

PROJECT REPORT

CHSSN Community Health Education Program (CHEP)

2019-2020



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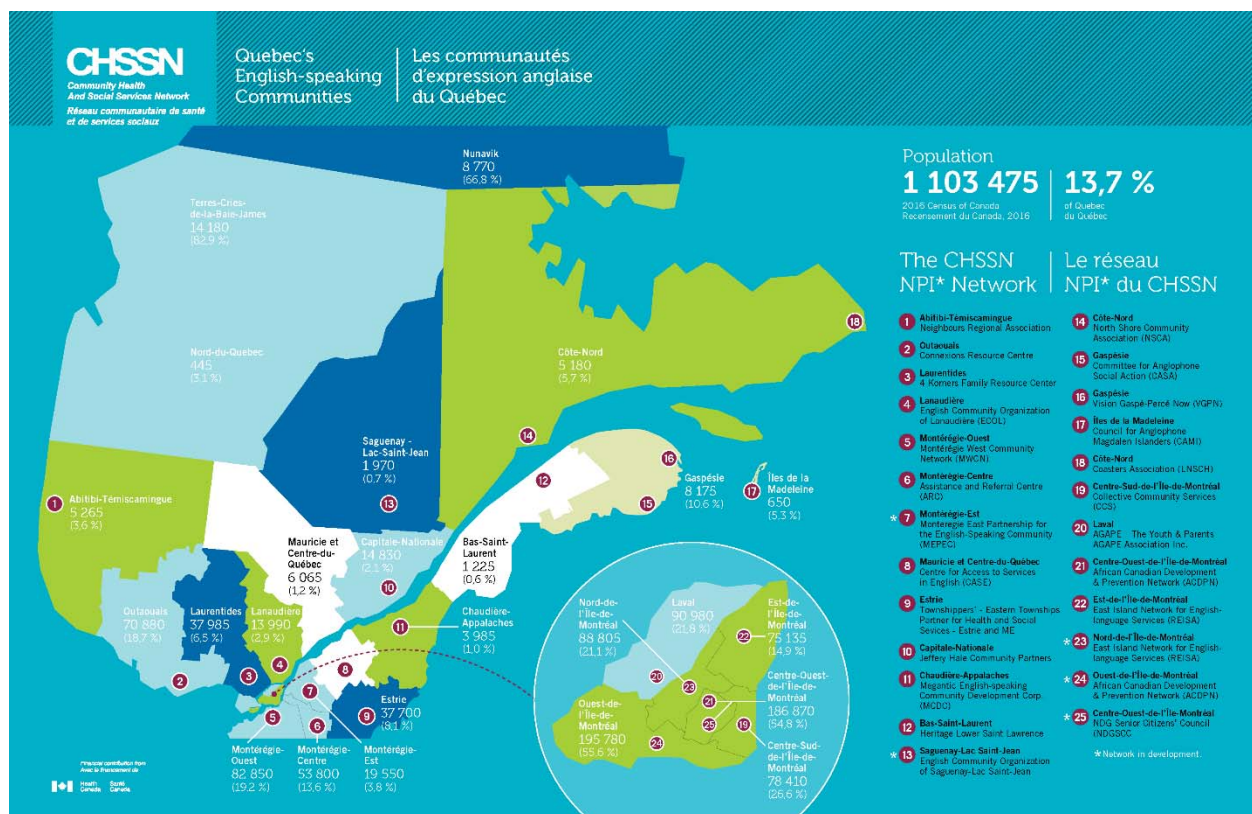
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INTRODUCTION

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 (20) community networks (Network Partner Initiative or NPI) from across the province of Quebec (See Graphic 1) participated by attending the CHEP video conferences and 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, 2019, to March 31, 2020, 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

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 2019-2020 Results at a Glance

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
April 17, 2019	<i>Staircase to Senior's Services</i> Jennifer Hobbs-Robert, MScA, BCN, CNed, Senior Advisor - JHCP	1. 4Korners (Deux Montagnes, Lachute) – 7, 8 2. Connexions – 13 3. MWCN (Chateauguay, Vaudreuil) 16, 20 4. Townshippers' Estrie (Richmond) – 11 5. Vision Gaspé Perce NOW – 7	82 participants 5 community networks 7 sites + Montreal MUHC site
May 15, 2019	<i>Understanding Your Bowels for Better Bowel Health</i> Myra Siminovitch, Physiotherapist	1. Coasters – 1 2. 4Korners (Lachute, Deux Montagnes) – 7, 8 3. Jeffrey Hale Community Partners - 13 4. MWCN (Chateauguay, Ormstown, Vaudreuil) 15, 9, 5 5. NSCA (Baie-Comeau, Sept Iles) – 9, 8	75 participants 5 community networks 9 sites + Montreal MUHC site
June 19, 2019	<i>Seniors' Loneliness and Social Isolation—The Consequences</i> Ruth Pelletier, Community Advocate	1. CASE – 8 2. CCS - 7 3. COASTERS (St. Paul) – 4 4. 4Korners (Lachute) – 5 5. MWCN (Chateauguay, Ormstown) – 20, 19 6. Townshippers' Association Estrie (Bury, Richmond) – 7, 17 7. AGAPE - 7	94 participants 7 community networks 9 sites + Montreal MUHC site
September 11, 2019	<i>Training in Video Conferencing Best Practices - Technical Issues and Troubleshooting</i> MUHC Telehealth Solutions Specialist Daniel Olano, B. Ing.	1. 4Korners 2. ACDPN 3. CASE 4. CCS 5. COASTERS 6. Connexions 7. JHCP 8. MCDC 9. MWCN: Chateauguay, Ormstown, Vaudreuil 10. Neighbours 11. REISA 12. Townshippers' Association – Estrie	CHEP Coordinators, Network staff, and volunteers attended

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
September 18, 2019	<i>Flu and Other Vaccines— What You Need to Know</i> Jean-Marc Belanger, Community Pharmacist	1. ACDPN - 10 2. AGAPE – 21 3. CASE – 3 4. CCS – 8 5. COASTERS – 1 6. 4Korners (Lachute) - 9 7. MWCN (Chateauguay, Ormstown) – 15, 13 8. NSCA (Baie Comeau, Sept Iles) – 6, 9 9. Townshippers’ Association (Richmond) – 6 10. Vision Gaspé Perce NOW - 4	105 participants 10 community networks 11 sites + Montreal MUHC site
October 19, 2019	<i>Organ and Tissue Donation in Quebec</i> Wendy Sherry, RN, MN, Nurse Clinician MUHC	1. CASE – 7 2. 4Korners – 7 3. Jeffrey Hale Community Partners – 5 4. MCDC – 8 5. MWCN – (Chateauguay, Ormstown, Vaudreuil) - 4, 12, 4 6. Neighbours – 9 7. NSCA (Baie-Comeau) – 5 8. REISA – 5	66 participants 8 community networks 10 sites (one network participated in person at the MUHC site)
November 20, 2019	<i>Diabetes—What’s New?</i> Thea Demmers, PDT, MSc., PERFORM Center – Concordia University	1. ACDPN – 14 2. AGAPE - 21 3. CASE – 10 4. Coasters (St. Paul’s River) – 7 5. Connexions – 7 6. 4Korners (Lachute) – 8 7. Heritage Lower St. Lawrence - 3 8. MCDC - 7 9. MWCN (Chateauguay, Ormstown, Vaudreuil) – 9, 21, 11 10. NSCA (Baie Comeau, Sept Iles) - 11, 14 11. REISA - 7 12. Townshippers’ Association Estrie (Richmond) - 9	159 participants 12 community networks 15 sites + Montreal MUHC site
December 4, 2019	<i>CHEP Training Session for Community Network Coordinators</i> <i>Via conference call</i> Jo Ann Jones and Kelly L. Howarth, CHEP Consultants	1. ACPDN - 1 2. AGAPE 1 3. CASE -1 4. Connexions - 1 5. ECOL – 1 6. Heritage Lower Saint Lawrence - 1 7. MCDC - 1 8. MWCN - 2 9. Neighbours - 4 10. REISA - 1 11. Townshippers’ Association Estrie – 1	15 participants 11 community networks 11 sites + CHSSN (Program Manager) + both CHEP Consultants NB: These numbers do not appear in the final tally of CHEP video conferences.

