

Live Life  
to the Fullest  
With Your Ongoing  
Health Condition.

REGIONAL COORDINATION CENTRE

September 2019

Issue 6

# WATERLOO WELLINGTON

## Self-Management Program

### Inside this Issue

Welcome New Leaders	2
Participant Feedback	3
How Did We Do In Q1?	4
Workshop Survey Stats	5
Leader Survey Results	5
Canada Food Guide	6
New Program: Cancer: Thriving and Surviving	7
Host Organization Update	8
Participant No Shows/Missed Class	8
Leader Appreciation Dinner	9
Mental Health First Aid	10
Bridges out of Poverty	11
Emergency Closure Procedure	12
Relaxation for Mind and Body- MP3 cards	12
Importance of Self-Care	13
In the Spotlight- "Beth Attwood"	14
In the Spotlight "Christine Hagen"	15

### WELCOME BACK CLASS OF 2019/ 2020!

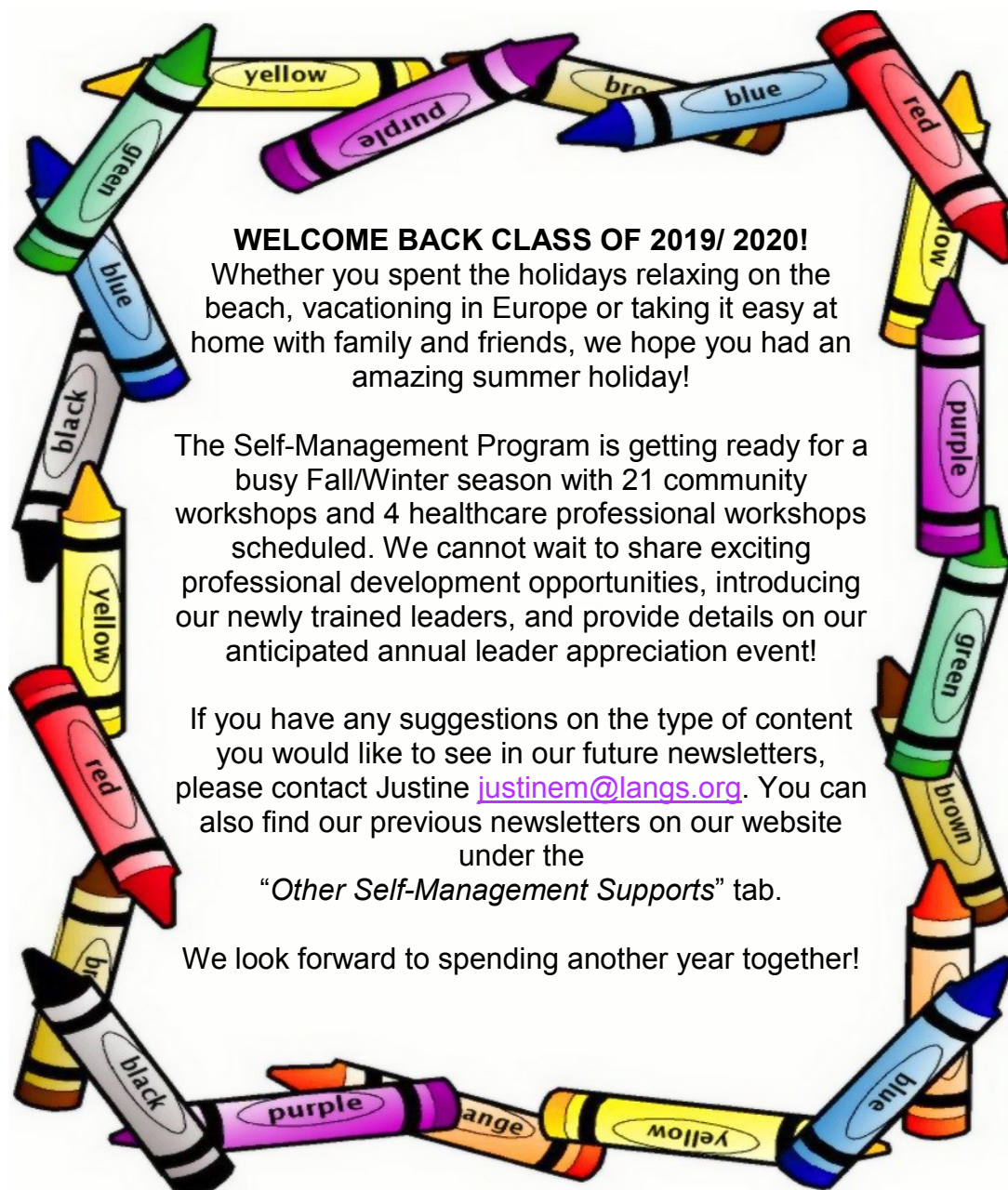
Whether you spent the holidays relaxing on the beach, vacationing in Europe or taking it easy at home with family and friends, we hope you had an amazing summer holiday!

