

Community Self-Management Programs Delivered in British Columbia 2016



University
of Victoria

Institute on Aging
& Lifelong Health

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Self-Management *British Columbia*

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Self-Management Programs

The Stanford Self-Management Programs, delivered by trained volunteers, are free, evidence-based education programs offered throughout British Columbia for adults experiencing ongoing physical or mental health issues. The programs help people with chronic conditions to manage daily challenges and maintain an active and healthier life and have an important role in the continuity of care.

Participants acquire knowledge, learn strategies and techniques and gain the motivation and confidence needed to manage their health. They learn: communication skills to use with their health care team, family and others; how to use a problem-solving process; how to make difficult treatment decisions; how to make and use individual action plans; how to prepare for doctor visits; how to work effectively with their care team; how to evaluate treatment options and critique information.

Self-management programs also teach participants the skills that are required to interact with health care professionals and with the health care system in ways that are consistent with the principles of Patient-Centred Care.

Numerous evaluations have shown that after completing a self-management program participants:

- exhibit improvements in self-management behaviours (i.e., amount of time practicing cognitive symptom management, better communication with physicians, amount of time doing aerobic exercises and amount of time doing stretching/strengthening exercises);
- have higher levels of self-efficacy to manage symptoms and disease in general;
- have improved health status (i.e., self-rated health, social/role activities limitations, health distress, energy and fatigue level, shortness of breath, pain severity, disability, depressive symptoms and quality of sleep);
- improve their health care utilization (visits to physicians, alternative health providers, mental health providers, and emergency department, number of hospital stays and nights in hospital);
- have higher patient activation and empowerment scores; and have
- positive changes in A1C level.

In 2016 self-management programs were made available to persons in 89% of BC communities with populations over 3,000.

Group Programs

The Stanford University Group Self-Management Programs are delivered to groups of between 10 and 16 people for 2.5 hours once a week for six consecutive weeks. Programs are facilitated by pairs of trained lay leaders, many living with chronic conditions. These programs can be delivered in any location throughout the province with an adequate meeting room that can accommodate a group of 10-16 persons.

Several types of programs are available and people may choose:

- The ***Chronic Conditions Self-Management Program*** (for people living with one or more chronic conditions)
- The ***Chronic Pain Self-Management Program*** (for people experiencing a wide range of chronic pain conditions)
- The ***Diabetes Self-Management Program*** (for people with type 2 diabetes)
- The ***Cancer: Thriving and Surviving Program*** (for people who are living with and/or who have been affected by cancer)

Participants receive a free course book (*“Living a Health Life with Chronic Conditions”* or *“Living a Healthy Life with Chronic Pain”*) and receive ongoing support through an electronic newsletter distributed twice a month. As well, participants may register for a different group self-management program or join the Health Coach Program.

According to BC Stats 2015, there are 93 communities with a population over 3,000 persons and self-management group programs were delivered in 76 of these communities (82%). Specifically, 62 four-day training workshops were delivered which trained 443 new Program Leaders. Then, 259 six-week self-management programs were implemented for 2740 persons with chronic conditions.

Online Program

The Online Chronic Conditions Self-Management Program is for people living with one or more chronic conditions. Delivered online, the program is for people with all levels of computer skills. With up to 25 people in each workshop group, interactive sessions are posted each week for six weeks. Participants log in at their convenience two to three times for a total of about two hours a week. Participants remain anonymous. All activity takes place on a dedicated, secure website. Each workshop is led by two trained online facilitators and monitored by a program mentor.

In 2016 persons with chronic conditions in 62 communities with a population of more than 3,000 persons took the program. As well, two Online Program trainings were conducted for three new facilitators and one new mentor and 12 programs were implemented involving 270 participants.

Health Coach Program

The Self-Management Health Coach Program is a telephone support program for individuals living with chronic conditions and needing the extra support to achieve health goals. The program was developed based on the experiences and findings from the former Active Choices program and on a two-year research project study funded by the Lawson Foundation.

Individuals are paired with coaches based on gender, age and possibly shared chronic conditions. They receive weekly phone calls for 3-6 months. Their coaches receive two days training and ongoing support from the Program Coordinator. Coaches are volunteers who may be living with chronic health conditions and are passionate to help others to achieve wellness.

During 2016 ten coach-training workshops were conducted resulting in 72 new coaches.

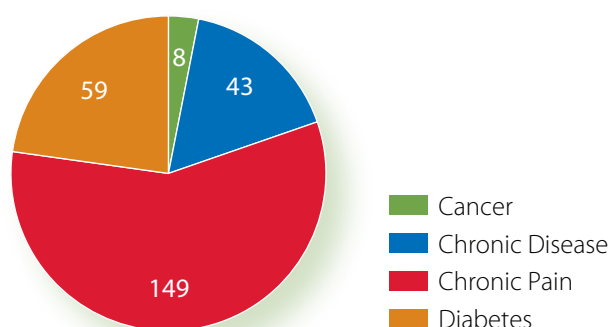
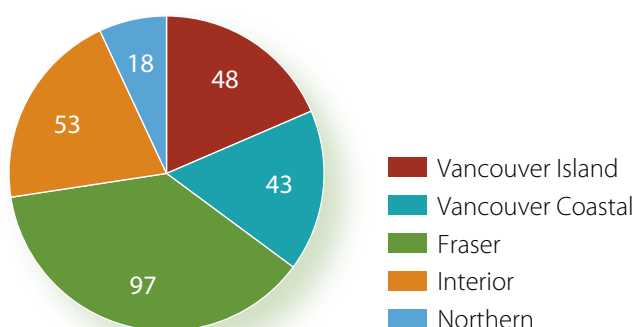
Accessing Self-Management Programs

