

Community Self-Management Programs Delivered in British Columbia 2013-14



**University
of Victoria**

Centre
on Aging

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2013-14 Activity

The Stanford University self-management programs are six-session workshops delivered throughout the province by trained peer leaders. Leaders, in pairs, deliver the program for 2 ½ hours a week for six consecutive weeks to groups of ten to sixteen persons. There is no cost to participate in these programs. Leaders complete a four-day training workshop to become qualified to co-lead a program.

Between April 1 2013 and March 31 2014, The University of Victoria conducted 65 leader-training workshops around the province which trained 507 new program leaders. Leaders, in pairs, then delivered 247 six-session programs to 3190 British Columbians with chronic health conditions.

To offer residents a choice, different types of self-management programs are available, namely:

- The Chronic Disease Self-Management Program (in English, Chinese, Punjabi)
- The Online Chronic Disease Self-Management Program (in English)
- The Chronic Pain Self-Management Program (in English)
- The Diabetes Self-Management Program (in English, Chinese, Punjabi)
- The Arthritis/Fibromyalgia Self-Management Program (in English)
- The Active Choices Program (in English).

During 2013-14, The Chronic Pain Self-Management Program was the most popular followed by the Chronic Disease and Diabetes Self-Management Programs. Figure 1 illustrates the programs selected by British Columbians.

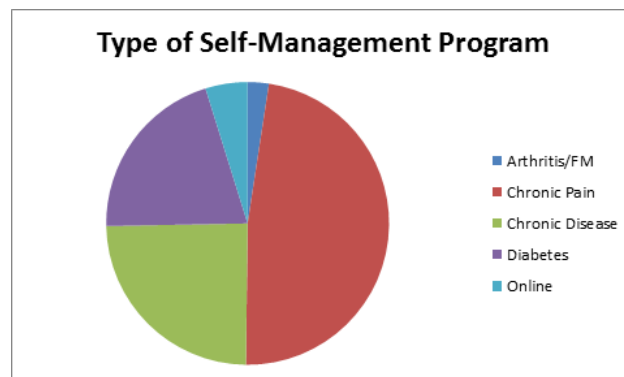


Figure 1. Proportion of different types of self-management programs delivered in 2013-14.

For a complete description of these programs, where they are offered and to register please visit the self-management website www.selfmanagementbc.ca.

Self-management programs are offered throughout British Columbia. The following sections describe how programs are implemented and lists the communities and partner organizations where training workshops and programs were delivered during 2013-14.

Island Health

Vancouver Island facilities (e.g., community centres, health units, libraries, and churches) are visited to establish partnerships for program leader training and delivery. Program promotion is conducted through word of mouth, media, newspaper ads, personal interest stories, posters and brochures and networking with other volunteer organizations.

Promotion involves several approaches:

- using traditional advertising methods (ads, posters, brochures, media) and displaying these in public places such as libraries, health related facilities and in community centres;
- setting up informational booths and displays at health fairs;
- using local community media (e.g., cable channels, email listservs, health group and health organization websites);
- developing relationships with existing organizations (e.g., Yakimovich Wellness Centre in Victoria, Canadian Diabetes Association in Victoria; the MS Society in Duncan, Victoria Parkinson's and Epilepsy Society, Nanaimo Brain Injury Society, Greater Victoria Public Library) and delivering programs at their facilities and at regional branches;
- collaborating with the Comox Valley Nursing Centre (linked with IH Pain Program) and delivering the Chronic Pain Program on their premises; and
- partnering with and providing self-management leader training to 12 staff members at Integrated Health Networks in Campbell River, Oceanside, Port Alberni and Nanaimo. These trained staff member's co-lead self-management programs with trained community volunteers.

Former program leaders and participants are encouraged to share experiences with their social networks, distribute promotional materials in their communities and communicate with their health care professionals.

Training Locations

Type of Training	Location	Start Date
Campbell River - Chronic Disease Update Training	Sunshine Wellness Centre	05/28/2013
Nanaimo - Chronic Disease 4 day Leader Training	BC Old Age Pension Office Hall #4	10/16/2013
Nanaimo - Chronic Disease Update Training	BC Old Age Pension Office Hall #4	09/18/2013
Nanaimo - Chronic Disease Update Training	BC Old Age Pension Office Hall #4	09/21/2013
Port Alberni - Chronic Disease Update Training	Port Alberni IHN	05/15/2013
Victoria - Chronic Pain 4 day Leader Training	Hillside Seniors Centre	04/06/2013
Victoria - Chronic Disease Update Training	Hillside Seniors Centre	09/19/2013
Victoria - Chronic Disease Update Training	Hillside Seniors Centre	09/28/2013
Victoria - Chronic Disease Update Training	Hillside Seniors Centre	10/21/2013
Victoria - Diabetes Cross Training	Hillside Seniors Centre	03/03/2014