The Self-Management Program is getting ready for a busy Fall/Winter season with 21 community workshops and 4 healthcare professional workshops scheduled. We cannot wait to share exciting professional development opportunities, introducing our newly trained leaders, and provide details on our anticipated annual leader appreciation event!

If you have any suggestions on the type of content you would like to see in our future newsletters, please contact Justine [justinem@langs.org](mailto:justinem@langs.org). You can also find our previous newsletters on our website under the

"Other Self-Management Supports" tab.

We look forward to spending another year together!





We would like to introduce our newly trained leaders as well as acknowledge our current leaders who have cross trained in different programs.

Let's give a warm welcome to:

**Cancer: Thriving and Surviving**

*Doreen Fibke*

*Judie Witney*

*Roy Silva*

*Susan Morgante*

*Martha Knowlton*

**Craving Change**

*Kristi MacMillan*

**Diabetes, Healthy Feet and You!**

*Beth Attwood*

**M.A.S.T.– Mindful Awareness Stabilization Training**

*Kyla Robson*

*Chaitali Maybhate*

*Teresa Vandebelt*

**Take Charge: Chronic Pain (New Leader Training)**

*Beth Attwood*

**Take Charge: Chronic Pain (Cross Training)**

*Judy Daniel*

*Suzanne Paul*

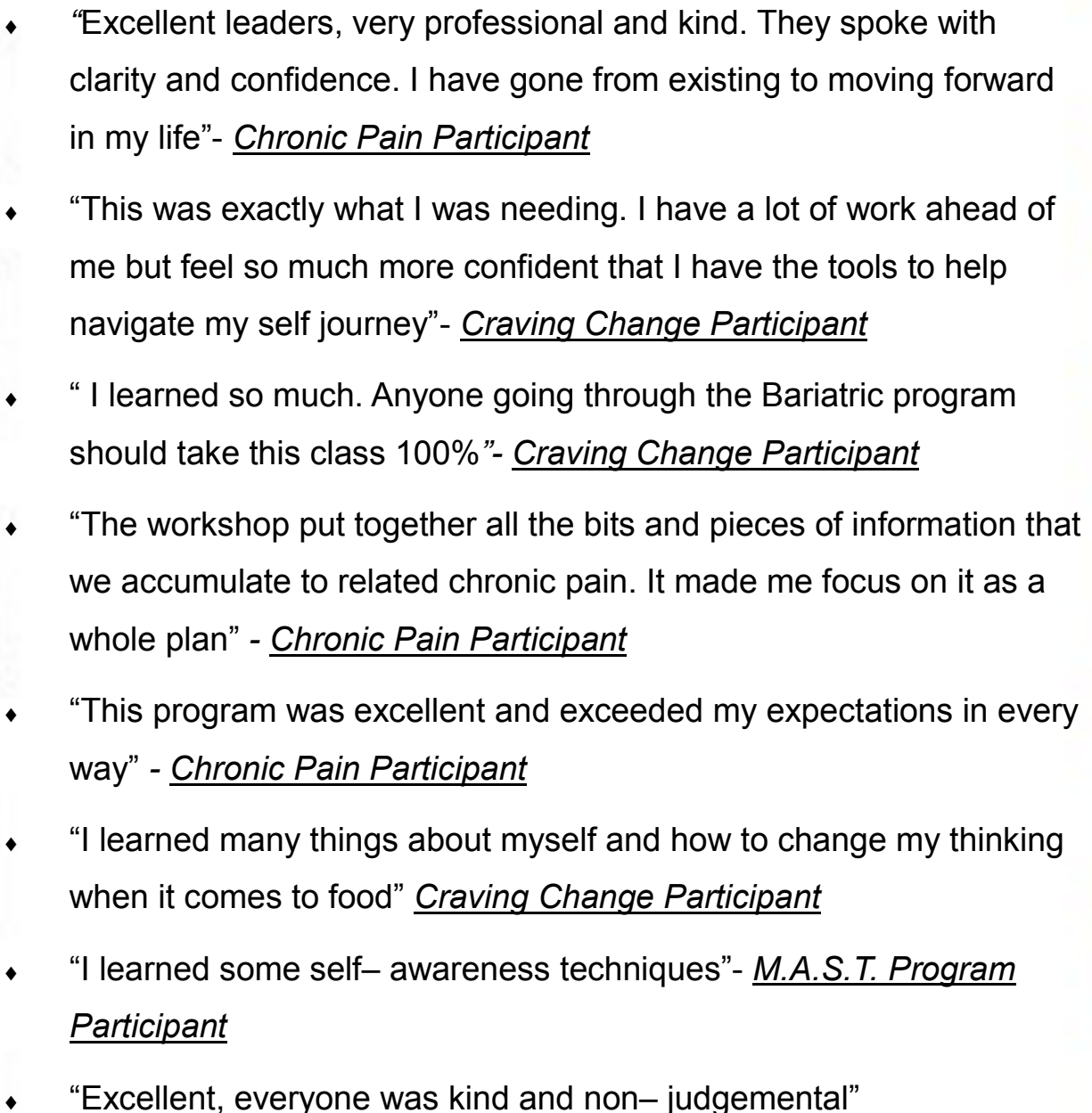
**Treating Patients with C.A.R.E. (Healthcare Provider Workshop)**

*Robin McQuillan*

*Sundee Hans*

Welcome to **Christine Hagen** who came to us from the South West Self-Management Program. Christine is trained to facilitate the Take Charge Chronic Pain program and is currently working at the Kitchener Downtown Community Health Centre.

# PARTICIPANT WORKSHOP FEEDBACK

- 