For a complete description of these free programs, where they are being offered, opportunity to host a program, and to register for a specific program please:

- Call **604-940-1273** (local) or **1-866-902-3767** (toll-free),
- Email **selfmgmt@uvic.ca**, or
- Visit the BC Self-Management website at **www.selfmanagementbc.ca**

Group Self-Management Programs

The tables show the health region and types of group programs that were implemented in 2016.



Vancouver Island

In 2016 there was a continued focus to involve health professionals, health divisions and other community partners in creating awareness of the programs and being involved in program delivery. In particular, there was increased collaboration with Community Health Services staff (formerly Integrated Health Service Units) in Port Alberni and Campbell River, Oceanside, Lake Cowichan Health Unit and the Comox Valley Nursing Centre. In addition, a number of present and former health professionals have become volunteer program leaders in various Vancouver Island and Gulf Island communities (e.g., Salt Spring, Pender, Gabriola and Hornby) in supporting the programs. Other approaches to promote the programs involved creating synergy with mainstream facilities such as Greater Victoria Regional Library, Cook Street Activity Centre, Vancouver Island Regional Library in Nanaimo, Canadian Cancer Society, Canadian Diabetes Association and Headway thus ensuring they were fully aware of the opportunities available in their communities. Lastly, former program leaders and participants are encouraged to share experiences within their social networks, distribute promotional materials in their communities and communicate with their health care professionals.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Sunshine Wellness Centre	Campbell River	15/10/2016	Chronic Pain
Duncan Public Library	Duncan	10/11/2016	Chronic Pain
VIRL – North Nanaimo	Nanaimo	22/09/2016	Cancer
Brechin United Church	Nanaimo	29/02/2016	Chronic Disease
Yakimovich Wellness Centre	Victoria	22/02/2016	Chronic Pain
Yakimovich Wellness Centre	Victoria	21/09/2016	Cancer
Yakimovich Wellness Centre	Victoria	02/12/2016	Chronic Pain

Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Sunshine Wellness Centre	Campbell River	17/02/2016	Chronic Pain
Sunshine Wellness Centre	Campbell River	18/05/2016	Chronic Pain
Sunshine Wellness Centre	Campbell River	12/10/2016	Chronic Pain
Cowichan Neighborhood House Assoc	Chemainus	24/02/2016	Chronic Pain
Comox Valley Nursing Centre	Courtenay	07/03/2016	Chronic Pain
Comox Valley Nursing Centre	Courtenay	31/10/2016	Chronic Pain
Hornby & Denman Comm Health Care Soc	Hornby Island	15/03/2016	Chronic Disease
Hornby & Denman Comm Health Care Soc	Hornby Island	01/11/2016	Chronic Pain

Group Program Locations *continued*

LOCATION	CITY	START DATE	PROGRAM
Lake Cowichan Seniors Association	Lake Cowichan	30/01/2016	Chronic Pain
Kaatza Health Unit	Lake Cowichan	21/09/2016	Chronic Pain
Brechin United Church	Nanaimo	11/01/2016	Chronic Pain
Brechin United Church	Nanaimo	25/04/2016	Chronic Disease
VIRL – North Nanaimo	Nanaimo	18/01/2016	Chronic Disease
VIRL – North Nanaimo	Nanaimo	07/03/2016	Chronic Pain
VIRL – North Nanaimo	Nanaimo	17/10/2016	Cancer
Oceanside Health Centre	Parksville	13/04/2016	Chronic Pain
Oceanside Health Centre	Parksville	17/10/2016	Cancer
Pender Island Health Centre	Pender Island	11/02/2016	Chronic Pain
Pender Island Health Centre	Pender Island	05/10/2016	Chronic Disease
Port Alberni Integrated Health Network	Port Alberni	05/02/2016	Chronic Pain
West Coast General Hospital	Port Alberni	01/04/2016	Chronic Pain
West Coast General Hospital	Port Alberni	29/09/2016	Chronic Pain
Mental Health and Addiction Services	Port Hardy	02/06/2016	Chronic Pain
Seniors Wellness Centre / Office	Salt Spring Island	27/01/2016	Chronic Pain
SHOAL Activity Centre	Sidney	19/01/2016	Diabetes
SHOAL Activity Centre	Sidney	05/04/2016	Chronic Pain
SHOAL Activity Centre	Sidney	13/09/2016	Chronic Pain
SEAPARC Leisure Complex	Sooke	15/09/2016	Chronic Disease
Canadian Diabetes Association	Victoria	28/09/2016	Diabetes
Commonwealth Place	Victoria	21/01/2016	Chronic Pain
Cook Street Village Activity Centre	Victoria	09/01/2016	Chronic Pain
Cook Street Village Activity Centre	Victoria	31/03/2016	Chronic Disease
Cook Street Village Activity Centre	Victoria	16/09/2016	Cancer
Esquimalt Westshore Health Unit	Victoria	20/09/2016	Chronic Pain
Gordon Head Recreation Centre	Victoria	30/03/2016	Chronic Pain
GVPL – Central Branch	Victoria	23/10/2016	Cancer
James Bay Community Project	Victoria	17/10/2016	Chronic Pain
Neil Squire Society	Victoria	20/01/2016	Chronic Disease
Neil Squire Society	Victoria	06/07/2016	Chronic Disease
Yakimovich Wellness Centre	Victoria	06/04/2016	Chronic Pain
Yakimovich Wellness Centre	Victoria	28/07/2016	Chronic Pain