DATE	TOPIC/PRESENTER	COMMUNITY NETWORK	PARTICIPANTS
January 15, 2020	<i>The January Blahs...Or is it Depression?</i> <i>Yvonne Clark</i> , Clinical Social Worker and Grief Counselor	1. CASE – 10 2. Coasters – 7 3. 4Korners (Lachute) – 3 4. Heritage Lower St.Lawrence (Metis, Rimouski)– 6, 3 5. Jeffrey Hale Community Partners – 5 6. MCDL – 7 7. MWCN (Vaudreuil, Chateauguay, Ormstown) – 8, 14, 15 8. Townshippers' Association Estrie (Richmond) - 11	89 participants 8 community networks 11 sites + Montreal MUHC site
February 19, 2020	<i>Women's Heart Health—What You Need to Know</i> HEART HEALTH MONTH Wendy Wray, RN, BScN, MScN, Director of Women's Healthy Heart Initiative—McGill University	1. ACDPN – 8 2. CASA (New Carlisle) – 14 3. CCS – 4 4. Connexions – 24 5. 4Korners (Lachute) – 6 6. Jeffrey Hale Community Partners – 8 7. MWCN (Chateauguay, Ormstown) – 17, 19 8. NSCA (Baie Comeau, Sept Iles) – 4, 11 9. Townshippers' Estrie (Richmond) - 12	127 participants 9 community networks 11 sites + Montreal MUHC site
TOTALS as of March 31, 2020:	8 Health Video Conferences 1 MUHC Telehealth training session by videoconference for coordinators and volunteers 1 training conference call for 16 coordinators and volunteers Total = 8 Health Promotion video conferences	18 Community Networks 12 community networks at 15 sites 11 community networks at 11 sites	797 participants

Note:

- Some health video conferences (*Staircase to Senior's Services, Understanding Your Bowels, Seniors' Loneliness and Social Isolation, Flu and Other Vaccines, The January Blahs*) had more confirmed reservations but less participation due to technical difficulties at the participating sites.

Of the 21 CHSSN Network Partner Initiative (NPI) networks, 20 received funding to participate in CHEP for 2019-2020. Eighteen community networks participated in one to three video conferences with between one and three sites. There was an average of 98 attendees at 14 community sites overall. Collectively, there were between 66 and 159 participants at the CHEP health video conferences.

Two networks, CAMI and ECOL, showed session DVDs as their participation in CHEP.

All CHEP video conference session outlines appear in APPENDIX A.

RESOURCE-SHARING AND PARTNERING

Partnerships with NPI Community Networks

CHEP provides individual 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: AGAPE, CASE, CCS, CASA, MWCN (Chateaugay and Vaudreuil), MCDC, REISA, and Townshippers' Association (Estrie and Montérégie).

CHEP also provided a training session again this year in December 2019, via telephone conference call, open to all interested 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 *CHEP DVD Training and Evaluation Kit*.

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. From there, the CHEP consultants work with the expert presenters to create the video conference content: session

outlines and quizzes containing vetted information and print and online resources. The resources CHEP culls and compiles range from quiz questions based on the Frequently Asked Questions, to infographics, and pamphlets available for download from these professional associations' websites. Examples appear under *Resources* on the CHEP session outlines in Appendix A.

Table 2 illustrates the schedule of CHEP video conferences, updated and sent out with the registration form for each video conference. This document was continually revised as the information became available. It served as an advance schedule, informing community networks of upcoming CHEP sessions and providing a brief description to enable them to promote these health conferences within their communities and networks. Moreover, once the digital recording of the video conference became available, this was added to the schedule. Additional details about the speakers was added for this report.

Table 2: CHEP Schedule with Session Descriptions

SESSION	DESCRIPTION
<p>Wednesday, April 17, 2019 – 10 am to noon <i>Staircase to Seniors' Resources</i> Presenter: Jennifer Hobbs-Robert, MScA, BCN, CNed, Senior Advisor - JHCP</p> <p>Jennifer Hobbs-Robert is a favorite return speaker to CHEP, having presented on a previous topic, <i>Medical Emergencies in Seniors</i>, as well as compiling the Seniors' Health Promotion Modules available on USB key through the CHSSN.</p>	<p>This presentation describes a variety of case scenarios that seniors have faced accessing government-sponsored services. It also outlines the range of services available and how to access them.</p> <p>Unfortunately, there is no DVD for this session. However, the presenter's notes and resources are excellent for community use. Consider a workshop with a local health care representative.</p>
<p>Wednesday, May 15, 2019 – 10 am to noon <i>Understanding Your Bowels for Better Bowel Health</i> Presenter: Myra Siminovitch, Physiotherapist – return CHEP presenter and favorite speaker, having spoken on a variety of topics related to bladder health, arthritis and osteoporosis.</p>	<p>Chronic constipation affects 15-30% of Canadians. This health promotion session explores our digestive system, focusing on the intestines (bowels)—how they work and what is normal. Learn what to do to manage and control your bowels better.</p> <p>The DVD is available.</p>
<p>Wednesday, June 19, 2019 – 10 am to noon <i>Seniors' Loneliness and Social Isolation—The Consequences</i> Presenter: Ruth Pelletier, Community Advocate - Seniors Action Quebec. Ruth is a volunteer in the community sector and is a strong supporter of CHEP and its activities, which she has done as part of her work with both CCS and MWCN.</p>	<p>One in five Canadians reports feeling lonely or socially isolated, affecting mental health and well-being. Coping with the challenges that can arise when living alone is the focus of this session. We will look at the risk factors and how to help isolated seniors.</p> <p>The DVD is available.</p>

