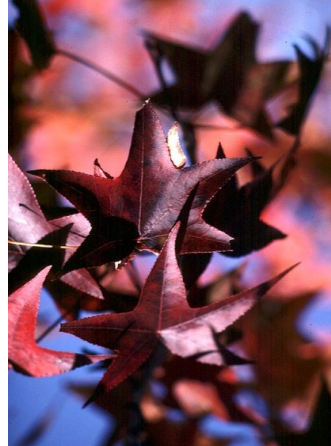
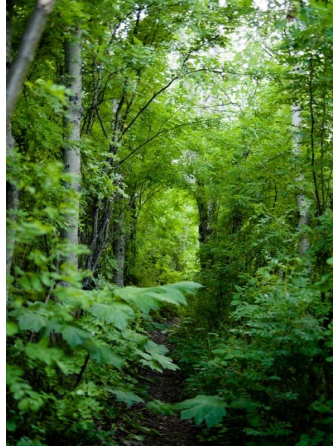


Healthy End of Life Project (HELP) Ottawa Background Info for EPIC newsletter



Our 'Growing' Vision

HELP Ottawa aims to **support people with advanced age, frailty, chronic and life-limiting illness to live (and die)** as well as possible, at home or in the community, **and** to ensure people who are living with grief and loss have the care and support they need.



Through community initiatives, our project aims to...

Implement an evidence-based, participatory, community development framework to increase **community capacity** and **capability** around illness, dying, caregiving and grieving and develop a collaborative end of life culture.

- **Normalizing conversations** about caregiving and end of life issues
- **Building the knowledge and skills** of family and community caregivers
- **Mobilizing helping networks** to support people who are frail, chronically or terminally ill, dying, grieving, or caregiving
- **Creating stronger partnerships** between professional health & social care services and community members to support community hospice and palliative care



Case Study Research Design

2019-2022

Community Health Centres

Centretown Community Health Centre



Urban setting

About 47,000 people in catchment area

Primary Care Clinic,
Primary Care Outreach,
Urban Health Program,
Counselling Services

South-East Ottawa Community Health Centre



Urban/suburban setting

About 100,000 people in catchment area

Primary Care Clinic,
Primary Care Outreach,
Regional Integrated
Care, youth programs