Program Locations

Location	City	Start Date	Program
Campbell River Common Mall	Campbell River	09/18/2013	Chronic Pain
Sunshine Wellness Centre	Campbell River	05/06/2013	Chronic Pain
Comox Valley Nursing Centre	Courtenay	06/17/2013	Chronic Pain
Comox Valley Nursing Centre		11/04/2013	Chronic Pain
Comox Valley Nursing Centre		03/10/2014	Chronic Pain
Cumberland Junior Secondary	Cumberland	02/05/2014	Chronic Pain
Duncan Public Library	Duncan	10/03/2013	Chronic Pain
MS Society of Canada	Duncan	05/23/2013	Chronic Pain
MS Society of Canada		09/28/2013	Chronic Pain
Church of St. Mary Magdalene	Mayne Island	11/06/2013	Chronic Pain
Mayne Island Health Care Centre	Mayne Island	05/13/2013	Chronic Disease
Arbutus Music	Nanaimo	09/16/2013	Chronic Pain
Arbutus Music		01/15/2014	Chronic Disease
Nanaimo Brain Injury Society	Nanaimo	09/09/2013	Chronic Disease
Nanaimo Brain Injury Society		01/13/2014	Chronic Disease
Oceanside Integrated Health Network	Parksville	04/05/2013	Chronic Pain
Society of Organized Services	Parksville	10/02/2013	Arthritis/FM

Pender Island Health Centre	Pender Island	10/09/2013	Chronic Pain
Port Alberni Integrated Health Network	Port Alberni	09/10/2013	Chronic Pain
Port Alberni Integrated Health Network		01/24/2014	Chronic Disease
Qualicum Beach Seniors Centre	Qualicum Beach	02/05/2014	Arthritis/FM
Tsartlip Health Centre	Saanichton	10/21/2013	Chronic Pain
Kelsey Recreation Centre	Sayward	02/11/2014	Chronic Pain
Canadian Diabetes Association	Victoria	04/08/2013	Diabetes
Cook Street Village Activity Centre	Victoria	09/26/2013	Chronic Pain
Fairfield United Church	Victoria	02/12/2014	Chronic Pain
Foster Parents Support Services Society	Victoria	04/02/2013	Chronic Disease
GVL - Central Branch	Victoria	03/16/2014	Chronic Pain
GVL - Esquimalt Branch	Victoria	05/07/2013	Chronic Pain
GVL - Nellie McClung branch	Victoria	04/11/2013	Chronic Disease
GVL- Bruce Hutchinson branch	Victoria	05/01/2013	Diabetes
Yakimovich Wellness Centre	Victoria	04/08/2013	Chronic Pain
Yakimovich Wellness Centre		10/01/2013	Chronic Pain
Yakimovich Wellness Centre		01/21/2014	Chronic Pain
James Bay Community Project	Victoria	08/27/2013	Chronic Pain
Oak Bay United Church	Victoria	01/16/2014	Chronic Pain
University of Victoria	Victoria	01/20/2014	Chronic Pain
Victoria Epilepsy & Parkinson's Centre	Victoria	09/26/2013	Chronic Disease

Vancouver Coastal Health

Presentations and informational displays take at health fairs, professional conferences, and healthcare provider and staff education sessions, including: (GPSC, Practice Support Program, “Musculoskeletal Train the Trainer” and “Managing Function of Patients with Persistent Pain”; Richmond Centre for Disability, “Chronic Conditions Self-Management”; 7th Annual Vancouver-Kingsway and Renfrew Community Centre, “Senior’s Health and Wellness Fair”; Marpole-Oakridge Community Recreation Centre, “Festival Day”; Skills Connect for Immigrants, “Celebrating Community”; Richmond’s Invisible Illness Awareness, “Positive Awareness, Education and Self-Management for a Brighter Future”; 12th Annual Canadian Diabetes Association, BC Podiatric Medical Association and UBC Continuing Professional Development, “Live Well with Diabetes Public Health Forum”; BC Teachers’ Federation Annual Health and

Wellness Program, “Conference for Rehabilitation Consultants”; Canadian Mental Health Association’s Bounceback, Employment Services, Clubhouse, BC Housing Recreation program, Peer Support Program, Get Set and Connect Programs

A four-day Chronic Pain Self-Management Program Leader-Training Workshop was delivered to CHANGEpain Clinic team members and included physicians, physiotherapists, nurses, pharmacists and support staff.

Self-management workshops are being delivered at the Complex Chronic Diseases Program (CCDP) at BC Women’s Hospital & Health Centre. The Self-Management Programs were identified by the CCDP as an ideal adjunct to provide self-management education for their patients and to complement and reinforce treatment.

St. Paul's Hospital Chronic Pain Outpatient Treatment Program continues to refer patients to the community Chronic Pain Self-Management Programs.

Self-Management Programs are heavily promoted on the Sunshine Coast in partnership with VCH’s Chronic Disease Prevention and Home Care Services. Discussions were held with the Regional Practice Support Program, and recommendations were made to include self-management programs in the continuum of care. Information about these programs was provided to physicians and staff at all medical clinics, and to local pharmacists.

Chronic Disease Self-Management Programs are offered at Holy Family Hospital in partnership with the Occupational Therapy Outpatient Program for persons attending their outpatient treatment programs, and are opened to the public as space allows. In partnership with Vancouver Coastal Health’s Integrated Primary and Community Care and Kensington Community Centre Association, self-management programs are delivered at designated Vancouver Parks and Recreation facilities. Team members of “Back in Motion Physiotherapy” were trained to deliver the self-management programs and are currently delivering the workshops at their clinic locations in the Lower Mainland.