SESSION	DESCRIPTION
<p>Wednesday, September 18, 2019 – 10 am to noon Flu and Other Vaccines—What You Need to Know Presenter: Jean-Marc Belanger, Community Pharmacist, Montérégie region – return CHEP presenter who had previously given the video conference <i>Ask a Pharmacist—The Changing Role of the Pharmacist</i></p>	<p>“‘A Shot of Truth,’ a recent survey, shows that while adults believed that they had received all vaccines required for someone their age, less than 10% were actually up to date on their vaccinations.”</p> <p>“Vaccines don’t just protect you, they protect those around you too.” –Public Health Agency of Canada Inform yourself and others!</p> <p>The DVD is available.</p>
<p>Wednesday, October 16, to 2019 – 10 am-12 noon Organ and Tissue Donation in Quebec Presenter: Wendy Sherry, Nurse Clinician - Organ and Tissue Team MUHC, a new speaker and a new collaboration for CHEP</p>	<p><i>“One individual can save up to 8 lives by donating organs upon dying. They can also improve the quality of life of 15 other people through tissue donation.”</i> Santé et services sociaux Quebec. The decision to donate organs and tissue is a personal choice. Learn more at this presentation.</p> <p>The DVD is available.</p>
<p>Wednesday, November 20, 2019 – 10 am to noon Diabetes—What’s New? Presenter: Théa Demmers, P.Dt., M.Sc., involved with healthy lifestyle promotion, chronic disease prevention, and sports nutrition at Concordia University’s PERFORM Centre</p> <p>The PERFORM Centre is an on-going partnership with CHEP as Thea Demmers has previously presented a CHEP video conference on the topic of diabetes and healthy nutrition.</p>	<p>A popular topic request, Diabetes was previously presented, but the DVD is no longer available. Recent new treatment options will be explored. This session is for everyone. <i>“It takes work to get your diabetes under control, but it is definitely worth it. If diabetes is left untreated or improperly managed, diabetes can lead to several different complications.” –Living Well with Diabetes, Diabetes Care Community online.</i></p> <p>The DVD is available.</p>
<p>Wednesday, December 4, 2019 – 10 am to noon CHEP Training for Community Coordinators and Volunteers Facilitators: Kelly L. Howarth and Jo Ann Jones, CHEP Consultants</p>	<p>Via telephone conference call.</p>

SESSION	DESCRIPTION
<p>Wednesday, January 15, 2020 – 10 am to noon <i>The January Blahs...Or is it Depression?</i> Presenter: Yvonne Clark, Clinical Social Worker and Grief Counselor</p> <p>Yvonne Clark is a favorite return speaker to CHEP, having previously presented the video conference <i>Living Life's Losses</i> and other topics related to grieving.</p>	<p>It's normal to feel that after-holiday let down when all the festivities of the season end, the credit card bills roll in, and the coldest weather, snow, and ice make us housebound. The feelings of melancholy accompanying this period are commonly known as the January Blahs. When should we take notice that the January Blahs are more serious or have turned into depression? Depression is a mood disorder accompanied by feelings of sadness, anger, and loss that can affect a person's everyday activities. Sadness doesn't always mean depression. Join us with return presenter, Yvonne Clark, Clinical Social Worker and Grief Counselor, to learn more about the difference between feeling down or blue and full-blown depression.</p> <p>Unfortunately, there is no DVD for this session. A redo is scheduled given the popularity of the topic of mental health.</p>
<p>Wednesday, February 19, 2020 – 10 am to noon February is HEART HEALTH MONTH <i>Women's Heart Health—What You Need to Know</i> Presenter: Wendy Wray, RN, B.Sc. N, Nurse - Women's Healthy Heart Initiative, MUHC</p> <p>Wendy Wray is the Director of the McGill Women's Healthy Heart Initiative (WHHI) at the McGill University Health Center in Montreal. The WHHI is a unique nurse-led clinic and the only one of its kind in Canada. This is the second year in a row that Wendy has presented on the topic of heart health for CHEP through an on-going partnership with the WHHI.</p>	<p>Heart disease is the primary cause of death for Canadian women. This presentation will enrich and update the information given during the 2019 CHEP video conference (DVD available).</p> <p>The DVD is available.</p>

This past funding year, CHEP engaged once again with the McGill University Health Center's Women's Healthy Heart Initiative (WHHI). Other on-going collaborations include Concordia University's PERFORM Centre. Additionally, CHEP has engaged with three favorite return speakers: for *Understanding Your Bowels*, *Flu and Other Vaccines*, and *The January Blahs...Or is it Depression*.

MUHC Partnership, Support and Collaboration

The on-going partnership and collaboration with the MUHC and their support helped CHEP continue to update its technical guidelines for the health video conferences as well as offer on-going technical support to CHEP communities for a smoother video conferencing experience.

Once again, the MUHC contributed their Telehealth Solutions Specialist as a presenter for the September 11, 2019, training session, *Training in Video Conferencing Best Practices*, with CHEP Community Coordinators. This training via video conference, moderated by the CHEP Evaluation Consultant, intended to help communities understand the different connection options available (WebRTC, Zoom, Skype) for video conferencing, along with ways to troubleshoot issues that could arise during a video conference and how to resolve these.

Additionally, The MUHC provided documents to CHEP community coordinators, including:

1. PowerPoint slides from the presentation to help coordinators better understand issues that can cause technical problems
2. An infographic with steps for connecting to WebRTC
3. A WebRTC troubleshooting guide

CHEP Coordinators, their staff, and volunteers (JHCP, Neighbours, MWCN – Chateauguay, Ormstown, Vaudreuil, COASTERS, Connexions, ACDPN, CASE, 4Korners, CCS, MCDC, REISA, Townshippers' Association - Estrie), along with both CHEP Consultants (the CHEP Program Coordinator from the Townshippers' Association - Estrie site and the Program Evaluator from her home office in Saint-Leonard), attended this training via video conference from 15 remote locations. Informal feedback post-training was incredibly positive. The community coordinators asked many questions and were able to interact with The MUHC trainer.

During the training session, The MUHC Telehealth Solutions Specialist provided email and telephone contact information for continuing support to CHEP community coordinators. Moreover, in a follow-up email, The MUHC Telehealth Solutions Specialist also offered specific instructions for checking site codecs and guidelines for conducting an Internet speed test.

Communities that also benefitted from on-going support post-training included: AGAPE, Vision Gaspé Percé NOW, MCDC, Neighbours, REISA, ACDPN, and MWCN. The assistance ranged from questions about technology set-ups to determine issues, to WebRTC test meetings using communities' laptops and external speakers. The MUHC also provided support to the editor of the CHEP session DVDs for enhanced DVD editing. This critical support enabled CHEP community networks to find solutions for better and more seamless video conferencing.

Overall, The MUHC's registration process and on-going technical support to CHEP and its participating community coordinators, and digital recording editor, are invaluable. The MUHC's continuing assistance facilitates the delivery of CHEP health and social video conferences to the remote, rural, and urban English-speaking communities of Quebec.

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 786 participants at all eight (8) CHEP health video conferences represents an average of 98 participants per session. There was no restriction on the number of participating sites. Health video conferences ranged from seven (7) to fifteen (15) sites per session.

At some of the first video conferences of the programming year, between one and three sites experienced technical issues that hindered their ability to connect to the live video conference.



Figure 1: Image of participating communities and presenter at June 2019 *Seniors' Loneliness and Social Isolation—The Consequences* CHEP video conference

At the end of each video conference, participants had the opportunity to share their feedback (both quantitative and qualitative) about their experience. Table 2 below illustrates the quantitative aspect of the seven health video conferences held between April 1, 2019, and March 31, 2020.

