



Community Health Education Program (CHEP) 2018-2019



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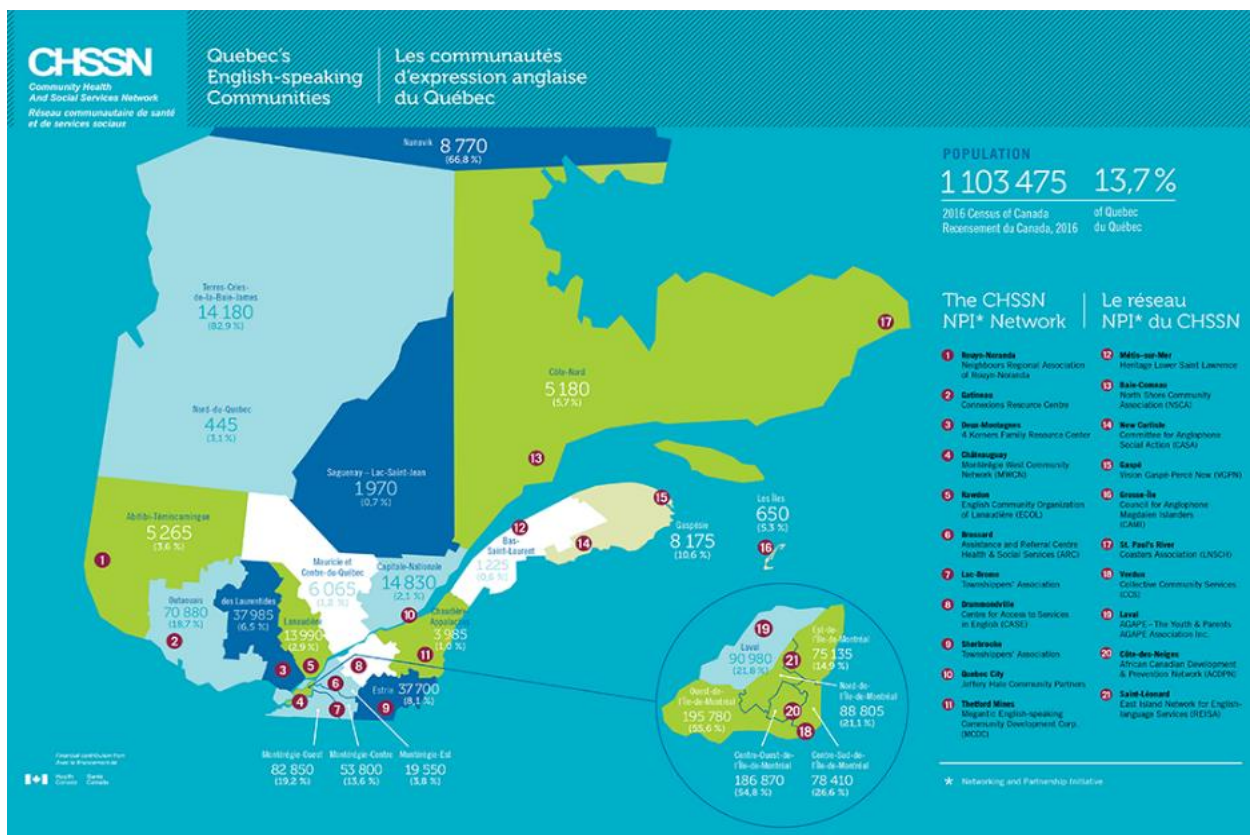
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INTRODUCTION

The CHSSN Community Health Education Program (CHEP) serves the urban, rural and remote English-speaking communities around the province of Quebec, providing health and social information and support via video conferencing through the RUIS (McGill) Telehealth system. Twenty community NPI networks funded under the CHSSN Network Partner Initiative (NPI) from across the province of Quebec (See Graphic 1) participated, by attending the CHEP video conferences and by hosting a CHEP DVD viewing session.

Graphic 1: CHSSN Community Networks Participating in CHEP



The following report highlights the Community Health Education Program (CHEP) activities for the period from April 1, 2018, to March 31, 2019, and includes:

1. Results Achieved
2. Resource-Sharing and Partnering
3. Outcomes from the CHEP Health Video Conferences and Community Training
4. Findings from showing the CHEP Session DVDs
5. Lessons Learned

<i>CHEP 2018-2019</i>
<i>CHEP Videoconference Sessions</i>
<ul style="list-style-type: none"> • <i>780 participants</i> • <i>7 sessions held</i> • <i>Average of 111 attendees and 11 sites per session</i> • <i>20 Networks, including 6 Networks with 2 sites, and 1 Network with 3 sites</i> • <i>1 training session held by Videoconference with 11 Networks participating; MUHC telehealth technician presentation and Q&A, along with training from CHEP Program consultants</i>
<i>Topics presented 2018-2019:</i>
<ol style="list-style-type: none"> 1. <i>Osteoporosis - An Update – 53 participants</i> 2. <i>Why Can't I Sleep? – 144 participants</i> 3. <i>Eating Well: Sugar and Salt—What's New? – 133 participants</i> 4. <i>Exploring Life Losses– 99 participants</i> 5. <i>Gotta Go, Gotta Go—Bowel and Bladder Health – 95 participants</i> 6. <i>Palliative Care, Comfort Care and Home Care– 69 participants</i> 7. <i>Women's Heart Health– 187 participants</i>
<i>DVD Sessions held of previously aired CHEP videoconferences</i>
<ul style="list-style-type: none"> • <i>615 participants</i> • <i>50 sessions held</i> • <i>18 topics addressed</i> • <i>15 Networks</i>

The results from the video conferences will be highlighted, with a focus on the community networks' utilization of the CHEP Session DVDs, digitally produced and edited recordings of each video conference.