Training Locations

Training	Location	Start Date
Vancouver - Chronic Disease 4 Day Leader Training	GF Strong Rehabilitation Centre	10/04/2013
Vancouver - Chronic Disease Update Training	GF Strong Rehabilitation Centre	09/23/2013
Vancouver - Chronic Disease Update Training	GF Strong Rehabilitation Centre	10/26/2013
Vancouver - Chronic Disease Update Training	GF Strong Rehabilitation Centre	03/15/2014
Vancouver - Chronic Pain 4-day Leader Training	CHANGEpain	05/26/2013

Program Locations

Location	City	Start Date	Program
Twin Towers	North Vancouver	09/26/2013	Chronic Disease
Garratt Wellness Centre	Richmond	06/20/2013	Chronic Pain
Garratt Wellness Centre		11/07/2013	Diabetes
Richmond Centre for Disability	Richmond	11/05/2013	Chronic Disease
Sechelt Seniors Activity Centre	Sechelt	10/29/2013	Chronic Pain
Sechelt Seniors Activity Centre	Sechelt	03/25/2014	Chronic Pain
Back in Motion	Vancouver	11/06/2013	Chronic Pain
Back in Motion		01/22/2014	Chronic Pain
Brock House	Vancouver	09/20/2013	Chronic Pain
CHANGEpain	Vancouver	03/31/2014	Chronic Pain
Complex Chronic Dis Program, BC Women's	Vancouver	02/13/2014	Chronic Pain
GF Strong Rehabilitation Centre	Vancouver	05/04/2013	Chronic Pain
GF Strong Rehabilitation Centre		11/04/2013	Chronic Disease
GF Strong Rehabilitation Centre		03/23/2014	Chronic Pain
Holy Family Hospital	Vancouver	06/14/2013	Chronic Disease
Kensington Community Centre	Vancouver	05/23/2013	Diabetes
Kensington Community Centre		07/11/2013	Chronic Pain
Langara Community College	Vancouver	05/14/2013	Chronic Disease
Langara Community College		10/22/2013	Chronic Disease
Langara Community College		02/25/2014	Chronic Disease
Marpole-Oakridge Community Centre	Vancouver	06/26/2013	Chronic Disease
Roundhouse Community Arts & Rec Centre	Vancouver	04/14/2013	Chronic Pain
Roundhouse Community Arts & Rec Centre		09/22/2013	Chronic Pain
Roundhouse Community Arts & Rec Centre		03/16/2014	Chronic Disease
UBC Continuing Studies Downtown Centre	Vancouver	09/24/2013	Chronic Disease

Fraser Health

University of Victoria has provided broad coverage of workshops in selected communities rotating the various self-management programs. We have partnered with organizations to network with community leaders, advertise workshops in their newsletters and access e-mail lists. Program materials were distributed to seniors' centres, churches, recreational facilities, libraries, municipal advisory committees and other community organizations.

Program promotion included:

- placing articles in local newspapers (e.g., Delta Optimist "Taking Care of your Pain")
- giving talks at health fairs, trade shows and public events
- delivering information sessions in institutions (Pacific Institution/ Regional Treatment Centre).
- making presentations to staff at hospitals and health facilities (e.g., Jim Pattison, Surrey, Abbotsford)
- training program leaders to make presentations and participate in health fairs
- advertising at municipal offices and participating at meetings
- presenting to non-profit health associations
- attending FHA Aboriginal Health "Integrated Health Network" meetings
- distributing emails and posters to FHA Healthy Living Specialists, Divisions of Family Practice, Home Health and Diabetes Education Centres
- having volunteer leaders distribute promotional materials throughout the communities
- conducting email blasts to pre-selected health care professionals and other community organizations
- placing community newspaper ads, and
- partnering with community organizations to promote the programs, register participants and to deliver the programs.

In addition, twelve diabetes educators completed the 4-day Diabetes Self-Management Program Leader Training and will co-lead two community programs on their own time.

Training Locations

Training	Location	Start Date
Abbotsford - Chronic Pain 4 day Leader Training	Pacific Institution/Regional Inst	09/16/2013
Abbotsford - Chronic Pain Cross-Training	Thrifty Foods	05/17/2013
Abbotsford - Diabetes Cross-Training	Pacific Institution/Regional Inst	09/23/2013
Abbotsford - Diabetes Cross-Training	Abbotsford Regional Hospital	01/27/2014
Abbotsford - Chronic Disease Update Training	Thrifty Foods	09/13/2013

Coquitlam - Chronic Disease Update Training	Glen Pine Pavilion	08/27/2013
Delta - Chronic Pain Cross-Training	UVIC Ladner Office	01/20/2014
Hope - Chronic Disease 4 day Leader Training	Fraser Canyon Hospital	09/30/2013
Hope - Chronic Pain Cross-Training	Fraser Canyon Hospital	10/08/2013
Langley - Diabetes 4 Day Leader Training	Walnut Grove Business Centre	02/20/2014
Langley - Chronic Pain Cross-Training	Al Anderson Memorial Pool	04/12/2013
Langley - Diabetes Cross-Training	Al Anderson Memorial Pool	04/05/2013
Langley - Chronic Disease Update Training	Al Anderson Memorial Pool	09/27/2013
New Westminster - Chronic Pain 4 day Ldr Trg	Queensborough Comm Centre	11/27/2013
New Westminster - Chronic Disease Update Trg	Queensborough Comm Centre	10/30/2013
Surrey - Chronic Pain 4 day Leader Training	Crescent Gardens	10/18/2013
Surrey - Chronic Disease Update Training	Elim Village - The Oasis Building	09/09/2013