Table 3: Statistics from each CHEP Video Conference

SESSION	DEMOGRAPHICS	OVERALL FEEDBACK
<i>Staircase to Senior's Services</i>	30% male 70% female Age range: 35-85 years	82% return on evaluations: Positive feedback that presentation helpful and interesting. It met expectations, resources were useful, and questions were answered

SESSION	DEMOGRAPHICS	OVERALL FEEDBACK
<i>Understanding Your Bowels for Better Bowel Health</i>	12% male 88% female Age range: 20-90 years	92% return on evaluations: Overwhelmingly positive feedback that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Seniors' Loneliness and Social Isolation—The Consequences</i>	12% male 88% female Age range: 20-95 years *1 healthcare provider and 1 clergy	82% return on evaluations: Agree that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>Flu and Other Vaccines</i>	13% male 87% female Age range: 23-94 years	89% return on evaluations: Extremely positive response (agreement and strong agreement) that presentation helpful and interesting, met expectations, resources useful and questions were answered
<i>Organ and Tissue Donation in Quebec</i>	11% male 89% female Age range: 23-90 years *1 healthcare provider	85% return on evaluations: Mostly strong agreement that presentation helpful and interesting, met expectations, resources useful and questions were answered
<i>Diabetes—What's New?</i>	19% male 81% female Age range: 22-98 years *3 healthcare providers	84% return on evaluations: Agree and strongly agree that presentation helpful and interesting, met expectations, resources useful, and questions were answered
<i>The January Blues...or is it Depression?</i>	10% male 90% female Age range: 28-90 years *2 healthcare partners attended	78% return on evaluations: Extremely positive response (agreement and strong agreement) that presentation helpful and interesting, met expectations, resources useful and questions were answered
<i>Women and Heart Disease—What You Need to Know</i>	9% male 91% female Age range: 19-90 years *1 retired nurse and 4 healthcare providers	88% return on evaluations: 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 of participants at all health video conferences was 20-95+ years.

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

"That our local CLSC is our first line of help."

"Be consistent and keep asking because we have the right."

"That the area social worker can give information on the services available."

"We can have things in English."

-Participants, *Staircase to Senior's Services*

"How important diet is."

"That it is important to have a strong pelvic floor."

"Drink water, exercise, don't strain when you are on the toilet."

"Kegels and how it can heal the damage."

"Thank you for the Bristol Stool Chart and for speaking so candidly about a delicate topic we all need to know about!"

"Massage exercises to ease constipation."

-Participants, *Understanding Your Bowels*

"Try to talk to neighbors and friend if they seem isolated."

"Lots of suggestions we never thought of."

"Be sensitive and alert to people in the community."

"Keep file open at CLSC."

"Speak up! Isolation can be a community problem."

"How to include seniors and youth in learning new technology."

-Participants, *Seniors' Loneliness and Social Isolation*

"The importance of vaccines."

"Vaccines are critical to world health."

"I'll now be able to ask my doctor more specific questions about my personal health plan."

"That vaccines are very important to the safety of the population."

"How serious the flu can really be!"

"Some vaccines may need to be taken again."

"How we need to look at the labels to find out what is really in the food that we are eating."

"How sugar affects our health."

"That honey and carbs are sugar."

-Participants, *Flu and Other Vaccines*

"There is no age limit to donate organs."

"I should sign my Medicare card and authorize donations!"

"My family can override my wishes for organ donation after I am gone if they aren't comfortable with the idea."

"It is very important to talk of this now with my family."

"Signing my RAMQ card (and talking to my family) my wishes will be respected."

"The different foods and drinks to avoid."

"Keep the bladder from being irritated."

“That going to the washroom 8 to 10 times in a 24-hour period is normal.”
-Participants, *Organ and Tissue Donation in Quebec*

“Eat the orange, don’t drink the juice.”
“Moderating diabetes with good food is better than medication.”
“The difference between prediabetes and Type 2 diabetes.”
“Being overweight can cause diabetes.”
“Combination of healthy eating and exercise (all forms) of physical activities.”
-Participants, *Diabetes—What’s New?*

“That feeling so sad does not mean you are depressed.”
“How a person reacts to an event is more important than the event itself.”
“Depression is an illness.”
“Ask for help, if needed.”
“That helping to change thoughts and behaviors can help mild/moderate depression.”
-Participants, *The January Blahs...or is it Depression?*

“New research information—particularly with regards to aspirin and differences between men and women.”
“When you get chest pain while resting, it is better to call 911.”
“One in three women dies of heart disease, especially at 71 years and older.”
- Participants, *Women and Heart Disease—What You Need to Know*

OUTCOMES FROM THE COMMUNITY TRAINING VIA CONFERENCE CALL

Eleven community networks composed of 15 coordinators, their volunteers, along with the CHSSN program coordinator, and facilitated by both CHEP consultants, participated in a two-hour telephone conference.

Discussion points during the round-table aspect of this call included:

- Information sharing about the availability of complementary health and social tools such as the CHSSN Health Promotion modules and the CHSSN’s partnership with the Cummings Center for free teleworkshops.
- A request to make available to “We have a question sign” for coordinators to display as an alert during the live video conference.
- That categories of ages and intergender appear on the CHEP session participant evaluation form.
- More video conferences about mental health topics.

- The preference for an advance CHEP schedule
- Eight (8) community networks of the eleven (11) that participated gave feedback about the CHEP community training conference call.

Participants appreciated the opportunity to share with other community networks in a round-table discussion about their experiences and ask questions regarding CHEP and the CHEP DVDs. Specific positive comments included:

- “I would be willing to participate in these training calls maybe every 3 months or so: 3-4 times per year.”
- “It is useful to share best practices.”
- “Yes, absolutely, we would be interested in participating in regular CHEP training calls.”

THE VALUE OF THE CHEP SESSION DVDs—OUTCOMES

Community Networks were mandated to show 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 to view the session.
- Conduct follow-up health sessions and activities on chosen CHEP topics, in collaboration with their public health partners (CSSS, Agence).

Community Networks were asked, via an online questionnaire (Survey Monkey), to evaluate their experiences and outcomes with showing the CHEP video conference session DVDs. Eleven **(11) community networks** reported showing 41 CHEP session DVDs **on 21 different** topics to a total of **631** community members, which resulted in much positive feedback.

The total number of DVDs shown is higher than last years’ figure of 615 DVDs. However, this amount would have been significantly higher because the COVID-19 pandemic affected planned programming that community networks had scheduled for March 2020. Six (6) of the 20 participating community networks reported not being able to show a CHEP session DVD: CCS, NSCA, Coasters Association, Connexions, MWCN, and Vision Gaspe Percé NOW.

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

Table 4: Reported CHEP DVD Sessions

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
<i>Diabetes—What's New?</i> 44 viewers	<ol style="list-style-type: none"> 1. Townshippers' Association – Estrie – 21 participants (21 females: 51-76 yrs.). Partnered with Avante Women's Center for Health Matters series involving lunch and learn and held at the CLSC, attended by a retired nurse who answered questions. 2. Townshippers' Association - Montérégie – 23 participants (all women: ages unknown). Shown in partnership with Avante Women's Center and held at the local CLSC. 	<ul style="list-style-type: none"> • "Must move your body." • "Importance of drinking water." • "The difference between Type 1 and Type 2."
<i>Better Bone Health: Osteoporosis—An Update</i> 23 viewers 4 men	<ol style="list-style-type: none"> 1. ECOL – 23 participants (4 men, 19 women: 60-95 yrs.) shown as part of a Wellness Center Activity 	<ul style="list-style-type: none"> • "Dancing is good for bone health." • "That walking alone is not enough to prevent bone loss."
<i>What's New in Palliative Care?</i> 36 viewers 4 men	<ol style="list-style-type: none"> 1. CASE – 10 participants (2 men, 8 women: 60-85 yrs.). Attended by a community home care nurse from the Drummondville CLSC. 2. 4Korners (Argenteuil) – 9 participants and 8 participants (another undisclosed location); ages and gender not recorded) 3. REISA – 9 participants (2 men, 7 women: 65-80 yrs.) as part of a Lunch & Learn activity where the presenter, Zelda Freitas, attended as a guest animator of the session. 	<ul style="list-style-type: none"> • "When to get help instead of going it alone in a terminal care situation." • "How to fill out 'directives anticipées' form." • "How to get specialized services at the CLSC."
<i>Ticks and Lyme Disease</i> 6 viewers	<ol style="list-style-type: none"> 1. 4Korners (Argenteuil) – 6 (ages and genders not reported) 	
<i>Mandates, Wills, and Power of Attorney</i> 6 viewers 1 men	<ol style="list-style-type: none"> 1. CASE – 6 participants (1 man, 5 women: 40-65 yrs.) 	<ul style="list-style-type: none"> • "To learn about medical directives and protection mandates." • "That there is a government registry of advanced medical directives." • "That people should have their power of attorney on file at the bank."

