

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

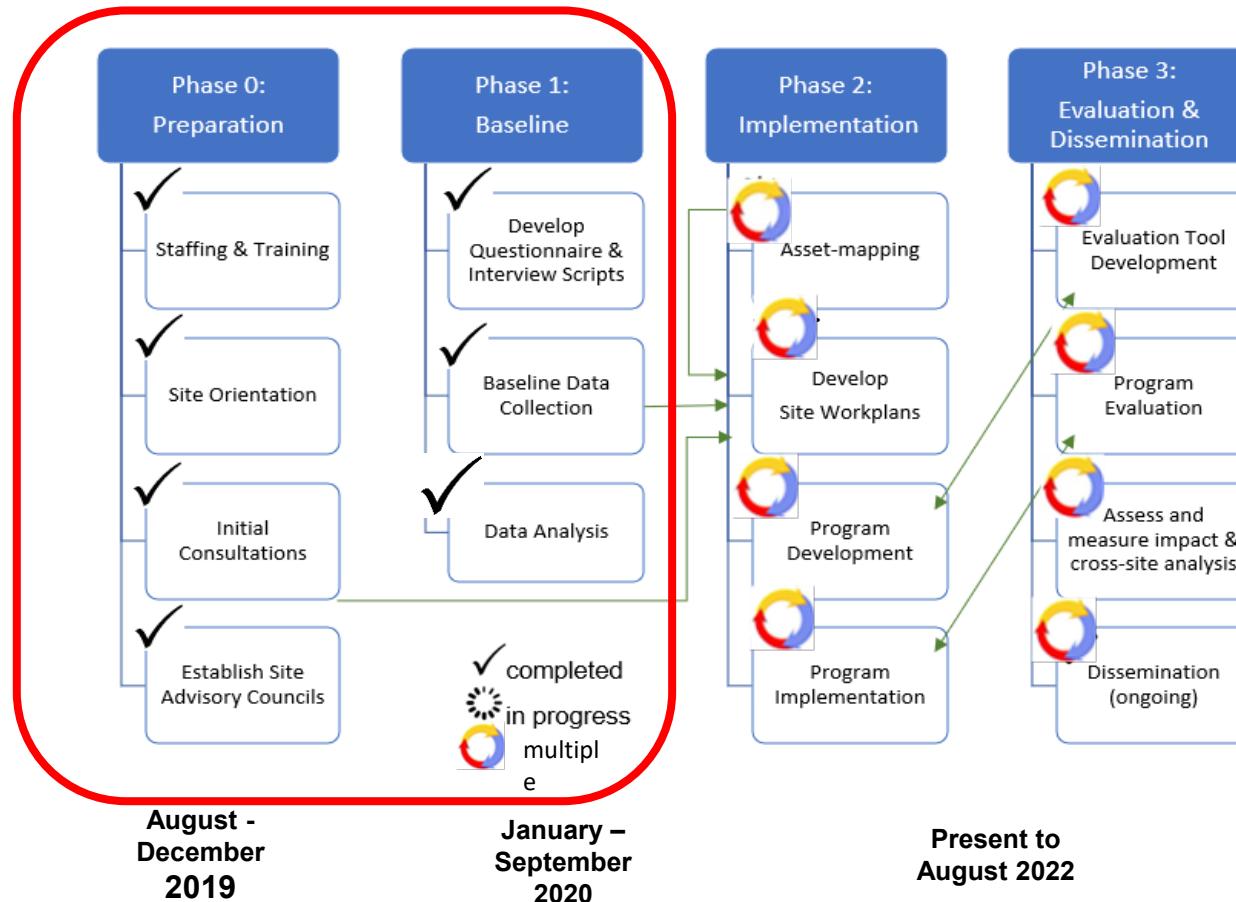


Suburban setting

About 9,300 people in catchment area

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

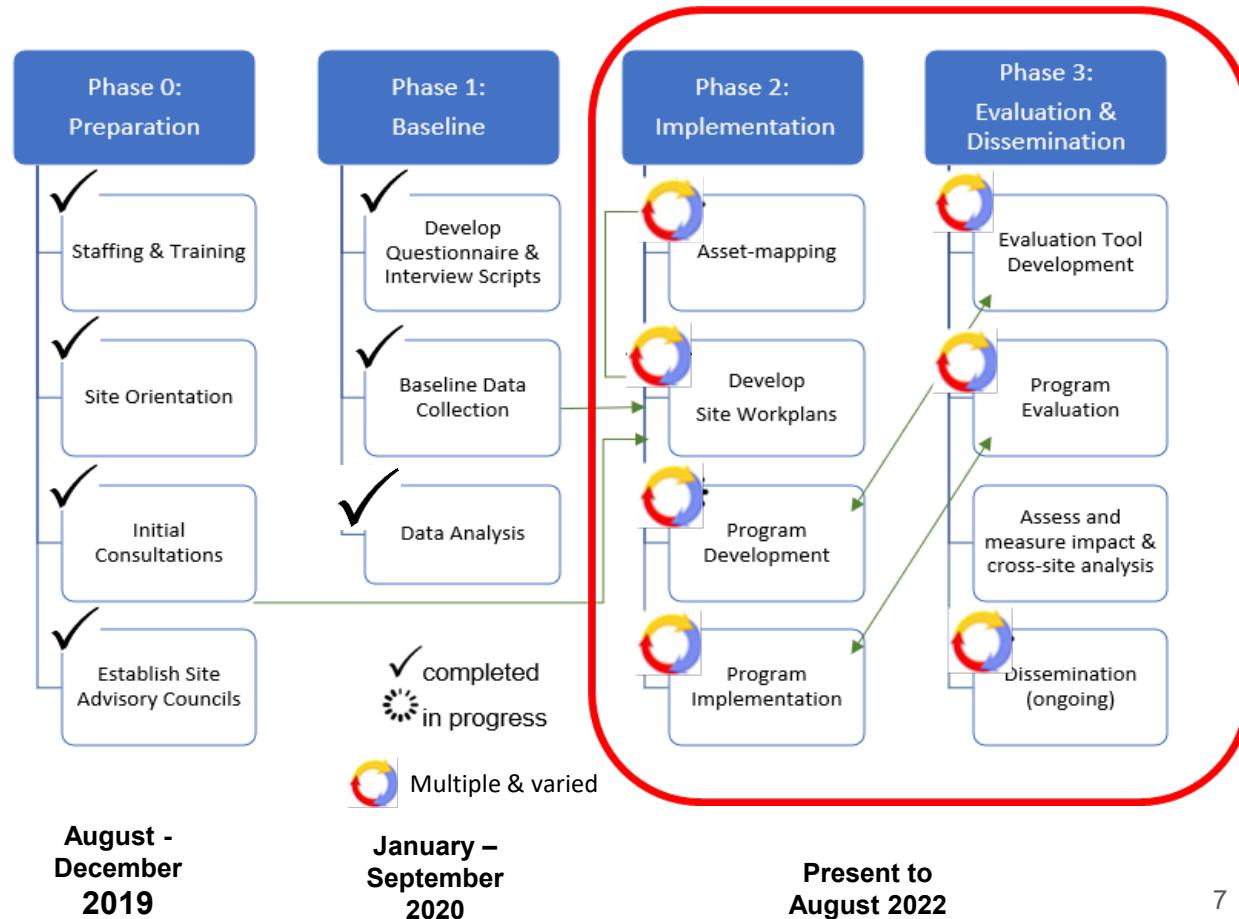
