



Live Life
to the Fullest
With Your Ongoing
Health Condition.

Waterloo Wellington Self-Management Program

Spring/Summer Edition

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GOODBYE WINTER AND A BIG WELCOME TO SPRING!

Please take the time to read through this latest edition of our Leader Newsletter as it contains lots of great information including plans for 2018-2019 and an introduction to our newest team member Kim Barfoot.

If you have any suggestions or ideas for future topics please email us at selfmanagement@langs.org. This newsletter is for you and your feedback is always greatly appreciated!

Once again we would like to thank each and every one of you for your continued support and dedication to the Self-Management Program. We would not be able to keep our program running successfully without the commitment of all of our amazing leaders.

Thank You!



Welcome To Our Team

Kim Barfoot



We are so happy to introduce you to our new Program Facilitator, Kim Barfoot.

Kim joined our team March 5, 2018 and we have been super excited to have her on board with us! Kim will be working part-time focusing on program and leader development.

While Kim is originally from Ontario, growing up just outside of Owen Sound, she recently moved back from Banff, Alberta where she spent 18 years living and playing in the Rocky Mountains.

Kim's work experience in Banff was focused on community programming (including: health and wellness, fitness classes, languages, creative pursuits, community development and special events). Kim enjoys the work that comes with developing and facilitating programs and events including working with instructors and leaders to bring forward community programs that provide knowledge and understanding and help to inspire and engage the participants.

Kim enjoys being active and getting outside. Some of her favourite pastimes include walks, swimming, playing softball and heading to the curling rink. She is also an avid reader and is currently in the process of knitting a blanket (while she catches up on her favourite Netflix shows). Kim is thrilled to have joined the Self-Management team and is looking forward to meeting and working with everyone.

MOMENTS OF EXCELLENCE

Here's What Participants Had to Say:

- ◆ *"Very good presentation. Vaska and Doreen were both very knowledgeable and personable. Workshop content was great!"*
- ◆ *"Thanks to the facilitators for volunteering their time. This is an important workshop"*
- ◆ *"Thank you Chaitali for all your knowledge and expertise. You were very helpful and kind"*
- ◆ *"Very pleasant instructors, very helpful, patient and managed flow of class to deliver info within time allotted"*
- ◆ *"Very informative and learned more than I thought I would. Thank you Chaitali, you are awesome!"*
- ◆ *"The more open participants were, the more supported I felt and felt the group was more beneficial"*
- ◆ *"Well informed and approachable. Friendly and listened when needed"*
- ◆ *"Comfortable atmosphere created by the team leaders. Very glad I signed up for this course"*
- ◆ *"Rose and Haley were very informative"*
- ◆ *"Excellent! I've been diabetic for 28 years, have experience with feet, however I learned so much more"*



HOW DID WE DO IN Q4?

From January 1st- March 31st, 2018 (Q4)

16 community workshops
160 individuals trained
4 health care professional workshops
152 providers trained

From April 1st, 2017– March 31st, 2018 (Fiscal Year)

59 community workshops held
12 healthcare professional workshops held
5 leader trainings held
7 community events attended and **377** participant interactions



Getting the **MOST** from your **HEALTHCARE** **APPOINTMENT**®



The “**Getting the Most from Your Healthcare Appointment**” workshop was developed for the public. This 1 - 1.5 hours, interactive workshop, focuses on what to do before, during and after an appointment and uses action planning to optimize people’s health. A variety of learning resources are used including information sharing, videos, tools and a resource manual that supports the individual with integrating the skills into their next appointment.

This workshop prepares and empowers individuals to communicate more effectively with their health care provider. Ultimately, patients are the most important members of their healthcare team.

Kim Barfoot and Chaitali Maybhate will be attending the leader training at the end of May.

Workshop dates to be confirmed!!!



Online Chronic Disease
Self-Management Program

The Online Chronic Disease Self-Management Program is looking into the possibility of setting up a mock workshop for facilitators and Self-Management staff to experience the online version of the Take Charge Chronic Disease program.

More information to follow regarding the mock workshop. In the meantime, if you have any questions about the online program please contact Laurie Hodgkinson!



The Next Online Workshop Is: June 4 2018

2018 Leader Appreciation Dinner

Let's look back to our event on March 22, 2018. Our Annual Leader Appreciation Dinner was hosted at the Sunbridge Hotel and Conference Centre in Cambridge. 18 leaders attended a wonderful dinner and enjoyed some networking time with their peers.