- ♦ “Excellent leaders, very professional and kind. They spoke with clarity and confidence. I have gone from existing to moving forward in my life”- Chronic Pain Participant
  - ♦ “This was exactly what I was needing. I have a lot of work ahead of me but feel so much more confident that I have the tools to help navigate my self journey”- Craving Change Participant
  - ♦ “ I learned so much. Anyone going through the Bariatric program should take this class 100%”- Craving Change Participant
  - ♦ “The workshop put together all the bits and pieces of information that we accumulate to related chronic pain. It made me focus on it as a whole plan” - Chronic Pain Participant
  - ♦ “This program was excellent and exceeded my expectations in every way” - Chronic Pain Participant
  - ♦ “I learned many things about myself and how to change my thinking when it comes to food” Craving Change Participant
  - ♦ “I learned some self– awareness techniques”- M.A.S.T. Program Participant
  - ♦ “Excellent, everyone was kind and non– judgemental”

# HOW DID WE DO IN Q1?

## April 2019 to June 2019

Community Workshops Held

23

Healthcare Professional Workshops Held

2

Individuals Trained

378

Healthcare Professionals Trained

39

New Leader Trainings Held

1

Community Events Attended

8

New Leaders Trained

9

Interactions at Community Events

431



# Workshop Survey Statistics



Participants felt motivated to make lifestyle changes	66%
Participants felt they improved their health and general well-being	68%
Participants felt they increased their knowledge	58%
Participants learned new skills	66%
Participants heard about our program from their healthcare provider	25%
Participants felt more connected to people with similar challenges	29%
Participants said they would recommend this workshop to a friend	94%