RESULTS ACHIEVED

Table 1: Summary of CHEP 2018-2019 Results at a Glance

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
May 23, 2018 10:00 AM-12:00 PM	<i>Better Bone Health: Osteoporosis—An Update *</i> Myra Siminovitch, Physiotherapist	<ol style="list-style-type: none"> 1. CAMI (Grosse Ile) – 4 2. CASA (Hopetown) – 1 3. COASTERS (St. Paul) – 1 4. 4Korners (Lachute) – 5 5. Jeffrey Hale – 7 6. Neighbours – 10 7. NSCA (Baie Comeau) - 14 8. Townshippers Estrie (Richmond) - 11 	53 participants 8 community networks 8 sites + Montreal MUHC site
June 13, 2018 10:00 AM-12:00 PM	<i>Why Can't I Sleep?</i> Catherine Saint Pierre, Kinesiologist	<ol style="list-style-type: none"> 1. AGAPE – 27 2. CASA (New Carlisle) – 1 3. Connexions – 10 4. 4Korners (Lachute & Deux Montagnes) – 5 & 5 5. Heritage Lower Saint Lawrence – 3 6. MWCN (Chateauguay, Vaudreuil) 16 & 8 7. Neighbours – 15 8. NSCA (Sept Iles) – 13 9. Townshippers' Association Estrie (Richmond & Bury) – 11 & 21 10. Vision Gaspé Perce Now - 9 	144 participants 10 community networks 13 sites + Montreal MUHC site
September 26, 2018 10:00 AM-12:00 PM	<i>Eating Well with Sugar and Salt—What's New? *</i> Dorothy Moffat, Dietician	<ol style="list-style-type: none"> 1. AGAPE – 22 2. COASTERS (St. Paul) – 3 3. Connexions – 11 4. 4Korners (Lachute & Deux Montagnes) – 3 & 7 5. Heritage Lower Saint Lawrence – 2 6. Jeffrey Hale Community Partners – 14 7. MWCN (Chateauguay, Vaudreuil) – 16 & 6 8. NSCA (Sept Iles) – 12 9. Townshippers' Association Estrie (Richmond) - 37 	133 participants 11 community networks 11 sites + Montreal MUHC site

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
October 24, 2018 10:00 AM-12:00 PM	<i>Living Life's Losses</i> Yvonne Clark, Grief Counselor	<ol style="list-style-type: none"> 1. AGAPE – 18 2. MWCN (Chateauguay, Vaudreuil) – 9 & 8 3. 4Korners (Lachute) – 7 4. Townshippers Association (Richmond, Bury) – 7 & 7 5. COASTERS – 2 6. Heritage Lower Saint Lawrence – 2 7. CASE – 5 8. Connexions – 11 9. Neighbours – 8 10. Jeffrey Hale Community Partners - 15 	99 participants 10 community networks 12 sites + Montreal MUHC site
November 14, 2018 10:00 AM-12:00 PM	<i>Gotta Go, Gotta Go— Bladder Health Update</i> Myra Siminovitch, Physiotherapist	<ol style="list-style-type: none"> 1. AGAPE – 18 2. 4Korners (Lachute) -14 3. Townshippers' Association (Richmond) – 7 4. Neighbours – 11 5. CCS – 8 6. Heritage Lower Saint Lawrence – 7 7. COASTERS – 1 8. MWCN (Chateauguay, Vaudreuil) – 15 & 6 9. CASE - 8 	95 participants 9 community networks 10 sites + Montreal MUHC site
December 5, 2018 10:00 AM-12:00 PM	<i>CHEP Training Session for Community Network Coordinators and Volunteers</i> Jo Ann Jones and Kelly L. Howarth, CHEP Consultants, and Vincent Demers, Senior Telehealth Technician – Telehealth Department, MUHC	<p>11/20 Community Networks Participated:</p> <ol style="list-style-type: none"> 1. MWCN – 4 2. 4Korners – 1 3. CASE – 1 4. COASTERS (St. Paul) – 1 5. Neighbours – 2 6. MCDC – 1 7. Townshippers' Association Estrie – 5 8. NSCA (Baie Comeau) – 1 9. Heritage Lower Saint Lawrence – 1 10. Jeffrey Hale Community Partners – 2 11. AGAPE – 1 <p>Missing:</p> <ol style="list-style-type: none"> 1. ACDPN 2. ECOL 3. Townshippers' Association Montérégie 4. CAMI 5. CASA 6. Connexions 7. Vision Gaspé Percé Now 	20 participants 11 community networks 10 sites (one network participated in person at the MUHC site and 2 sites participated by telephone conference) + Montreal MUHC site

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
January 23, 2019 10:00 AM-12:00 PM	<i>What's New in Palliative Care?</i> Zelda Freitas, Social Worker	<ol style="list-style-type: none"> 1. 4Korners (Lachute) – 6 2. Jeffrey Hale Community Partners – 8 3. Neighbours – 11 4. MWCN (Chateauguay, Huntingdon, Vaudreuil) – 3, 17, & 4 5. MCDC - 5 6. CASE - 7 7. Townshippers' Association Estrie (Richmond) - 8 	69 participants 7 community networks 9 sites + Montreal MUHC site
February 20, 2019 10:00 AM-12:00 PM	<i>Women's Heart Health *</i> Wendy Wray, RN, BScN, MScN, Director of Women's Healthy Heart Initiative— McGill University	<ol style="list-style-type: none"> 1. AGAPE – 32 2. ACDPN – 12 3. CASE - 8 4. CCS - 7 5. 4Korners (Lachute, Deux Montagnes) – 12 & 11 6. Heritage Lower Saint Lawrence – 3 7. Neighbours – 15 8. NSCA (2 sites: Baie Comeau, Sept Iles) – 7 & 8 9. MWCN (3 sites: Vaudreuil, Chateauguay, Huntingdon) – 5, 20, & 27 10. Townshippers' Association Estrie (Bury) – 20 	187 participants 10 community networks 14 sites + Montreal MUHC site
TOTALS as of March 31, 2019:	7 health video conferences 1 training video conference for 20 coordinators and volunteers (11 community networks at 10 sites) Total = 8 video conferences	20 Community Networks	780 participants 77 sites

Notes:

Of the 21 CHSSN Network Partner Initiative (NPI) networks, 20 were funded to participate in CHEP for 2018-2019, and all 20 participated in one to three video conferences with between one and three sites. There was an average of 111 attendees at 11 community sites per session. Collectively, there were between 53 and 187 participants at the CHEP health video conferences.

*Video conferences that had more confirmed reservations but less participation due to inclement weather or technical difficulties, which affected the overall attendance rate and

validated the importance of making available, an edited digital version (DVD) of each CHEP health session.

All CHEP video conference session outlines appear in APPENDIX A.

