



FREQUENTLY ASKED QUESTIONS

GENERAL

What is a virtual 10K, do it your way?

Lace Up for Diabetes is a new way to bring the Diabetes Canada community together to raise funds and awareness to End Diabetes. You commit to completing 10k of activity (2 hours) throughout September. You can Walk, Run, Ride, Dance, or move your kilometres in 2 hours, 2 days, 2 weeks – it is a virtual 10k, do it your way.

When and where does the Lace Up 10K take place?

Because it is a virtual 10k, this is totally up to your interest and availability, it can be indoors, outdoors, completed all on one day or over several days or weeks. Do not forget to join us on September 27th for the Virtual Celebration event.

Will there be a physical event I can take part in?

Due to COVID-19 and social distancing regulations across Canada, there will not be a physical in-person event. We are excited to bring the Diabetes Canada community together through interactive sessions leading up to the event, along with our Virtual Celebration event on September 27th. Join us to receive emails with updates for these events.

Is there an age limit for Lace Up?

Lace Up for Diabetes is a family-friendly opportunity to support Diabetes Canada. All ages are welcome to take part, children should complete their 10K under the supervision of a parent or guardian.

Do you have an app that I can track my activity with?

No, but there are several apps available that you can track your exercise with. Some favourites include Strava, RunTracker, Map My Run, and more. If you do not have a tracker, remember 10K on average is 2 hours of activity so you can track by the minute as another choice.

How can I spread the word and share my activity?

It would be fantastic to invite more people to Lace Up with you through Social Media outlets, or through word of the mouth. We encourage you to share photos, kilometre checkpoints and more on social media using @diabetescanada and #laceup.

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REGISTRATION

How do I register?

It is easy to get started now!

1. Click "[Get Started](#)" on our homepage
2. Choose to start a team, join a team, or join on your own
3. Complete Registration Form to access your personal fundraising page

If you need help, please contact lakeup@diabetes.ca

Can I join with a group or team or just on my own?

You can join as a group or team, or on your own! The first choice is as a team of 2 or more people who will be taking part virtually together. The second option is on your own, this option creates a single fundraising page for the passionate individual to share their story.

I would like to take part with my family. Do I have to register all family members?

It is up to you, our website is designed to have a page for each family member, however, some families like to sign-up as an individual and promote setup their page as a family page. If you want support on the best choice for you, contact lakeup@diabetes.ca and we will help you out.

I want to sign-up my company, how do I register a team?

Great! Getting started is easy!

1. Click "[Get Started](#)" on our homepage
2. Choose "Start a Team"
3. Enter Team Name and Goal
4. Complete Registration Form to access your team page, and your personal fundraising page

If you need help, please contact lakeup@diabetes.ca

How do I join a team that is already registered?

We are so excited to have you! You will need to know the team name or team captain's name to find them. From there it is easy!

1. Click "[Get Started](#)" on our homepage
2. Choose "Join a Team"
3. Search team name
4. Click join
5. Complete the Registration Form to access your personal fundraising page

If you need help, please contact lakeup@diabetes.ca

What happens after I sign up?

You will receive a welcome email with all the fundraising tools and guidelines to help you start your movement and Start Lacing Up. You will receive follow-up emails, for inspiration, goal achievements, and updates of the Lace Up event.

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FUNDRAISING

Is there a minimum fundraising amount to join Lace up?

There is no minimum fundraising amount or registration fee to join Lace Up for Diabetes. We cheer on your fundraising success through a variety of badges at different tiers of fundraising (\$50, \$75, \$150, \$250, \$500, and \$1000)

Do you have suggestions for how to fundraise during this unprecedented time?

It is important to be sensitive when you reach out to family and friends to support you, these are unprecedented times throughout the world. A lot of things were put on hold in the world due to COVID-19, unfortunately, you cannot put a hold on diabetes, and the need for donations is greater now than ever. Sharing your personal story is a wonderful place to start, we recommend updating your fundraising page with this story for your supporters to see. We have developed several email templates available in your participant centre once you register. Encourage your supporters to give what they can, small donations add up.

How do I fundraise?

Fundraising for Lace Up for Diabetes is easy. Once you have completed your online registration you can log in to your Participant Centre. The Participant Centre is your hub for fundraising, you can set-up your fundraising page, send emails to family and friends, update your goal and much more.

If you need help contact laceup@diabetes.ca, we are happy to help you get started!

I do not have a computer to sign up online, can I still take part?

No problem. If you have a smartphone you can register and fundraise right from your phone. If you do not have a smartphone or laptop, try asking a family member or friend to help you set up your fundraising page, or you can contact laceup@diabetes.ca and we can help you with that.

How will you use the funds I raise?

Funds raised through Lace Up for Diabetes will support our research, education, and health promotion programs. Here are some examples:

- By funding the best researchers in Canada who are working to find life-saving breakthroughs and a cure.
- By reaching out to newly diagnosed people with vital support and the most up-to-date information and tools to help manage their diabetes.
- By sending children with diabetes to summer camps (and Dose of D-Camps in 2020!) devoted to fostering confidence and independence.
- By advocating on behalf of people with diabetes.
- By providing health care professionals with the latest information and advancements in diabetes research to help them offer the absolute best care for their patients.

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LIVE CELEBRATION EVENT

How will I be able to tune into the Live Celebration event?

We are still confirming details on the Live Celebration event. Stay tuned for more information.

DONATIONS

When will I receive my tax receipt?

All online donors will receive an electronic copy of their official tax receipt to the email address they supplied when completing their donation. Sometimes receipts sneak into junk or spam folders so be sure to check those too. If you have trouble finding your tax receipt please contact laceup@diabetes.ca.

How do I make an online donation?

Great question! There are a couple of different ways you can donate. Most of the time you would have received an email that will include a link to the participants' fundraising page. When you click on that link you are taken to a fundraising page, click donate and complete the form.

You may also see a post on social media, the process is the same. Click on the post, which will take you to the personal fundraising page, click donate, and complete the form.

If you do not have the link, no problem. Visit our website and click donate in the top navigation. From there you can search for the person or team you want to donate to you.

**If you did not see your question on the list, reach out to us
and we will be happy to help you!**