HELP Ottawa Phase Diagram



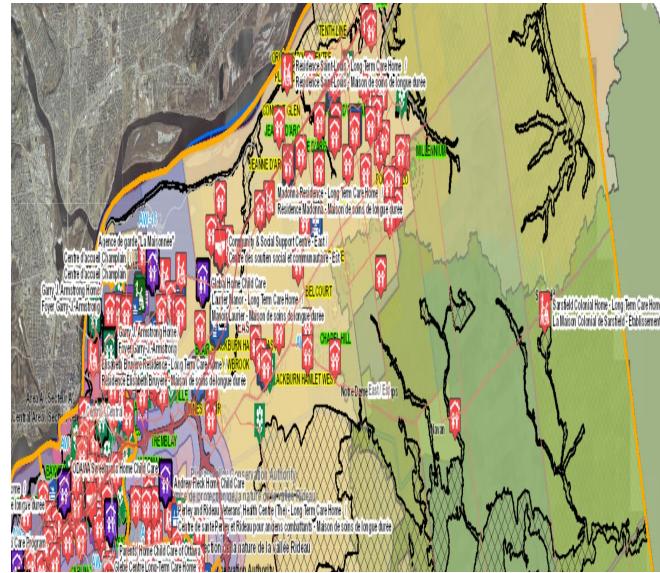
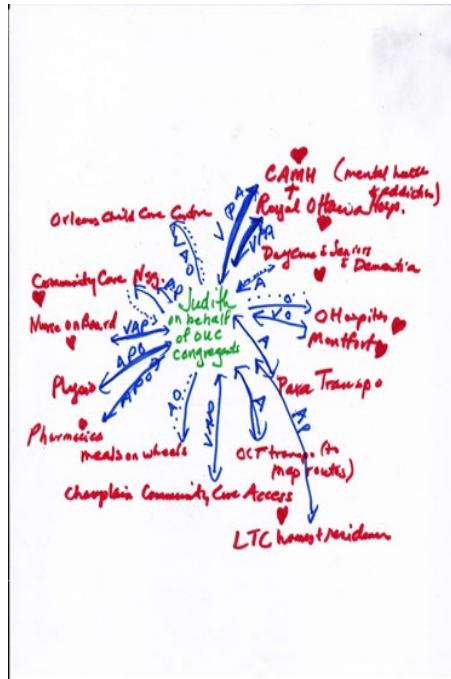
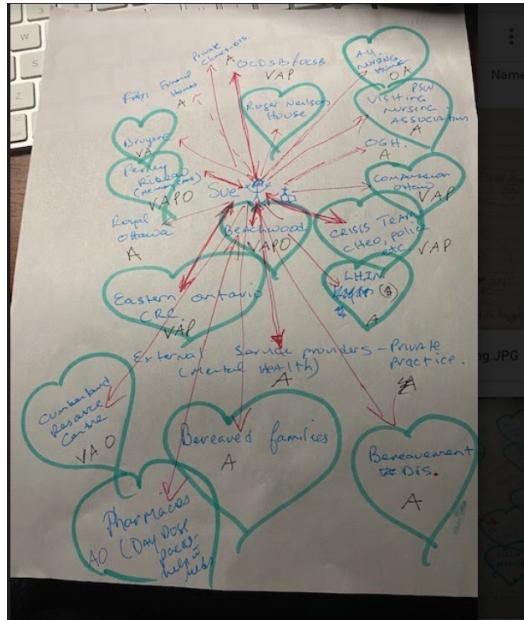
Preparation and Baseline Data

- **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



