

Live Life
to the Fullest
With Your Ongoing
Health Condition.

REGIONAL COORDINATION CENTRE

December 15, 2017

Issue 2

Waterloo Wellington Self-Management Program Newsletter

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Be Merry and Bright



You did it!
Congratulations



This fall, the Self-Management Program was busy preparing to host a few leader training sessions. In total, we hosted 3 trainings and we were also fortunate enough to send some of our current leaders to be trained in other workshops such as Choices and Changes. We wanted to take the time to congratulate everyone who participated in these training sessions and we are so happy to have you on board with us:

- ◆ Natasha Winders- *Take Charge Chronic Pain and Chronic Disease*
- ◆ Cindie McCormack- *Take Charge Chronic Disease*
- ◆ Kristina Denny- *Take Charge Chronic Disease*
- ◆ Connie Tanner- *PEP Talk*
- ◆ Corrine Mallet-Wolter- *PEP Talk*
- ◆ Michelle Wickie- *PEP Talk*
- ◆ Shareth Samuels Royal- *PEP Talk*
- ◆ Bernice Drury- *Choices and Changes*
- ◆ Susan Morgante- *Choices and Changes and It's My Health*
- ◆ Shelley Murphy- *Take Charge Chronic Pain Cross Training*
- ◆ Linda Curry- *Take Charge Chronic Pain Cross Training*
- ◆ Shirley Atkinson- *Take Charge Chronic Pain Cross Training*
- ◆ Doreen Fibke- *Take Charge Chronic Pain Cross Training*

CERTIFICATE OF ACHIEVEMENT



Grand Valley Women's Institute- Health Fair

This October the WW Self-Management Program was invited to exhibit at a Health Fair for residents at the **Grand Valley Women's Institute** in Kitchener. Laurie, Justine and our volunteer leader Susan Morgante attended and enjoyed promoting our program in a different kind of setting. The women were very interested in Take Charge Chronic Pain program and the possibility of us providing an on-site workshop for them. We are currently working with the institution and have scheduled a Chronic Pain workshop for early February. If you are interested in facilitating a workshop at the women's prison please contact Laurie directly 519 947 1000 ext 265 laurieh@langs.org

Moments of Excellence

Bernice Says:

Bernice led a Chronic Pain workshop in Cambridge in the Spring of 2017 with Susan Morgante. They had one participant share that the workshop made her feel so comfortable that it was the first time she had ever spoken out in a group setting before.

Sarah Says:

"I have had incredible positive feedback from the clients who have taken this program. Many of them have said it's the first program they did where they learned to let go of guilt, shame, and judgement and to make lasting changes that made them feel better about themselves." (*Craving Change*)

Here's What Participants Had to Say: WWSMP Says:

"What I liked best about the Craving Change program is the group interactions. Hearing others & their struggles makes me realize that I am not alone."

"I never felt judged for my eating habits and being overweight. Real life examples, approachable leaders, encouraged sharing within the group."

"Just a fantastic experience overall."

"Accepted all comments and personal situations as being welcomed and valid."

Thank you to the Minto Rural Health Team for achieving 100% attendance rate and for completing and returning all required paperwork from their Take Charge Chronic Disease workshop on October 16–November 20. GREAT JOB!

Thank you!!!

HOW DID WE DO IN Q2?

From April 1 to September 30, 2017:

- ◆ 26 community workshops and 177 individuals trained
- ◆ 9 health care professional workshops and 119 providers trained

From October 1- December 31, 2017:

- ◆ 14 community workshops and 105 individuals trained
- ◆ 3 health care professional workshops and 67 providers trained

Currently, 24 community workshops and 6 health care professional workshops have already been scheduled for Q4 (Jan, Feb, Mar 2018)



Leader Contact Information Update

time to
UPDATE



Over the Summer holidays, the Self-Management Program developed a new database. While our database serves many great purposes such as tracking individual attendee details and records of attendance, we also use the database to manage detailed records for our volunteer leaders. We thought this would be a perfect opportunity to have all leaders provide us with their updated contact information as well as availability to lead workshops. Because there has been an increased demand for evening workshops, it is important that you provide us with your updated availability.

Please complete the following form to update your information to ensure what we have on record is accurate.

[CLICK HERE UPDATE CONTACT INFORMATION](#)

! Privacy Training !

The Self-Management Program implemented a yearly *Privacy and Confidentiality Training* to remain compliant with our legislation.

There are still some leaders who have not yet completed the training. Attached in your email is the Privacy Training PowerPoint presentation. If you could please take a moment to complete the training and sign to acknowledge that you have read, received and understood the material.

