

CHSSN

Community Health
And Social Services Network
Réseau communautaire de santé
et de services sociaux

PROJECT REPORT

CHSSN Distance Community Support Program

**Community Health Education Program (CHEP)
2010-2011**



June 2011

*A CHSSN initiative funded by the McGill Training and Retention of Health Professionals Project
in partnership with the McGill University Health Centre through Health Canada*



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McGill University Health Centre

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INTRODUCTION

The Community Health Education Program (CHEP) is a dynamic program that facilitates distance community learning of health and social information for English-speaking Quebecers in remote communities, via five different components:

- Videoconferencing
- Telephone conferencing
- Videoconferencing Session DVD's
- Community radio (Internet access)
- Follow-up activities (face-to-face)

The objectives for CHEP were to:

1. Support communities and their partners in developing innovative approaches to identifying health education priorities
2. Support English-speaking communities and their partners in the delivery of health education information in the English-language
3. Support communities and their partners in the implementation of sustainable health education follow-up activities.

The activities for achieving this were:

1. Coordinating, delivering and evaluating videoconferencing and DVD sessions
2. Supporting community networks in identifying and delivering follow-up activities
3. Facilitating the development of and sustaining partnerships with public and private partners

Eleven remote Quebec communities, represented by the following regions and their networks, participated in the Community:

1. CAMI – Magdalen Islands
2. CASA – New Carlisle, Gaspé
3. COASTERS Association – Lower North Shore
4. 4Korners Family Resource Center – Lower Laurentians (Deux-Montagnes/Lachute)
5. MCDC – Thetford Mines
6. Neighbour's Association of Rouyn-Noranda – Rouyn-Noranda
7. NSCA – North Shore (Baie Comeau/Sept Isles)
8. OHSSN (ENRICH) – Outaouais (Gatineau)
9. Townshippers' Association – Estrie
10. Townshippers' Association – Montérégie East
11. Vision Gaspé Percé Now – Gaspé Town

This summary report highlights the results achieved over the past funding year of April 1, 2010 to March 31, 2011.

RESULTS ACHIEVED

Table 1: Summary of CHEP 2010-2011 Results at a Glance

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
October 13, 2010 1:30-3:00 pm	<i>Body and Balance</i> Susan McAlpine, B.Sc. Physiotherapist – CSSS d’Argenteuil, hosted by Vision Gaspé Percé Now and OHSSN (ENRICH)	CAMI, CASA, 4Korners, OHSSN (ENRICH), Townshippers’ Estrie, Townshippers’ Montérégie, Vision Gaspé Percé Now	84 participants 7 community networks 7 sites + Montreal
October 19, 2010 1:30-3:00 PM	<i>Lung Health Related to Cancer Awareness Month</i> Dail Jacob, B.Sc. N., Pivot Nurse – St. Mary’s Hospital, hosted by CAMI	CAMI, CASA, 4Korners, MCDC, Neighbour’s Association, NSCA (Baie Comeau & Sept Isles), OHSSN (ENRICH)	71 participants 7 community networks 8 sites + Montreal
January 26, 2011 1:30-3:00 PM	<i>Alzheimer’s Part II: Communication and Stimulation</i> Laura Guerschanik, Alzheimer Association of Montreal (ASM), hosted by COASTERS Association and Vision Gaspé Percé Now	COASTERS Association, 4Korners, NSCA (2 sites: Baie Comeau & Sept Isles), Townshippers’ Association-Montérégie, Vision Gaspé Perce Now	87 participants 5 community networks 6 sites + Montreal
February 10, 2011 1:30-3:00 pm	<i>Life Losses</i> Estelle Hopmeyer, M.SW., McGill School of Social Work & Yvonne Clark, Grief Counsellor, hosted by Townshippers’ Association	CASA, 4Korners, MCDC, Neighbours Association, NSCA (Sept Isles), Townshippers’ – Estrie, Townshippers’ – Montérégie	96 participants 7 community networks 7 sites + Montreal
February 22, 2011 1:30-3:00 pm	<i>Arthritis Revisited</i> Myra Siminovitch, B.Sc., Physiotherapist, hosted by CASA, Neighbours’ Association of Rouyn-Noranda and NSCA	CAMA, CASA (2 sites: Chandler & New Carlisle), 4Korners, Neighbour’s Association, NSCA (2 sites: Baie Comeau & Sept Isles), OHSSN (ENRICH)	102 participants 6 community networks 8 sites + Montreal
March 8, 2011 1:30-3:00 pm	<i>Lung Health Part II: Respiratory Wellness (Asthma, COPD, Pneumonia & Flu)</i> Kathryn Riches, RN, Montreal Chest Hospital, hosted by MCDC	CAMI, CASA (2 sites: Chandler & Galgoasiet), 4Korners, OHSSN (ENRICH), Townshippers’ – Estrie	40 participants 5 community networks 6 sites + Montreal
TOTALS:	6 regular videoconferencing sessions for community	10 community networks 1 new community network (4Korners) = total of 11 community networks	480 participants 11 community networks 42 sites + 6 (Montreal)
June 15, 2010 1:00-3:00 PM	<i>Seniors’ Rights and Wellness *</i> Katie Fagen, Community Organizer - CSSS Cavendish Montreal, hosted by CASA and Vision Gaspé Percé Now	CASA (New Carlisle) Vision Gaspé Percé Now	12 participants * 2 community networks 2 sites + Montreal

December 9, 2010 9-10:45 am & 11-12:30 PM	<i>How to Make a Good Thing Better Part II</i> (2 sessions) ** Jo Ann Jones, RN, M. Ed. Kelly Howarth, M.Ed., Dpl. Ad. Ed.	CASA, COASTERS, 4Korners, MCDC, Neighbours' Association, NSCA (2 sites: Baie & Sept Isles), OHSSN (ENRICH), Townshippers' – Estrie, Townshippers' – Montérégie Vision Gaspé Percé Now	17 participants ** 10 community networks 11 sites + Montreal
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* *Senior's Rights and Wellness* was an exclusive offering for two community networks and numbers are not counted in the totals.

** *How to Make a Good Thing Better* videoconferencing sessions for community networks numbers are not counted in the totals because they are considered staff training for network coordinators and their volunteers.

Highlights

- There were a total of 480 participants with an average of 80 participants per videoconferencing session.
- All eleven community networks participated by hosting one videoconferencing session with a participation rate ranging from 1 to 6 sessions, with the majority of community networks participating in 3 out of 6 videoconferencing sessions.
- 4Korners Family Resource Centre of the Laurentians joined as a new CHEP community network.
- Ten out of the eleven community network coordinators attended the train the trainer videoconferencing session. NSCA participated with 2 sites. The eleventh community network, CAMI, experienced technical difficulties and was not present, but participated in an individualized technical training session with The Montreal Children's Hospital (MCH).
- A requested exclusive videoconference, *Seniors Rights and Wellness*, was held for CASA and Vision Gaspé Percé Now in recognition of World Elder Abuse Day. This session was delivered through the Laval Community Learning Centre and a podcast is available on the CHSSN Health Resource Library.
- Three of the six videoconferences were requested follow-ups to previous topics.
- Topics reflected the global needs as identified by the community networks and were then put into a schedule (APPENDIX A), with a session outline created for each videoconference (APPENDIX B).
- Individual Impact Reports (APPENDIX C) reflect the qualitative assessments of the videoconferencing sessions.