## Leader Survey Results


Thank you to everyone who responded to our spring survey. We received **27 surveys** and the overall feedback was very positive. From the survey we gathered comments and suggestions on leader development and what areas you would find helpful learning more about, such as community resources and facilitation skills. We heard suggestions on how to support participants in completing workshops and ideas on how to offer follow-up sessions. We also found out that our peer leaders very much appreciate the annual leader appreciation dinner that we offer so look forward to our next gathering in April 2020 (*refer to pg. 9*)

Should you have any questions about the survey or if you are interested in assisting with workshop follow-up sessions, please feel free to email Kim at [kimba@langs.org](mailto:kimba@langs.org)

**Canada's food guide**

## Eat well. Live well.

Eat a variety of healthy foods each day



Have plenty of vegetables and fruits

Eat protein foods

Make water your drink of choice

Choose whole grain foods

Discover your food guide at  
**Canada.ca/FoodGuide**

© 2019 Health Canada. All rights reserved. Reproduction of this document is permitted. For more information, visit [www.canada.ca](http://www.canada.ca). Published in 2019. ISBN 978-0-662-59171-7. Page 1/1000000

Canada

**Canada's food guide**

## Eat well. Live well.

Healthy eating is more than the foods you eat



Be mindful of your eating habits

Cook more often

Enjoy your food

Eat meals with others

Use food labels

Limit foods high in sodium, sugars or saturated fat

Be aware of food marketing

Discover your food guide at  
**Canada.ca/FoodGuide**

Canada

Canada's food guide suggests food choices that promote health and decrease the risk of obesity and other diseases such as heart disease which can be related to a person's food intake.

### Recent Revisions to Canada's Food Guide

#### **Protein Food Group:**

- Milk products are now included in this group
- Include more plant based proteins, such as beans, lentils and legumes.

#### **Additional Guidance:**

- Use whole foods and using less processed food
- Prepare food at home to control the amount of salt and sugar
- Choose water as your beverage of choice
- Eat more fruits and vegetables
- Use whole grains such as quinoa, whole grain pasta, bread, oatmeal, brown or wild rice
- Limit saturated (animal) fat and trans fats (hydrogenated vegetable oil)
- Use healthy fats such as Olive, Canola and Sunflower oil

We encourage people to visit the website for more information about the Canada Food Guide

<https://food-guide.canada.ca/en/>

# New Program

## Cancer: Thriving and Surviving

### Learn skills to deal with:

- Frustration
- Pain and Fatigue
- Isolation
- Poor Sleep
- Relationships
- Living with uncertainty



**"Cancer: Thriving and Surviving"** is a 6- week workshop developed to help individuals who are cancer survivors better manage their health and daily lives. This program includes highly interactive sessions focusing on building skills, where mutual support and success build confidence to manage your health, and maintain an active and fulfilling life.

*Participants will make weekly action plans, share their experiences, and help each other solve problems they encounter in creating and carrying out their self-management*

### Upcoming Workshops

**September 19– October 24, 2019**

Stanley Park Community Centre

**October 31– December 5, 2019**

Woolwich CHC

**April 2– May 7, 2019**

Woolwich CHC

# Host Organization Update

Without the kindness of our host organizations, we would not be able to offer our workshops as often as we do. They provide us with in-kind space, presentation equipment, facility support and more.

Depending on each organization, we do our best to schedule 30 minutes before and after a workshop in order for our leaders to set-up and tear down. As a gentle reminder, please do not arrive for a workshop any earlier than what is scheduled on your work plan as the meeting room could be booked before or after the session.

Should you have any questions please do not hesitate to contact us.

## WHEN A PARTICIPANT NO-SHOWS OR MISSES A CLASS ---How Can Our Leaders Help---

The Self-Management Program encourages participants to attend all sessions of a workshop in order to receive the most benefit. However, we respect there are times when participants have appointments or they become ill and cannot attend. Typically, participants are really good at letting Justine know if they are not able to attend a session and Justine will connect with the leaders at that time.

Although we always inform participants to please phone us if they cannot attend a workshop in it's entirety, there are participants who no-show without notice.

We encourage our leaders to reach out to participants who have missed classes by phoning to find out if they are able to come to the next class or if they would like to be removed from the attendance or added to the waitlist for a future program. Please keep us informed of the outcome of your call.