Program Locations

Location	City	Start Date	Program
Abbotsford Regional Hospital	Abbotsford	04/04/2013	Diabetes
Abbotsford Regional Hospital		10/21/2013	Chronic Disease
Central Heights Church	Abbotsford	06/18/2013	Chronic Disease
Central Heights Church		10/25/2013	Chronic Disease
Chances Abbotsford	Abbotsford	02/17/2014	Chronic Pain
John MacLure Community School	Abbotsford	04/09/2013	Chronic Pain
Pacific Institution/Regional Treatment Ctr	Abbotsford	10/09/2013	Chronic Pain
Positive Living Fraser Valley	Abbotsford	05/21/2013	Chronic Pain
Thrifty Foods Meeting Room	Abbotsford	10/19/2013	Chronic Pain
Kent Fitness Activity Centre	Agassiz	02/03/2014	Chronic Pain
Aldergrove Kinsmen Community Centre	Aldergrove	10/01/2013	Chronic Disease
Cameron Recreation Centre	Burnaby	09/21/2013	Chronic Disease
Cameron Recreation Centre	Burnaby	03/01/2014	Chronic Pain
Neil Squire Society	Burnaby	04/05/2013	Chronic Pain
Neil Squire Society		10/25/2013	Chronic Pain
Neil Squire Society		02/21/2014	Chronic Pain
Neil Squire Society		07/12/2013	Chronic Pain
Central Community Church	Chilliwack	05/22/2013	Chronic Pain

Central Community Church		02/19/2014	Chronic Pain
Chilliwack General Hospital	Chilliwack	10/29/2013	Chronic Disease
Lynnwood Retirement Residence	Chilliwack	04/18/2013	Arthritis/FM
Lynnwood Retirement Residence		09/26/2013	Chronic Pain
Cloverdale Recreation Centre	Cloverdale	05/23/2013	Diabetes
Dogwood Pavilion	Coquitlam	04/23/2013	Chronic Pain
Dogwood Pavilion		11/05/2013	Chronic Pain
Glen Pine Pavilion	Coquitlam	10/19/2013	Chronic Pain
Glen Pine Pavilion		02/15/2014	Diabetes
St. Cuthbert Anglican Church	Delta	10/03/2013	Chronic Pain
Fraser Canyon Hospital	Hope	02/25/2014	Chronic Disease
Free Rein	Hope	11/04/2013	Chronic Pain
McKee Seniors Recreation Centre	Ladner	10/10/2013	Chronic Disease
Douglas Recreation Centre	Langley	05/07/2013	Chronic Pain
Douglas Recreation Centre		09/17/2013	Chronic Pain
Douglas Recreation Centre		02/07/2014	Diabetes
Stepping Stone Community Svs Soc	Langley	11/08/2013	Chronic Pain
Walnut Grove Community Centre	Langley	01/19/2014	Chronic Pain
Walnut Grove Community Centre		03/30/2014	Diabetes
Walnut Grove Community Centre		09/22/2013	Diabetes
Golden Ears United Church	Maple Ridge	02/04/2014	Chronic Pain
Ridge Meadows College	Maple Ridge	04/05/2013	Chronic Disease
Ridge Meadows College		09/20/2013	Chronic Pain
Ridge Meadows Seniors Society		09/14/2013	Chronic Pain
Ridge Meadows Seniors Society		02/01/2014	Chronic Pain
Cedarbrooke Chateau, Mission	Mission	05/16/2013	Chronic Pain
Lifetime Learning Centre	Mission	10/22/2013	Chronic Pain
Lifetime Learning Centre		03/04/2014	Chronic Pain
Mission Friendship Centre	Mission	04/09/2013	Arthritis /FM
Century House	New Westminster	11/09/2013	Diabetes
Century House		02/01/2014	Chronic Pain
iConnect Health Centre New West	New Westminster	05/22/2013	Diabetes
iConnect Health Centre New West		10/02/2013	Chronic Pain

iConnect Health Centre New West		03/05/2014	Chronic Pain
Queensborough Community Centre	New Westminster	09/14/2013	Chronic Pain
Seniors Services Society New Westminster	New Westminster	05/22/2013	Chronic Pain
Pitt Meadows Seniors Society	Pitt Meadows	05/22/2013	Chronic Pain
Wilson Centre	Port Coquitlam	04/13/2013	Diabetes
Wilson Centre		01/22/2014	Chronic Disease
Wilson Centre		09/23/2013	Chronic Pain
Sardis Library – FVRL	Sardis	03/25/2014	Chronic Disease
Back In Motion (Surrey)	Surrey	03/05/2014	Chronic Pain
Chuck Bailey Recreation Centre	Surrey	10/21/2013	Chronic Disease
Elim Village - The Oasis Building	Surrey	10/09/2013	Chronic Pain
Guildford Recreation Centre	Surrey	05/16/2013	Chronic Pain
Guildford Recreation Centre		10/31/2013	Diabetes
Guildford Recreation Centre		01/28/2014	Chronic Pain
Jim Pattison Outpatient Care & Surgery Ctr	Surrey	03/08/2014	Chronic Pain
Jim Pattison Outpatient Care & Surgery Ctr		09/14/2013	Chronic Pain
Jim Pattison Outpatient Care & Surgery Ctr		11/02/2013	Chronic Pain
Jim Pattison Outpatient Care & Surgery Ctr		01/18/2014	Chronic Pain
Newton Seniors' Centre	Surrey	09/18/2013	Chronic Disease
Centre for Active Living	White Rock	05/07/2013	Chronic Pain
Centre for Active Living		10/28/2013	Chronic Pain

Interior Health

Program promotion involves developing relationships in the communities throughout the region and to augment existing capacity. Stakeholders include: IHA staff (Chronic Disease Management, Better Breathing, Mental Health, C.O.A.C.H. - Cardiac Rehabilitation, Impact BC); community agencies; and seniors Learning Resources.