Vancouver Coastal

A variety of approaches are used to promote and implement the programs in the Vancouver Coastal Region. Local media and informational displays at community health fairs and awareness events such as Seniors Wellness Week, Invisible Illness Awareness Day, and Mental Wellness Day were utilized to inform the public about upcoming programs. Regular contact is maintained with community health centres and with health care professionals and 'Hot Sheet' updates about upcoming programs are circulated to patient groups, health professionals and relevant listservs. Volunteer leaders regularly provide local marketing and communications support.

Partnerships for program delivery and space sharing have been established with neighbourhood houses, libraries, and seniors centres, disease-specific organizations such as diabetes, kidney, mental health, Pain BC, and InspireHealth, and with divisions of family practices and clinics (e.g., HealthConnection and Complex Chronic Diseases Program at BC Women's Hospital).

Program information was shared at professional and public conferences, such as the Diabetes Public Health Forum, BC Pulmonary Hypertension Symposium and Council of Senior Citizens' Organizations of BC's Aging Well Conference. As well, invitations were received from the GPSC Practice Support Programs to share information about self-management programs at Musculoskeletal and Chronic Pain Learning Modules in Richmond, Vancouver and North Vancouver.

Similar strategies are used to promote and deliver the self-management programs on the Sunshine Coast. Presentations, which include information on programs and research outcomes, are delivered to health care professionals in public health, home care, mental health, occupational health and complementary health (e.g., naturopaths, homeopaths and massage therapists). As a result, working relationships have been developed.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Canadian Mental Health Assoc	North Vancouver	29/02/2016	Chronic Disease
Powell River Div of Family Practice	Powell River	23/01/2016	Chronic Pain
Hopkins Residence	Sechelt	17/03/2016	Chronic Pain
GF Strong Rehab Centre	Vancouver	02/04/2016	Chronic Disease
GF Strong Rehab Centre	Vancouver	09/09/2016	Chronic Disease
GF Strong Rehab Centre	Vancouver	25/09/2016	Chronic Disease
GF Strong Rehab Centre	Vancouver	02/10/2016	Chronic Pain
InspireHealth	Vancouver	07/11/2016	Cancer
InspireHealth	Vancouver	24/08/2016	Cancer

Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Gibsons Chiropractic Centre	Gibsons	20/04/2016	Chronic Pain
Gibsons District Public Library	Gibsons	17/01/2016	Chronic Pain
Gibsons District Public Library	Gibsons	16/09/2016	Chronic Pain
Pender Harbour Health Centre	Madeira Park	07/04/2016	Chronic Pain
CMHA North & West Vancouver Branch	North Vancouver	05/05/2016	Chronic Pain
HealthConnection Clinic	North Vancouver	21/07/2016	Chronic Pain
Senior Citizens Association Branch 49	Powell River	11/04/2016	Chronic Pain
Garratt Wellness Centre	Richmond	09/05/2016	Diabetes
Richmond Centre for Disability	Richmond	15/02/2016	Chronic Disease
Richmond Hospital	Richmond	02/03/2016	Chronic Pain
RPL – Brighthouse (Main) Branch	Richmond	24/05/2016	Cancer
Thompson Community Centre	Richmond	28/10/2016	Chronic Pain
Sechelt Public Library	Sechelt	21/10/2016	Chronic Pain
Sechelt Seniors Activity Centre	Sechelt	07/04/2016	Chronic Pain
GF Strong Rehabilitation Centre	Vancouver	29/01/2016	Chronic Pain
GF Strong Rehabilitation Centre	Vancouver	13/05/2016	Chronic Pain
Kerrisdale Seniors Centre	Vancouver	09/11/2016	Chronic Disease
Marpole-Oakridge Community Centre	Vancouver	14/09/2016	Chronic Disease
Roundhouse Community Centre	Vancouver	31/01/2016	Chronic Pain
Roundhouse Community Centre	Vancouver	10/07/2016	Chronic Pain
Roundhouse Community Centre	Vancouver	11/09/2016	Chronic Pain
Roundhouse Community Centre	Vancouver	06/11/2016	Chronic Disease
Amica at West Vancouver	West Vancouver	01/03/2016	Chronic Pain



Fraser Region

In 2016 Self-Management BC continued to build bridges with Fraser Health, Divisions of Family Practice, community organizations, and health care professionals. The most valuable connection was with the FHA Practice Support Program. Invitations to present at Learning Sessions for doctors and MOAs increased notably through the FHA-PSP network. Presentations were made to the Pain Learning Modules in Surrey, Delta, Langley, and Abbotsford and feedback from family physicians was very positive and new inroads were made in several communities, particularly Mission. Referrals from health care providers are key, and are the leading means for participants to hear about the self-management programs.