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
<i>Gotta Go, Gotta Go—Bladder Health Update</i> 50 viewers 4 men	1. Townshippers' Association Montérégie – 23 participants (all women: ages not specified) 2. CASE – 6 participants (1 man, 5 women: 60-78 yrs.) 3. REISA – 21 participants (3 men, 18 women: 65-80 yrs.) as part of a Lunch & Learn activity where an assistant professor and assistant program direct from McGill School of Nursing attended as guest animators.	<ul style="list-style-type: none"> • “Kegel exercises.” • “Can happen to younger women.” • “That diet can help your bladder health.” • “Glad to know about the exercises!” • “Incontinence is across all ages and is a topic not talked about since people stay silent.”
<i>What is Cancer?</i> 2 viewers 1 men	1. CASE – 2 participants (1 man, 1 woman: 60-65 yrs.)	<ul style="list-style-type: none"> • “Don’t hesitate to get something checked out.” • “CAUTION acronym.”
<i>Maintaining Your Self-Esteem</i> 9 viewers	1. 4Korners (Argenteuil) – 9 participants (ages and gender not reported)	
<i>The Changing Role of the Pharmacist</i> 51 viewers	1. 4Korners (Deux Montagnes) – 51 participants (all women, 50+ yrs.). The local pharmacist attended and answered questions after the presentation.	<ul style="list-style-type: none"> • “Pharmacists can prescribe some medications.”
<i>Flu and Other Vaccines</i> 88 viewers 15 men	1. Townshippers' Association – Estrie - 19 participants (19 women: 46-79 yrs.). Partnered with Avante Women's Center for Health Matters series involving lunch and learn and held at the CLSC, attended by a retired doctor and a nurse who answered questions. 2. Townshippers' Association - Montérégie – 23 participants (4 men: ages unknown). Shown in partnership with Avante Women's Center and held at the local CLSC. Attended by a retired doctor (as above). 3. ECOL – 16 participants (3 men, 13 women: 60-95 yrs.) shown as part of a Wellness Center Activity 4. 4Korners (Argenteuil) – 6 participants (gender and ages not recorded) 5. MCDC – 24 participants (8 men, 16 women: 48-91 yrs.). The video was part of a Lunch & Drop-In event.	<ul style="list-style-type: none"> • “Shingrix vaccine.” • [Vaccines] “Like having insurance.” • “Herd immunity - protecting those most vulnerable, like seniors with chronic health conditions.” • “Why we might feel unwell after a vaccination.” • “Why having a flu shot every year [is important].”

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
Better Bowel Health 51 viewers 2 men	1. Townshippers' Association – Estrie - 28 participants (2 men, 26 women: age range unknown). Partnered with Avante Women's Center for Health Matters series involving lunch and learn and held at the CLSC. 2. Townshippers' Association - Montérégie – 23 participants (all women: ages unknown). Shown in partnership with Avante Women's Center and held at the local CLSC.	<ul style="list-style-type: none"> • “The definitions of diarrhea and constipation.” • “Kegel exercises.” • “The definition of constipation.”
Seniors' Loneliness and Social Isolation—The Consequences 65 viewers 4 men	1. Townshippers' Association – Estrie - 30 participants (2 men, 28 women: 50-84 yrs.). Partnered with Avante Women's Center for Health Matters series involving lunch and learn and held at the CLSC. 2. Townshippers' Association - Montérégie – 24 participants (all women: ages unknown). Shown in partnership with Avante Women's Center and held at the local CLSC. 3. Neighbours Association – 11 participants (2 men, 9 women: average age of 80 yrs.); offered as part of a Lunch & Learn.	<ul style="list-style-type: none"> • “That there are outreach programs for me as a senior.” • “It's normal with age to feel alone.” • “I'm not alone.” • “Stay active in life.”[We] Will have to take a look at our First Aid kit at home.” •
Moving Forward with Arthritis—What's New? 10 viewers	1. Townshippers' Association - Estrie - 10 participants (all women: 40-75 yrs.)	<ul style="list-style-type: none"> • “I would recommend this DVD to others.”
Alzheimer's Disease 10 viewers	1. Townshippers' Association – Estrie - 10 participants (10 women: 40-75 yrs.)	<ul style="list-style-type: none"> • “I would recommend this DVD to others.”
Stress, Anxiety, and Panic Attacks Throughout the Life Cycle 41 viewers 3 men	1. CASE – 13 participants (3 men, 10 women: 60-85 yrs.) 2. 4Korners (Argenteuil) – 11 participants (ages and genders not reported) 3. JHCP – 17 participants (3 males, 14 females: 24-70 yrs.). Shown as part of Mental Health Awareness Month	<ul style="list-style-type: none"> • “Everyone struggles with anxiety. Important to be honest and talk about it so we don't feel alone.” • “The difference between panic attack and anxiety.” • “That panic attacks are not linked to age.”
Organ and Tissue Donation in Quebec 37 viewers 7 men	1. CASA – 12 participants (all women: 60-75 years). Shown at their Seniors' Wellness Center	<ul style="list-style-type: none"> • “So important for family to know your wishes.” • “Organ and tissue donation can be done at any age.”

SESSION	COMMUNITY/DEMOGRAPHICS	COMMENTS/LEARNING
	2. ECOL – 25 participants (7 men, 18 women: 50-95 yrs.) shown as part of a Wellness Center activity	
<i>Women’s Heart Health</i> 51 viewers 8 men	1. MCDC – 15 participants (all women: 60-80 years) 2. CASE – 4 participants (1 man, 3 women: ages unspecified) 3. ECOL – 32 participants (7 men, 25 women: 60-95 yrs.) shown as part of a Wellness Center activity	<ul style="list-style-type: none"> • “A real winning subject.” • “Best to eat well 80% of the time!” • “The revision of the symptoms.” • “Know now that as a woman, I have to be aware of the symptoms.”
<i>Living Life’s Losses</i> 23 viewers 3 men	1. 4Korners (Argenteuil, and another undisclosed location) – 6 & 6 (ages and genders not reported) 2. AGAPE 11 participants (8 women and 3 men)	
<i>Why Can’t I Sleep?</i> 20 viewers 4 men	1. 4Korners (Argenteuil) – 11 participants (ages and gender not recorded) 2. REISA – 9 participants (4 men, 5 women: 65-80 yrs.) as part of a Lunch & Learn activity. A local physiotherapist attended, along with an Athletic Therapist who served as guest animator.	<ul style="list-style-type: none"> • “Routines.” • “Keep at it.”
<i>Eating Well with Sugar and Salt—What’s New?</i> 10 viewers 2 men	1. REISA – 10 participants (2 men, 8 women: 65-80 yrs.) as part of a Lunch & Learn activity where a local registered dietician attended as a guest animator.	<ul style="list-style-type: none"> • “Always watch salt and sugar content.” • “Read the labels.”
<i>Medical Emergencies in Seniors</i> 9 viewers	1. 4Korners (Argenteuil) – 9 participants (ages and genders not reported)	
Total Topics: 21 Total Viewers: 642	Total Networks: 11*	Total DVDs Sessions: 41

Note:

- One additional community network—CAMI (Magdalen Islands)—indicates they showed six (6) CHEP session DVDs this past funding year. Their outcomes are not available at the time of this report They are not included in the above count.