RESOURCE-SHARING AND PARTNERING

Partnerships with NPI Community Networks

CHEP provides ongoing coaching and training to new Community Network Coordinators about how to successfully hold both CHEP video conferences and CHEP DVD viewing sessions. This training takes place via telephone or Skype. The orientations focus on how to promote, host, and run successful CHEP video conferences and DVD sessions. Community networks that benefitted from video conferencing training this past year included: CASE, CCS, Heritage Lower Saint Lawrence, MWCN (Chateauguay, Vaudreuil, and Ormstown/Huntingdon), MCDC, NSCA, and REISA. Additionally, at the CHSSN's November 2018 Network Partner initiative (NPI) Retreat, the CHEP team gave a presentation focused on sharing information with and answering the questions of those coordinators new to CHEP.

CHEP provided a training session again this year in December 2018, via video conference (with one Montreal community participating in-person) for all community networks. The goal of this session was to provide information and support to communities for:

1. Running a successful CHEP video conference
2. Successfully utilizing the CHEP session DVDs

Necessary tools were provided before the training session. These included the revised *Technical Guidelines for CHEP Video Conferences*. Besides the CHSSN CHEP Consultants, a senior video conferencing technician for The Montreal Children's Hospital McGill University Health Centre Center (MUHC) presented at this training. The Agenda for this training session appears in Appendix B.

Partnerships with National, Provincial, Local and Regional Associations

Partnerships formed by CHEP on two levels—nationally and provincially—continued to reap benefits for CHEP and its participating community networks. These associations put CHEP in contact with speakers and written resources on chosen topics.

This year, CHEP engaged in a new partnership with the McGill University Health Center's Healthy Heart Initiative.

The on-going partnership and collaboration with The MUHC helped CHEP to revise its technical guidelines for the health video conferences. Once again, The MUHC contributed their video conferencing department team technician as a presenter for CHEP's training session with Community Facilitators. This vital aspect of the training was designed to help communities better understand the video conferencing technology and its impact on the smooth running of CHEP video conferences.

Community networks continue to invite local health professionals to attend CHEP DVD sessions and live video conferences. CHEP statistics show that there is an increase in health professionals participating in these health sessions. This outreach benefits English-speaking communities to access more English-language resources.

Partnerships enable the community networks to help their English-speaking members gain better access to local health and social service information and resources.

OUTCOMES FROM THE HEALTH VIDEO CONFERENCES

The total of 780 participants at all seven (7) CHEP health video conferences represents an average of 111 participants per session this year, up from a total of 617 participants with 77 per session last year, which represents a 26% increase in overall participation. There was no restriction on the number of participating sites. Health video conferences ranged from eight to fourteen sites per session.

There were as many as 13-16 confirmed sites at five sessions. However, due to inclement



Figure 1: Image of participating communities, presenter, and moderator at May 2018 CHEP video conference

winter weather and technical challenges, some communities were unable to access the live video conferences.

At the end of each video conference, participants were asked to give both quantitative and qualitative feedback about their experience. Table 2 below illustrates the quantitative aspect of the seven health video conferences held between April 1, 2018, and March 31, 2019.

Table 2: Statistics from each CHEP Video Conference

SESSION	DEMOGRAPHICS	OVERALL FEEDBACK
<i>Better Bone Health: Osteoporosis—An Update</i>	13% male 87% female Age range: 22-90 years *1 healthcare provider attended	77% return on evaluations: Positive feedback that presentation helpful and interesting. It met expectations, resources were useful, and questions were answered
<i>Why Can't I Sleep?</i>	17% male 83% female Age range: 10-90 years	72% return on evaluations: Overwhelmingly positive feedback that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Eating Well with Sugar and Salt—What's New?</i>	31% male 69% female Age range: 16-87 years (included 24 students who didn't stay for the entire presentation and didn't submit evaluation forms)	67% return on evaluations: Agree and strongly agree that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Living Life's Losses</i>	16% male 84% female Age range: 29-90 years *3 healthcare providers, 1 representative from the Alzheimer Society, and 1 clergy attended	86% return on evaluations: Generally, positive response (agreement and strong agreement) that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Gotta Go, Gotta Go—Bladder Health Update</i>	16% male 85% female Age range: 22-89 years	75% return on evaluations: Mostly strong agreement that presentation helpful and interesting, met expectations, resources useful and questions were answered
<i>What's New in Palliative Care?</i>	10% male 90% female Age range: 22-90 years	83% return on evaluations: Agree and strongly agree that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Women's Heart Health</i>	8% male	84% return on evaluations:

SESSION	DEMOGRAPHICS	OVERALL FEEDBACK
	92% female Age range: 22-90 years	Overwhelmingly positive feedback that presentation helpful and interesting, met expectations, resources useful, and questions were answered

CHEP video conferences continue to attract mostly women. The audience was primarily composed of seniors. The age range for all health video conferences was 16-90 years.

Participants also commented on their learning experiences from the CHEP video conferences, giving their feedback via written evaluations. Here are some examples:

“We can reduce our risk of developing osteoporosis through exercise and nutrition.” and “That women lose more bone when approaching menopause and that one can change and build bone with a healthy diet and exercise.” –Participants, *Better Bone Health: Osteoporosis—An Update*

“Sleep positions for different ailments.” and “The different things I can do before going to bed that can help me get a better night sleep.” and “The way I sleep can impact my breathing while sleeping.” -Participants, *Why Can’t I Sleep?*

“How we need to look at the labels to find out what is really in the food that we are eating.” and “How sugar affects our health.” and “That honey and carbs are sugar.” -Participants, *Eating Well with Sugar and Salt—What’s New?*

“Kegel exercises help with bladder control.” and “The different foods and drinks to avoid and keep the bladder from being irritated.” and “That going to the washroom 8 to 10 times in a 24-hour period is normal.” -Participants, *Gotta Go, Gotta Go—Bladder Health Update*

“Everyone goes through the grieving process differently.” and “How to manage different kinds of grief—death, divorce, etc.” and “Grief takes as long as it takes!” Participants, *Living Life’s Losses*

“That even if it’s a difficult topic to talk about it is important to have this discussion with our loved ones to know what they want.” and “Palliative care could eventually be included much earlier following a diagnostic.” – Participants, *What’s New in Palliative Care?*

“Heart disease is a lifestyle that can be controlled.” and “More women die of heart disease than cancer.” – Participants, *Women’s Heart Health*

OUTCOMES FROM THE COMMUNITY TRAINING VIDEO CONFERENCE

Feedback from the evaluations about the CHEP community training video conference overwhelmingly suggests that CHEP Coordinators appreciated the opportunity to hear about the technical aspects and how to troubleshoot technical issues as explained by the MUHC Technician: “The moments we were able to ask our tech questions to the ‘Tech Guy.’” Additionally, community coordinators enjoyed the opportunity to hear from and share information: “I fully enjoyed seeing how a video conference is and seeing all the networks at the same time.”