Staff and volunteers also participated in health fairs organized by seniors' organizations. Notably, volunteer leaders contributed to presentations at the FHA Patient Experience Summit. Leaders and participants sharing promotional materials in their communities and with their health care providers make considerable impact in getting the word out about the programs. In 2016 a Memorandum of Understanding with the City of Surrey was drafted and will be finalized in 2017 to allow access to recreation and community facilities free of charge. This is a significant step in ensuring the availability of community workshops into the future as accessing free meeting space is becoming one of our biggest challenges in other communities.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Save-on-Foods Community Room	Abbotsford	22/01/2016	Chronic Pain
Save-on-Foods Community Room	Abbotsford	07/09/2016	Chronic Pain
Glen Pine Pavilion	Coquitlam	23/08/2016	Chronic Pain
Glen Pine Pavilion	Coquitlam	01/12/2016	Cancer
UVIC – Ladner Office	Ladner	08/02/2016	Diabetes
UVIC – Ladner Office	Ladner	14/11/2016	Chronic Disease
UVIC – Ladner Office	Ladner	18/11/2016	Diabetes
Timms Community Centre	Langley	07/10/2016	Cancer
Timms Community Centre	Langley	13/10/2016	Chronic Disease
Elim Village	Surrey	12/02/2016	Chronic Disease
Elim Village	Surrey	07/03/2016	Chronic Pain

Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Center for Epilepsy& Seizure Educ in BC	Abbotsford	24/02/2016	Chronic Disease
Matsqui Recreation Centre	Abbotsford	03/03/2016	Diabetes
Matsqui Recreation Centre	Abbotsford	05/05/2016	Chronic Pain
Pacific Institution/Regional Trmt Centre	Abbotsford	24/06/2016	Chronic Pain
Save-On-Foods Community Room	Abbotsford	08/11/2016	Chronic Pain
Save-On-Foods Community Room	Abbotsford	02/03/2016	Chronic Pain
Cameron Recreation Centre	Burnaby	09/04/2016	Chronic Pain
Cameron Recreation Centre	Burnaby	29/10/2016	Chronic Pain
Seton Villa	Burnaby	12/02/2016	Chronic Pain
VanCity South Burnaby Community Branch	Burnaby	20/02/2016	Chronic Pain
Carman United Church	Chilliwack	24/03/2016	Chronic Pain
Carman United Church	Chilliwack	13/10/2016	Chronic Pain
Lynnwood Retirement Residence	Chilliwack	11/02/2016	Diabetes
Cloverdale Recreation Centre	Cloverdale	19/01/2016	Chronic Pain
Cloverdale Recreation Centre	Cloverdale	19/04/2016	Diabetes
Cloverdale Recreation Centre	Cloverdale	04/10/2016	Chronic Pain
Cloverdale Recreation Centre	Cloverdale	06/10/2016	Diabetes
Dogwood Pavilion	Coquitlam	09/02/2016	Chronic Pain
Dogwood Pavilion	Coquitlam	11/10/2016	Chronic Pain
Glen Pine Pavilion	Coquitlam	06/02/2016	Diabetes
Glen Pine Pavilion	Coquitlam	09/04/2016	Chronic Pain
Hope Transition Society	Hope	26/05/2016	Chronic Disease
Delta Manor Education Centre	Ladner	07/04/2016	Diabetes
McKee Seniors Recreation Centre	Ladner	04/02/2016	Chronic Pain
McKee Seniors Recreation Centre	Ladner	05/05/2016	Chronic Pain
McKee Seniors Recreation Centre	Ladner	29/09/2016	Cancer
Douglas Recreation Centre	Langley	01/03/2016	Chronic Pain
Douglas Recreation Centre	Langley	04/05/2016	Chronic Pain
Douglas Recreation Centre	Langley	16/09/2016	Chronic Pain
Murrayville Library Community Room	Langley	26/01/2016	Chronic Pain
Walnut Grove Community Centre	Langley	21/02/2016	Diabetes
Walnut Grove Community Centre	Langley	17/04/2016	Chronic Pain

Group Program Locations *continued*

LOCATION	CITY	START DATE	PROGRAM
Walnut Grove Community Centre	Langley	18/09/2016	Diabetes
Willowbrook Recreation Centre	Langley	04/05/2016	Diabetes
Willowbrook Recreation Centre	Langley	18/10/2016	Chronic Pain
Rainbow Club	Maple Ridge	19/01/2016	Chronic Pain
Rainbow Club	Maple Ridge	11/04/2016	Diabetes
Rainbow Club	Maple Ridge	11/10/2016	Diabetes
Ridge Meadows Seniors Society	Maple Ridge	13/02/2016	Chronic Pain
Lifetime Learning Centre	Mission	13/04/2016	Chronic Pain
Lifetime Learning Centre	Mission	10/11/2016	Chronic Pain
Mission Friendship Centre	Mission	17/02/2016	Diabetes
Century House	New Westminster	13/02/2016	Diabetes
Century House	New Westminster	30/04/2016	Chronic Pain
Century House	New Westminster	08/10/2016	Diabetes
Queensborough Comm Centre	New Westminster	04/05/2016	Diabetes
Point Roberts Community Center	Point Roberts	21/04/2016	Diabetes
Wilson Centre	Port Coquitlam	29/01/2016	Chronic Pain
Back In Motion (Surrey)	Surrey	19/01/2016	Chronic Pain
Chuck Bailey Recreation Centre	Surrey	26/05/2016	Chronic Pain
Guildford Recreation Centre	Surrey	04/02/2016	Chronic Pain
Guildford Recreation Centre	Surrey	06/04/2016	Chronic Pain
Guildford Recreation Centre	Surrey	22/09/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	09/01/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	05/03/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	30/04/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	23/07/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	10/09/2016	Chronic Pain
Jim Pattison Outpatient Centre	Surrey	29/10/2016	Chronic Pain
St. Mark's Anglican Church	Surrey	24/05/2016	Chronic Disease
St. Mark's Anglican Church	Surrey	06/10/2016	Chronic Pain
Kin Village Community Centre	Tsawwassen	25/05/2016	Cancer