These session DVDs remain an essential outreach and partnering tool for community networks. Community networks opt to show the CHEP DVD's as a wellness center activity or as part of a Lunch and Learn or Health Matters series event. Most community networks surveyed reported inviting their public partners (Agence, CSSS, local health care professionals, and local/regional association representatives) to their DVD sessions and sharing information.

This quote from ECOL clearly illustrates the unfortunate reality that the *Women's Heart Health* video conference (and which all CHEP topics) intended to address:

On a very sad note: One of our volunteers and a very active community member attended the conference in Rawdon. She was complaining of having no energy, sleeping all the time, and thought she must have SAD and went to see her doctor for an antidepressant. Her doctor refused and did not follow up. She passed away from a massive heart attack a week later. She had kept all the handouts and given them to her 40-year-old daughter telling her about the case scenario at the beginning of the video, still never associating herself as a potential victim of heart disease. We are still reeling from the loss. She was 71. (ECOL, February 2020)

An overwhelming response is that participants would recommend the viewed CHEP video conference DVDs. This comment about the DVD sessions from one Community Coordinator sums up the prevailing sentiment about how community members appreciate the CHEP session DVDs:

It is a rewarding experience to bring these sessions to the seniors. You can see how much they appreciate the speaker, the DVD, and all the work put into organizing these sessions. (Ari Daghlion, CHEP Coordinator - REISA, February 2020).

TOPICS FOR UPCOMING FUNDING YEAR

Community networks contribute their topic choices for CHEP video conferences. Toward the end of the 2019-2020 CHEP funding year, community networks were asked to identify, in consultation with their communities and public partners, their top three health promotion topics/priorities. Eighteen (18) community networks responded to the online (via Survey Monkey) questionnaire. Some of the recurring topics include:

- Respiratory Diseases
- Nutrition/Diets

- Sexual Health for 65+/Sexual Health and Intimacy
- Update on Lyme Disease
- Mental Health/Anxiety (Men's Mental Health)
- ADHD
- Autism
- Prostate Cancer
- Menopause
- Drugs and Alcohol
- LGBTQ Seniors
- Eye Health
- Placing elderly parents or siblings into [care] homes
- Alzheimer's Disease and Dementia
- Update on Osteoporosis
- Update on Arthritis

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:

- ✓ On-going training of CHEP community network coordinators to promote and host successful CHEP video conferences and session DVD presentations—including their use of technical equipment and video conferencing options—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.
- ✓ Less participation in the CHEP video conferences due to technical difficulties—which affected the overall attendance rate—validated the importance of making available, an edited digital version (DVD) of each CHEP health session.
- ✓ 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 the 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 Senior's Health Promotion modules, adds value to the CHEP program.
- ✓ CHEP community networks contribute valuable topic ideas that develop into CHEP video conferences.
- ✓ CHEP community networks value an advance CHEP schedule so they can plan and promote these valuable health video conferences to their networks and communities.

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 provided current evidence-based information and materials.
- The Montreal Children's Hospital Telehealth Coordination Center team—CeCOT—for its reservation assistance, technical assistance with the CHEP video conferences, and digital recording of video conferences.
- Health Canada for funding through its Official Languages Health Contribution Program 2018-2023.

This report was prepared at the request of the Community Health and Social Services Network (CHSSN) by Kelly L. Howarth, M.Ed., Program Evaluator/Community Education Consultant – Report Author, in consultation with Jo Ann Jones, B.A., M.Ed., Health Education Consultant.

Cover photo courtesy of REISA, Saint-Leonard, Quebec. Interior image courtesy of Kelly L. Howarth with permission of the presenter.

APPENDIX A: CHEP VIDEO CONFERENCE SESSION OUTLINES

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE

Wednesday, April 17, 2019

10:00 am - 12:00 PM (EST)

Staircase to Seniors Services

Jennifer Hobbs-Robert, M.ScA, BCN, CNEd, Senior Advisor - JHCP

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

Knowledge is power, and the more we know about available health services, the quicker we can access them when needed. This presentation will describe case scenarios of actual situations faced by seniors in accessing government-sponsored services. Join us to learn about eight commonly sought-after health and social services for Quebec seniors.

Find Out About

1. Why your local CLSC is your gateway to accessing health and social services
2. Eight major existing public health and social services/programs for seniors
3. The step-by-step process for accessing these available services



Jennifer Hobbs-Robert is currently the Senior Advisor for Community Health Promotion Programs for Jeffrey Hale Community Partners (JHCP)-CUISSS in Quebec City. She has extensive nursing experience in Geriatrics, Community Health, and Emergency Care. From 2009 to 2019, Jennifer published a series of Health Promotion Modules for Seniors distributed through the CHSSN to the English-speaking community of Quebec. Jennifer is also a Surveyor for Accreditation Canada, an International and National Health Standards Organization. She is also on the Provincial Access Committee for Health and Social Services.

Community Health Resources

- Presenter information package attached, includes a comprehensive list of resources.
- *Programs and Services for Seniors 2019* (in pdf):
<https://www.quebec.ca/en/government/services-quebec/seniors/>
- Tax Credit for Home Support Services for Seniors (70 years+):
<http://www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/aines/Pages/credit-impot-maintien-domicile.aspx> (go to Publications for Overview Pamphlet)

Save the Date - Upcoming...

May 15, 2019: *Better Bowel Health—An Update* with Myra Siminovitch, Physiotherapist

June 19, 2019: *Seniors and Isolation* with Ruth Pelletier, Community Activist and Advocate for Seniors

Visit CHEP online @ www.chssn.org

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEOCONFERENCE

Wednesday, May 15, 2019

10:00 AM-12:00 PM (EST)

Understanding your Bowels for Better Bowel Health

Presenter: Myra Siminovitch, Physiotherapist

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

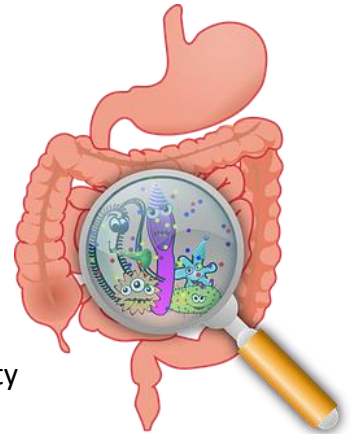
Almost everyone experiences it occasionally. Some have recurrent bouts. But 15-20% of the population has persistent ongoing chronic constipation. –Quebec Gastrointestinal Society. This health promotion session will explore our digestive system, focusing on the intestines (bowels). Join us to explore this fascinating organ and its importance to your physical and psychological well-being.