Specific information that was appreciated included:

- Learning about the necessity to be in the room on time
- Learning the different commands on the remote
- How to use the session DVDs
- The importance of the coordinators asking questions on behalf of session participants
- How to manage sound during the video conferences
- The importance of camera settings and the mute button

THE VALUE OF THE CHEP SESSION DVDs

Community Networks were encouraged to show at least one session DVD during the funding year. Edited recordings of each video conference enabled communities to:

- Provide the CHEP session DVDs to allow those community members who’ve missed the CHEP video conference due to technical or weather challenges.
- Conduct follow-up health sessions and activities on chosen CHEP topics, in collaboration with their public health partners (CISSS/CIUSSS, CLSC).

Community Networks were asked, via Survey Monkey, to evaluate their experiences and outcomes in showing the CHEP video conferencing session DVDs. Fifteen (15) community networks reported showing 50 CHEP session DVDs on 18 different topics to a total of 615 community members, which resulted in much positive feedback.

The table below lists a sample of the DVDs that community networks reported showing.

Table 3: Reported CHEP DVD Sessions

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
<i>Backs and Balance</i> 68 viewers	1. AGAPE – 68 participants (66-89 yrs.)	<ul style="list-style-type: none"> • “Walking with heel down to avoid staggering.” • “Not enough exercises.”
<i>Better Bone Health: Osteoporosis—An Update</i> 14 viewers	1. NSCA (Baie Comeau) – 14 participants (71 yrs.)	<ul style="list-style-type: none"> • “We can regain bone density.” • “If we don’t consume enough calcium, it will be leached from our bones.”
<i>What’s New in Palliative Care?</i> 5 viewers	1. MCDC – 5 participants (33-83 yrs.)	<ul style="list-style-type: none"> • “The definition of palliative care and that it can be used much...[earlier] in the treatment.”
<i>Demystifying Grief</i> 19 viewers	1. ECOL – 19 participants (55-95 yrs.)	<ul style="list-style-type: none"> • “Everyone grieves differently.” • “Normalized reactions to loss, e.g., Cocooning.”
<i>Eating Well with Sugar and Salt—What’s New?</i> 51 viewers	<ol style="list-style-type: none"> 1. ECOL – 10 participants (60-85 yrs.) 2. Townshippers’ Association Estrie – 6 participants (40-70 yrs.) 3. MCDC – 2 participants (71-84 yrs.) 4. NSCA (Sept Iles) – 14 participants (avg. age 62 yrs.) 5. Neighbours Association – 5 participants (65-80 yrs.); Special Educator from English school attended the session 6. Vision Gaspé Percé Now – 7 participants (55-80 yrs.) 7. Vision Gaspé Percé Now – 7 participants (60-80 yrs.) 	<ul style="list-style-type: none"> • “Sugar and its link to chronic disease.” • “Sugar can increase blood pressure.” • “Salt and sugar come natural[ly], so no need to add.” • “Was good to use real products for visual[s].” • “Spend more time reading labels on food.” • “Helpful to make changes in your life.” • “We consume too much sugar, diminishing the intake for a healthier diet.” • “How convenient it was to pause the DVD for a short discuss[ion] or clarification of what was said.” • “Questions interesting. DVD a bit too long.”

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
<p><i>Living Life's Losses</i> 37 viewers</p>	<ol style="list-style-type: none"> 1. 4Korners – 6 participants (70-96 yrs.) 2. Jeffrey Hale Community Partners – 2 participants (48-50 yrs.); was shown as part of Health Education at home service 3. Townshippers' Association Montérégie – 29 participants (57-83 yrs.) 	<ul style="list-style-type: none"> • "Grief is work. This is very true, but I never thought of it that way." • "...the topic is a very emotional one for our family, so it was helpful to view this video in the privacy of our own home." • "Good information on how to share the death of someone with a child."
<p><i>Gotta Go, Gotta Go—Bladder Health Update</i> 23 viewers</p>	<ol style="list-style-type: none"> 1. Townshippers' Association Montérégie – 23 participants (ages not provided) 	<ul style="list-style-type: none"> • "Kegel exercises." • "Can happen to younger women."
<p><i>Keep Your Teeth Healthy Longer</i> 26 viewers</p>	<ol style="list-style-type: none"> 1. ECOL – 8 participants (55-85 yrs.) 2. ECOL – 18 (55-95 yrs.) 	<ul style="list-style-type: none"> • "Even when you have dentures, it is important to have good dental hygiene to avoid gum disease." • "The proper way to brush your teeth." • "Flossing and the many apparatus that are available."
<p><i>Memory Disorders—When Should I Worry?</i> 14 viewers</p>	<ol style="list-style-type: none"> 1. 4Korners – 14 participants (70-88 yrs.) 	<ul style="list-style-type: none"> • "I am not alone." • "Sometimes, it is just a natural part of aging."
<p><i>Hearing Loss...OR What did you say?</i> 10 viewers</p>	<ol style="list-style-type: none"> 1. 4Korners – 8 participants (70-88 yrs.) 2. Jeffrey Hale Community Partners – 2 participants (70-76 yrs.); was shown as part of Health Education at home service 	<ul style="list-style-type: none"> • "Hearing loss is isolating...being able to watch this at home meant I could understand better than in a group setting."
<p><i>Maintaining Our Self-Esteem Throughout the Aging Process</i> 19 viewers</p>	<ol style="list-style-type: none"> 1. 4Korners – 9 participants (70-96 yrs.) 2. NSCA (Sept Iles) – 10 participants (60+ yrs.) 	<ul style="list-style-type: none"> • "How isolation can affect self-esteem." • "Be positive and adapt is a big part of aging with self-esteem." • "Life changes. Take it in stride." • "That we can grow old and still keep our self-esteem and be able to do the things we love to do."