This year, we brought in a guest speaker, Janet Holmes, to provide a presentation called **“Boost Your Growth Mindset in your Personal Development”**. Janet is a Creative Learning Consultant. The discussion included topics around identifying the difference between a fixed and a growth mindset, increasing your growth mindset through actions and behaviours as well as how to raise awareness in workshop participants to encourage their growth mindset. Overall, everyone was really engaged in the discussion and seemed to really enjoy the presentation.

The leader appreciation dinner is about acknowledging and thanking each and every one of you who work so hard to keep this program going. Without your endless dedication and support, we would not be successful. On behalf of the Waterloo Wellington Self-Management Program we want to THANK YOU for another wonderful year together!



Next Leader Appreciation Dinner May 2nd 2019

Mental Health First Aid CANADA



The Mental Health First Aid course is an evidence based program of [The Mental Health Commission of Canada](#). MHFA is an **awareness and prevention program** that teaches participants how to help someone who is showing signs of a mental health problems or is experiencing a mental health crisis.

This 2 day, certified training course aims to teach people to:

- **Recognize** early signs of mental health problems
- **Identify** when another person may be a danger to themselves/others
- **Provide** help in a crisis; help to prevent more serious problems
- **Help to preserve life** through learning a mental health first aid model
- **Provide comfort and support recovery**
- **Guide** a person towards appropriate professional help



SEPTEMBER 13 + 14 2018

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) directly to register.



PARTICIPANT WORKSHOP SURVEY

Waterloo Wellington Self-Management Program
Self-Management Program Ontario

Workshop Evaluation Form

The purpose of this evaluation is to provide the Self-Management team with information about the courses, instructors, and facilities so that improvements can be made.

Workshop Name: _____ Workshop Location: _____
 Leaders Name: _____ Workshop Start Date: _____

1. I registered for this class: _____ After taking this class I feel: _____
 _____ To increase my knowledge on the subject _____ Educated and more knowledgeable about the subject
 _____ To improve my health & general well-being _____ Motivated to make lifestyle changes
 _____ To meet people with similar conditions _____ More connected to people with similar conditions
 _____ As suggested by my health care provider _____ I have learned new skills to use
 _____ Other _____ Other

If you selected other, explain: _____

2. I would recommend this workshop to a friend Yes No Somewhat
 Explain: _____

3. By taking this course were your personal goals met? Yes No Somewhat
 Explain: _____

4. How did you find out about the workshop?
 _____ Website _____ Friends and Family _____ Flyer/Poster in Doctor's office
 _____ Health Care Provider _____ Word of Mouth _____ Flyer/Poster in the Community
 _____ Family Doctor _____ Specialty Clinic _____ Other (explain) _____

5. Please rate the following:

	Excellent	Good	Average	Poor
Leaders made content easy to understand	4	3	2	1
Friendly, respectful atmosphere	4	3	2	1
Information provided is useful for daily living	4	3	2	1
Room (accessible, comfortable)	4	3	2	1
Time and Location was convenient	4	3	2	1
Parking				
Comments: _____				

6. How could this workshop be improved or do you have any other comments? _____

Please feel free to contact the Self-Management Team at 1-866-337-3318 should you have any questions.
 We would love to hear from you!

Once a workshop is completed, one of the most important forms returned back to us is the **Workshop Evaluation Form**. This form is used to provide the Self-Management Team with honest feedback from the participants about the course, instructors and the facilities hosting the workshops so that improvements can be made if necessary.

We have condensed the survey to one page, added some new and improved questions and also changed the formatting of the rating scales.

You will notice the updated form in all workshop kits going forward. Please continue to ensure the surveys are handed out to each participant and collected at the end of the workshop.

Thank You!

Medical Marijuana

What You Should Know:

Recently, there have been questions from participants at our *Take Charge Chronic Pain* programs on the use of marijuana to manage chronic pain. With the anticipated announcement by the federal government on July 1st, that marijuana will be legal in Canada, this question will likely be even more common.

Here are some tips to address these questions:

- Remember that the *Take Charge* program is a scripted program, and as a certified leader, you must follow that script. You are encouraged to state that if necessary
- Use the strategies you have learned in your leader training to re-focus the conversation
- Suggest they speak to their health care provider or encourage them to seek out other resources, such as the Public Health Agency of Canada
- Try not to offer your personal opinion on marijuana, either for or against



Whats In Store for 2018/ 2019?