Find Out

- How our bowels work and what is normal
- Signs and symptoms of the most common bowel problems
- What we can do to better manage and control our bowels

Presenter

Myra Siminovitch, B.Sc., MBA, a physiotherapist presently in private practice, has expertise in the treatment of bladder and bowel diseases and dysfunctions in men and women of all ages. A popular presenter to community groups and health care professionals, Myra will answer questions to help us understand and learn about better bowel health.



Recommended Resources

- Mayo Clinic *Constipation—Symptoms and Causes*: www.mayoclinic.org/diseases-conditions/constipation/symptoms-causes/syc-20354253?p=1
- *Reducing Your Risk for Colorectal Cancer* - Canadian Cancer Society: www.cancer.ca/en/cancer-information/cancer-type/colorectal/risks/reducing-your-risk/?region=on&p=1
- *Skin Care for Urinary and Fecal Incontinence* Fact Sheet
www.canadiancontinence.ca/pdfs/Skin-Care-Fact-Sheet-EN.pdf: Canadian Continence Foundation at www.canadiancontinence.ca, Tel:1-705-931-4488

Upcoming Videoconferences—Save the Dates!

- Wednesday, June 19, 2019, from 10 am-noon – Topic: Loneliness and Isolation in Seniors
- Wednesday, September 18, 2019, from 10 am-noon – Topic: Organ and Tissue Transplants in Quebec
- Wednesday, October 16, 2019, from 10 am-noon - Topic: Flu, Immunization, and Vaccines

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

May 7, 2019

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE

Wednesday, June 19, 2019

10:00 AM-12:00 PM (EST)

Seniors' Loneliness and Social Isolation—The Consequences

Presenter: Ruth Pelletier, Community Advocate

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

Seniors' loneliness and isolation is a growing social and health care concern for Canadians. Canada census revealed that almost a quarter (24.6%) of seniors 65+ now live alone. Lack of social contact can contribute to further isolation and declining health. This presentation on social isolation will address the risk factors of aging alone and explore the challenges to help ourselves and others prepare for what is now being referred to by reports as a potential public health care crisis.



Find Out

- Causes of seniors' loneliness and isolation
- The risk factors: health and social
- What can we do—potential solutions

Presenter

Ruth Pelletier, past-President of Seniors Action Quebec, has many years of experience working with Quebec seniors in the community and health care institutions. Recently, she coordinated a series of three conferences with geriatric healthcare professionals and seniors talking together about seniors' needs.

Recommended Resources

- RISE infographic leaflet - handout for community members: https://rise-cisa.ca/wp-content/uploads/2018/10/RISE_Spectrum_ENG_Leaflet.pdf
- RISE (Reach Isolated Seniors Everywhere) article *Social Isolation and Loneliness*: <https://rise-cisa.ca/about/social-isolation-and-loneliness/>
- *Opinion: An 'epidemic of loneliness' threatens Canadians' health*: <https://montrealgazette.com/opinion/opinion-an-epidemic-of-loneliness-threatens-canadians-health>

Upcoming Videoconferences—Save the Dates!

- Wednesday, September 18, 2019, from 10 am-noon – *Seniors' Vaccinations—What You Really Need to Know* with Jean-Marc Belanger, Community Pharmacist
- Wednesday, October 16, 2019, from 10 am-noon - Topic: Organ and Tissue Transplants in Quebec

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

June 14, 2019

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP)

VIDEO CONFERENCE

Wednesday, September 18, 2019

10:00 am - 12:00 PM (EST)

Flu and Other Vaccines—What You Need to Know

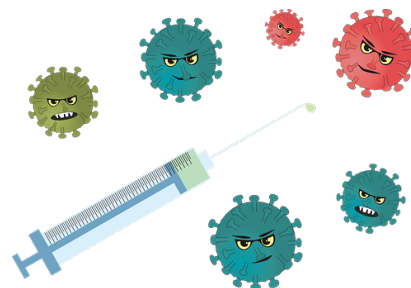
Jean-Marc Belanger, Pharm.D., Community Pharmacist

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

"Vaccine's don't just protect you; they protect those around you too. 'A Shot of Truth,' a recent survey, shows that while adults believed that they had received all vaccines required for someone their age, less than 10% were actually up to date on their vaccinations." – Public Health Agency of Canada. Join us to learn and ask questions about these services and how to directly access your pharmacist.

Find Out

1. Vaccines are safe (What is a vaccine?)
2. Flu vaccine—is it a gamble? Will it work?
3. Shingles vaccine—a good investment.



About Your Presenter

Jean-Marc Belanger, Pharm.D., is a Community Pharmacist/ Proprietor in Lac-Brome, Quebec. A graduate of The University of Montreal, he is interested in promoting communication and supporting his community to understand their medication needs better and improve their overall health.

Recommended Resources

- *Not Just for Kids. An Adult Guide to Vaccination.* Public Health Agency of Canada (August 2018) – please order by calling toll free: 1-866-225-0709
- *Adults 65 and Older Need a Flu Shot.* CDC info online: www.cdc.gov/flu/pdf/freeresources/seniors/seniors-vaccination-factsheet-final.pdf - Please print
- *Colds or Flu: Know the difference/Know the facts – Fact Sheet* by the Public Health Agency of Canada online: www.canada.ca/en/public-health/services/publications/diseases-conditions/cold-flu-know-difference-fact-sheet.html - Please print

Upcoming CHEP Video Conferences for 2019-2020...

1. Wednesday, October 16, 2019: 10 am-noon – *Organ and Tissue Donation in Quebec* with Wendy Sherry, Nurse Clinician – MUHC Organ & Tissue Team
2. Wednesday, November 20, 2019: 10 am to noon – Diabetes - *Speaker TBA*

Visit CHEP online @ www.chssn.org

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

September 3, 2019

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE

Wednesday, October 16, 2019, from 10:00 – 12:00 (EST)

Organ & Tissue Donation in Quebec

Presenter: Wendy Sherry, RN MN, MUHC Nurse Clinician for Organ & Tissue Donation

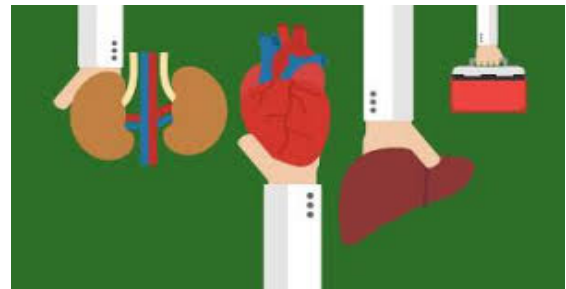
Moderated by Jo Ann Jones, The Montreal Children's Hospital

"One individual can save up to 8 lives by donating organs upon dying. They can also improve the quality of life of 15 other people through tissue donation." Santé et services sociaux Quebec.

The decision to donate organs and tissue is a personal choice. Learn more and take the opportunity to ask questions at this presentation, which is for everyone.

Find out

1. What is organ and tissue donation?
2. Who can donate?
3. When to start thinking about donating
4. How to communicate your decision to donate



About Your Presenter

Wendy Sherry, RN, MN, Nurse Clinician for Organ & Tissue Donation at the MUHC, is President of the Quebec Resource Organ & Tissue Donation Group. A nurse with 35 years' experience and 14 years in deceased donation. Wendy has been involved in several projects to develop tools that support grieving families, helping them to make informed decisions about donation.