ACTIVITIES

Evidence of Resource-Sharing and Partnering

Resource-sharing and partnering in order to sustain community capacity is evidenced by:

- Continuing promotion of the Centre de Santé et Services Sociaux (CSSS) *Pied/Stand-Up Program* delivered by the CSSS, linking community networks with applicable information and resources within their own CSSS territory.
- Orientating and training a new pilot community—4Korners Family Resource Center—which rapidly became a fully-functioning CHEP community network, actively partnering with the CSSS d'Argenteuil (e.g. PIED Program).
- Continuing contact with the Montreal West Island Prostate Cancer Support Group, which ensured their outreach to the regions, resulted in the establishment of a Prostate Cancer Support Group in the Montérégie region through Townshippers' Association (See APPENDIX D).
- Maintaining successful partnerships with five regional and provincial associations: Parkinson Society Quebec, Alzheimer Society Quebec, Alzheimer Society Montreal (ASM), the MAB-Mackay Rehabilitation Centre, and the Arthritis Society Quebec. Two new partnerships were developed with the Quebec Lung Association and AMI Quebec.
- Successfully engaging once again with the CSSS Cavendish, Montreal, this time, for a videoconference on *Senior's Rights and Wellness* in recognition of World Elder Abuse Day.
- Utilizing the facilities of the CSSS La Pommeraie Montérégie and its staff participation, for Townshippers' Association's "Health Matters" series. This involved the CSSS answering questions from community members and making their resources available to the community.
- New partnership with the Montreal Chest Hospital in the delivery of a videoconference: *Lung Health Part II: Respiratory Wellness (Asthma, COPD, Pneumonia and Flu)*.
- Community network coordinators are enlisting local volunteers at videoconferences to greet and assist with consent forms and evaluations.
- Consistently promoting Care-Ring Voice, Ami-Quebec, Mini-Med, *CancerCare News* and other related health events.
- Promoting a new Montreal Children's Hospital resource: The Psychiatry Department's ongoing information sessions, to CHEP community networks, i.e. *Forum on Bullying, "The Bullying Stops Here: The Bottom Line from Neuroscience, Psychiatry and Education"* attended by COASTER's Association via videoconference.
- Continuing to partner with the Community Learning Centers (CLC's) to promote their facilities with the CHEP community networks and utilizing some of their regional facilities for the CHEP videoconferences.

- Updating and improving the CHEP web site and Health Resource Library: http://www.chssn.org/En/Health_Education_Program/index.html, linking to new partners (e.g. Alzheimer Society Montreal).
- Promoting CHEP and its developing resources to 18 community networks at both the November and March Network Partnering Initiative (NPI) Retreats.
- Continuing to align the CHSSN *Seniors' Health Promotion Workshops* modules, including the new *Chronic Health Challenges Management for Seniors and Caregivers* with related CHEP components. These are now available on the CHSSN Health Resource Library online at: http://www.chssn.org/En/Health_Education_Program/health_resource_library.html
- Compiling Impact Reports following each videoconference to inform partners.

The CHEP continued to support two programs with the Townshippers' Association – Montérégie:

1. "Health Matters," a monthly scheduled presentation of a DVD chosen from previous CHEP videoconferences. These were held at the CSSS La Pommeraie in Cowansville, enabling health care professionals with interest in and/or expertise to participate in the question and answer period. The results encouraged a closer partnership amongst the community members, CSSS La Pommeraie, Avanti Women's Centre (who advertised, promoted and hosted) and Townshippers' Association. An increasing number of participants each session attest to its success (See APPENDIX E).
2. A) "Parkinson Peer Support and Caregivers Group (PPS&C)" grew out of a need for English Parkinson's resources and services in the Eastern Townships region. With continued support of the CHEP the group met monthly, partnered actively with the Parkinson Society Quebec, Townshippers' Association, Montérégie Wellness Group, and the Lac Brome Community Center. To date, the group has attended videoconferences, requested the session DVDs, and established a weekly exercise class. Their numbers continue to grow at each monthly meeting.

B) In recognition of Prostate Cancer Month in September, the session DVD on *Prostate Cancer: A Man's Perspective* was shown at a church in Lac Brome, organized by Townshippers' Association. Following the viewing of the DVD, a community member made the recommendation that a support group be started for prostate cancer. With the assistance of CHEP, partnerships were made with the West Island Prostate Cancer Support Group. The group was formed and is now running smoothly. It meets monthly, providing outreach to the community in English.

These provide evidence of community follow-up activities that ensure participation in improving access to English-language health and social services in the remote regions.

Use of the Videoconferencing Session DVDs

Videoconferencing DVDs continue to be a powerful tool for community networks to use as follow-up activities. Given the community networks' frequent requests for the videoconferencing session DVDs, the eleven CHEP community networks were surveyed regarding their use of the DVDs. They consistently reported the need for another compilation of session DVDs. The results appear in APPENDIX F.

SIGNIFICANT OUTCOMES FROM THE VIDEOCONFERENCES

1. The total of 480 participants represents an average of 80 participants per videoconferencing session.
2. 4Korners Family Resource Centre joined as a fully participating CHEP community network, attending six out of six videoconferences with an average of 20 participants per session.
3. Evaluations continue to reveal participants' appreciation for the opportunity to interact directly with the expert speaker by asking questions and with the other participating communities by viewing them on the screen.
4. The optional half hour question period at the end of the sessions continued to be popular.
5. One community network—OHSSN (ENRICH)—is currently collaborating with the CSSS Gatineau for the English delivery of the Stand Up (P.I.E.D.) Program.
6. Evidence of significant community utilization of the DVDs resulted in a decision to digitally record (on DVD cam) each of the 6 videoconferencing sessions to facilitate their potential editing.
7. Continued to review 2010-2011 DVDs, including outlines and resources, compiling them into a resource binder for ease of disseminating them on request by the participating community networks.

LESSONS LEARNED

The lessons learned over the past year of CHEP programming include:

1. For optimum program planning, it is important that the CHEP videoconferencing schedule be set well in advance.
2. Videoconference sessions based on the needs of one region exclusively can be a valid use of program resources, although the request must be carefully evaluated.
3. Six sites is an ideal maximum for effectiveness of planning and execution, with community networks striving for a minimum of 10 participants at each site.