THE WATERLOO WELLINGTON  
SELF-MANAGEMENT PROGRAM  
INVITES YOU TO OUR ANNUAL

---

# LEADER APPRECIATION DINNER

**APRIL 16, 2020  
5:30PM - 7:30PM**

DOCKSIDE AT THE OLD MARINA RESTAURANT  
1947 MCCLINTOCK DRIVE  
CAMBRIDGE, ONTARIO  
N3C 2V4

---

RSVP TO JUSTINE  
NO LATER THAN APRIL 2, 2020  
[JUSTINEM@LANGS.ORG](mailto:JUSTINEM@LANGS.ORG)

# Leader Development Opportunities

## Mental Health First Aid



**Robin Bender**  
Founder/Facilitator of  
Mega Health at Work

Mental Health First Aid (MHFA) is the help provided to a person developing a mental health problem or experiencing a mental health crisis. Just as physical first aid is administered to an injured person before medical treatment can be obtained, MHFA is given until appropriate treatment is found or until the crisis is resolved.

The MHFA Canada program aims to improve mental health literacy, and provide the skills and knowledge to help people better manage potential or developing mental health problems in themselves, a family member, a friend or a colleague.

**This 12-hour course will:**

- Teach you to better recognize mental health problems and empower you to reduce the stigma
- Equip you with mental health crisis first aid procedures, resources, and appropriate treatments
- Possibly help you preserve life where a person may be a danger to themselves or others

*Mental Health First Aid **DOES NOT** teach people to be therapists.*

**Event Information:**

- Tuesday October 22 + Wednesday October 23, 2019
- 9:00 a.m. – 4:00 p.m.
- The Butterfly Conservatory: 2500 Kossuth Road, Cambridge, ON, N3H 4R7
- Course includes a manual, certificate of completion from the Mental Health Commission of Canada, refreshments and light lunch. As an added bonus, attendees of our Mental Health First Aid Workshop will each receive a free PASS (Panic, Anxiety, & Stress Support) kit.
- *Please note: Attendance is required for the full 2-day training to obtain your certificate*

*The Self-Management Program will be holding 8 spots for any of our leaders who are interested in attending the 2– day training. The spots are on a “first come first serve” basis. If you would like to secure your spot, please contact Justine ([justinem@langs.org](mailto:justinem@langs.org)) directly to register.*

**Please register no later than October 15, 2019**



Self Management Program 



**Mental Health  
First Aid CANADA**



**For additional information on the workshop content please refer to the Mega Health at Work website: [www.megahealth.ca](http://www.megahealth.ca)**

# Leader Development Opportunities

## INSPIRING ACTION FOR CHANGE:

## ADDRESSING THE CHALLENGE OF POVERTY

### STRATEGIES FOR PROFESSIONALS & COMMUNITY

**THURSDAY OCTOBER 3, 2019**

Addressing poverty is the responsibility of the whole community. The Bridges Out of Poverty workshop provides key strategies when working with individuals living in poverty. Gain a deeper understanding of the challenges and strengths of people living in poverty. Topics include:

- increasing awareness of differences in economic cultures
- explore the hidden rules of economic class and examine how those differences effect opportunity for success
- examine the impact of poverty on families
- identify ways to improve relationships and develop new tools to better address individual needs

\*The Self-Management Program would like to extend the invite to any of our leaders who are interested in attending the seminar. Please contact Justine directly to register\*



Waterloo Wellington  
Self-Management  
Program

Self Management Program Ontario

**Langs CHC**  
**1145 Concession Road**  
**Cambridge, ON**  
**N3H 4L5**  
**Room: E105**

**9am – 3pm**  
**Lunch 12pm – 1pm**  
*Participants are  
responsible for  
providing their lunch*

### Registration info:

**This is a FREE event!**  
**[Please contact Justine to  
register \(justinem@langs.org\)](mailto:justinem@langs.org)**

**Or call 519-947-1000  
ext 255**

**BRIDGES CERTIFIED  
TRAINER & FACILITATOR  
ELAINE WEIR**

**For more information about  
Bridges out of Poverty  
workshops or webinars  
visit [circlesgw.ca](http://circlesgw.ca)**



# Emergency Closure Procedure



Due to the amount of closures last winter, our team has come up with a plan to notify participants whether their workshop will be running.