Interior Region

During 2016 there was a multilevel emphasis to increase awareness and participation in self-management programs. At the healthcare professional level, communication and collaboration with Practice Support Coaches, Diabetes Educators and other members of the Interior Health Authority has increased program awareness and community participation in the programs. At the community level, there has been increased collaboration with recreation centres, seniors' centres, regional libraries, health and wellness centres and various churches which has increased program reach. With the assistance of committed community leaders, the program has expanded to more isolated areas of the region, bringing it communities that otherwise would have been difficult to reach. Lastly, self-management program leaders have been active in attending health fairs and making presentations to the seniors' and other groups to share their experiences and tell stories of how the self-management programs have been helpful in providing life changing experiences.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Allenby Residence	Castlegar	01/03/2016	Chronic Pain
Super 8 Hotel	Castlegar	03/10/2016	Chronic Pain
John Tod Centre Y	Kamloops	22/01/2016	Chronic Pain
Cdn School of Natural Nutrition	Kelowna	09/02/2016	Chronic Pain
Capri Centre	Kelowna	21/10/2016	Diabetes
Penticton Community Centre	Penticton	04/03/2016	Chronic Pain
Revelstoke Library	Revelstoke	16/09/2016	Chronic Pain
Uptown Askews	Salmon Arm	26/02/2016	Chronic Pain
People Place	Vernon	12/02/2016	Diabetes



Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Castlegar & District Comm Health Centre	Castlegar	15/03/2016	Chronic Pain
Chartwell Ridgepoint Retirement Residence	Kamloops	16/09/2016	Chronic Pain
John Tod Centre Y	Kamloops	07/03/2016	Chronic Pain
John Tod Centre Y	Kamloops	02/05/2016	Chronic Pain
John Tod Centre Y	Kamloops	19/09/2016	Chronic Pain
Kamloops – Downtown Y	Kamloops	24/05/2016	Chronic Pain
Kamloops – Downtown Y	Kamloops	21/09/2016	Chronic Pain
Le Jeunne Manor	Kamloops	05/10/2016	Chronic Pain
Sagewood Club House in Sun Rivers	Kamloops	02/03/2016	Chronic Pain
St Andrew's Lutheran Church	Kamloops	16/03/2016	Chronic Pain
St. George's Anglican Church	Kamloops	07/11/2016	Chronic Pain
St. Paul's Anglican Cathedral	Kamloops	12/09/2016	Chronic Pain
Dorchester Retirement Residence	Kelowna	15/04/2016	Chronic Pain
Glen Meadows	Kelowna	20/05/2016	Chronic Disease
H2O Adventure & Fitness Centre	Kelowna	03/05/2016	Chronic Pain
H2O Adventure & Fitness Centre	Kelowna	13/09/2016	Chronic Pain
Kelowna Family Y	Kelowna	02/02/2016	Chronic Pain
Parkinson Recreation Centre	Kelowna	14/04/2016	Chronic Pain
Parkinson Recreation Centre	Kelowna	22/09/2016	Chronic Pain
Pushor Mitchell Law Offices	Kelowna	04/04/2016	Chronic Pain
South Similkameen Health Centre	Keremeos	16/03/2016	Chronic Pain
Winfield Senior Centre	Lake Country	18/05/2016	Chronic Pain
White Valley Community Centre	Lumby	28/09/2016	Diabetes
Selkirk College -Silver King Campus	Nelson	24/10/2016	Chronic Pain
Oliver Community Centre	Oliver	11/05/2016	Chronic Pain
Footprints Centre	Penticton	17/08/2016	Chronic Pain
Footprints Centre	Penticton	09/11/2016	Chronic Pain
Footprints to Technology	Penticton	20/01/2016	Chronic Pain
Penticton Community Centre	Penticton	28/04/2016	Chronic Pain
Penticton Community Centre	Penticton	04/05/2016	Chronic Pain
Penticton Community Centre	Penticton	02/11/2016	Chronic Pain
Revelstoke Library	Revelstoke	29/09/2016	Chronic Pain