4. Benefits are reaped from training community coordinators, facilitators and volunteers in session animation and use of the technology, each year.
5. New community networks' (NSCA & 4Korners) high level of participation seems to reflect the newness of their NPI networks which brings with it increased identification and data on the health information needs of their communities.
6. Partnering is a key aspect of the program; creative approaches by community networks (e.g. "Health Matters" Series) result in successes in engaging public partners in health promotion to the English-speaking community (ESC).
7. There is value to the community in CHEP's integrated approach which promotes the use of other CHSSN tools and initiatives such as: Health Promotion Program, Senior's Health Promotion modules, Media Health Information and Community Public Health Strategy. See CHSSN web site: http://www.chssn.org/En/Programs_Projects.html.
8. The DVD component can be a successful option in involving public partners in the sessions and in health promotion to the ESC. Community networks' interest in the videoconferencing session DVDs was assessed this year, and shown to be strong. A DVD Binder (with information similar to the one produced in 2007) would be welcomed by each CHEP community network.

ACKNOWLEDGEMENTS

The Community Health Education Program owes its continued success to:

- The Community Health Education Program owes its continued success to the community networks and their coordinators who work with their English-speaking communities and public partners to identify the public health needs of the ESC, and who then through their promotion of the videoconferencing sessions ensure an audience for the sessions locally. Their local facilitation of the sessions include: volunteer recruitment; equipment and connection testing prior to the start of the sessions, to reduce the likelihood of encountering technical difficulties during the broadcast; instructing participants in how the session will roll out; conducting pre-session exercises to help participants reap the most benefit from the topic being covered; ensuring required documentation is completed; and, post-session evaluation of the session with those attending. Follow-up activities, whether using the DVDs or other, also fall within the purview of the community networks and coordinators.
- Dynamic, interactive experts in their respective fields (nursing, counseling, psychology, education and community medicine), who give of their time to present a variety of health and social topics. Thanks to them and invited guest speakers from organizations representing chosen topics, CHEP participants keep coming back.
- The Montreal Children's Hospital Telehealth Coordination Centre team—CeCoT—for its smooth administration and coordination of the technical aspects of each video conference.
- McGill University for its continued funding of the distance community support program.

APPENDIX A: SCHEDULE OF CHEP SESSIONS

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) 2010 – 2011



Health Videoconferences September 2010 to March 31, 2011

Upcoming Times and Topics...

Wednesday, October 13 1-3 PM	<i>Body and Balance</i> with Susan McAlpine and PIED/Stand-Up Programme (Host: Vision Gaspé and Pilot Community Network: 4Korners)
Tuesday, October 19 1-3 PM	<i>Lung Health Related to Cancer Awareness Month</i> with Dail Jacob, Pivot Nurse – Cancer Care Program, St. Mary's Hospital (Host: MCDC)
Thursday, December 9 1-3 PM	<i>How to Make a Good Thing Better – Part II</i> with Jo Ann Jones and Kelly Howarth
Wednesday, January 26 1-3 PM	<i>Alzheimer's: Challenges and Support Part II</i> with Laura Guerschanik, Alzheimer Society of Montreal (Host: COASTER's Association)
Thursday, February 10 1-3 PM	<i>Life Losses</i> with Estelle Hopmeyer, Professor - McGill University School of Social Work and Yvonne Clark, Montreal Grief Centre (Host: Townshippers' Association - Monterege)
Tuesday, February 22 1-3 PM	<i>Arthritis Revisited</i> with Myra Siminovitch, Physiotherapist, and The Arthritis Society of Quebec (Hosts: CASA & NSCA)
Tuesday, March 8 (Host: CAMI)	<i>Lung Health Part II: Respiratory Wellness (Asthma, COPD, Pneumonia, and Flu)</i> , speaker Kathryn Riches, Nurse Clinician, Montreal Chest Institute

****IMPORTANT****

- Talk to us about promoting your session! communityhealtheducation@ymail.com
- Book your spot with The Montreal Children's Hospital Telehealth Centre visio-cusm@muhc.mcgill.ca no later than **two weeks prior to the session**.

Visit CHEP on the web: http://www.chssn.org/En/Health_Education_Program/index.html

APPENDIX B: VIDEOCONFERENCING SESSION OUTLINES

**COMMUNITY HEALTH EDUCATION PROGRAM
HEALTH VIDEO CONFERENCE
Tuesday, June 15, 2010
1:00 to 3:00 PM (EST)**

***Senior's Rights and Wellness*
Katie Fagen, MSW, Professional Social Worker**

**Moderated by Jo Ann Jones, Laval Community Learning Centre
Hosted by CASA**

This video conference welcomes all community members in recognition of World Elder Abuse Awareness Day. It is designed to increase our awareness of the importance of being a proactive senior. Participants will learn how to recognize and protect their emotional, financial and physical well-being. Issues such neglect and social isolation as well as helpful prevention tips, will be explored. This session is for seniors, family members, caregivers and professionals.

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn:

- What does abuse mean?
- Who's at risk?
- What are the signs?
- Why this a hidden problem
- Where to go for help



About Your Speaker

Katie Fagen, Social Worker, is a graduate of McGill University and has worked with the CLSC Elder Abuse Program for 6 years. She is Clinical Case Manager at the CSSS Cavendish, Montreal, a research center in social gerontology. This centre also provides province-wide outreach via professional training to regional CSSS's and a helpline available to all Quebecers.

Resources

- Elder Abuse Information/Help Line (Listening, support and resource line): 1-888-489-2287
- Professional consultation line is 514-484-7878. Ext. 1333
- Quebec Government Portal regarding Elder Abuse:
<http://www.aines.info.gouv.qc.ca/en/fiche.asp? sujet=76>
- CAVAC (Crime Victims Assistance Centre) at <http://www.cavac.qc.ca/english/index.html> or call 1-866-532-2822

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**Community Health Education Program
April 2010 to March 2011**

Upcoming—ask your community organization...

- *Maintaining and Improving your Body Balance* (September 2010)

Visit CHEP online @ http://www.chsn.org/En/Health_Education_Program/index.html

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP)
HEALTH VIDEOCONFERENCE
Wednesday, October 13, 2010 from 1:00 to 3:00 PM (EST)

Body and Balance

Susan McAlpine, B.Sc., Physiotherapist

Moderated by Jo Ann Jones, The Montreal Children's Hospital

Hosted by Vision Gaspé Perce Now

This health education session is intended for people of all ages with an interest in maintaining good mobility. It is designed to increase awareness and understanding of the role of balance and exercise. In addition to the presenter, guest speakers will be available to answer your questions about establishing a similar program in your community.

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn:

- Why balance is important at any age (Why does our balance decline?)
- The role and responsibility of your CSSS for the Stand Up Program
- How to get your community moving

About Your Speakers

Susan McAlpine is a physiotherapist with a Bachelor of Science from McGill University and 35 years of clinical experience. She works in home care with the CSSS D'Argenteuil in Lachute, Quebec. Responsible for the Stand Up/P.I.E.D. Program in the MRC D'Argenteuil, Susan will be speaking about her experience with this program. Guest speakers, Terry and Mary Chuprun, who initiated a successful community exercise program, following CSSS training, will be participating from the CLC Laurentian High School.