Recommended Resources

- MUHC Patient Education Office – English pamphlet on deceased donation (attached): www.muhcpatienteducation.ca/DATA/GUIDE/357_en~v~organ-and-tissue-donation.pdf
- MUHC Patient Education Office – English 27-page booklet on coping with grief (print a copy for office): http://www.muhcpatienteducation.ca/DATA/GUIDE/437_en~v~grieving.pdf
- The Canadian Kidney Foundation of Canada – *Deceased Donation*: www.kidney.ca/deceased-donation

Upcoming CHEP Video Conferences for 2019-2020:

1. Wednesday, November 20, 2019: 10 am to noon – Diabetes - *Speaker TBA*
2. Wednesday, January 15, 2020: 10 am to noon – Mental health topic and speaker TBA

Visit CHEP online @ www.chssn.org

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

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) VIDEO CONFERENCE
Wednesday, November 20, 2019 - 10:00 AM - 12:00 PM (EST)

Diabetes—What's New?

Théa Demmers, P.Dt., M.Sc., Nutrition Suite Supervisor – PERFORM Centre, Concordia University
Moderated by Jo Ann Jones from the Montreal Children's Hospital

“Diabetes Canada is making the invisible epidemic of diabetes visible and urgent. Eleven million Canadians have diabetes or prediabetes.” Diabetes Fact Sheet, Diabetes Canada (2018). Fortunately, you can work with your health care provider to control Diabetes. November is Diabetes Awareness Month. CHEP is pleased to bring you this interactive health education session designed to equip you with tools for greater understanding of Diabetes.

Find Out About

- What is diabetes and prediabetes?
- What are the symptoms and causes?
- Treatment and prevention



About Your Presenter

Théa Demmers, P.Dt., M.Sc., Nutrition Suite Supervisor – PERFORM Centre, Concordia University, is involved with healthy lifestyle promotion and chronic disease prevention. A McGill graduate, she has worked in the past, coordinating research projects related to food security and gestational diabetes as well as providing nutritional counseling.

Recommended Resources

1. *Diabetes Fact Sheet* – Diabetes Canada (print double-sided):
www.diabetes.ca/diabetescanadawebsite/media/managing-my-diabetes/tools%20and%20resources/diabetes-fact-sheet.pdf?ext=.pdf
2. *Diabetes Type Two—Risk Factors* - Diabetes Canada (print double-sided):
https://www.diabetes.ca/DiabetesCanadaWebsite/media/Campaigns/NDAM/Type-2-diabetes-risk-factors-infographic_FNL.pdf
3. *Tools and Resources* – Diabetes Canada: www.diabetes.ca/en-CA/managing-my-diabetes/tools---resources?Categories=&ResourceToolType=&SearchText=&Page=2

Upcoming CHEP Videoconferences...

- Wednesday, January 15, 2020, from 10 am-noon – *Depression and Mental Health*, speaker TBA
- Wednesday, February 19, 2020, from 10 am-noon – *Women's Heart Health—What's New?* with Wendy Wray, RN, B.Sc.N. Nurse – MUHC Women's Healthy Heart Initiative

Visit CHEP online @ www.chssn.org:chssn.org/chssn-programs-and-projects/community-health-education-program-chep-2018-2023/

***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

The January Blahs...Or is it Depression?

Yvonne Clark, Clinical Social Worker and Grief Counsellor

Wednesday, January 15, 2020 - 10 am-12 pm

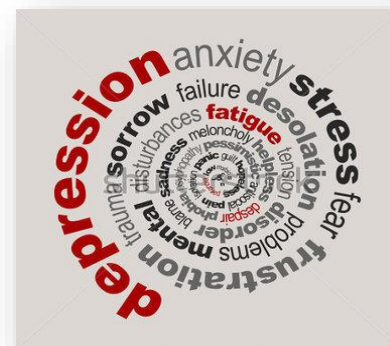
Moderated by Jo Ann Jones at The Montreal Children's Hospital

It's normal to feel that after-holiday let down when all the festivities of the season end, the credit card bills roll in, and the coldest weather, snow, and ice make us housebound. The feelings of melancholy accompanying this period are commonly known as the January Blahs. When should we take notice that the January Blahs are more serious or have turned into depression? Join us to learn more about depression, a common mental illness.

Find Out

You will have an opportunity to learn and ask questions about

- What is depression?
- Signs, symptoms, and risk factors
- How to get a diagnosis
- How to help someone else



Yvonne Clark, MSW, MFT, CT, Clinical Social Worker, Grief Counsellor,

and Couple and Family Therapist, has many years of experience helping individuals, couples, and families go through the difficulties that they encounter along life's journey, including depression. A previous CHEP presenter, Yvonne is a compassionate, dynamic, and popular speaker.

Recommended Resources

1. Canadian Coalition for Seniors Mental Health *Depression in Older Adults—You are Not Alone*: <https://ccsmh.ca/wp-content/uploads/2016/09/CCSMH-8.5-x-11-DEP-R1-1.pdf>
2. *Depression and Bipolar Disorder* – The Canadian Mental Health Association: <https://cmha.ca/wp-content/uploads/2015/12/Depression-and-Bipolar-NTNL-brochure-2014-web.pdf>
3. AMI-Quebec, a community organization committed to helping families manage the effects of mental illness - Programs & Support: <https://amiquebec.org/learnonline/>

Save the Date - Upcoming...

Wednesday, February 19, 2020: February is Heart Health Month – 'Special event' wear something red and join CHEP for an update with Wendy Wray, Nurse, Director of the MUHC Women's Heart Health Initiative.

No CHEP session during March 2020—resuming programming in April 2020.

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

CHSSN Community Health Education Program (CHEP) Video Conference

Women and Heart Disease—What You Need to Know

Wendy Wray, Director of Women's Healthy Heart Initiative

Wednesday, February 19, 2020, from 10 am-12 pm

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

In acknowledgement of February as Heart Health month, this CHEP video conference focusses on improving your heart health. "Many don't know that heart disease is the leading cause of premature death for women in Canada. At the same time, most women do not talk regularly with their health care provider about their own health risks. It's time to take charge of your heart health." (Heart & Stroke Canada). Join us to learn more!

Find Out

You will have an opportunity to learn and ask questions about

- What the heart does and what is heart disease
- Prevention of heart disease through lifestyle
- Risk factors—what do the numbers mean?
- Review symptoms of a heart attack and stroke



About Your Presenter

Wendy Wray, RN, BScN, MSc.N., 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.

Recommended Resources

1. Women's Healthy Heart Initiative (pamphlet attached): www.whhionline.ca and *Life's Simple Seven*: <http://whhionline.ca/wp-content/uploads/2019/09/whhi-en-lifes-7.pdf>
2. Canadian Women's Heart Health Center, *Heart Disease and Women: What's at Stake?* An infographic: <https://cwhhc.ottawaheart.ca/sites/default/files/images/infographics/cwhhc-infographic-whats-at-stake.pdf>
3. Heart & Stroke Foundation of Canada: *Take Charge of Your Heart Health—Do you know your risks?* https://www.heartandstroke.ca/-/media/pdf-files/canada/2018-heart-month/hf_womens_heart_health_en.ashx?rev=acf01f361e934ca8994d4614549a790c

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