Faith Communities

Orleans United Church



Suburban setting

About 128,000 people in catchment area

Care and Support Team,
Outreach Ministry,
Men's Breakfast, Al-Anon, Scouts

Christ Church Bells Corners

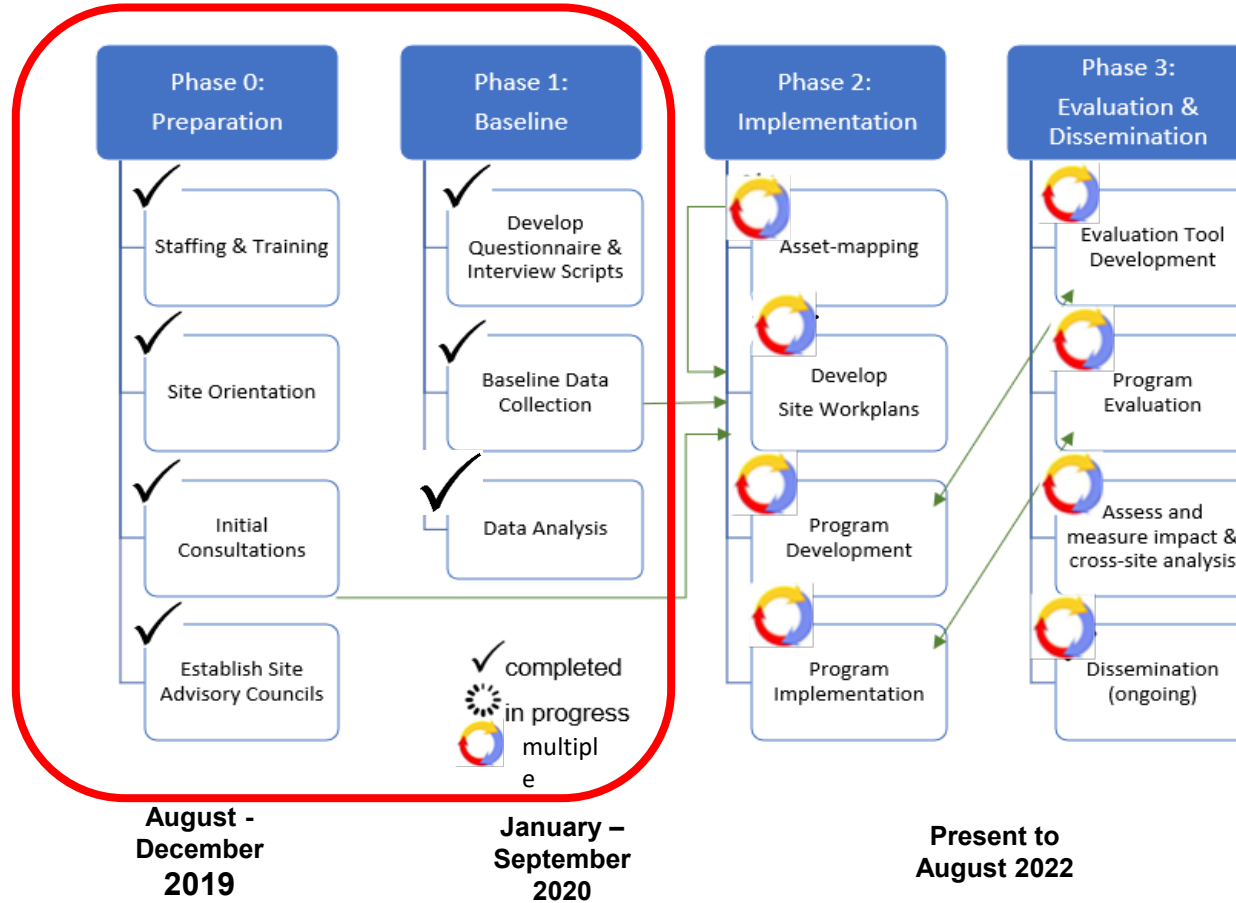


Suburban setting

About 9,300 people in catchment area

Pastoral Care Team,
Funeral Services, Funeral
Ministry, The Well,
Cornerstone, FAMSAC