Resources

- CSSS D'Argenteuil workbook (courtesy of the Agence) related to the Stand Up/P.I.E.D. program
- Canada's Physical Activity Guide to Healthy Living @ <http://www.phac-aspc.gc.ca/hp-ps/hl-mvs/pag-gap/index-eng.php>
- CHEP DVD *Fall Prevention* with Dr. Nancy Mayo
- *Rattle My Bones (Falls and Fractures)* module in the Senior's Health Promotion Binder: http://www.chssn.org/En/Health_Education_Program/health_resource_library.html

Community Health Education Program
April 2010 to March 2011

Upcoming—ask your community organization...

- *Lung Health Part I Related to Cancer Awareness Month*, October 19
- *Arthritis Revisited*, November 9 – To be confirmed
- *Life Losses* (December 8) – To be confirmed
- *Alzheimer's Part II: Challenges and Support*, January 19 – To be confirmed
- *Lung Health Part II: Respiratory Wellness (Asthma, COPD, Pneumonia and Flu)* February 2 – To be confirmed
- *Sleep Disorders*, February 23 – To be confirmed
- *Hearing Loss*, March 16 – To be confirmed

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

**COMMUNITY HEALTH EDUCATION PROGRAM
HEALTH VIDEOCONFERENCE
Tuesday, October 19, 2010 from 1:00 to 3:00 PM (EST)**

Lung Health - Part I

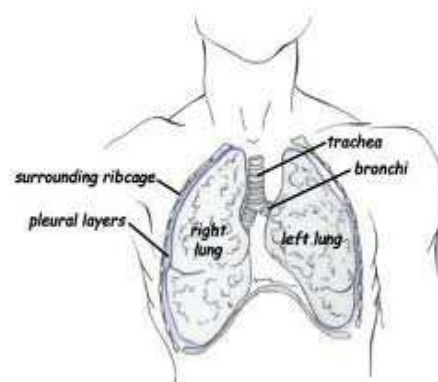
**Dail Jacob, R.N., B.Sc. N, Pivot Nurse - Oncology
Moderated by Jo Ann Jones, The Montreal Children's Hospital
Hosted by MCDC**

In recognition of October as Cancer Awareness month, this health education session is intended for people of all ages with an interest in maintaining healthy lungs. Part I looks at lung cancer while Part II will explore the various respiratory ailments such as pneumonia, asthma, flu and COPD (chronic obstructive lung disease). Invite your community's Pivot Nurse – Oncology.

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn:

- How do our lungs work?
- What happens when our lungs don't work?
- Types of lung (dis)ease
- Lung cancer awareness



About Your Speaker

Dail Jacob has practiced nursing for 34 years. She graduated from Dawson College with an RN in 1977, and received her B. Sc.N. from the University of Ottawa in 1997. Dail has practiced in an acute care hospital for most of her career. She has worked in Critical Care, Surgery, Management and Education. For the last 18 years, she has practiced in the areas of Oncology and Palliative Care. She has worked for the Canadian Nurse's Association for certification exam development in the specialty of oncology. Dail is presently working in a new role established throughout Quebec in all cancer centers, that of "Pivot Nurse."

Resources

- Canadian Cancer Society Pamphlet on cancer and lung disease; also at www.cancer.ca
- Canadian Lung Association at www.lung.ca
- *Mastering the Art of Coping in Good Times and Bad*, Linda Edgar (2009); www.copelindaedgar.com

**Community Health Education Program
April 2010 to March 2011**

Upcoming—ask your community organization...

- *Arthritis Revisited* (November 9) – To be confirmed
- *Life Losses* (December 8) – To be confirmed
- *Alzheimer's: Communication Strategies and Stimulation Techniques* (January 19) – To be confirmed
- *Lung Health Part II: Respiratory Wellness* (Asthma, COPD, Pneumonia and Flu (February 2) – To be confirmed
- *Sleep Disorders* (February 23) – To be confirmed
- *Hearing Loss* (March 16) – To be confirmed

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

COMMUNITY HEALTH EDUCATION PROGRAM
HEALTH VIDEOCONFERENCE
Wednesday, January 19, 2011
1:00 to 3:00 PM (EST)

Alzheimer's – Part II: Communication Strategies

Laura Guerschanik, B.A., Coordinator of Educational Services and Specialized Counsellor - Alzheimer Society of Montreal (ASM)

Moderated by Jo Ann Jones, The Montreal Children's Hospital

This health education session, aimed at families and caregivers of people with Alzheimer's, is designed to increase people's knowledge of effective communication skills and stimulation with people affected by Alzheimer's Disease and related disorders. Participants will explore approaches to communication challenges using basic techniques.

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn:

- What are the communication challenges of Alzheimer's disease and related disorders (ADRD)?
- Verbal and non-verbal communication techniques
- What is effective stimulation for someone with Alzheimer's?
- How to implement strategies utilizing available resources

About Your Speaker

Laura Guerschanik's professional background is community-oriented, spanning various segments of the Montreal community for the last 8 years. At the ASM, Mrs. Guerschanik organizes and coordinates training workshops and conferences for professionals in the public and private health sectors and in institutions of higher learning. Mrs. Guerschanik coordinates and trains volunteers for programs such as "Speaker's Bureau" and educates the local police on the Alzheimer Safely Home program. Additionally, Mrs. Guerschanik provides counselling for caregivers in an individual or support group setting. To continue providing quality education, Mrs. Guerschanik is currently pursuing her Masters degree in Education at McGill University.

Resources

- Alzheimer's Society Montreal at http://www.alzheimermontreal.ca/index_en.php
- Alzheimer Society of Canada (Quebec) at <http://www.alzheimer.ca/> or call 1-888-636-6473
- Alzheimer's – Part I: Challenges and Support with Laura Guerschanik - session DVD (February 3, 2009)

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Community Health Education Program
January to March 31, 2011

Upcoming—ask your community organization...

- *Life's Losses* with Professor Estelle Hopmeyer on Thursday, February 10, 1-3 pm
- *Arthritis Revisited* with Myra Siminovitch, Physiotherapist on Tuesday, February 22, 1-3 pm
- *Lung Health – Part II (Asthma, Pneumonia, COPD and Flu)*, speaker TBA on Tuesday, March 8, 1-3 pm

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP)

VIDEOCONFERENCE

Thursday, February 10, 2011

1:00 to 3:00 PM (EST)

Life Losses Part I

Estelle Hopmeyer, M.S.W, Associate Professor – McGill School of Social Work
and Yvonne Clarke, M.S.W., Couple & Family Therapist (MFT), Grief Therapist and (CT)

Moderated by Jo Ann Jones, The Montreal Children's Hospital

We experience many types of loss during the course of our lives. Change always involves loss which may bring grief, which can lead to personal growth. This videoconference with two expert presenters explores the different characteristics of normal and unexpected loss and how it affects the personal and social identity of individuals at any age.