Group Program Locations *continued*

LOCATION	CITY	START DATE	PROGRAM
Andover Place (Seniors' Residence)	Salmon Arm	13/09/2016	Chronic Pain
Shuswap Lake General Hospital	Salmon Arm	29/06/2016	Chronic Pain
Uptown Askews Salmon Arm	Salmon Arm	08/04/2016	Diabetes
Uptown Askews Salmon Arm	Salmon Arm	19/04/2016	Chronic Pain
Cedar Heights Community Centre	Sorrento	22/04/2016	Chronic Pain
Selkirk College – Trail	Trail	05/05/2016	Chronic Pain
NexusBC Community Resource Centre	Vernon	14/04/2016	Chronic Pain
NexusBC Community Resource Centre	Vernon	20/09/2016	Diabetes
People Place	Vernon	18/04/2016	Diabetes
People Place	Vernon	19/04/2016	Chronic Pain
People Place	Vernon	15/09/2016	Chronic Pain
Johnson Bentley Aquatic Centre	West Kelowna	25/01/2016	Chronic Pain
Johnson Bentley Aquatic Centre	West Kelowna	11/04/2016	Chronic Pain
Johnson Bentley Aquatic Centre	West Kelowna	17/10/2016	Chronic Pain



Northern Region

Northern BC presents many unique challenges given its large geographical area, a relatively small population and a harsh northern winter climate. Despite these challenges 2016 has witnessed significant progress toward establishing a sustainable self-management presence. The vision was to establish and sustain dedicated community-based volunteer teams to facilitate the programs. During 2016 self-management programming has grown in Prince George and Terrace and new teams have been established in Prince Rupert, Smithers, Vanderhoof and Fort St. John. Consequently, the Northern Health team has grown significantly to 40 active program leaders. This achievement involved: the establishment of a collaborative working relationship with Northern Health Authority (NHA); enthusiastic support from NHA management, community-based administrators, practice support coaches, doctors and several Divisions of Family Practices; and the development of Community Team Leaders to manage and mentor their community teams and to provide local marketing and communications support.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Fort St. John Hospital	Fort St. John	11/04/2016	Chronic Pain
Prince Rupert Regional Hospital	Prince Rupert	19/04/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	05/04/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	06/09/2016	Chronic Pain
Terrace Public Library	Terrace	12/09/2016	Chronic Pain
St. John Hospital	Vanderhoof	11/09/2016	Chronic Pain

Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Fort St. John Hospital	Fort St. John	24/05/2016	Chronic Pain
ACE Activity Centre	Prince George	12/03/2016	Chronic Pain
ACE Activity Centre	Prince George	17/03/2016	Chronic Pain
ACE Activity Centre	Prince George	04/05/2016	Chronic Pain
ACE Activity Centre	Prince George	15/10/2016	Chronic Pain
Prince Rupert Regional Hospital	Prince Rupert	30/04/2016	Chronic Pain
Prince Rupert Regional Hospital	Prince Rupert	24/09/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	09/04/2016	Chronic Pain

Group Program Locations *continued*

LOCATION	CITY	START DATE	PROGRAM
Smithers Healthy Living Centre	Smithers	20/04/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	13/09/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	14/09/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	29/09/2016	Chronic Pain
Smithers Healthy Living Centre	Smithers	29/10/2016	Chronic Pain
Terrace Public Library	Terrace	05/03/2016	Chronic Pain
Terrace Public Library	Terrace	17/09/2016	Chronic Pain
Terrace Public Library	Terrace	21/09/2016	Chronic Pain
Terrace Public Library	Terrace	25/10/2016	Chronic Pain
St. John Hospital	Vanderhoof	15/10/2016	Chronic Pain



Aboriginal Programs

Program promotion has included a variety of networking and liaising activity, namely: presentations at the Integrated Health Networks; webinars promoting the programs to BC First Nations Health Professionals; developing articles on Self-Management Programs and opportunities for national newspapers (e.g., First Nations Drum); maintaining contact with Aboriginal Healthy Living Coordinators in the Fraser Health Region and the Vancouver Native Health Society; and participation in quarterly meetings with Aboriginal Health Integration Committee. With respect to professional development, there are four Self-Management First Nations Master Trainers who facilitate leader training and program implementation in other health regions. Lastly, leadership and communication is facilitated through quarterly conference calls with First Nations Master Trainers across Canada.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Namgis Health Centre	Alert Bay	11/04/2016	Chronic Pain
Namgis Health Centre	Alert Bay	15/04/2016	Diabetes
Ki-Low-Na Friendship Society	Kelowna	14/03/2016	Chronic Pain
Nk'Mip Resource Centre	Oliver	15/08/2016	Chronic Pain
Pacheedaht First Nations	Port Renfrew	21/03/2016	Chronic Pain
Sechelt First Nation	Sechelt	25/01/2016	Chronic Pain
Vancouver Native Health Society	Vancouver	14/06/2016	Cancer

Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Namgis Health Centre	Alert Bay	18/01/2016	Chronic Disease
Namgis Health Centre	Alert Bay	08/09/2016	Diabetes
Namgis Health Centre	Alert Bay	26/09/2016	Chronic Pain
Lower Similkameen Indian Band	Cawston	26/10/2016	Chronic Pain
Ki-Low-Na Friendship Society	Kelowna	15/04/2016	Chronic Pain
Scw'exmx Community Health Services	Merritt	30/09/2016	Chronic Disease
Gwa'sala-Nakwaxda'xw Health	Port Hardy	13/09/2016	Chronic Pain
Gwa'sala-Nakwaxda'xw Health	Port Hardy	15/09/2016	Diabetes
Sechelt First Nation	Sechelt	01/03/2016	Diabetes
Sechelt First Nation	Sechelt	21/09/2016	Chronic Pain
Vancouver Native Health Society	Vancouver	03/05/2016	Cancer

Chinese Programs

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 assistance with registration.