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
<p>Medical Emergencies in Seniors and How to Handle Them 37 viewers</p>	<ol style="list-style-type: none"> 1. CASE – 16 participants (35-85 yrs.); invited CAB Agent de Milieu who was very pleased to meet and speak (in English) with a room full of Anglophones in a rural village, which fulfilled her mandate. 2. 4Korners – 9 participants (70-96 yrs.) 3. REISA – 12 participants (50-95 yrs.); an Athletic Therapist was present to help animate the session and answer questions 	<ul style="list-style-type: none"> • “I am grateful for this program and information.” • “When to call 911.” • “Good idea to think [about] how to fall before it actually happens!” • “Will have to take a look at our First Aid kit at home.” • “Liked being able to stop and discuss different personal experiences.”
<p>Moving Forward with Arthritis—What’s New? 64 viewers</p>	<ol style="list-style-type: none"> 1. ECOL - 24 participants (55-95 yrs.) 4. Jeffrey Hale Community Partners – 4 participants (45-80 yrs.); was shown as part of Health Education at home service 2. Townshippers’ Association Montérégie – 23 participants (53-77 yrs.) 3. NSCA (Sept-Iles) – 13 participants (ages not provided) 	<ul style="list-style-type: none"> • “Exercise is good for arthritis.” • “We enjoyed being able to watch this at home with the seniors in our family in attendance. Very convenient!” • “You can get arthritis at any age.” • “Importance of getting the right diagnosis.”
<p>Nutrition: Let’s Talk About Protein 17 viewers</p>	<ol style="list-style-type: none"> 1. MCDC – 4 participants (65-78 yrs.) 2. MCDC – 4 participants (34-79 yrs.) 3. NSCA (Baie-Comeau) – 9 participants (61-81 yrs.) 	<ul style="list-style-type: none"> • “The purpose of protein.” • “We should always eat protein at breakfast.” • “Importance of B12 foods.” • “Take in enough protein every day.”
<p>Stress, Anxiety, and Panic Attacks Throughout the Life Cycle 24 viewers</p>	<ol style="list-style-type: none"> 1. 4Korners – 11 participants (70-96 yrs.) 2. Townshippers’ Association Estrie (Bury) – 6 participants (35-85 yrs.); CAB Liaison (volunteer English-speaking) attended 3. Heritage Lower Saint Lawrence – 7 participants (35-65 yrs.); a Mental Health Worker from BSL attended to present services offered to community members 	<ul style="list-style-type: none"> • “Have a better understanding of stress and anxiety.” • “Although it’s hard to think clearly during a panic attack, at least I know what I should do.” - • “Makes me feel better about my own feelings.” • “To better know the services offered by Santé Mentale in BSL in Rimouski.”
<p>The Changing Role of the Pharmacist—Ask a Pharmacist 20 viewers</p>	<ol style="list-style-type: none"> 1. CASE – 7 participants (age range unknown) 2. COASTERS Association – 4 participants (30-70 yrs.); local 	<ul style="list-style-type: none"> • “The importance of knowing the side effects of mixing over and behind the counter medications.”

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
	pharmacist participated and was on hand to answer questions 3. ECOL – 9 participants (55-85 yrs.)	<ul style="list-style-type: none"> • “Gave me [the] confidence to ask my pharmacist questions.” • “Liked that we could start and stop the DVD to talk about things that come up.” • “That the pharmacist can extend prescriptions if needed
<i>Ticks and Lyme Disease</i> 50 viewers	1. CASE – 13 participants (40-85 yrs.) 2. ECOL – 28 participants (55-95 yrs.) 3. 4Korners – 9 participants (70-88 yrs.)	<ul style="list-style-type: none"> • “The proper protocol if they suspect they have been bitten by a tick even if their health professional is not up to date.” • “How to protect themselves.” • “To go to the emergency room quickly and get antibiotic treatment and insist on a blood test to get a diagnosis quickly.”
<i>Why Can't I Sleep?</i> 117 viewers	1. Townshippers' Association Montérégie – 27 participants (63-82 yrs.) 2. MWCN – 10 participants (46-81 yrs.) 3. MWCN – 24 participants (60-85 yrs.) 4. ECOL – 16 participants (65-93 yrs.) 5. 4Korners – 11 participants (70-96 yrs.) 6. 4Korners – 6 participants (70-88 yrs.) 7. MCDC – 6 participants (34-76 yrs.) 8. MCDC – 4 participants (69-75 yrs.) 9. NSCA (Sept-Iles) – 13 participants (average age: 42 yrs.)	<ul style="list-style-type: none"> • “Sleep positions with pillows, exercises, feet massage.” • “All the tips she gave to sleep better.” • “Members mentioned that they liked when she demonstrate[ed] sleep positions.” • “Enjoyed the sharing of different routines.” • “Sleep conditions that are conducive to good sleep.” • “There was no mention of screen time, video, phone, etc., and how detrimental it is to sleep.”

Five of the 20 participating community networks did not report showing a CHEP session DVD: ACDPN, CAMI, and CASA, CCS, and Connexions.

These session DVDs remain an essential outreach and partnering tool for community networks. Most community networks surveyed reported inviting their public partners

(CISSS/CIUSSS, CLSC, local health care professionals, and local/regional association representatives) to their DVD sessions and sharing information.

The comments about one DVD session from one attendee sums up the prevailing sentiment about how community members appreciate the CHEP session DVDs: “Really like these DVDs. It’s good to get together and visit with our friends! We want more! When is the next one?” – CASE (2018).

LESSONS LEARNED

Twenty (20) of the NPI networks participated in the Community Health Education Program. The lessons learned over this period of CHEP programming include:

- ✓ Training the CHEP community network coordinators to promote and host successful CHEP video conferences and session DVD presentations—including their use of technical equipment—remains critical for assisting the communities in optimizing their use of these valuable tools.
- ✓ Supporting CHEP community network coordinators with regards to the technical aspects of video conferencing is crucial for their continued participation.
- ✓ CHEP video conferences and DVDs engage community members, teaching self-management of their health and social well-being.
- ✓ Communities use the CHEP DVDs for health follow-up activities that engage their community members, along with their public partners, to enhance learning.
- ✓ Return speakers offer the opportunity to update a topic for the benefit of participating community networks.
- ✓ Remote sites continue to appreciate seeing and hearing the other sites on the video conferences and DVDs.
- ✓ CHEP’s integrated approach of promoting the use of the CHEP session DVD’s with CHSSN tools and initiatives, such as the CHSSN Seniors Health Promotion modules, adds value to the CHEP program.