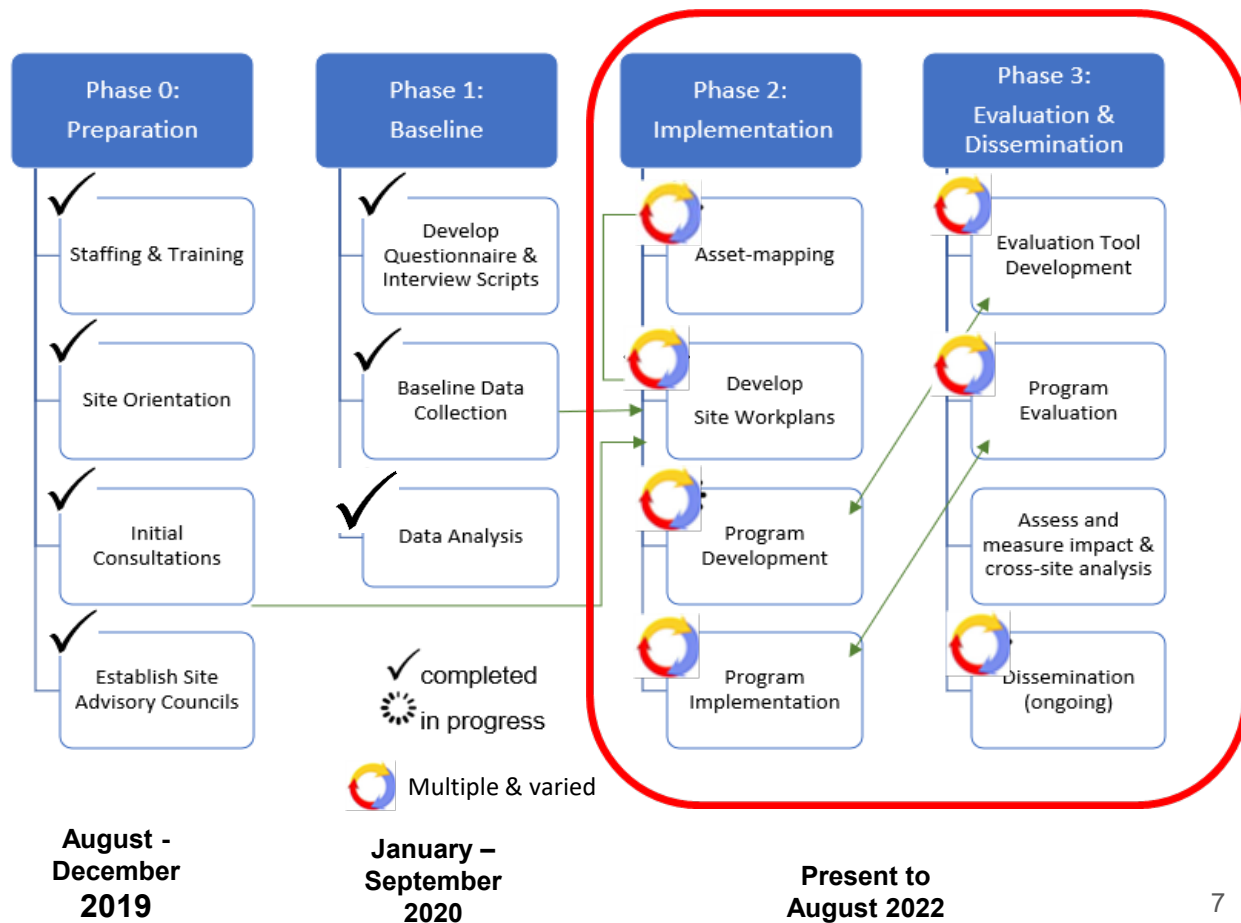
HELP Ottawa Phase Diagram

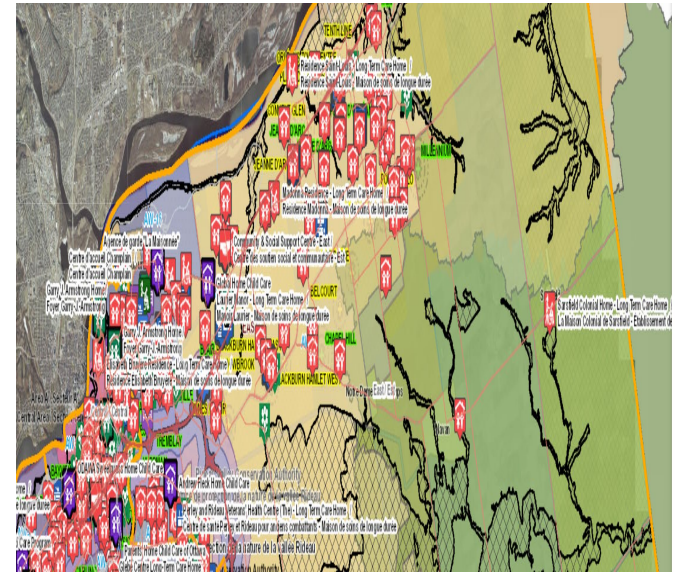


Preparation and Baseline Data

- **Building and Sustaining Community Engagement** – Listen, humility, empathy, build rapport and trust; participatory (in leadership, in process, in programming); support site's pandemic response and capacity limits; follow the energy, drive, momentum
- **Initial Conversations** = 89 participants across all 4 sites
- **Baseline Data Collection**
 1. **Individual Participants**
 - **Community Health Centres** n= 105
 - **Faith Communities** n=78
 2. **Site-Specific data**
 - **Community Health Centres** – Mission/Vision, Strategic Plans, Demographics - CHC clients (registered/unregistered), Employees (PT/FT), Programs, Community initiatives, Outreach, Catchment
 - **Faith Communities** – Mission/Vision, Strategic Plans, Demographics - Parishioners, Clergy/staff, Lay leaders, Programs, Community initiatives, Outreach
 3. **Geographic – Regional data**
 - City of Ottawa
 - Neighbourhood Equity Index, Ottawa Neighbourhood Study
 - Regional data, Provincial, National data

HELP Ottawa Phase Diagram



[illegible]



PRESENTED ON THIS MAP:

Areas of **Strong Equity Concern in Population Health** are outlined with **Red**.

Food Bank locations are indicated with a red pin symbol.

Seniors isolation - both physical and linguistic - is indicated by the colour and the size of the proportional circles. The **size of the circles** corresponds to the **number of seniors living alone**. The **colour of the circles** relates to the number of **seniors with no knowledge of an official language**. Darker colour indicates a larger number of linguistically isolated seniors.

Relatively high number of **seniors from selected regions of birth** are shown on the map using different colours. Highlighted areas indicate that there is a **high number of seniors originating** from a particular part of the world with likely similar diet preferences.