Learning Objectives

This 45-minute presentation, interspersed with your questions, is designed to increase your knowledge of:

- The meaning of loss
- The different characteristics of loss throughout the life cycle
- Growth through grief - How to help ourselves and others in adapting to life losses
- A model/framework for grief and loss

About Your Presenters

Estelle Hopmeyer has been on the Faculty of the McGill School of Social Work for over 35 years. She teaches a Graduate level course on Life Threatening Illness, Loss and Bereavement and has been a consultant to and facilitator of many self-help and support groups. She started and continues to be a consultant to the Family Survivors of Suicide Self-Help group. She is a co-investigator of the McGill Training and Retention of Health Care Professionals Project, which partners with CHSSN to provide these teleconferences that play an important role in Community Health Education.

Yvonne Clark is a trained social worker, couple and family therapist and a grief therapist. She works in private practice in Montreal, where she sees individuals, couples and families struggling with complicated grief.

Resources

- Session Handouts: Definitions Related to Loss and Grief, Loss History Checklist
- Edgar, L. (2010) Mastering the Art of Coping in Good Times and Bad (www.copelindaedgar.com).

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Community Health Education Program January to March 31, 2011

Upcoming—ask your community organization...

- *Arthritis Revisited* with Myra Siminovitch, B.Sc., Physiotherapist on Tuesday, February 22, 1-3 pm
- *Lung Health – Part II (Asthma, Pneumonia, COPD and Flu)*, speaker TBA on Tuesday, March 8, 1-3 pm

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

**COMMUNITY HEALTH EDUCATION PROGRAM (CHEP)
HEALTH VIDEOCONFERENCE
Tuesday, February 22, 2011
1:00 to 3:00 PM (EST)**

Arthritis Revisited

**Myra Siminovitch, B.Sc., Physiotherapist
Hosted by CASA, NSCA & Neighbours' Association**

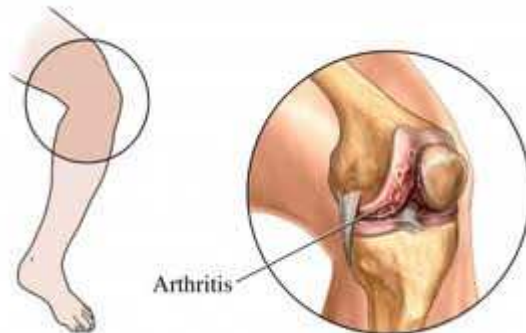
Moderated by Jo Ann Jones, The Montreal Children's Hospital

More than 4 million Canadian adults live with the daily pain of arthritis; it is the number one cause of disability in Canada. This health education session, aimed at caregivers and people affected by arthritis and related diseases, is designed to increase knowledge of this chronic disease that affects nearly twice as many women as men.

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn about:

- The different types of arthritis and related diseases (gout, fibromyalgia, lupus)
- Causes and risk factors
- Treatment options and resources



About Your Speaker

Myra Siminovitch, B.Sc., MBA, is a physiotherapist presently in private practice, specializing in the treatment of osteoporosis. She has over 20 years' experience at St. Mary's Hospital, a McGill teaching Hospital as staff physiotherapist and administrator and coordinator of Rehabilitation Services. Also involved with the fibromyalgia program, Myra is a popular presenter to community groups, seniors, students and physicians.

Resources

- Arthritis Information Helpline at 1-800-321-1433
- Arthritis Registry at www.arthritis.ca/
- Arthritis Society of Quebec – Estrie/Monteregie at 819-562-5551
- East of Quebec at 418-692-0220
- Montreal Office at 514-846-8840

* * *

**Community Health Education Program
January to March 31, 2011**

Upcoming—ask your community organization...

- *Lung Health – Part II (Asthma, Pneumonia, COPD and Flu)* with Kathryn Riches on Tuesday, March 8, 1-3 pm

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

**COMMUNITY HEALTH EDUCATION PROGRAM
HEALTH VIDEOCONFERENCE
Tuesday, March 8, 2011 from 1:00 to 3:00 PM (EST)**

Lung Health - Part II: Respiratory Wellness

Kathryn Riches, R.N., B.Sc. N.

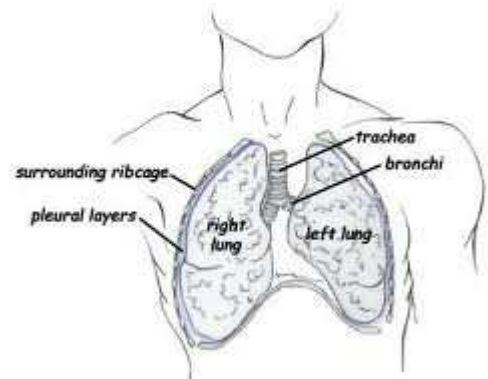
**Moderated by Kelly Howarth, The Montreal Children's Hospital
Hosted by CAMI**

As a follow-up to Lung Health Part I, but not a prerequisite, this health education session is intended for people of all ages with an interest in maintaining healthy lungs. Part I looked at lung cancer while Part II explores the various respiratory ailments such as pneumonia, asthma, flu and COPD (chronic obstructive pulmonary disease).

Learning Objectives

In this 45-minute presentation, interspersed with your questions, you will learn about:

- How we breathe
- Different types of lung conditions with a focus on asthma
- Living with chronic lung conditions
- How to keep your lungs healthy



About Your Speaker

Kathy Riches has practiced nursing in Montreal for the past 21 years. She became a registered nurse in 1990 after graduating from John Abbott College, and then obtained a Bachelor of Science in Nursing from the University of Ottawa in 1996. Kathy has a varied experience in medical nursing, on the wards and in the out-patient clinics, working most of her career at the McGill University Health Centre. She has approximately 11 years' experience working with out-patients with respiratory diseases, focusing on asthma for the past 2 1/2 years at the Montreal Chest Institute pavilion as a nurse clinician.

Resources

- Asthma Society of Canada at www.asthma.ca/corp/services/publications.php
- Canadian Lung Association at www.lung.ca
- Quebec Government's Info Grippe web site: www.infogrippe.gouv.qc.ca/?lg=en-CA

**Community Health Education Program
April 1, 2011 to March 31, 2012**

Upcoming—ask your community organization...

- *Hearing Loss* with audiologist, Lorna Dowson on April 27 – To be confirmed

Visit CHEP online @ http://www.chssn.org/En/Health_Education_Program/index.html

APPENDIX C: Impact Reports for the Seven Health Videoconferences...

CHSSN
Community Health Education Program (CHEP)

Impact Report
Seniors' Rights and Wellness
June 15, 2010

Knowledge is power! Respecting and supporting people. It was enlightening to become aware of situation that I had not considered abuse. There are so many types of abuse that we don't talk about.
-Participants, *Seniors' Rights and Wellness* videoconference

On Wednesday, June 15, 2010, two community organizations—CASA and Vision Gaspe Perce Now—participated via video conference to “ask an expert” on Seniors’ Rights and Wellness in recognition of World Elder Abuse Awareness Day. The practical and clear presentation by Katie Fagen, Social Worker of the CSSS Cavendish, was attended by 12 participants at 2 remote sites, plus Montreal.