ACKNOWLEDGMENTS

The Community Health Education Program owes its continued success to:

- The CHSSN, its NPI community networks, their coordinators, their public partners, and their community members who attend the CHEP video conferences.
- Dynamic, interactive experts in their respective fields (nursing, counseling, psychology, education, and community medicine), who provide dynamic interactive learning sessions, using current evidence-based materials.
- The Montreal Children’s Hospital Telehealth Coordination Center team—CeCOT—for its use of their Teleconferencing facilities and network, reservation assistance, technical assistance with the CHEP video conferences, and digital recording.
- Health Canada for funding through its Official Languages Health Contribution Program 2018-2023.

This report has been prepared at the request of the Community Health and Social Services Network (CHSSN) by:

- Kelly L. Howarth, M.Ed., Community Education Consultant/Program Evaluator – Report Author
- Jo Ann Jones, B.A., M.Ed., Health Education Consultant/Topics and Speakers – Report Advisor
- Brenda Edwards, CHSSN, Program Manager

Cover photo courtesy of Heritage Lower Saint-Lawrence.

APPENDIX A: CHEP VIDEO CONFERENCE SESSION OUTLINES



COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE

Wednesday, May 23, 2018 from 10:00 am - 12:00 PM (EST)

Better Bone Health: Osteoporosis—An Update

Myra Siminovitch, B.Sc., Physiotherapist

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

Our bones are designed to last us a lifetime. They are a product of what we eat, what we do, and heredity. Osteoporosis is a condition that causes our bones to become thin and porous, decreasing bone strength. This increases the risk of breaking a bone (fractures). According to Osteoporosis Canada, one in three women and one in five men will suffer from an osteoporotic fracture during their lifetime. This health education session is for everyone. Come and find out how to maintain an active lifestyle and ensure your bone health!

Find out About

1. What is good bone health?
2. What are the risk factors for osteoporosis?
3. How to prevent, diagnose and treat osteoporosis
4. Available current resources

About Your Speaker

Myra Siminovitch, B.Sc., MBA, is a physiotherapist with a special in arthritis and osteoporosis. A popular and frequent return presenter, she continues to work with people of all ages who are affected by osteoporosis.

Resources

- **Osteoporosis Canada:** www.osteoporosis.ca/ at 1-800-463-6842
- **Fast Facts – Osteoporosis Canada:** <https://osteoporosis.ca/about-the-disease/fast-facts/> (Attached)
- **Dieticians of Canada Eating Guidelines to Prevent Osteoporosis:** www.dietitians.ca/Downloads/Factsheets/Guidelines-to-prevent-Osteoporosis.aspx
- **COPN (Canadian Osteoporosis Patient Network)** at www.osteoporosis.ca

Upcoming CHEP Video Conferences—Save the dates!

June 13, 2018: 10 am-noon – *Why Can't I Sleep*, Catherine Saint-Pierre, Kinesiologist

September 26, 2018 – TBA

October 24, 2018 – TBA

November 21, 2018 - TBA

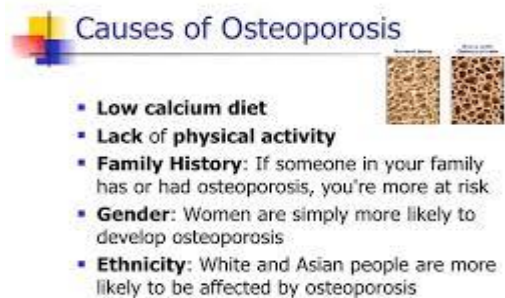
January 23, 2019 - TBA

February 20, 2019 - TBA

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Education, Immigration, Communities



interest

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE
Wednesday, June 13, 2018, from 10:00 am - 12:00 PM (EST)

Why Can't I Sleep?

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

"A sleep disorder can affect your overall health, safety, and quality of life." (Mayo Clinic, 2018). According to the National Sleep Foundation, "Sleepiness clouds your thinking and causes you to make more errors, react slower, and use poorer judgment than you do when you're alert." (2018). Join us to learn how to improve your sleeping habits.

Find Out

This interactive videoconference will give you the opportunity to ask questions and explore:

- *Why can't I sleep: leading causes of lack of sleep*
- *How to create the appropriate sleep environment*
- *Solutions for a better sleep*

About Your Speaker

Catherine St-Pierre, B.Sc., Kinesiologist, is a graduate of University of Sherbrooke. She lives in the Eastern Townships where she is actively involved in personal training and as a fitness consultant. Cat works with communities, companies, and individuals of all ages and is a frequent speaker on the topic of sleep.

Resources

- Sleep Disorders – Mayo Clinic: www.mayoclinic.org/diseases-conditions/sleep-disorders/symptoms-causes/syc-20354018
- National Sleep Foundation: <https://sleepfoundation.org/>
- *Sleeping Positions handout (attached) copyright Bright Side*
- *This is Why You Need to Massage your Feet Every Night Before Going to Bed handout – Health Puzz (attached) from: www.youtube.com/watch?v=C6Y_wqjKKh4 (August 26, 2017)*
- Sleep Quiz adapted from WebMD @ www.webmd.com/sleep-disorders/night-waking-insomnia-16/rm-quiz-night-waking

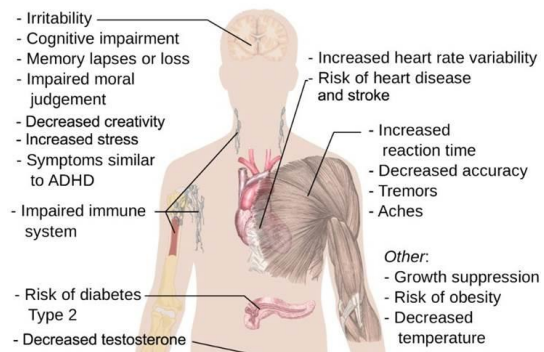
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Upcoming CHEP Video Conferences—Save the dates!

- September 26, 2018 – TBA
- October 24, 2018 – TBA
- November 21, 2018 - TBA
- January 23, 2019 - TBA
- February 20, 2019 - TBA

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SIDE EFFECTS FROM MISSING SLEEP



the



CHSSN Community Health Education Program (CHEP) Video Conference **Eating Well with Sugar and Salt**

Dorothy Moffatt, Dietician

Wednesday, October 24, 2018, 10 am-12 pm

Moderated by Jo Ann Jones at The Montreal Children’s Hospital

In July 2018, the government of Canada released a report stating its concern that most Canadians are still consuming too much sodium (salt). Sugar and salt, in small quantities, enrich your food and make it taste better. In larger amounts, both can have a negative impact on health. Join us to revisit this vital topic exploring ways to change your salt and sugar intake.