Asset Mapping – Situating assets and partners across layers





GEOGRAPHY OF NEED - VULNERABLE SENIOR POPULATION

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.

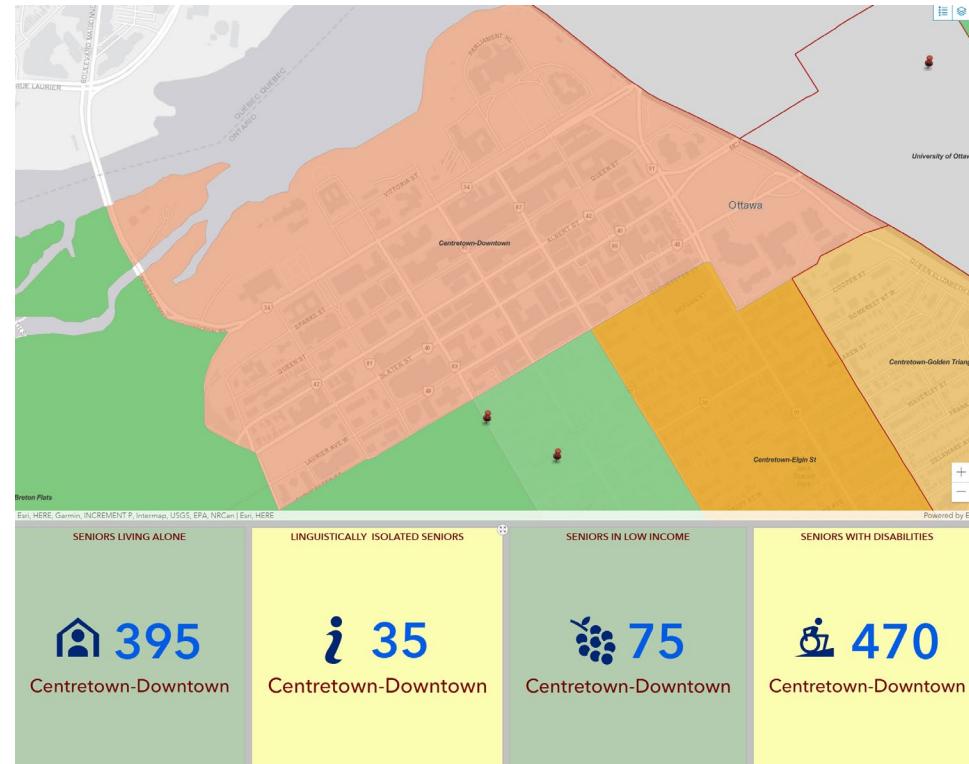
Disability - Seniors reporting activity limitation of any type and with any