This health education session aimed at increasing awareness and understanding about the importance of being a proactive senior. Participants learned how to recognize and protect their emotional, financial and physical well-being. Issues such neglect and social isolation as well as helpful prevention tips, was explored. This session was designed for seniors, family members, caregivers and professionals.

Outcomes:

- 2 communities with 2 sites
- 12 participants (no males and 12 females, ranging in age from 40-75 years); the majority were seniors
- 100% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session podcast and resources are now available on the CHSSN Health Resource Library at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html for community use in follow-up activities (churches, curling clubs, service clubs, seniors’ groups and seniors’ residences)

The following English-language resources were made available:

- Elder Abuse Information/Help Line (Listening, support and resource line): 1-888-489-2287
- Professional consultation line is 514-484-7878. Ext. 1333
- Quebec Government Portal regarding Elder Abuse:
<http://www.aines.info.gouv.qc.ca/en/fiche.asp?sujet=76>
- CAVAC (Crime Victims Assistance Centre) at <http://www.cavac.qc.ca/english/index.html> or call 1-866-532-2822

Follow-Up Activities

The session podcast is available online to community networks and a follow-up videoconference is planned for June 2011.

CHSSN
Community Health Education Program (CHEP)

Impact Report
Body and Balance
October 13, 2010

Rugs or carpets are a hazard no matter how old [you are]. For every day you stay in bed, you lose muscle tone; so many older people have falls and have to stay in hospital. Walking on uneven ground [is] better for balance. Three days of no exercise means three weeks of setback regarding muscle strength. I will keep a light on at night. -Participants, *Body and Balance* video conference

On Wednesday, October 13, 2010, seven community organizations—CAMI, CASA, 4Korners Family Resource Centre, OHSSN, Townshippers' Association and Vision Gaspé Perce Now—participated via video conference to “ask an expert” on Body and Balance as related to fall prevention. This topic was chosen by OHSSN of the Outaouais. The practical and clear presentation by Susan McAlpine, Physiotherapist with the CSSS Lachute, was well attended by 84 participants at 7 remote sites, plus Montreal. A new pilot community network, 4Korners, joined this videoconference with 21 participants.

This health education session aimed at increasing awareness and understanding about body and balance related to fall prevention. In this 45-minute presentation, interspersed with question periods, participants learned about why balance is important and any age, the role of their CSSS for the Stand Up Programme and how to get their community moving.

Terry and Mary Chuprun of Lachute were invited guests along with their exercise class regarding their experience with the Stand Up program.

Outcomes:

- 7 community networks with 7 sites.
- 84 participants (14 males and 70 females, ranging in age from 25-95 years); the majority was seniors
- 67% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session DVD and resources are now available for community use in follow-up activities (churches, curling clubs, service clubs, seniors' groups and seniors' residences)
- The following resources were made available to all participants: presenter handouts now online at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html, and the *Rattle My Bones (Falls and Fractures)* module in the Senior's Health Promotion Binder also online at the above address.
- CAMI had 3 professional partners (LPN, a physical therapist in readaptation and a dietician) present.

Follow-Up Activities

The session DVD will be made available to community networks, along with the previous DVD on Fall Prevention with Dr. Nancy Mayo.

CHSSN
Community Health Education Program (CHEP)

Impact Report
Lung Health: Part I (Related to Cancer Awareness)
October 19, 2010

Effects of second-hand smoke. Importance of early treatment and danger of late diagnosis. Asking for assistance and involvement of Pivot Nurse. Remind the youth not to start smoking When we have a problem, seek help fast It takes 6 years after you quit smoking to reduce your risk of lung cancer by 50%. -Participants, Lung Health - Part I video conference

On Tuesday, October 19, 2010, seven community organizations—CAMI, CASA, 4Korners, MCDC, Neighbours' Association, NSCA (with 2 sites) and OHSSN—participated via video conference to “ask an expert” on *Lung Health* in recognition of October as Cancer Awareness month. This topic was chosen by MCDC of Thetford Mines. The practical and clear presentation by Dail Jacob, Pivot Nurse - Oncology, of St Mary's Hospital, was well attended by 71 participants at 7 remote sites, plus Montreal. A new pilot community network, 4Korners, joined this videoconference with 10 participants. Neighbour's Association of Rouyn-Noranda attended with 7 participants, but could not be connected at the last minute. They will invite participants back to view the session DVD.

This health education session aimed at increasing awareness and understanding about lung health and lung cancer. In this 45-minute presentation, interspersed with question periods, participants learned about how the lungs work and what happens when they don't, types of lung diseases and lung cancer awareness.

Outcomes:

- 6 community networks with 8 sites (including one new pilot community, 4Korners, and one new site with last year's newest community network, NSCA). Neighbours' Association had 7 participants lined up but was unable to connect due to a system change.
- 71 participants (ranging in age from 35 to 95 years); the majority were seniors.
- 65% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session DVD and resources are now available for community use in follow-up activities with churches, curling clubs, service clubs, seniors' groups and seniors' residences.
- The following resources were made available to all participants: presenter handouts now online at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html, and links to the Canadian Cancer Society at www.cancer.ca and Canadian Lung Association at www.lung.ca

Follow-Up Activities

The session DVD will be made available to community networks. *Lung Health Part II: Respiratory Wellness* is scheduled for March 8, 2011.

CHSSN
Community Health Education Program (CHEP)

Impact Report
Alzheimer's Part II: Communication Strategies & Stimulation Techniques
January 19, 2011

To make any communication with an Alzheimer's patient short and precise. Don't stress the Alzheimer patient by asking who am I but rather 'I am...' Validate-reassure-redirect. Stimulation is just as important as medicine. The importance of varying all activities-mental and physical and the do's and don'ts. Be patient. -Participants, Alzheimer's Part II videoconference

On Wednesday, January 19, 2011, five community organizations—CAMI, COASTERS, 4Korners, MCDC, NSCA (with 2 sites), Townshippers' Estrie and Montérégie, and Vision Gaspé Percé NOW—participated via video conference to “ask an expert” on Alzheimer's: Communication Strategies and Stimulation Techniques. This topic was chosen by COASTERS Association of the Lower North Shore. The practical and clear presentation by Laura Guerschanik, M.SW., of the Alzheimer Society Montreal, was well attended by 87 participants at 6 remote sites, plus Montreal. A new pilot community network, 4Korners, joined this videoconference with 31 participants, including their CSSS representative.

This 45-minute health education session aimed at families and caregivers of people with Alzheimer's, was designed to increase people's knowledge of effective communication skills and stimulation with people affected by Alzheimer's Disease and related disorders. Participants explored approaches to communication challenges using basic techniques as well as implementing strategies for stimulation using available resources.