On the front of each workbook, there will be a label instructing individuals to phone our office and listen to the voicemail for further instruction.

Our team will try our best to update our website newflash should there be any further updates.

## Relaxation for Mind and Body

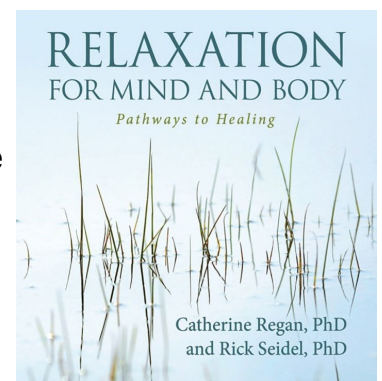
**-- For Take Charge Leaders Only --**

As CD players/CD drives on computers are becoming more obsolete, we will be offering an MP3 version of the “*Relaxation for Mind and Body*” CD as an option to workshop participants.

Each option costs the program approximately \$10, so participants will have to chose if they would prefer a CD or an MP3 version. Both formats will be included with the workshop materials.

### **How they work:**

- ♦ The WWSMP purchases the MP3 cards each with an individual code on the back for redemption
- ♦ Participants will go to the URL on the back of the card ([www.dropcards.com/relax](http://www.dropcards.com/relax)) to input their code
- ♦ The MP3 file can be easily downloaded and imported into iTunes or Windows Media Player
- ♦ The total length is 61 minutes. This MP3 file can be played on a computer and/or transferred to a mobile device (smartphone)



For more information about the MP3 cards, visit [Bull Publishing F.A.Q](#)



# "Self Care- Isn't Selfish"

International Self-Care Day on July 24, serves to remind everyone that the benefits of self-care are experienced life-long learning and do not relate to one single day. We, at the Waterloo Wellington Self-Management program encourage you to take some time to look at your own self-care activities and see how you are doing.

Self-care is a lifelong habit and culture. It is the practice of individuals looking after their own health based on the knowledge and information available to them. It is a decision-making process that empowers individuals to look after their own health efficiently and conveniently, in collaboration with health and social care professionals as needed. – Global Self-Care Federation.

## Self-Care can be easily visualized and organized around the seven following pillars:

1. **Health Literacy** –People with strong health literacy skills including the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions.
2. **Self-awareness of physical and mental conditions** - Life satisfaction, optimism, having a purpose in life, engaging in health screening, and a sense of belonging and support.
3. **Physical Activity** – Practicing regular physical activity improves health and reduces the risk of developing chronic diseases.
4. **Healthy Eating** – Choosing a nutritious, balanced diet with appropriate levels of calorie intake.
5. **Risk Avoidance** - in terms of health, refers to the avoidance or reduction of behaviours that directly increase the risk of disease or death. Quitting tobacco, limiting alcohol use, using sunscreen.
6. **Good Hygiene** - refers to the conditions and practices that help to maintain health and prevent the spread of diseases. Washing hands regularly, brushing teeth and washing food.
7. **Rational Use of Products and Services** - involves individuals safely and effectively managing their health, where appropriate with medicines, products or services.





*Beth Attwood*

Beth has recently been certified to co-lead our Diabetes Healthy

Feet and You and Take Charge Chronic Pain program.

Beth has been working at Community Support Connections since

2011, she has been certified as a gentle exercise facilitator.

Beth has also more recently taken on the responsibility of being one

of their drivers, taking clients to medical appointments and other

necessary shopping and social engagements.