Some 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.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Metrotown Mall	Burnaby	15/08/2016	Chronic Disease
Pacific Grace MB Church	Port Moody	02/04/2016	Chronic Disease
Richmond Caring Place	Richmond	12/11/2016	Chronic Disease



Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Chinese Christian Mission, Burnaby	Burnaby	26/02/2016	Chronic Disease
Chinese Christian Mission, Burnaby	Burnaby	13/05/2016	Chronic Disease
Chinese Christian Mission, Burnaby	Burnaby	23/09/2016	Chronic Disease
Metrotown Mall	Burnaby	17/10/2016	Chronic Disease
Westwood Alliance Church	Coquitlam	23/07/2016	Chronic Disease
Port Moody Pacific Grace MB Church	Port Moody	28/05/2016	Chronic Disease
Port Moody Pacific Grace MB church	Port Moody	05/11/2016	Chronic Disease
Richmond Caring Place	Richmond	04/03/2016	Diabetes
Richmond Caring Place	Richmond	24/03/2016	Diabetes
Richmond Caring Place	Richmond	16/09/2016	Diabetes
RPL – Ironwood	Richmond	04/10/2016	Chronic Disease
RPL – Brighthouse (Main) Branch	Richmond	03/05/2016	Chronic Disease
RPL – Brighthouse (Main) Branch	Richmond	13/05/2016	Chronic Disease
RPL – Brighthouse (Main) Branch	Richmond	08/10/2016	Diabetes
DIVERSEcity	Surrey	19/02/2016	Diabetes
Fraser Heights Recreation Centre	Surrey	17/05/2016	Chronic Disease
Fraser Heights Recreation Centre	Surrey	18/10/2016	Chronic Disease
Guildford Recreation Centre	Surrey	30/03/2016	Chronic Disease
Ocean Park Library	Surrey	17/06/2016	Chronic Disease
SUCCESS – Surrey Office	Surrey	22/07/2016	Diabetes
Canadian Diabetes Association-Pacific Area	Vancouver	23/03/2016	Diabetes
Canadian Diabetes Association-Pacific Area	Vancouver	17/08/2016	Diabetes
Canadian Diabetes Association-Pacific Area	Vancouver	26/10/2016	Diabetes
Kensington Community Centre	Vancouver	16/09/2016	Chronic Disease
Kerrisdale Seniors Centre	Vancouver	22/04/2016	Chronic Disease
Killarney Community Centre	Vancouver	02/05/2016	Chronic Disease
Strathcona Community Centre	Vancouver	10/05/2016	Diabetes
Westside Baptist Church	Vancouver	07/09/2016	Chronic Disease
Westside Baptist Church	Vancouver	26/10/2016	Chronic Disease

Punjabi Programs

Program implementation in the South Asian community has involved a 75% direct and 25% telephone and email communication strategy. Contact is maintained with local health professionals such as home care workers, social workers and with organizations that provide health and day care services. Monthly visits are made with community organizations to participate in functions organized for their membership and a connection with City of Surrey Seniors provides opportunities to present in their health forums.

A good relationship has been developed with community, non-profit, religious and social service organizations and has involved participation in various celebrations and events. Local radio and television media has been another powerful medium in reaching community members and regular guest appearances enable awareness and promotion about seniors' health services and programs. Efficient accessibility and response time have been key factors in implementing the programs.

Leader – Training Locations

LOCATION	CITY	START DATE	PROGRAM
Okanagan Sikh Temple & Cultural Society	Kelowna	15/01/2016	Diabetes
P.I.C.S Head Office	Surrey	24/07/2016	Diabetes



Group Program Locations

LOCATION	CITY	START DATE	PROGRAM
Okanagan Sikh Temple & Cultural Society	Kelowna	30/01/2016	Diabetes
Okanagan Sikh Temple & Cultural Society	Kelowna	31/01/2016	Diabetes
Okanagan Sikh Temple & Cultural Society	Kelowna	20/02/2016	Diabetes
Okanagan Sikh Temple & Cultural Society	Kelowna	30/04/2016	Diabetes
Bear Creek Pavilion	Surrey	12/07/2016	Diabetes
Bear Creek Pavilion	Surrey	23/09/2016	Chronic Disease
Guru Nanak Niwas, Independent Living	Surrey	03/07/2016	Diabetes
Guru Nanak Niwas, PICS Assisted Living	Surrey	05/01/2016	Chronic Disease
Guru Nanak Niwas, PICS Assisted Living	Surrey	23/06/2016	Diabetes
Khosa Villa	Surrey	06/01/2016	Diabetes
P.I.C.S. Head Office	Surrey	27/01/2016	Diabetes
P.I.C.S. Head Office	Surrey	31/01/2016	Chronic Disease
P.I.C.S. Head Office	Surrey	10/05/2016	Diabetes
P.I.C.S. Head Office	Surrey	13/05/2016	Diabetes
P.I.C.S. Head Office	Surrey	12/08/2016	Diabetes
P.I.C.S. Head Office	Surrey	20/08/2016	Diabetes
P.I.C.S. Head Office	Surrey	30/08/2016	Diabetes
P.I.C.S. Head Office	Surrey	07/12/2016	Diabetes
Strawberry Estate	Surrey	28/01/2016	Diabetes
Strawberry Estate	Surrey	25/04/2016	Diabetes
Strawberry Estate	Surrey	27/04/2016	Diabetes
Strawberry Estate	Surrey	13/06/2016	Diabetes
Strawberry Estate	Surrey	09/09/2016	Chronic Disease
Strawberry Estate	Surrey	18/09/2016	Chronic Disease
Strawberry Estate	Surrey	07/10/2016	Diabetes
Strawberry Hill Library	Surrey	29/04/2016	Diabetes
Moberly Art and Culture Centre	Vancouver	09/11/2016	Diabetes
Khalsa Diwan Society of Victoria	Victoria	09/01/2016	Chronic Disease
Khalsa Diwan Society of Victoria	Victoria	16/07/2016	Diabetes

