe you are defined by your interests, your hobbies, your friends and all the things that make you unique — not your ostomy. And we're here to help you get back to doing all the things that make you, you.

Enroll in **me+™** today. Email Convatec.Canada@convatec.com or call 1-800-465-6302 (M-F, 8:00 AM-6:00 PM EST)

In this brochure.



me+™ support

Live experts by phone or email for any questions you may have.

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me+™ answers

An in-depth resource covering everything ostomy.

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me+™ community

Inspiring stories and ideas from others living with an ostomy.

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We surround you with support for every part of your ostomy care.

Getting used to living with an ostomy takes time — sometimes it's hard to know where to start. With **me+™ support**, we know you'll have questions so we're here to address them all in the weeks ahead. The care you need is just a phone call away.

Your me+™ support team.

Our expert team of **nurses and product specialists** is available to:

- help you figure out which products are right for you;
- teach you how to take care of the skin around your stoma and change your ostomy system;
- help you cope with tricky lifestyle issues and anything else that may come up.

We'll make sure you are caring for your stoma correctly. We'll send you product samples and help you navigate provincial coverage. And we'll connect you with one of our Pre-Approved Suppliers so the products you need get delivered right to your home.

We care, and we are here to listen and answer questions you have as you adjust to living with an ostomy.

Call us at 1-800-465-6302 (M-F, 8:00 AM-6:00 PM EST) or e-mail Convatec.Canada@convatec.com.



"Whenever I call the nurses, they always take the time to help me and to find the products that fit my life."

Whitney

singer, artist, volunteer

** Model portrayal, for illustrative purposes only*



"I know where to look for information, and it's easy to get straightforward answers for any questions I have"

** Model portrayal, for illustrative purposes only*



me+™ answers and all the benefits of **me+™** are free — and enrolling is easy.

Simply call 1-800-465-6302
or visit www.convatec.ca/ostomy





Resources to help make living with an ostomy work for you.

It's only natural that you'll have questions as you begin life with an ostomy. So we've curated a platform of honest, insightful tools that are constantly being updated called **me+™ answers**. It's designed to give you the current, up-to-date ideas you need to gain confidence and get comfortable with your ostomy — all in one convenient place, whenever you need it. There are even ideas and information for those who are helping you care for your stoma at home.

Your me+™ answers resources.

Caring for your stoma. Easy-to-understand information that shows you how to clean your stoma and properly care for the skin around it.

Pouch application guide. Step-by-step instructions complete with pictures and video to teach you how to put on and change your pouches.

Nutrition & Diet. Tips on which foods and drinks to avoid and which to enjoy, because living with an ostomy doesn't have to stand in the way of savoring every meal.

Life & Style. Answers about dating, physical activity, sexual intimacy, traveling and more. Because your care should fit the way you want to live, not the other way around.



"I want to show the world that there are active, happy young adults living with an ostomy."

Meghan

**oncology nurse, wife, avid runner
living with an ostomy since 2007**



From exercising to simply meeting up with your friends – others with ostomies can help you get where you want to go.

Sometimes the best advice comes from someone who has already been where you are now. **me+™ community** brings you Great Comebacks — a program ConvaTec has supported for over 30 years that celebrates inspiring people who are constantly reinventing what it means to live with an ostomy.

Great Comebacks connects you with people who have been right where you are now. In many cases, they've felt the same insecurities, struggled with the same emotions, and overcome the same hurdles. It's a place to share and hear stories from people who refuse to let their ostomy hold them back.

An entire community is waiting for you online. Visit www.convatec.ca/ostomy to find out more.

"I go to work every day thinking about
how lucky I am to do what I do."

Alissa

ConvaTec Ostomy Nurse



** Model portrayal, for
illustrative purposes only*



Reach out whenever you need insights, ideas, or just someone to listen.

At **me+™**, we're committed to helping you live with an ostomy in a way that works for you. It's why we do what we do. We're here to help in any way we can.

We're looking forward to hearing from you.

Enrolling in **me+™** is fast, easy and absolutely free. And the sooner you call, the sooner you can start getting all the benefits. Call us at 1-800-465-6302 (M-F, 8:00am – 6pm EST) or visit www.convatec.ca/ostomy



Getting the benefits of me+™ is easy.

Simply call 1-800-465-6302 or visit www.convatec.ca/ostomy

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AP-018576-CA

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