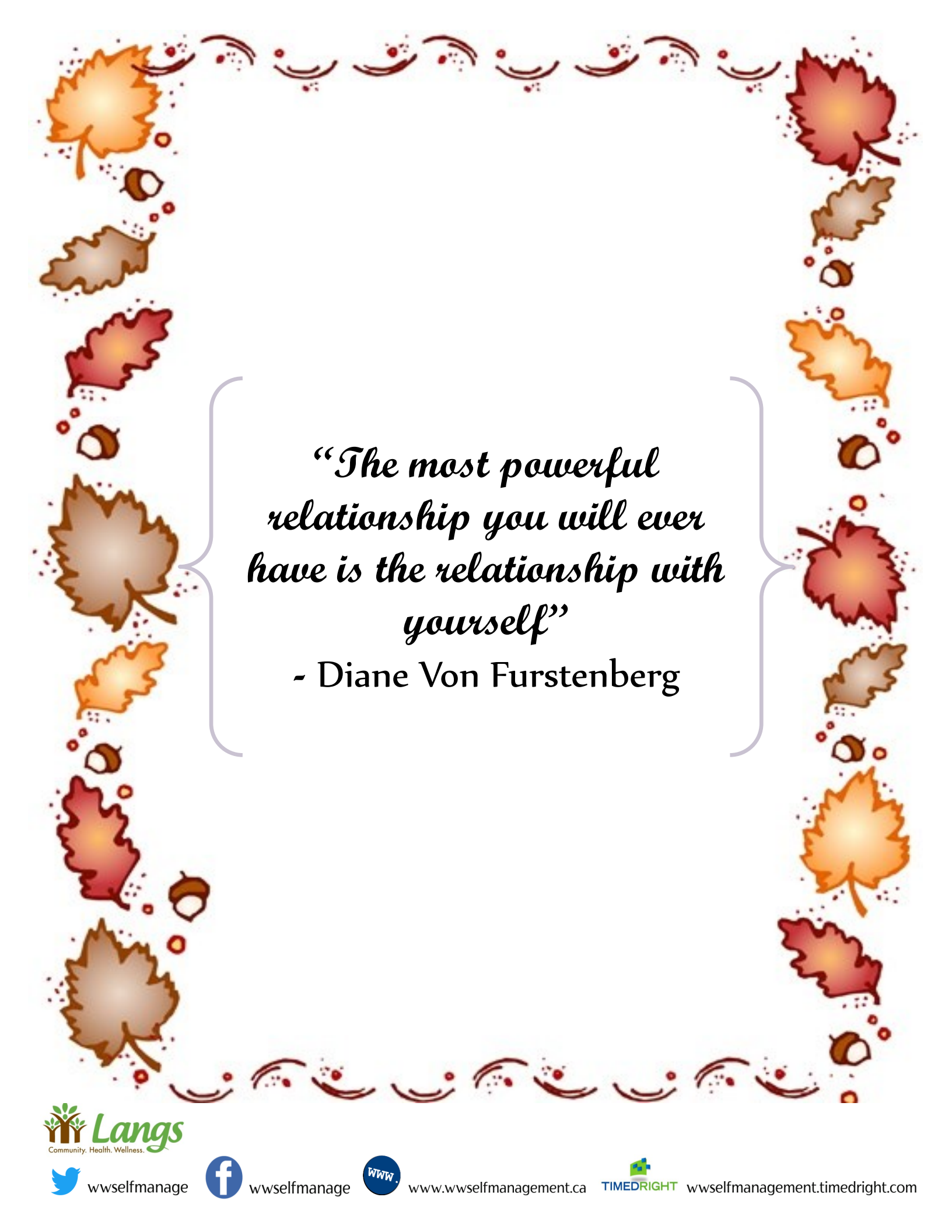


## Christine Hagen

Chris Hagen is a co-facilitator for the Chronic Pain Self-Management Group, trained in Oxford County while working Woodstock. Her husband lives with chronic pain that flares and retreats, often impacting family plans and requiring some nimble shifting of arrangements. She has two teenaged sons, 13 and 15, who are lovable and yet cause a different type of chronic pain (though with the high likelihood that it will subside!).

Chris strongly supports the values of self-management, encouraging independence and fostering the feeling of capability for people living with chronic pain. She finds it inspiring to see people living with despair move into awareness that they can positively impact the quality of their lives. Chris is grateful for the opportunity to share the wisdom of this program with the people she meets.





*“The most powerful  
relationship you will ever  
have is the relationship with  
yourself”*  
- Diane Von Furstenberg