This takes place through participating in Informational meetings (i.e., IHA web-ex meetings), liaising with IHA staff in Kelowna, participating in teleconferences with IHA diabetes educators to promote DSMP workshops, attending health and seniors fairs and events, participating in networking events, presentations at public events, meeting with executive directors, managers, and coordinators, connecting with seniors community and IHA initiatives, and discussions with corporations that have mandates to support community initiatives.

Promotion activities involved conference participation, including the Kootenay Boundary Division of Family Practice Chronic Pain Conference, a workshop session in conjunction with Pain BC, and a keynote address to 100+ health care professionals in the IHA. As well promotion takes place by:

- appearing on local TV and radio
- using local papers to increase public awareness using personal stories of people who have benefited as well sharing volunteer leader perspectives
- arranging information sessions
- posting program information on web sites
- advertising at Regional Libraries
- providing information to community and seniors residences (Independent, Assisted Living)
- informing the Seniors Outreach Services Society
- providing information to Public Health Units and Home and Community Care services
- advertising at colleges and universities (health science programs and continuing education)
- presenting at Church events

Volunteers also assist with program implementation by locating workshop spaces, recruiting participants, being spokespersons for the programs and by developing good relationships with health professionals.

Training Locations

Training	Location	Start Date
Salmon Arm - Chronic Disease Update Training	Home Office - 16th Avenue S.E.	10/19/2013

Program Locations

Location	City	Start Date	Program
College of the Rockies, Creston Campus	Creston	04/04/2013	Chronic Disease
College of the Rockies, Creston Campus	Creston	10/24/2013	Chronic Pain
Desert Gardens	Kamloops	09/17/2013	Diabetes
Interior Health - King Street Centre	Kamloops	10/29/2013	Chronic Pain
Seniors Activity & Drop-in Centre	Kamloops	09/10/2013	Arthritis/FM
Westsyde Fellowship Baptist Church	Kamloops	05/22/2013	Chronic Pain
Westsyde Fellowship Church		08/20/2013	Arthritis/FM

H2O Adventure & Fitness Centre	Kelowna	05/07/2013	Chronic Pain
H2O Adventure & Fitness Centre		10/01/2013	Chronic Pain
Pushor Mitchell Law Offices	Kelowna	09/18/2013	Chronic Pain
Footprints to Technology	Penticton	03/27/2014	Chronic Pain
Ooknakane Friendship Centre	Penticton	04/09/2013	Chronic Disease
Penticton Health Centre	Penticton	09/10/2013	Chronic Pain
St. Saviours Anglican Church Hall	Penticton	04/09/2013	Chronic Pain
Lakeside Manor Retirement Residence	Salmon Arm	02/04/2014	Chronic Disease
Seniors' Drop In Centre	Salmon Arm	04/25/2013	Chronic Pain
Seniors' Drop In Centre		09/19/2013	Chronic Pain
Sicamous United Church	Sicamous	09/17/2013	Chronic Pain
Cedar Heights Community Centre	Sorrento	10/08/2013	Chronic Pain
Kiro Wellness Centre	Trail	05/06/2013	Chronic Pain
N Okanagan Empl Enhancement Society	Vernon	06/10/2013	Diabetes
N Okanagan Empl Enhancement Society		09/18/2013	Chronic Pain
People Place	Vernon	05/08/2013	Chronic Disease
People Place		10/01/2013	Chronic Pain
People Place		10/03/2013	Chronic Pain
People Place		02/19/2014	Chronic Pain
Central Interior Community Services Co-op	Williams Lake	10/21/2013	Chronic Disease

Northern Health

This large geographical area with small populations presents unique challenges to promotion self-management programs. A multi-faceted approach, which includes volunteers, health care provider, media and community organizations, is used. The types of promotional techniques used in the northern region are:

- traditional media (advertisements and articles in local newspapers or on local radio and television)
- distributing program brochures and posters to local community organizations, libraries, churches, senior centers and at health clinics
- social media (Facebook and community websites) and email to connect with potential participants and health care professionals

- partnering with community organizations (e.g., Canadian Diabetes Association) to deliver and promote workshops in the community, as well as creating opportunities to train volunteers
- attending health fairs and other community events
- giving presentations to community organizations, health centers and hospitals
- meeting with health care providers and encouraging them to refer patients to the programs
- supporting volunteers and providing resources for them to be community ambassadors for the self-management programs

Training Locations

Training	Location	Start Date
Prince George - Chronic Disease Update Training	Kiwanis Resource Centre	10/19/2013
Quesnel - Chronic Disease Update Training	Quesnel & District Arts & Rec Ctr	10/18/2013

Program Locations

Location	City	Start Date	Program
Immaculate Catholic Church	Burns Lake	03/03/2014	Chronic Pain
Kiwanis Resource Centre	Prince George	02/13/2014	Diabetes
University of Northern British Columbia	Prince George	10/16/2013	Chronic Pain
University of Northern British Columbia		01/29/2014	Chronic Pain
Quesnel District Arts & Recreation Centre	Quesnel	05/09/2013	Chronic Pain
Quesnel District Arts & Recreation Centre		09/21/2013	Chronic Pain
Knox United Church	Terrace	11/07/2013	Chronic Pain

The Online Chronic Disease Self-Management Program

The online version of our Chronic Disease Self-Management Program targets a unique set of adult participants throughout British Columbia and the Yukon. Due to the flexibility, anonymity and accessibility of the online program, the target audience includes those who:

- live in remote or rural areas where our community-based workshops are not available;
- have difficulty accessing health services due to mobility challenges;
- have irregular schedules – such as shift workers that prevent them from committing to our community-based workshops;
- have a preference for an anonymous or online environment; or
- have other chronic condition(s) that prevent them from participating in a community-based workshop, such as hearing impairments or social anxiety.