Find Out

You will have an opportunity to learn and ask questions about

- Why you need sugar and salt
- Where sugar and salt are found in the diet – how much do you need?
- NEW FOOD LABELLING IN CANADA

Dorothy Moffatt, B.Sc., P.Dt., is a Dietitian with more than 20 years’ experience in seniors’ nutritional needs. Currently in private practice, she provides dietary services for all ages. Dorothy is a popular presenter and enjoys working with various community groups, believing this is a fun and creative part of being a dietitian.

Nutrition Facts	
Per 3/4 cup (175 g)	
Amount	% Daily Value
Calories 160	
Fat 2.5 g	4 %
Saturated 1.5 g	8 %
+ Trans 0 g	
Cholesterol 10 mg	
Sodium 75 mg	3 %
Carbohydrate 25 g	8 %
Fibre 0 g	0 %
Sugars 24 g	
Protein 8 g	
Vitamin A 2 %	Vitamin C 0 %
Calcium 20 %	Iron 0 %

Community Health Resources

Sodium: the basics - Health Canada: www.canada.ca/en/health-canada/services/nutrients/sodium/sodium-basics.html#a3

Reduce Sugar – Heart & Stroke Foundation: www.heartandstroke.ca/get-healthy/healthy-eating/reduce-sugar

Why Canadians Need a Front of Package Symbol: www.canada.ca/en/health-canada/services/publications/food-nutrition/infographic-why-front-of-package-symbol.html

A Salty Situation: www.canada.ca/en/health-canada/services/publications/food-nutrition/infographic-salty-situation.html

Let’s Eat Healthy Canada: www.canada.ca/en/health-canada/services/publications/food-nutrition/infographic-lets-eat-healthy-canada.html

Save the Dates - Upcoming...

October 24, 2018: *Exploring Life Losses* - Yvonne Clark, Family Therapist, Grief Counselor

November 14, 2018: *Gotta Go, Gotta Go—Bowel and Bladder Health Update* - Myra Siminovitch, Physiotherapist

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Education, Immigration, Communities..



CHSSN Community Health Education Program (CHEP) Video Conference

Living Life's Losses

Yvonne Clark, Grief Counsellor, Family Therapist

Wednesday, October 24, 2018, 10 am-12 pm

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

Grief is the natural reaction to loss. Some examples of life's losses include the death of a loved one, the ending of a relationship, job loss, loss due to health issues, loss of one's country and culture, loss of familiar objects such as a home or its contents, and loss of independence. Bereavement is the period of mourning after a loss. This health education session is for everyone.

Find Out

You will have an opportunity to learn and ask questions about

- What is grief
- Why we grieve
- How we grieve
- Coping methods



Yvonne Clark, MSW, MFT, CT, Grief Counsellor and Couple and Family Therapist has many years of experience helping adults, adolescents, and children understand and go through the grieving process.

Community Health Resources

1. Canadian Mental Health Association pamphlet on Grief: <https://cmha.ca/wp-content/uploads/2016/02/Grieving-NTNL-brochure-2014-web.pdf>
2. *Worden's Four Tasks of Mourning* handout by OurHouse Grief Support: www.ourhouse-grief.org/wp-content/uploads/2017/05/Four-Tasks-of-Mourning.pdf
3. Ask your public library for resources on grief. Children's books are very helpful, for example: *Tear Soup: A Recipe for Healing after Loss* by Pat Schweibert, Chuck DeKlyen, and Taylor Bills

Save the Dates - Upcoming...

November 14, 2018: *Gotta Go, Gotta Go—Bladder Health Update* - Myra Siminovitch, Physiotherapist

January 23, 2019: Topic is palliative care with Zelda Freitas, Social Worker, CIUSSS-West Central Montreal

February 20, 2019: *Women's Heart Health* with Wendy Wray, Nurse Director of MUHC Women's Health Initiative

This is a CHSSN initiative funded through Health Canada's Official Languages Health Contribution Program 2018-2023.

Gotta Go, Gotta Go—Bladder Health Update

Myra Siminovitch, B.Sc., MBA, Physiotherapist

Wednesday, November 14, 2018, 10:00 AM - 12:00 PM (EST)

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

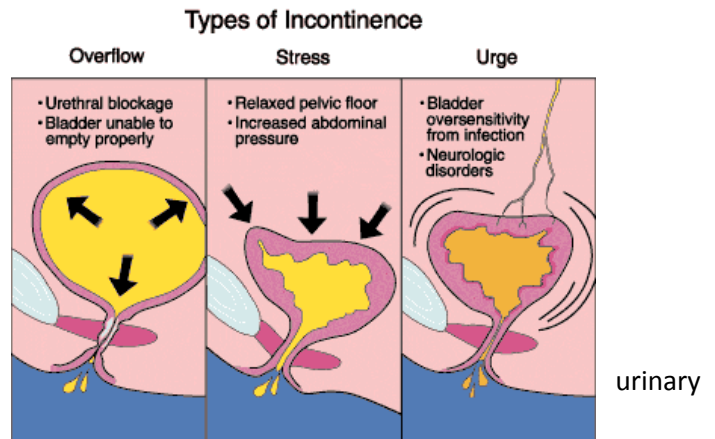
Whether you call it incontinence or unexpected leaking, lack of bladder control is distressing and embarrassing. "Incontinence means losing urine when you don't want to! As many as 3.3 million Canadians - nearly 10% of the population - experience some form of urinary incontinence. Unfortunately, very few people talk to their doctor about their symptoms. According to the Canadian Urinary Bladder Survey, 16% of men and 33% of women over the age of 40 have symptoms of urinary incontinence but only 26% have discussed with their doctor." –Canadian Continence Foundation (online). Find out what you need to know—you can take control!

Find Out

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

- *Types of urinary incontinence*
- *Symptoms and causes*
- *Treatment options - diet, exercises, medications, useful products, surgery*

Myra Siminovitch, B.Sc., MBA, is a physiotherapist presently in private practice, specializing in the treatment of incontinence in men and women of all ages. A popular presenter to community groups and health care professionals, in this videoconference she will answer your questions to help you understand and learn what you can do to regain control of your bladder.



