



Live Life
to the Fullest
With Your Ongoing
Health Condition.

REGIONAL COORDINATION CENTRE

March 2020

Issue 7

WATERLOO WELLINGTON Self-Management Program

Spring has **SPRUNG!**

We have lots of exciting things planned for this year and we can't wait to share them with you in our newest edition of the Waterloo Wellington Self-Management Program Spring/Summer newsletter.

As always, thank you to all of our dedicated leaders who have been committed to the success and growth of our program. We could not do this without you!

If you have any suggestions on the type of content you would like to see in our future newsletters, please contact Justine justinep@langs.org. You can also find our previous newsletters on our website under the "Other Self-Management Supports" tab.

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CORONAVIRUS- COVID19

- - How Can We Prepare? - -

The Waterloo Wellington Self-Management Program is taking every action to ensure the province's health care system is positioned to continue to safeguard the health and well-being of patients and their families.

The Coronavirus (COVID-19) is referred to as a 'novel' virus, meaning it is a new virus that no one has any anti-bodies or immunity to help minimize the severity of how it might affect us. It is likely to have more impact on those who may be older in age or already be living with a chronic disease (diabetes, cancer, heart disease, lung disease, etc.). The virus can cause people to develop mild to severe symptoms including a cough, fever, and difficulty breathing, very similar to the common cold and 'flu'.

As part of our precautionary measures, we have been doing screening calls to all participants attending workshops. We have also provided hand sanitizer, Kleenex boxes and face masks in each workshop kit. Effective March 12th, we made the difficult decision to cancel many of our programs. We apologize for any inconvenience this will cause, but we believe this is the best interest of everyone at this time. Our hope is to reschedule it in the future once we are able to and we will communicate with you all in advance.

Please continue to monitor yourself for symptoms. If you are you experiencing symptoms such as a cough, fever or have difficulty breathing we ask that you contact your health care provider, telehealth Ontario or your local public health unit.

Telehealth Ontario: 1-866-797-0000

Or call your Family Physician

For further information regarding the Coronavirus– COVID19, please visit:

Ontario Ministry of Health website: <https://www.ontario.ca/page/2019-novel-coronavirus>

Government of Canada website: <https://bit.ly/2xgkTkk>

If you have any questions about the Self-Management program, please contact Laurie laurieh@langsg.org or 519-947-1000 ext 265

welcome

We would like to introduce the newest member of our team,— Amy Waugh. Amy joined our team on February 25, 2020. Amy has been working as a dietitian, CDE, in primary care and a local Diabetes Education Centre for many years, supporting clients with diabetes and chronic disease to achieve their goals in managing their health care concerns. Prior to that, she worked at McMaster University participating in research. She has experience and training in mindfulness meditation, specifically to address binge eating, and a passion to support clients with problematic eating behaviours. She has a keen interest in quality improvement initiatives. Amy lives in Elora and is excited to be joining the Regional Coordination Centre (RCC) and the opportunity to support clinicians across the region to increase their knowledge and capacity to support clients. She loves the outdoors, yoga, has 2 daughters, a spouse, and a loveable pooch Miga.



MOMENTS OF EXCELLENCE

- ⇒ “Professionally presented– excellent program, useful tools and information”
— **Better Sleep Participant**
- ⇒ “Found the workshop very helpful and have already implemented some things. I now have a full tool box to use”
— **Better Sleep Participant**
- ⇒ “Really enjoyed the workshop and felt everything offered is realistic for real life”
— **Craving Change Participant**
- ⇒ “I enjoyed the challenges presented, surpassed my expectations”
— **Craving Change Participant**
- ⇒ “Was very informative and feel more confident with understanding the how and why and my ability to change it”
— **Craving Change Participant**
- ⇒ “Leader was wonderful, informative and supportive as a teacher. Made the class comfortable despite my social issues”
— **Take Charge Chronic Conditions Participant**



Participants felt motivated to make lifestyle changes	68%
Participants felt they improved their health and general well-being	73%
Participants felt they increased their knowledge	67%
Participants learned new skills	77%
Participants heard about our program from their healthcare provider	29%
Participants felt more connected to people with similar challenges	38%
Participants said they would recommend this workshop to a friend	94%

How Did We Do?