To involve this target audience in the Online Chronic Disease Self-Management Program takes the following approach.

Social media is used to build online connections and recruit participants. Currently we have over 700 followers on our Twitter account, over 100 likes on our Facebook page, and several thousand views on our YouTube channel videos. We also harness online advertising through paid and free services. Examples of some of the websites include Google Adwords, Kijiji and Craigslist. Many of these sites allow for geotargeting for remote and rural areas. Occasionally we use traditional media sources; however, generally the most productive place to build connections for an online program is online. We have also shared program information on local community cable channels, email listservs, health groups and health organization websites.

Other approaches include encouraging program graduates and workshop volunteers to share the program information with their social network, distribute promotional materials in their communities and communicate their program achievements to their health care professional. In addition, they are encouraged to maintain and build relationships with various health centres and organizations throughout BC. Examples during 2013-2014: U of Vic Resource Centre for Students with a Disability; Government of Yukon; Diversity Services in Fraser Health Authority; Healthy Eating and Active Living (HEAL) in northern BC; and the Canadian Celiac Association. In addition, organizations (libraries, computer laboratories, dentist offices, hospitals and health centres, pharmacies, human resources departments and community centres) display the program brochures and posters. As well, presentations are given at conferences: the BC Hospice Palliative Care Association Conference and the BC Teacher's Federation Health and Wellness Program conference for Rehabilitation Consultants.

Participant Locations

Community	Participants	Community	Participants	Community	Participants
Abbotsford	5	Grand Forks	1	Prince George	23
Agassiz	1	Haines Junction	1	Prince Rupert	3
Aldergrove	2	Heffley Creek	1	Queen Charlotte	1
Bowser	1	Houston	1	Quesnel	7
Burnaby	4	Kaleden	1	Revelstoke	1
Burns Lake	1	Kamloops	9	Richmond	4
Campbell River	4	Kelowna	4	Riondel	1
Carcross	1	Kimberley	4	Rossland	1
Castlegar	1	Kitimat	3	Saanichton	2
Charlie Lake	1	Lake Country	1	Sechelt	1
Chilliwack	3	Lake Cowichan	1	Sidney	1
Cloverdale	1	Langley	2	Smithers	1
Cluculz Lake	1	Lindell Beach	1	Sooke	2
Comox	1	Maple Ridge	2	Sparwood	1
Coquitlam	2	Mission	1	Squamish	2
Courtenay	4	Nakusp	3	Summerland	1
Cranbrook	10	Nanaimo	4	Surrey	12
Dawson City	1	Nelson	2	Taylor	1
Dawson Creek	3	New Westminster	5	Telkwa	2
Dease Lake	2	North Vancouver	4	Terrace	3
Delta	3	One Fifty Mile House	1	Vancouver	19
Duncan	2	Peachland	1	Vanderhoof	4
Fort St James	3	Penticton	2	Vernon	5
Fort St John	5	Pitt Meadows	1	Victoria	24
Fruitvale	2	Port Alberni	2	Walhachin	1
Gabriola Island	2	Port Coquitlam	1	Williams Lake	3
Galiano Island	1	Port Hardy	3	Youbou	1
Gibsons	1	Port Moody	1		
Gold River	1	Powell River	1		

First Nations / Aboriginal Communities

Presentations about the programs are given at various conferences, including:

- the Annual BC Nurses Health Conference
- the Community Engagement HUB in Prince George
- the Kidney Foundation Conference (Vancouver Island)
- Elders' Gathering (sponsored by U of Northern BC)
- the First Nations Health Authority's Gathering Wisdom Conference
- the 38th Annual Elders' Gathering (Penticton)

Regular attendance at the Integrated Health Network (IHN) at Tsawwassen First Nation provides updates of the FHA and FNHA initiatives. Attendance at IHNs and health fairs from Tsawwassen to Boston Bar provides effective opportunities for program promotion, and during 2013/14 presentations were made at the Kwikwitlem, Cheam and Kwantlen nations.

The new First Nations Health Authority provides an additional structure for networking and promotion as this authority communicates with the five regions. To advertise Leader training opportunities or the programs, information is sent to the region's Community Engagement Hub (HUB) Liaison.

Contact is maintained with the Aboriginal Liaisons and Aboriginal Healthy Living Coordinators in the Fraser Health Region. Through this relationship invitations are extended to attend Integrated Health Network meetings, make presentations, and share program information. Presentations are made at all local community health fairs and family nights throughout the Fraser Health Region. In the Vancouver Coastal Health Region contacts with the Aboriginal Liaison Coordinators facilitate connections with communities and local events.