[Click here](#) to sign the acknowledgement form.



Online Chronic Disease
Self-Management Program

The Online Chronic Disease Self-Management Program is the province-wide online version of the in-person "Take Charge" workshops that are offered in the Waterloo Wellington region. The program is free and broadly accessible, allowing individuals with any level of computer skills to participate from any computer with an internet connection, even a dial-up connection.

The next online workshop starts **January 8, 2018**.

If you think you might be interested in becoming a leader for the online self-management program, please [click here](#) for more information.



Leader Appreciation Dinner

MARCH 22, 2018
4:30 PM- 6:30PM

Sunbridge Hotel and Conference Centre
200 Holiday Inn Drive, Cambridge ON
"Cambridge Room"

Please RSVP to Justine by March 15, 2018
519-947-1000 ext 255
justinem@langs.org




please join us

For Our Annual
Leader Appreciation Dinner

SEE You THERE →



Happy Retirement *Nancy Becker-Hallford*



We want to take this opportunity to thank Nancy Becker-Hallford for her valuable work as our program lead for the past 4 years. Nancy has decided to retire, but you may still see her, as she has agreed to stay on for some casual work with us.

Nancy joined our team in September 2013, after recently moving to Ontario from Alberta. She had previously worked in the area of chronic disease and management, so her experience was our gain. She initially started on contract to do some mentorship for health care professionals who had taken our programs. The following spring, she joined us as our program lead. She has developed a number of programs, including Health Literacy, Communication 101 (now called "It's My Health) and Basic Motivational Interviewing.


If you know Nancy, you will know that she is a very passionate professional who cares deeply about the patient experience. She also has an incredible sense of humour which we all enjoyed.

We wish you all the best Nancy!!!

We Will Miss You!

Community Resources Sheet

Part of this year's action plan was to create a "**Community Resources Sheet**" to provide a list of optional additional resources for participants to pick up if interested at the conclusion of the workshop series. In the Privacy training we emphasize confidentiality and that "what is said in the program stays in the program". However, if a participant discloses self harm or harm towards others, you will need to share that information with others who can help. Tell the participant that you are concerned about them, this is serious and that extra help is needed. You want to connect them with someone who can help keep them safe. Call Here 24/7 with the participant, introduce yourself and share what the patient has said in the workshop. The Here24/7 contact information is listed at the top of the **Community Resource Sheet** which is sent in each workshop kit. We encourage leaders to refer to this form in the event of an emergency with a participant.



Community Resource Sheet

Here 24/7
Toll-free: 1 844 437 3247
here247.ca
Call anytime to access addictions, mental health & crisis services.
Numerous services and programs are accessible through Here 24/7 provided by 12 agencies across Waterloo Wellington. (<http://here247.ca/services-and-programs/>)
TTY 1 877 688 5501

LEADER SATISFACTION SURVEYS

Our leaders are key to the success of our programs and we want to hear from you. At the end of a workshop we will send each facilitator a survey monkey link to an optional short survey. This will help us to continue to make improvements to the workshop planning process, site selections, program consistency and stay on top of what is happening in the world of our leaders .



Dial it Down

Relaxation and Stress Management

During this free 5 week program, participants will have the opportunity to practice and develop strong skills in releasing body tension, calming and focusing the mind. Techniques are especially helpful in the self-regulation of headaches, muscle tension, insomnia, pain, anxiety, and panic attacks.

Learning Objectives:

- ◆ How to influence factors that escalate anxiety and panic attacks
- ◆ Practical strategies that reverse anxious sensation in the chest, head, and body
- ◆ Relaxation and stress management skills

Facilitated by Kathy Somers, R.Kin, BCB from the Stress Management and High Performance Clinic



2018

In the
Spotlight
JACOB LETKEMANN



My name is Jacob Letkemann. Since 2011, I have worked as a psychotherapist at the Centre for Family Medicine, a large family health team in Kitchener. A few years ago, I was approached by some colleagues affiliated with our pain clinic, who asked whether I'd be interested in training as a facilitator for the Chronic Pain Self-Management Program. Another area of interest, professionally, is mindfulness-based interventions for mental health.

When I'm not working, I keep myself busy with music, gardening, and other creative pursuits. I used to work as a refugee settlement worker in Toronto, and have recently become involved in several local refugee sponsorships. I've recently made a goal for myself to hike the entire Bruce Trail (in sections, not all at once!) over the next decade.



Seasons Greetings



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