APRIL 1ST 2019 – DECEMBER 31ST 2019

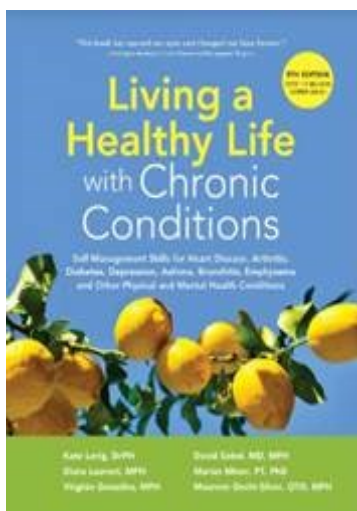
Total # of Individuals Workshops Held	55
Total # of Individuals Completed a Workshop	695
Total # of Healthcare Provider Workshops Held	9
Total # of Healthcare Professionals Trained	259
Total # of Community Events Attended	12
Total # of Community Interactions	644

The Waterloo Wellington Self-Management Program trained **5 new leaders** in June 2019 for the Cancer: Thriving and Surviving Program!

We also trained **2 current leaders**—Chaitali and Natasha, for the Help with Your Health program in September 2019!

MANDATORY LEADER TRAINING

—Revised Chronic Conditions Program—



The Self-Management Resource Centre has revised the *Living a Healthy Life with Chronic Conditions* book. There **will not** be a Canadian version of this book and we have until the end of 2020 to use up our copies of the earlier edition. This gives time for all active leaders to receive the **mandatory** update training.

The University of Victoria is currently reviewing and revising the content for the new Canadian Leader manual which will be used for leader update training in Canada. We are hoping to offer our **active** Take Charge, **Chronic Disease** Leaders the option of a web-based OR in-person leader update training. Further information will be communicated to these leaders once the leader manual is available and training sessions are scheduled. **More information will be coming soon regarding a web-based training.**

The Chronic Pain and Cancer: Thriving and Surviving programs are not affected at this time. Please email Laurie laurieh@lang.org if you have any questions.



Leader Development Opportunities



THE EMPATHY EFFECT :

Countering Bias to Improve Health Outcomes

The patient who is judged... may not follow up on important recommendations.

The patient who feels marginalized... may not ask critical questions to clarify treatment.

The patient who senses bias... may never return to that follow up visit.

Learning Objectives

- ◆ List two of the three premises for empathy-based care
- ◆ Identify the elements of the IN GEAR model for empathy conveyance
- ◆ Identify two internal or external cues associated with interactions that invite judgment
- ◆ Name at least one counter cue to shift from a view of judgment to one of understanding
- ◆ Demonstrate at least two examples of conveying empathy

To Register

COMING SOON!



This 4.5 hour training presents an extensive research base, a commitment to active learning and input from a diverse array of experts. This training uses structured self-reflection and focuses on practical skills that learners can bring to their daily work immediately.

This workshop is designed for everyone who works in healthcare who comes into contact with patients/clients and families.

At this time, this program has been postponed. More information will be communicated to our leaders once this workshop has been rescheduled.

The Institute for Healthcare Communication is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. For more information about the Institute for Healthcare Communication, please visit <https://healthcarecomm.org/>

Leader Development Opportunities

Health Literacy

DID YOU KNOW?

60% of adult Canadians do not have the necessary literacy skills to manage their health adequately



LEARNING OBJECTIVES:

- ◆ *Defining “Health Literacy”*
- ◆ *Identifying prevalence and effects of low health literacy*
- ◆ *Understanding their role and importance clearly*
- ◆ *Applying “Universal Precautions” in health communication*

During this 3.5 hour workshop, participants will gain an understanding of Health Literacy concepts and learn practical skills for clear and effective communication with patients and family members.

Promoting health literacy among patients creates a more collaborative care environment, one that empowers patients to have greater involvement and control over health decisions.

Upcoming Workshop

At this time, this program has been postponed. More information will be communicated to our leaders once this workshop has been rescheduled.

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:

- Thursday September 24 + Friday September 25, 2020
- 9:00 a.m. – 4:00 p.m.
- The Butterfly Conservatory: 2500 Kossuth Road, Cambridge, ON, N3H 4R7 **“The Monarch Room”**
⇒ 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. You must notify us 72 hours prior to the event if you are no longer able to attend.*

The Self-Management Program will be holding 5 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 directly (justinep@langsc.org). Please register no later than September 7, 2020.