Training Locations

Training	Location	Start Date
Burns Lake - Chronic Pain 4 Day Leader Training	Lake Babine Nation	04/15/2013
Mount Currie – Diabetes Cross Training	Mount Currie Health Centre	04/26/2013
Prince George - Chronic Pain 4-Day Leader Trg	Kikino Metis Child and Family Svcs	03/10/2014
Quesnel - Chronic Pain 4 Day Leader Training	Lhoosk'uz Dene Government	06/17/2013
Terrace - Chronic Pain 4 day Leader Training	Kitsumkalum Health Centre	10/01/2013

Program Locations

Location	City	Start Date	Program
N'Quatqua Health Centre	D'Arcy	10/15/2013	Diabetes
Tipella Health Station	Mount Currie	10/21/2013	Diabetes
Samahquam	Pemberton	04/02/2013	Chronic Pain
Skateen Band Office	Pemberton	04/03/2013	Chronic Pain
Skateen Band Office	Pemberton	04/08/2013	Chronic Pain
Samahquam Health Centre	Pemberton	10/16/2013	Diabetes
Skateen Band Office	Pemberton	10/17/2013	Diabetes
Powell River Community Resource Centre	Powell River	04/05/2013	Chronic Pain
Powell River Community Resource Centre	Powell River	04/08/2013	Chronic Pain
Powell River Resource Centre	Powell River	04/09/2013	Chronic Pain
Tla'Amin Community Health Centre	Powell River	04/16/2013	Chronic Pain
Aboriginal Liaison Centre	Vancouver	01/20/2014	Chronic Pain

South-Asian Communities

Entry points for program exposure include presentations at Sikh, Gurdwara, and Hindu temples, at community events and at seniors' centres. Articles are prepared for ethnic print media and interviews are conducted on ethnic radio and television channels. Media provides opportunities for participants to tell their stories and share their experience of success on air.

Program materials have been translated and piloted in Punjabi and therefore appropriate language and flexibility is incorporated. Considerations such as seasonal employment and family composition are important. Also the fact that programs are evidence-based is an important component and building trust and human relationships is key. Reaching the program's target population is facilitated by community leaders, non-profit organizations and health professionals.

A community forum was held to share results of the Punjabi Diabetes Self-Management Program and involved over 100 community and business leaders, educators, politicians and doctors. This event resulted in broad media coverage. Presentations were also given at the City of Surrey Seniors' Care Health Forum, AMSSA in Victoria and Vernon, and to the Fraser Health Authority. Radio and television interviews also assist in developing community awareness of the self-management programs.

Training Locations

Training	Location	Start Date
Surrey - Diabetes 4 day Leader Training	Strawberry Estate	03/15/2014
Surrey - Diabetes 4 day Leader Training	Indo Canadian Srs Centre	03/08/2014
Kelowna - Diabetes 4 Day Leader Training	Guru Amardas Sikh Temple	05/03/2013
Squamish - Diabetes 4 Day Leader Training	Squamish Sikh Temple	10/04/2013
Duncan - Diabetes 4 Day Leader Training	Duncan Sikh Temple	06/01/2013
Nanaimo - Diabetes 4 Day Leader Training	Gurdwara Sahib Miri Piri Darbar	06/03/2013
Port Alberni - Diabetes 4 day Leader Training	8th Avenue Sikh Temple	08/02/2013
Victoria - Diabetes 4 day Leader Training	Khalsa Diwan Society	09/13/2013

Program Locations

Location	City	Start Date	Program
Duncan Sikh Temple	Duncan	09/21/2013	Diabetes
Duncan Sikh Temple		09/26/2013	Diabetes
Guru Amardas Sikh Temple	Kelowna	05/26/2013	Diabetes
Lifetime Learning Centre	Mission	04/18/2013	Chronic Disease
Mission Sikh Temple	Mission	04/21/2013	Diabetes
Mission Sikh Temple		04/29/2013	Diabetes
Miri Piri Sikh Darbar Temple	Nanaimo	07/27/2013	Diabetes
Miri Piri Sikh Darbar Temple		07/28/2013	Diabetes
Miri Piri Sikh Darbar Temple		07/29/2013	Diabetes
Queensborough Community Center	New Westminster	05/03/2013	Chronic Disease
Cambie Community Centre	Richmond	05/01/2013	Diabetes
Guru Nanak Niwas, Richmond	Richmond	05/06/2013	Diabetes
Squamish Sikh Temple	Squamish	10/30/2013	Diabetes
Squamish Sikh Temple		11/01/2013	Diabetes
Squamish Sikh Temple		11/02/2013	Diabetes
Strawberry Hill Library	Surrey	04/27/2013	Diabetes
Gurdwara Dukh Nivaran Sahib	Surrey	09/10/2013	Diabetes
Gurdwara Dukh Nivaran Sahib		10/05/2013	Diabetes
South Vancouver Neighbourhood House	Vancouver	05/06/2013	Diabetes

South Vancouver Neighbourhood House		10/28/2013	Diabetes
Khalsa Diwan Society	Victoria	10/30/2013	Diabetes
Khalsa Diwan Society		10/31/2013	Diabetes
Khalsa Diwan Society		11/01/2013	Diabetes

Chinese Communities

Contact is made with Chinese community organizations including community centres, neighborhood houses, senior day-care facilities, and wellness/senior centres. Meetings are arranged with key personnel of these organizations as this is an effective way to obtain their support in delivering the programs and recruiting participants. This support may include providing free space for six-week workshops, generating and posting promotional materials, arranging presentations to senior groups, and helping with registration.

Previous program participants are recruited and supported to become spokespersons because they understand the program and are willing to describe program benefits. As well, past program participants provide introductions to other cultural organizations, spread the word among their friends, or take the training to become volunteer program leaders.