Community Health Resources

- *The Canadian Continence Foundation: Tel.: 705-750-4600 @ www.canadiancontinence.ca*
Free online booklet The Source: Your Guide to Better Bladder Control www.canadiancontinence.ca/pdfs/The-Source.pdf
- *Incontinence (up to date validated information about incontinence): www.mayoclinic*
- *"Women's Waterworks - Curing Incontinence" a booklet by Dr. P. Chiriarelli: www.womenswaterworks.com*

Save the Dates - Upcoming...

January 23, 2019: Topic is palliative care with Zelda Freitas, Social Worker, CIUSSS-West Central Montreal

February 20, 2019: *Women's Heart Health* with Wendy Wray, Nurse Director of MUHC Women's Healthy Heart Initiative

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

This is a CHSSN initiative funded through Health Canada's Official Languages

Health Contribution Program 2018-2023.



CHSSN Community Health Education Program (CHEP) Video Conference

What's New in Palliative Care?

Zelda Freitas, Social Worker

Wednesday, January 23, 2019, from 10 am-12 pm

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

"At some time, in some way, we must all face the end of life. And most of us share a common hope—that when death comes to us or to a loved one, it will be peaceful and free of pain. We hope to face death surrounded by those we love, feeling safe, comfortable and cared for." (Living Lessons, 2001). Please join us to learn more about caring for someone and end-of-life care.

Find Out

You will have an opportunity to learn and ask questions about

- What is palliative care?
- How to access palliative care
- When to get palliative care
- Support and Resources



Zelda Freitas, BA, BSW, MSW (TS), is presently Coordinator of the Development of Leading Practices in Support of Caregivers at the Centre for Research and Expertise in Social Gerontology. She lectures at local, National and International conferences and educates professionals, students, volunteers and the general public about the challenges faced by caregivers. Since 1998, Zelda is an active member of the McGill Council on Palliative Care.

Community Health Resources

1. Canadian Hospice and Palliative Care Association (CHPCA): www.chpca.net/ and help line: 1-877-203-info - provides leadership and advocacy for quality hospice palliative care for all Canadians
2. The Canadian Virtual Hospice: www.virtualhospice.ca - provides support and personalized information about palliative and end-of-life care
3. McGill Council on Palliative Care: www.mcgill.ca/council-on-palliative-care/ - community-based organization focused on increasing public awareness of and support for palliative care
4. Advance Care Planning Canada's Speak Up: www.advancecareplanning.ca/ - Conversation starters: www.advancecareplanning.ca/resource/conversation-starters/

Visit CHEP online @ www.chssn.org

Save the Date - Upcoming...

February 20, 2019: *Women's Heart Health* with Wendy Wray, Nurse Director of MUHC Women's Health Initiative

This is a CHSSN initiative funded through Health Canada's Official Languages Health Contribution Program 2018-2023.



CHSSN Community Health Education Program (CHEP) Video Conference

Women's Heart Health

Wendy Wray, Director of Women's Healthy Heart Initiative

Wednesday, February 20, 2019, from 10 am-12 pm

Moderated by Kelly L. Howarth at The Montreal Children's Hospital

"Too many women still mistakenly believe that breast cancer is the greatest threat to their health while in reality it is heart disease. As a result, they are not looking for the symptoms of heart disease such as chest discomfort, shortness of breath or extreme fatigue. They may miss or dismiss these symptoms, delaying or not seeking medical help, potentially putting them at serious risk." (Women Healthy Heart Initiative web site). Join us to learn more about women's heart health and to explore what we can do.

Find Out

You will have an opportunity to learn and ask questions about

- How the heart works and its importance for the whole body
- Illnesses that affect heart health
- Signs and symptoms of heart problems—how and when women should seek medical help
- Lifestyle habits for a healthy heart



Women's
Healthy
Heart
Initiative

Wendy Wray, RN, BScN, MScN, is the Director of the McGill University Health Center Women's Healthy Heart Initiative (WHHI) which opened in 2009, a unique nurse-led clinic and the only one of its kind in Canada. In 2000, she developed a model of collaborative care in Cardiovascular Risk Management Prevention. Wendy is a Fellow and was the founder and past co-chair of the Montreal Chapter of the Preventive Cardiovascular Nurses Association. A member of the Canadian Women's Heart Health Alliance Advocacy Working Group, she is the recipient of numerous awards.

Community Health Resources

5. Women's Heart Alliance: www.womensheartalliance.org
6. Women's Healthy Heart Initiative and pamphlet (attached): www.whhionline.ca
7. Heart and Stroke Foundation: www.heartandstroke.ca/women
8. *Life's Simple 7* handout: www.heart.org/-/media/aha/h4gm/pdf_files/lifesimple7compressed.pdf?la=en&hash=A749401894A276CA6AC5E8BA0674BC1C09C51176

Visit CHEP online @ www.chssn.org

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Health Contribution Program 2018-2023.*



APPENDIX B: CHEP VIDEO CONFERENCE COMMUNITY TRAINING AGENDA

AGENDA

CHEP Training Session for Community Network Coordinators & Volunteers

Wednesday, December 5, 2018

9:30 AM - 12:00 PM

Facilitators: Kelly L. Howarth and Jo Ann Jones with Vincent Demers of the MUHC Telehealth Coordination Centre

Attendees: NPIs, CHEP Coordinators and their Volunteers

Please bring: Connection Guidelines, CHEP Schedule 2018-2019, Attendance/Consent Sheet, CHEP Session Evaluation Form

9:30 AM

Arrival at your video conferencing site

**Arrival at The Glen site of the MUHC, Room B06.3606
(Please ask for directions at the MCH Information Desk)**

10:00 – 10:30 AM

Running a Successful CHEP Video Conference - Kelly

- What's currently working and how can we make it better?
- Ensuring that new Coordinators and Volunteers receive an Orientation to CHEP with Kelly

10:30 – 11:15 AM

Using the Technology Successfully – Kelly and Vincent

- Trouble-shooting - Vincent Demers
- Audio option
- Mute button
- Cancelling your session/Closing the equipment
- Testing your site – *CHSSN Connection Guidelines for CHEP Video Conferences*

Successfully Utilizing the CHEP DVDs – Jo Ann

- Promotion and follow-up activities using session DVDs and Health Promotion Modules
- Community sharing of DVD successes
- Questions/Comments

11:15 AM – 12:00 PM

Topics for Upcoming CHEP Video Conferences – Jo Ann

Wrap-Up/Evaluation - Kelly

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Health Contribution Program 2018-2023.