The dashboard windows under the map show the **numbers of seniors**:

- living alone
- having no knowledge of either official language
- living in low income
- living with a disability

HOW TO USE:

Select a neighbourhood from the list of **Neighbourhood names**.

The map will zoom to this neighbourhood.

The **dashboard windows** under the map will update with the statistics for the selected neighbourhood.

The **Layers Menu** can be open from the top right corner of the Map. It allows changing the map display to view the distribution of different indicators.

When you click within a neighbourhood, a series of **popups** will show. Browse through the popups to see more information about the neighbourhood.

DEFINITIONS

Seniors - refers to the population age 65 and over in private households.
Living alone - Seniors in one person private households.

Linguistic isolation - Seniors with no knowledge of either official language.

Low income - according to the Low Income Measure After Tax (LIM-AT).

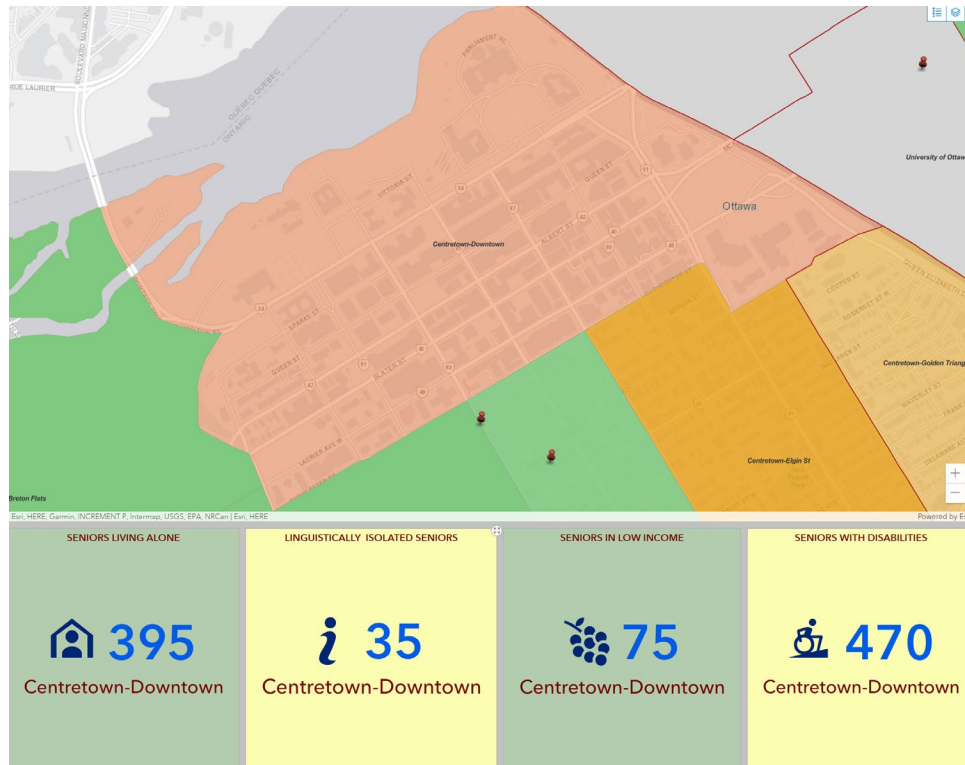
Place of birth - indicating diet preferences, according to ethnic origin. Excludes North America. Grouped into key geographic regions and with respect to the number of Ottawa seniors born in a particular region.

Disability - Seniors reporting activity limitation of any type and with any frequency. Based on disability screen questions data, 2016 census.

Data Source

Statistics Canada, Custom 2016 Census Tables, accessed via Ottawa and Region Data Consortium

Prepared by the Social Planning Council of Ottawa



Site Work Plans and Initiative Development

- Each Advisory Council has created a workplan that provides an overview of initiatives. The workplan becomes a **'living'** document that outlines the overarching plan for HELP Ottawa in each site.
- Collaboratively built, edited and owned by the Advisory Council and site leads, this workplan provides a **hands-on tool** to support sites in developing, implementing, monitoring and evaluating initiatives.
- Each initiative in the workplan is outlined in **detail** to ensure that the initiative is aligned with
 - Site specific HELP Ottawa goals,
 - Overarching HELP Ottawa objectives, and
 - Site mission/vision and strategic plan
- In addition, each initiative outlines
 - Background
 - Goals and objectives
 - Identified initiative leads
 - Specific audience
 - Length of initiative, timing
 - Required resources & Budget
 - Preparation & Sustainability steps
 - Evaluation metrics, pre/post, 3 month, 6 months etc.