The Self-Management office supports the leaders in arranging the workshops, by providing city-wide advertising and promotion and providing the ability to register for the program via the internet. Effective program promotion has included working with Chinese news, TV and radio broadcast stations as well as on-air media interviews. Another example of promotion is that for the last three years we have published bi-weekly and monthly half-page advertisements in selected Chinese newspapers in the Lower Mainland. These advertisements include descriptions of different aspects of the program and program schedules. This enables Chinese-speaking people to keep updated on where they can take either the Chronic Disease or Diabetes Programs in Mandarin or in Cantonese, and to get a much better sense of what to expect from these programs before deciding whether to register.

Training Locations

Training	Location	Start Date
Burnaby - Diabetes Cross Training	Metrotown Mall	07/17/2013
Burnaby - Chronic Disease 4 Day Leader Training	Metrotown Mall	05/14/2013
Surrey - Chronic Disease 4 Day Leader Training	Surrey Public Library - City Centre	04/12/2013
Vancouver - Diabetes 4 day Leader Training	CDA - Pacific Area	12/02/2013

Vancouver - Diabetes 4-day Leader training	Taiwanese Canadian Cultural Soc	03/01/2014
Vancouver - Chronic Disease 4-day Leader Trg	MOSAIC Settlement Services	11/16/2013

Program Locations

Location	City	Start Date	Program
Chinese Christian Mission, Burnaby	Burnaby	04/03/2013	Chronic Disease
S.U.C.C.E.S.S. Burnaby Settlement Svs Ctr	Burnaby	05/01/2013	Chronic Disease
S.U.C.C.E.S.S. Burnaby Settlement Svs Ctr	Burnaby	10/02/2013	Chronic Disease
Chinese Christian Mission, Burnaby	Burnaby	10/16/2013	Chronic Disease
Burnaby Multiculture Society	Burnaby	10/18/2013	Chronic Disease
Burnaby – MOSAIC	Burnaby	10/21/2013	Chronic Disease
BPL - Bob Prittie Metrotown Branch	Burnaby	02/24/2014	Diabetes
RPL - Brighthouse (Main) Branch	Richmond	05/02/2013	Diabetes
RPL - Brighthouse (Main) Branch		10/13/2013	Diabetes
RPL - Brighthouse (Main) Branch		10/24/2013	Chronic Disease
RPL - Brighthouse (Main) Branch		02/13/2014	Chronic Disease
Chimo Community Services	Richmond	03/20/2014	Diabetes
SUCCESS - Surrey Office	Surrey	06/07/2013	Chronic Disease
SUCCESS - Surrey Office		07/05/2013	Chronic Disease
Surrey Public Library - City Centre Library	Surrey	03/18/2014	Chronic Disease
Mable Elmore Office	Vancouver	04/06/2013	Chronic Disease
Vancouver Chinese Alliance Church	Vancouver	04/11/2013	Diabetes
South Vancouver Adult Day Centre	Vancouver	06/13/2013	Chronic Disease
Frog Hollow Neighbourhood House	Vancouver	06/24/2013	Chronic Disease
VPL - Champlain Heights Branch	Vancouver	07/06/2013	Chronic Disease
VCAC – Knight	Vancouver	09/05/2013	Diabetes
Taiwanese Canadian Cultural Society	Vancouver	09/20/2013	Chronic Disease
Frog Hollow Neighbourhood House	Vancouver	09/27/2013	Chronic Disease
Renfrew Park Community Centre	Vancouver	10/01/2013	Chronic Disease
MOSAIC Settlement Services	Vancouver	10/04/2013	Chronic Disease
Marpole-Oakridge Community Centre	Vancouver	02/14/2014	Chronic Disease
Canadian Diabetes Association-Pacific Area	Vancouver	03/12/2014	Diabetes
Silver Threads Senior Centre	Victoria	10/27/2013	Chronic Disease

Active Choices Program

Program promotion to community participants is through various marketing strategies, including:

- making telephone contact
- sending brochures to community organizations
- giving presentations at staff meetings and at community events (e.g., SUCCESS, BCHLA Active Living Conference)
- doing webinar presentations
- attending health fairs and giving presentations to faith-based organizations
- doing mini workshops to the public
- giving presentations and talks at professional conferences
- initiating personal contact with health care professionals responsible for patient education and rehabilitation
- advertising in community newspapers
- writing articles and personal stories in community newspapers and magazines (e.g., Seniors' Living Magazine and Vancouver Courier)
- using PSAs
- describing the program on community websites

Training Locations

Training	Location	Start Date
Chilliwack - Active Choices Coach Training	Lynwood Retirement Residence	04/13/2013
Coquitlam - Active Choices Coach Training	Coquitlam Library - City Centre	03/29/2014
White Rock - Active Coaches Coach Training	Canadian Cancer Society	06/08/2013
Kelowna - Active Choices Coach Training	Evangel Church	04/20/2013
Vancouver - Active Choices Coach Training	ING Direct	04/27/2013
Vancouver - Active Choices Coach Training	Firehall Library	05/25/2013
Vancouver - Active Choices Coach Training	ING Direct	10/19/2013
Vancouver - Active Choices Coach Training	Vancouver Public Library - Main Branch	11/02/2013
Vancouver - Active Choices Coach Training	Firehall Library	11/23/2013

Self-Management

British Columbia

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**Self-Management BC is a Ministry of Health, Patients as Partners
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