For additional information on the workshop content please refer to the Mega Health at Work website: www.megahealth.ca



HELP WITH YOUR HEALTH

ONLINE PROGRAM

We are excited to share a new **online** self-management program. The online program is made available Province-wide through a partnership between the Champlain Local Health Integration Network, Living Healthy Champlain, Bruyère Continuing Care, and the Regional Chronic Disease Self-Management Programs.

The Help With Your Health Online is a five week, interactive, web based series of workshops for those who are looking for support to optimally manage their health.

Each week participants will make a plan that supports healthy changes that are important to them. The workshops are designed to be practical, non-judgmental and accessible to a wide range of participants. The group will be sharing experiences and learning together; it is not about testing knowledge.

The **Help With Your Health Online** program can be accessed from any device with an internet connection and is designed to accommodate all levels of computer skills. The program is **FREE** to individuals across Ontario who are living with one or more chronic conditions, such as diabetes, chronic pain, high blood pressure, stroke, cancer, heart or kidney conditions, as well as their caregivers.

We will be including a few online program brochures with the workshop materials with the other community resources for participants that may be interested.

Health Coaching

Health Coaching is a FREE one-on-one web based support program to help you manage your health conditions and get the most out of life.

A health coach will support your success in reaching your health goals through weekly one on one online live sessions. An opportunity to customize a plan that will work for you..

Help With Your Health Workshop topics

- Session 1: Planning for your health
- Session 2: Preparing for your medical appointment
- Session 3: Understanding your medications
- Session 4: Understanding your food labels
- Session 5: Understanding stress and sleep

Living Healthy Webinars

- Subject matter experts will lead a series of health topics to help you better understand different aspects of our health
- New live webinars available each month
- Past webinars available to view
- Each webinar 30-60 minutes in length

Register/attend for one program or all three based on your needs.
Caregivers are welcome and will also benefit!

Registration is required and space is limited.
For more information or to learn more about any of these programs, visit
www.selfmanagementontario.ca/



Online
Self-Management Program

HAVE YOU RECENTLY MOVED?

If you have recently moved, please inform the Self-Management Program of your new mailing address. This will limit the amount of cheques returned back to us and will ensure you receive your stipend.

If a cheque is not cashed within 6 months, it will become stale dated and may no longer be honoured by the bank. **We will not be able to reissue cheques if this occurs.** Please remember to deposit your stipend cheques as soon as you receive them.



Accurate Reporting: What We Need From You



As you know, we are a publically funded program which requires us to report quarterly to the LHIN on the work we do. We report on the total number of individuals and healthcare professionals trained in the region, we report on the number of PAM surveys completed (*applicable to Take Charge workshops only*) and we also report on how many workshops were offered. In order for us to accurately report to the LHIN, we require the following forms completed and returned back to our program:

- ◆ Attendance List
- ◆ Workshop Surveys
- ◆ PAM Surveys (*1st week and 6th week*)

Often we receive a number of workshop kits back with incomplete documentation. This means we are not able to accurately report on the work we do. As a friendly reminder, please ensure all attendance lists, workshops surveys and PAM surveys are completed. If you have any questions about filling out this documentation, please reach out to Justine at justinep@langs.org 519-947-1000 ext 255.

Participants Missing Class

To receive the most benefit from the workshop, participants are to be encouraged to attend all sessions. We have to be mindful and respectful that participants may not be able to attend all sessions or may on occasion have to leave early for an appointment. Participants are not to be told they cannot return to the program if they have previously missed classes; the hope is that they do benefit from the sessions that they attend.

Thank you for your understanding!



KEEP US INFORMED!