Outcomes:

- 5 community networks with 6 sites (including one new pilot community, 4Korners, and one new site with last year's newest community network, NSCA having 2 sites).
- 87 participants (17 males and 63 females, ranging in age from 30 to 82 years); the majority were seniors.
- 4Korners Family Resource Centre of Deux-Montagnes had their CSSS representative present.
- Two representatives from the Alzheimer Society de la Cote Nord attended and supplied Baie Comeau and Sept Isles with 13 different English language pamphlets on Alzheimer's.
- 78% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session DVD and resources are now available for community use in follow-up activities with churches, curling clubs, service clubs, seniors' groups and seniors' residences.
- The following resources were made available to all participants: presenter handouts now online at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html, including a link to the Alzheimer Society Montreal:
http://www.alzheimermontreal.ca/qui_en/qui_mission.php

Follow-Up Activities

The session DVD will be made available to community networks, along with the complementary Chronic Health Challenges Management for Seniors and Caregivers modules which are now available for community networks to use with their seniors and caregivers.

CHSSN
Community Health Education Program (CHEP)

Impact Report
Life Losses
February 10, 2011

I learned I experienced grief I was not aware of. Grief is unique. Recognize and accept our losses [and] we will grow. Realizing the types of grief and to listen. When dealing with someone who is grieving, just acknowledge his/her grief; don't try to compare theirs with our own experiences. Listen to be a good supporter. Be with the person grieving...you don't have to find a solution. -Participants, Life Losses videoconference

On Wednesday, February 10, 2011, seven community organizations—CASA (2 sites), COASTERS, 4Korners, MCDC, Neighbours' Association, NSCA and Townshippers Estrie and Montérégie—participated via video conference to “ask an expert” on *Life Losses*. This topic was chosen by Townshippers' Association. The practical and clear presentation by Estelle Hopmeyer, M.S.W., Professor at the McGill School of Social Work and Yvonne Clark, Grief Counsellor, was well attended by 96 participants at 7 remote sites, plus Montreal. A new pilot community network, 4Korners, joined this videoconference.

This 45-minute health education session explored the many types of loss during the course of our lives as well as the fact that change always involves loss which may bring grief, which can lead to personal growth. This videoconference with two expert presenters explores the different characteristics of normal and unexpected loss and how it affects the personal and social identity of individuals at any age throughout the life cycle

Outcomes:

- 7 community networks with 7 sites (including one new pilot community, 4Korners, and one new site with last year's newest community network, NSCA).
- 96 participants (14 males and 82 females, ranging in age from 18-90 years); the majority were seniors.
- 90% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session DVD and resources are now available for community use in follow-up activities with churches, curling clubs, service clubs, seniors' groups and seniors' residences.
- The following resources were made available to all participants: presenter handouts now online at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html.

Follow-Up Activities

The session DVD will be made available to community networks.

CHSSN
Community Health Education Program (CHEP)

Impact Report
Arthritis Revisited
February 22, 2011

I liked learning about the different kinds of arthritis. It was very clear and well explained. What the different types of medications and exercises are for arthritis. Inflamed joints should not be treated with heat but with ice. The importance of exercise. I liked the advice given, ‘pace yourself and aqua fitness.’ -Participants, *Arthritis Revisited* videoconference

On Wednesday, February 22, 2011, six community organizations—CAMI, CASA (with 2 sites), 4Korners, Neighbours’ Association, NSCA (with 2 sites) and OHSSN—participated via video conference to “ask an expert” on *Arthritis Revisited*. This topic was chosen by Neighbours’ Association of Rouyn-Noranda and NSCA. The practical and clear presentation by Myra Siminovitch, Physiotherapist, was well attended by 102 participants at 8 remote sites, plus Montreal.

More than 4 million Canadian adults live with the daily pain of arthritis; it is the number one cause of disability in Canada. This health education session, aimed at caregivers and people affected by arthritis and related diseases, is designed to increase knowledge of this chronic disease that affects nearly twice as many women as men. In this 45-minute presentation, interspersed with questions, participants explored the different types of arthritis and related diseases (gout, fibromyalgia, and lupus), causes and risk factors.

Outcomes:

- 6 community networks with 8 sites (including one new pilot community, 4Korners).
- 102 participants (ranging in age from 17 to 77 years); the majority were seniors.
- 52% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations in all areas except for the technical problems that occurred during the videoconferencing session.
- The session DVD is not currently available due to technical difficulties during the session.
- The presenter handouts are now posted to the CHSSN Health Resources Library at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html

CHSSN
Community Health Education Program (CHEP)

Impact Report
Lung Health Part II: Respiratory Wellness
(Asthma, COPD, Pneumonia and Flu)

March 8, 2011

How to keep lungs clear. Asthma is not contagious. Importance of early treatment. Not to train outside in extreme weather. [Appreciated] The demonstration on inhalers-doctor never showed properly.
-Participants, *Lung Health Part II: Respiratory Wellness* videoconference

On Wednesday, March 8, 2011, five community organizations—CAMI, CASA (with 2 sites), 4Korners, OHSSN and Townshippers' Association-Estrie—participated via video conference to “ask an expert” on *Lung Health Part II: Respiratory Wellness* related to Asthma, COPD, Pneumonia and Flu. The practical and clear presentation by Kathryn Riches, B.Sc. N., was attended by 40 participants at 6 remote sites, plus Montreal.

This health education session aimed at increasing awareness and understanding about how we breathe, the different types of lung conditions with a focus on asthma, living with chronic lung conditions such as COPD and how to keep your lungs healthy.

Outcomes:

- 5 community networks with 6 sites (including one new pilot community, 4Korners).
- 40 participants (5 males and 35 females, ranging in age from 47 to 78 years); the majority were seniors.
- 83% return on evaluations, overwhelmingly revealing that the presentation adequately answered their questions; they would recommend this session to others and that it met their expectations.
- The session DVD and resources are now available for community use in follow-up activities with churches, curling clubs, service clubs, seniors' groups and seniors' residences and Health Matters series.
- The following resources were made available to all participants: presenter handouts now online at http://www.chssn.org/En/Health_Education_Program/health_resource_library.html, and links to the Canadian Lung Association at www.lung.ca

Follow-Up Activities

The session DVD will be made available to community networks. A follow-up session on allergies and their impact on asthma sufferers is scheduled for May 25, 2011.

APPENDIX D: E-mail communication from the Montreal West Island Prostate Cancer Support Group, offering partnering.

Montreal West Island Prostate Cancer Support Group

Wednesday, September 15, 2010 12:00 PM

From:

"Ron Sawatzky" <ronsaw@hotmail.com>

To: "Kelly Howarth" <communityhealtheducation@ymail.com>

Hi Kelly,

I have recently become a member of the Prostate Cancer Canada Network advisory board (PCCN- previously CPCN-Canadian Prostate Cancer Network) as a representative for Quebec. PCCN is now a division of Prostate Cancer Canada (PCC) with the mandate to expand and provide assistance to support groups.

We are interested in establishing new support groups and I thought it might be good to do this in the areas involved in your Tele-conferencing sessions on prostate cancer. Would it be possible to provide me with some contact names in these areas? Unfortunately I am not bilingual so I am exploring the opportunity for English speaking groups. Hopefully we will find a bilingual representative for our board who can represent both languages.