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 month 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

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



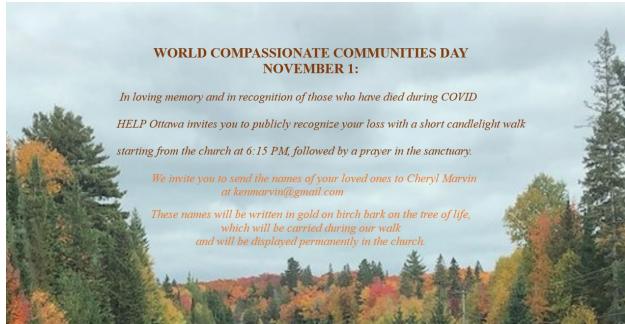
Saloni Phadke, BScN, MD, Can., Ann Gallant BA, BSH Can., Anthea Nelson-James BA, SPIN
Pamela Grussau BSH, MSc, PhD, Nick Busing MD, CCP, FCP, FRCR, FRCR





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

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



**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 recognize 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 kenmarvin@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.*

Palliative Care & Social Practice Original Research
Centering sexual and gender diversity within Compassionate Communities: insights from a community network of LGBTQ2S+ older adults

Pamela Grassau , Arne Stinchcombe , Roanne Thomas and David Kenneth Wright

Abstract

Background and Rationale: The Compassionate Communities movement emphasizes the importance of illness, disability, dying, caregiving, and grief across all lifespan and highlights the need for compassionate communities. The movement is a call to action that incorporates the needs of diverse communities within this movement and research on dying, caregiving and grief. An important axis of this diversity is related to individuals' sexual orientation and gender identity.

Methods: As part of the early phases of Healthy End of Life Project Ottawa, a Compassionate Communities, community-based, participatory action research project, we held focus groups with older adults, caregivers, bereaved individuals, and health care providers. Nine older lesbian, gay, bisexual, transgender, queer, and two-spirit people participated in these focus groups (mean age = 72 years). These data were analysed using an inductive, thematic analytic 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 ask 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.

of life, grief and loss, LGBTQ2S+ populations

The Compensatory movement is growing momentum in Canada and around the world and is spreading in the World Health Organization (WHO) and the United Nations. The Compensatory Club of Australia (CCA) is a group of concerned "communities that recognise that all natural cycles of life are in decline and that there is a need to adapt and less occur every day within the orbits of our institutions and regular activities" (p. 80). They recognise the importance of "diseases, disabilities, dying, caregiving and grief across the lifespan and emphasize the communal responsibility of caring for one another" (p. 2). Internationally, the CCA for one example, is a group of people that encourage each other in everyone's responsibility and require that each member of the group "share their knowledge and shared vision among: policy makers, municipal governments, health care providers, educational and cultural networks. Compensatory Communities encourage schools, workplaces, spiritual and faith sites, libraries, and galleries, and

www.industrydocuments.ucsf.edu/docs/20070606/ This article is distributed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License.

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