Initiatives – Resources, Events, Workshops and more

All initiatives are collaboratively designed and organized by site advisory council members with community partners, organizations, networks

Resources

- Coping with the Holidays –available in multiple-languages and accessible formats
- Distress, Grief and Loss Resource List –for health and social care providers and clients (on EMR)
- Grief/Loss 'Hub' for resource lists, pamphlets, for staff & clients in Community Health Centres
- Caregiver resource list

Events

- Memorial Events, Memorial/Legacy Walks
- Honouring losses during COVID
- Blue Christmas Events
- HELP Ottawa worship services

Workshops

- Caregiver Workshop Series – (multi- week program designed with guest facilitators, peer support)
- Advanced Care Planning Workshops (with Compassionate Ottawa)
- Grief and Bereavement Workshops – (with Compassionate Ottawa)
- Trauma Informed Grief and Loss Workshops for Community Health Centre Clients (with Champlain Hospice Palliative Care Program)
- Writing about Illness, Dying, Death and Loss (with Ottawa Storytellers)

Ongoing

- Peer Support
- Zoom drop-ins – Living with loss

Phase 3 Evaluation & Dissemination

- **Program Evaluation Data** (collected around each initiative)
 - Varying metrics – pre/post, post evaluation, most-significant change
 - Arts-informed/arts-based (arts-informed/arts-based methods for evaluation, knowledge mobilization)
- **On-going Mid-Point Evaluation Data** (Fall 2021)
 - **Individual, collective, site/institutional capacity and capability**
 - Site Specific Documentation
 - Interviews/Focus Groups
 - Arts-based (Ottawa Storytellers, Community Artists (Murals, Photography, Playback Theatre)

Ongoing Knowledge Dissemination

Coping with the Holidays • Resource List 2020
Finding support this holiday season

In this guide you will find:

- 100 different coping strategies
- 100 different support resources
- 100 different coping strategies
- 100 different support resources

City of Ottawa • Who to call

For more information on coping with the holidays, visit www.ottawa.ca/coping-with-the-holidays

Volunteer opportunities

Get involved in your community and help others during the holidays. Find out more about volunteer opportunities at www.ottawa.ca/volunteer

Did you know?

There are many ways to get help during the holidays. Visit www.ottawa.ca/coping-with-the-holidays for more information.

Faire à la saison des fêtes • Liste des ressources 2020
Trouver de l'aide cette saison des fêtes

En cette guide vous trouverez:

- 100 différentes stratégies de coping
- 100 différentes ressources d'appui
- 100 différentes stratégies de coping
- 100 différentes ressources d'appui

Ville d'Ottawa • À qui téléphoner

Plus d'informations sur le coping pendant les fêtes, visitez www.ottawa.ca/coping-with-the-holidays

Opportunités de bénévolat

Participez à votre communauté et aidez les autres pendant les fêtes. En savoir plus sur les opportunités de bénévolat à www.ottawa.ca/volunteer

Saviez-vous?

Il y a beaucoup de façons d'obtenir de l'aide pendant les fêtes. Visitez www.ottawa.ca/coping-with-the-holidays pour en savoir plus.

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Primary care and social service providers' experiences delivering palliative care and support

Saloni Phadke, BScN, MD Can., Ann Gallant BA, BSW Can., Anthea Nelson-James BA, SPN, Pamela Grassau BSW, MSW, PhD, Nick Busing MD, CCP, FCFP, FCAHS

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WORLD COMPASSIONATE COMMUNITIES DAY
NOVEMBER 1:

In loving memory and in recognition of those who have died during COVID

HELP Ottawa invites you to publicly recognise your loss with a short candlelight walk starting from the church at 6:15 PM, followed by a prayer in the sanctuary.

We invite you to send the names of your loved ones to Cheryl Marvin at kenmarvine@gmail.com

These names will be written in gold on birch bark on the tree of life, which will be carried during our walk and will be displayed permanently in the church.

Early Learning from the Healthy End of Life Project (HELP) Ottawa in the Context of COVID-19

Pamela Grassau, MSc, PhD, Reginald M. B. Smith, MSc, Emily Denner, MSc, Anne Stinchcombe, PhD, David K. Wright, PhD, & Eleanore Thomas, PhD

1. Carleton University, Ottawa, Canada, 2. Brock University, Niagara Region, Ontario, Canada, 3. University of Ottawa, Ottawa, Canada

Background & Objectives

Healthy End of Life Project (HELP) Ottawa is an evidence-based, community-based, participatory action research project that aims to improve the lives of older adults and their families by addressing the needs of older adults and their families. The project is led by older adults and their families, with support from researchers and community partners.