Health Coach Program

The main priority was to recruit and train health coaches in select communities across the Lower Mainland, as well as in the Interior and on Vancouver Island. Strategies included: contacting retired, inactive and active program leaders to make them aware of the program and inquire about their interest and availability; contacting the active coaches from the previous Active Choices Program; putting up posters at training venues; doing interviews with local papers; and participating in the Chilliwack Health Services Expo.

During 2016 creating program awareness with health professionals and persons with chronic conditions involved: contacting program managers of seniors' centres in Burnaby and West Kelowna; contacting past participants of self-management programs; having program leaders distribute brochures and invitation letters to class participants; setting up booths and displays at various health fairs; and meeting with health professionals from the Alzheimer's Society, Interior Health, Headway, MS Society and Parkinson's Society of BC to establish a referral process. The program was also promoted in newsletters distributed to family physicians by Victoria and South Island Divisions of Family Practice.

Training Location

LOCATION	CITY	START DATE
Mission City Business Centre	Mission	15/01/2016
White Rock Library	White Rock	11/03/2016
University of Victoria – Ladner Office	Ladner	20/09/2016
Walnut Grove Business Centre	Langley	30/09/2016
Yakimovich Wellness Centre	Victoria	24/10/2016
Uptown Askews	Salmon Arm	28/10/2016
VIRL – North Nanaimo	Nanaimo	05/11/2016
VPL – Firehall Branch	Vancouver	19/11/2016
Save-on-Foods Community Room	Abbotsford	28/11/2016
West Kelowna RCMP Office	Kelowna	30/11/2016



The Online Self-Management Program

The online version of the Chronic Conditions Self-Management Program targets adult participants living in small rural areas where group self-management programs are not available. Persons include those experiencing difficulty with mobility, hearing impairment and mental health challenges.

Social media continued to be a solid approach to build online connections and recruit participants through sites like Kijiji and Craigslist. An increase in promotion and collaboration has resulted by attending conferences, mental health and wellness fairs, and building alliances with organizations that refer persons to the program. The program is also promoted in local facilities such as libraries, pharmacies, medical clinics, recreation centres, hospitals and senior centres. During the year several health professionals and community leaders have become online facilitators thus expanding the program leader base. And, program graduates share program information within their social networks, distribute promotional materials and communicate their achievements with their health care professionals.

In 2106 two Leader-Training workshops were delivered and 276 persons from 79 communities completed the online program.

Community	Participants	Community	Participants	Community	Participants	Community	Participants
Abbotsford	6	Faro	3	Merritt	3	Richmond	4
Barriere	2	Fort St John	2	Mill Bay	2	Saanich	1
Burnaby	9	Fruitvale	2	Mission	2	Sechelt	1
Burns Lake	2	Genelle	2	Montrose	1	Skidgate	1
Campbell River	1	Gibsons	2	Moyie	1	Sooke	3
Carmacks	3	Gilles Bay	3	Mudge Island	1	Surrey	14
Castlegar	2	Grand Forks	2	Nanaimo	15	Tagish	2
Chilliwack	7	Hope	2	Nelson	4	Taylor	1
Clinton	3	Kaleden	2	North Van	6	Terrace	3
Coldstream	3	Kamloops	9	Okanagan Falls	1	Trail	3
Comox	1	Kelowna	4	Oliver	1	Valemount	1
Coombs	1	Kimberley	2	Peachland	3	Vancouver	21
Courtenay	3	Kitamaat	3	Pitt Meadows	1	Vanderhoof	1
Cranbrook	1	Ladysmith	3	Port Alberni	4	Vernon	8
Creston	2	Lantzville	1	Port Coquitlam	2	Victoria	22
Dawson City	3	Langley	1	Powell River	2	West Kelowna	3
Dawson Creek	2	Louis Creek	3	Prince George	12	West Van	1
Delta	7	Maple Ridge	2	Prince Rupert	1	Whistler	2
Enderby	2	Marsh Lake	3	Qualicum	1	Winlaw	1
Erickson	1	Meadow Creek	1	Quesnel	1		



Self-Management

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