- ◆ Exploring leader development opportunities – e.g. 2 day Mental Health First Aid course this September
- ◆ New community workshops are under consideration. Leader training opportunities will be communicated
- ◆ Expansion of evening programming to accommodate those participants who work days
- ◆ Increase host site partnerships to expand workshop offerings in all areas of Waterloo Wellington
- ◆ Development and implementation of a workshop fidelity plan
- ◆ Data from the new participant surveys will be collected and used for workshop planning and process improvements
- ◆ Looking into the possibility of having a mock session of the online chronic disease program made available for the self-management program and our leaders
- ◆ Launching a new workshop this spring called “**Getting the Most from Your Healthcare Appointment**”

NEW Diabetes Self-Management (DSMP)

The Waterloo Wellington Self-Management Program are always looking for ways to keep our program growing. We are looking to offer the **Diabetes Self-Management Program** which is offered through the Self-Management Resource Centre.

Similar to the Take Charge Chronic Pain and Chronic Disease workshops, the Diabetes Self-Management Program is a 6-week workshop which runs once a week for 2.5 hours a session. The materials required for the program are the “Living a Healthy Life with Chronic Pain” workbook as well as the Relaxation CD.

We will be hosting a 4-day leader training on **September 24th +25th and October 1st + 2nd, 2018** at the Sunbridge Hotel and Conference Centre in Cambridge. We are looking for any of our current leaders who have diabetes and are interested in attending the training. If you are interested, please contact Laurie Hodgkinson (laurieh@lang.org) directly.

Workshop Housekeeping Reminder

Our leaders have been doing a tremendous job at making sure all required workshop paperwork is filled out and returned back to the Self-Management Program. We thought it would be a good opportunity to provide some housekeeping tips about what documents need to be completed and returned back for accurate data collection:

- ◆ **PAM Surveys** (*Take Charge Chronic Disease and Take Charge Chronic Pain workshops ONLY*)
 - ◆ Week 1 and Week 6 surveys must be completed by the participants
 - ◆ Leaders must ensure **every** participant is associated with an ID # which can be found on both the attendance sheet and the surveys. If you have to assign an ID # for a walk-in participant who is not on the attendance sheet, please record their name and ID # on the attendance.
 - ◆ *Please Note: If the ID#'s are not accurately recorded for the participants, the Administrative Assistant will not be able to enter any PAM survey into the system which then becomes invalid data.*
 - ◆ Please refer to the “**Letter to Leaders**” which is included in every kit. This document provides you all the information you need to know about the PAM surveys
- ◆ **Attendance Lists**– to be completed by the leaders
- ◆ **Participant Registration Forms**– to be completed by each participant and any walk-ins
- ◆ **Workshop Participant Surveys**– to be completed by participants on the last day of the workshop



In the
Spotlight



Bryan DesChamp

Bryan has completed the Take Charge workshop on two different occasions. After taking the workshop the second time, he was identified by the leader that he would be a good candidate to train as a Take Charge leader.

Bryan trained back in October 2016 as a Chronic Disease and Chronic Pain leader. Bryan says he is grateful for Shelley Murphy for encouraging him to consider taking the training. Bryan has led multiple workshops including a mock chronic pain session for a group of 20 people involved in the Parkinson's Support Group.

Bryan says *"I have chronic back issues, complex post traumatic stress disorder, insomnia, high blood pressure, high cholesterol, type 2 diabetes, and am a recovering drug addict of 24 years clean now. Needless to say, Take Charge means a lot to me and being able to give back what I have learned means the world to me. I am proud of what I have accomplished lately on my journey. I have become a Peer Support worker through a program called Walls To Bridges, which deals with mental health and addictions. I am also very involved with Stonehenge Therapeutic Community (the place that I learned to live my life with out the use of drugs). I know that, **Only I Can Do It, But I Can't Do It Alone.**"*



In the Spotlight



Natasha Winders

After graduating from Fleming College in 2008, Natasha worked in Mental Health and Addictions for 5 years. Natasha thoroughly enjoyed helping others and encouraging change.

Unfortunately, after 5 years working in Toronto and in the GTA, Natasha was involved in two car accidents and as a result she relocated back to Cambridge to be closer to family. After some recovery time and TLC from family as well other community resources, Natasha has reconnected with her love for aquatics and found a new interest in yoga.

Natasha completed the Take Charge Chronic Pain program in 2016. Natasha says the program changed her life! She was approached by one of the leaders who thought she would be a great candidate to attend the training to become a certified facilitator for the program.

Natasha says “As a natural leader and someone who enjoys helping others- when the opportunity to teach the program presented itself - I could not have been more excited and eager. The messages in Chronic Pain and Chronic Disease programs are life changing and it is an honour to help deliver these messages to people who need and can benefit from them. It is an honour to be a volunteer and hopefully - maybe, be just a little light in someone else’s journey.”



Have a

SAFE

&

HAPPY

S U M M E R

HOLIDAY





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