We asked 50 participants these COVID-19 questions:

- 1. How has COVID-19 impacted your daily life and your sense of well-being?
- 2. How has COVID-19 impacted your social connections and your sense of community?
- 3. How has COVID-19 impacted your physical health and your ability to engage in activities you enjoy?
- 4. How has COVID-19 impacted your mental health and your ability to cope with stress?
- 5. How has COVID-19 impacted your spiritual or religious beliefs and practices?

Findings 1: Disruption of Social Connection and Loss of Formal Supports Heighten Fear and Grief

The COVID-19 pandemic has resulted in a disruption of social connections and a loss of formal supports. This has led to increased fear and grief among older adults and their families. The pandemic has also led to a loss of formal supports, such as long-term care homes and community centers, which have been closed to the public.

Findings 2: Crisis Can Strengthen Collective Community Capacity

The COVID-19 pandemic has also led to a strengthening of collective community capacity. Older adults and their families have come together to support each other and to share resources. This has led to a sense of community and a sense of shared purpose.

Discussion

The findings of this study have important implications for practice and policy. First, it is important to recognize the impact of COVID-19 on older adults and their families. Second, it is important to develop strategies to support older adults and their families during times of crisis. Third, it is important to strengthen collective community capacity to support older adults and their families.

ONE COMMUNITY

SUNDAY WORSHIP

SUNDAY, JUNE 6

HELP Ottawa virtual church (virtch) service streamed to 5 congregations

<https://www.youtube.com/watch?v=qfsW-4tO8GE>

Palliative Care & Social Practice Original Research

Centering sexual and gender diversity within Compassionate Communities: insights from a community network of LBGTQ2S+ older adults

Pamela Grassau, Anne Stinchcombe, Eleanore Thomas and David Kenneth Wright

Abstract

Background and Rationale: The Compassionate Communities movement emphasizes the importance of illness, disability, dying, caregiving, and grief across the lifespan and highlights the communal responsibility of caring for one another. There is a need to recognize and incorporate the needs of diverse communities within this movement and research on dying, caregiving and grief. An important area of this diversity is related to individuals' sexual orientation and gender identity.

Methods: As part of the same phases of Healthy End of Life Project Ottawa, a Compassionate Communities, community-based, participatory action research project, we held focus groups with older members of lesbian, gay, bisexual, transgender, queer, and two-spirit communities. Nine older lesbian, gay, bisexual, transgender, queer, and two-spirit people participated in the focus groups (mean age = 73 years). Data were analyzed using an inductive, reflexive thematic approach.

Results: Through an iterative analysis process, we identified themes related to lifecourse experiences of trauma, the need for safety within care contexts, the importance of relationships and connection, as well as participants ability to seek for and receive help. A core tenet of Compassionate Communities involves responding to the needs of diverse communities with respect to aging, end-of-life, and grief. Our findings emphasize the importance of incorporating the voices of diverse sexual and gender identities and promoting health equity within Compassionate Community initiatives.

Keywords: aging, community-based participatory research, Compassionate Communities, end of life, grief and loss, LBGTQ2S+ populations

Received: 10 November 2020; revised manuscript accepted: 10 August 2021

The Compassionate Communities movement is gaining momentum in Canada and around the globe and is grounded in the World Health Organization's Ottawa Charter for Health Promotion and the Compassionate City A Charter of Action. Compassionate Communities and shared values among policy makers, municipal leaders, formalized care providers, local residents, and volunteers are essential to the development of inclusive and healthy, built and social environments that support the well-being of all. Compassionate Communities recognize schools, workplaces, spiritual and faith sites, libraries, art galleries and

Introduction

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Looking ahead

- **More Initiatives – Resources, Events, Workshops**
 - CHC sites working together to build an End-of-Life Hub to link with Electronic Medical Records and Social Prescribing Referrals
 - CHC sites creating Infographics, Toolkits, Checklists
 - Faith communities creating Infographics, Toolkits, Workbooks
- **Manuscripts Being Finalized**
 - Overarching Descriptive Paper
 - COVID and Faith Communities
- **Post-doctoral researcher joining our team**
 - Aiming for March 2022 start