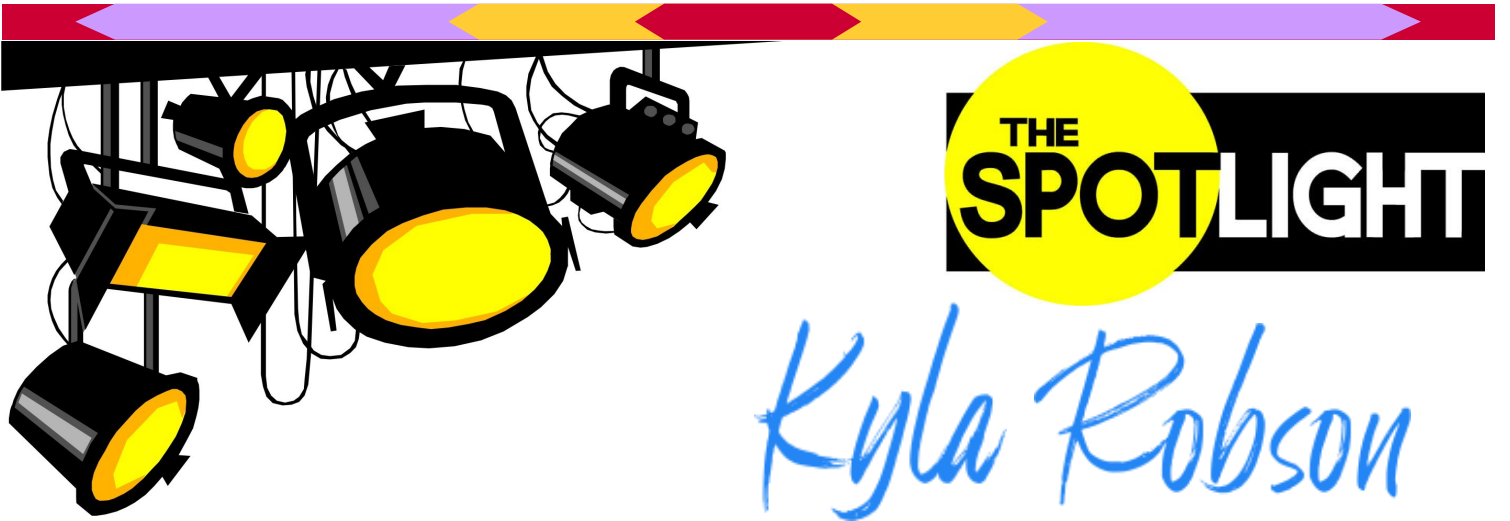
We understand that things come up and we will always try our best to find coverage for our leaders if they have to miss a session. It is the leader's responsibility to inform us if they will be away and need a replacement. If for any reason you are not able to lead a session that you are scheduled for please contact Laurie (laurieh@langs.org) as soon as possible and do not make coverage arrangements on your own. This helps us keep our records accurate and ensures that the co-leader and host site are informed.



PACKING UP WORKSHOP MATERIALS



A friendly reminder to all our leaders to please ensure all workshop materials are accounted for and returned back to us. There has been a couple of instances where a Take Charge workshop chart was missing when the portfolio was returned to us. Before you leave the host site, please give the room a “once-over” to ensure all workshop materials and charts have been collected. We try our best to label all materials in each workshop kit so everything stays as organized as possible.



Kyla Robson

Kyla graduated from the University of Waterloo in 2013 with a Bachelor of Science Degree in Honours Kinesiology with speciality training as a Clinical Exercise Physiologist.

When Kyla is not leading the M.A.S.T. program she works for the Community Diabetes Program Waterloo Region at Langs in Cambridge as a Kinesiologist and Certified Diabetes Educator. In the program she leads exercise programs, runs workshops, as well as sees patients on-on-one to assist them in managing their diabetes through lifestyle changes. Kyla has always worked for organizations where she leads and teaches others; it is her passion!

Kyla absolutely loves the water. She was a competitive swimmer in her younger years and still swims every week for her health. She even sees some clients in the pool for aquatic therapy.

She also enjoys yoga/meditation, weight training, walking, and reading but most of all she loves her two kitties “Mr. Hunny” and “Peach”.



Leader Appreciation Dinner 2020



As part of our precautionary measures, the Self- Management Program has made the difficult decision to postpone the Leader Appreciation Dinner on April 16, 2020.

We are hoping to reschedule this event for a later time in the year. We will be sure to update our leaders once we have rescheduled the event.

We apologize for any inconvenience this has caused.

Thank you for your understanding!



Let's Have Some Fun!

Feel free to print a copy and complete the word search!

Waterloo Wellington Self-Management Program

S O S E L F M A N A G E M E N T H A H U
W Q R N X O A I Q J L W F K Z Y F L Z H
J A F T A K E C H A R G E S Q Q L X W G
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J R E O R E S W B P V R A B F B E M Y N
N A H U A L W Z Q D U J O L L H T L W D
P V K S L J O O G D T T F B S E T E C F
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M D A K D D I A L I T D O W N H A G S J

waterloo wellington chronic disease

self management leader training

craving change

chronic pain

better sleep

free workshops

take charge

mindfulness

diabetes

dial it down

pam surveys

langs chc

healthy feet

leaders



Waterloo Wellington
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Program

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Host Organization



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*“Summertime is always the
best of what might be”*