Any help you can provide will be very much appreciated.

All the best,

Ron Sawatzky

President

Montreal West Island Prostate Cancer Support Group Inc.

APPENDIX E: Article about “Health Matters” Initiative

Health Matters

We are looking forward to a very special presentation of Health Matters this month. One of the very popular health experts from the telehealth conferences, Myra Siminovitch, has agreed to join us in person on May 5 at the Cowansville CLSC. With the theme of “This Old House,” Myra will be covering issues about our structure; osteoporosis, arthritis and other aspects of bone health in the morning from 10 a.m. to noon. In the afternoon, from 1 p.m. to 3p.m., it's our plumbing; kidneys, bladder and prostate. Thanks to sponsorship from B.W. Draper and the team of Doug Johnson and Pierre Foisy, the cover charge is a mere \$2. Everyone is welcome.

Last month, our Health Matters topic was Alzheimer's, and in addition to having an extremely informative taped presentation of Laura Guerschanik from the Alzheimer's Society of Montreal, we were joined by Diane Laliberte from the Alzheimer's Society of Granby and Valerie Bienvenue from the Brome Missisquoi Caregiver's Support Group. This disease is now well-documented, and understanding how to care for Alzheimer's victims is very useful.

“If you need to know one thing, remember this: V-R-R”, Laura emphasized. “Validate their feelings. Don't brush off their concerns as not important. These issues are now their reality. Reassure them that the matter will be taken care

of and they don't need to worry any more. And finally, Redirect. Move on to another topic.”

Diane Laliberte supported this by saying there are two commandments as a caregiver: “Don't argue, and laugh a lot!”

For further information you can contact the Alzheimer's Society of Granby at 450-777-3363, or if you would like support as a caregiver, contact the Brome Missisquoi Caregiver's Support Group in Cowansville at 450-263-4236.

APPENDIX F: Community Network Survey Results of CHEP Session DVD Use 2010-2011

CHEP session DVDs commonly ordered in the past two years:

- *Bone Health*
- *Alzheimer's Part I: Challenges and Support*
- *Grieving & Loss*
- *Diabetes Type Two*
- *Parkinson's 101*
- *Menopause: A Hot Topic*
- *Prostate Cancer—A Man's Perspective*
- *Kidney and Bladder*
- *Fall Prevention*
- *Stroke*
- *Lung Health Part I*
- *Body and Balance*
- *Bullying*
- *Medications: Ask an Expert*
- *Life Losses*
- *Alzheimer's Part II: Communication Strategies and Stimulation Techniques*
- *Care-giving at Home and in Institutions*
- *Arthritis Revisited*

How the session DVDs are used for follow-up:

- *As reference material and as a resource when addressing the topics once again*
- *A number of our 50+ Club members had seen Alzheimer's Part II videoconference and they were interested in seeing the first part. We have also discussed about acquiring some of them so we could do a presentation to groups who missed the original videoconference.*
- *We have had unprecedented interest in the Lachute CLC and we hope to show those we had to turn away because of lack of room at the facility and also show previous conferences that were held before we joined the network.*
- *Other territories across the Laurentides Region are showing interest as well and we could show the DVD's to them as well as hopefully get conferences that will include them.*
- *Special follow up viewing at office and integrate the DVD with an information session organized (special event ex: Diabetes)*
- *"Health Matters" Program in Cowansville with CSSS staff and Avante. Monthly sessions with 5 to 20 people in attendance. B) Have used DVD's also at the Legion in Waterloo and the St. Paul's in Knowlton and the Anglican and United Churches in Granby. Formation of 2 support groups has followed by 2 sessions (Parkinson's' and Prostate Cancer). Other viewings have led to the booking of PIED classes in 3 towns.*

- *Small group discussion, we will present the DVD for support groups. This is the avenue I use most often because I can get more people to attend the session with a DVD due to the fact, we can pick a time that suits the community or individual.*

Number of sessions using DVDs hosted since January 2010:

- *MCDC: One - Prostate Cancer 101*
- *NSCA: Only one - Alzheimer's: Challenges and Support*
- *4Korners: To date we have not had time to show any, but our plans for the future do include DVD showing interspersed with PowerPoint and other forms of English information sharing. Our region appears to be starved for English health information and we feel it is also an excellent way to get people involved – socialization and health care.*
- *Neighbours' Association of Rouyn-Noranda: So far two; up-coming self-esteem at school*
- *Vision Gaspé Percé NOW: Three*
- *Townshippers' Association: Ten through their "Health Matters" series.*

Who do you involve when using the session DVDs, i.e. your public partners, local health professionals? Others?

- *Only the participants so far although I have tried Specialists and local but without success*
- *For this one, no one...but in the future, for bone health, a physiotherapist.*
- *We hope to involve public partners, local professionals, religious groups and the general population of the community.*
- *Local Health professionals, local school nurse, Public Health Partners*
- *CLSC or hospital professionals, Caregivers Support Group, Caring and Sharing Support Group*
- *We invite our public partner to each session that we hold as well as any health professionals in the community. Depending on the topic, we will invite the local schools and if there is a support group.*

The response to the CHEP session DVDs from community members and partners:

- *They prefer the actual Telehealth session but response has been positive.*
- *The 50+ Club members liked it a lot. They stayed behind after the DVD presentation, discussing what they had learned – they were extremely grateful for the opportunity to be able to see what they had missed.*
- *Feedback is that the DVDs are well made and very explicit.*
- *Public and invited guests have all be very pleased with the experience. All say it is wonderful to put a face on the person at the other end of the phone and the public has more confidence in calling the services.*

- *We get more participation with the DVDs because we will have a session when it best suits the community or audience that is invited.*

Usefulness of another CHEP session DVD Binder with information similar to the one produced in 2007:

- *Yes as it becomes an important resource in our library; a record in each of the centers of what has taken place and the format is excellent.*
- *Yes, I like the idea of having the DVDs in one place and when visiting the community it looks very professional when there are all together.*
- *Definitely! It has been something we have been discussing with our animators of our 50+clubs. It would be a valuable tool for us – we are a new NPI and did not get the DVD Binder produced in 2007.*
- *As we have not seen the one produced in 2007 it is difficult to answer, certainly sound useful. It will also simplify the choice process in our communities if we can relate first-hand some specifics regarding content.*
- *The binders are well made and make a wonderful addition & complement to any information session.*
- *I would absolutely welcome a new binder especially with the information sleeves. Great way to keep the info and also gives appearance of professionalism when showing the public partners.*

Other Comments:

- *I just wanted to say ‘thank you’ and to let you know I have never seen a videoconference I didn’t like. They have all been great!*
- *We are just getting started in our region organising the sub-network and the DVDs, PowerPoint presentations and other Health information that we can share will certainly be a good step toward building trust and commonalities.*
- *A summary of what others have done when presenting the DVD’s may be useful to share. We can thereby develop a sort of best practices suggestion formula specific to each DVD.*