

January 7, 2021 Train the Trainer Refresher Empowered Elder Workshops Format and Outline/Talking Points

Before the Session

- Arrive early to set up the room- or welcome into Zoom meeting
- Make sure there is room for the number of folks attending, wheelchairs etc.
- Familiarize yourself with how heat/air works/ bathrooms etc.
- Set up refreshments
- Decide if you will use a easel or white board etc./ set up with outline for day
- Set up sign in sheets and nametags- determine who will do this and who will greet
- If you are doing a drawing, have the slips, drawing container and prize ready
- Distribute binders and arrange other handouts conveniently
- Set up a place for pictures and lay them out

Meet and Greet

- Greet folks as they arrive
- Invite them to find a seat and get refreshments
- Ask them to come back and pick a picture that reminds them of aging/being an elder

Welcome and Overview

Call to Order

- Ask folks take a minute to be silent and let go of other things and be present.
- Check with folks and ask if people need to change seats to accommodate hearing or vision impairments.
- Ground Rules –
 - Suggest that you agree to talk one person at a time so all can benefit
 - Ask participants to ask for repetition if they do not hear or do not understand something.
 - Silence cell phones
 - Other things that will help your particular group work together successfully
- Introduce yourselves, explain your role as facilitators and why you are doing this workshop

Overview of the Workshop

- Provide an overview of the workshop (either on written agenda or up on the wall)
- Explain how, in this kind of workshop, everyone is a student and everyone has something to teach. We create the space so that we can learn from one another.
- Explain the role of the facilitators

Vial of Life Module

Objectives:

Familiarize people with the Vial of Life as a tool for preparedness

Get individuals to take the first step by filling out before the end of the workshop

Think about ways the Vial of Life can be an outreach tool to others

- Ask if anybody familiar with/already has a Vial of Life?
- Ask people if they have ever had to call 911 for themselves or others and what was the experience like.
- Explain the purpose of the Vial and review the form and how it is used.
- Discuss where to put it (on the outside of the refrigerator) with a sticker at the front door
- People sometimes are concerned about the public viewing of the label on their door or have restrictions from condo or are concerned they will be viewed as needy/weak. Place sticker inside visible when emergency personnel enter.
- Tell that some people are putting copies in purse or wallet
- Ask what is coming to mind for folks about this?
- Acknowledge that it is not pleasant to think of emergencies however they do happen
- This is an easy way to be more prepared
- Vial of Life is good tool for outreach and networking.
- Have extras available since people often want more than one.
- Note that the website on the sticker is a way to get more information, download copy of forms and get more stickers.

The Hospital Stay – Crisis and Opportunity

Objectives:

Shed light on the risks, opportunities and realities of a Hospital Stay

Explore the Importance of personal networks

Learn more about your rights as a patient

Lessons from the Hospital Stay

- Ask people who has been in hospital? Ask if planned or emergency?
- What did they learn from these experiences?
- Acknowledge that this session may bring back painful memories and be prepared that there may be some strong emotions that come up.
- Stay focused on the purpose, which is to help people be more prepared and learn from one another that they are not alone.

- Focus on a story of a particular hospitalization as a way to discuss how it affects the patient and the caregiver. Either the facilitator can do, or line up someone whose story is illustrative.
- Remember that you do not have to know everything. Talk from your experience /or tht of the group members. Highlight ways we can help each other be safe and get the care we need.

Patient Rights to a Good Discharge

- Introduce the concept that patients have rights, but it may take advocacy to exercise them.
- Solicit stories of how advocacy has help improve care for them or someone they know
- Quickly review the Discharge Planning checklist and call attend to the article about the hospital stay for future reading.
- Highlight the Medicare Rights handout and phone number that can stop an unsafe discharge and give up to 72 hours more in the hospital to get a good discharge plan together. No additional charge to the patient.
- Pass out the hospital discharge wallet cards.
- Beware of being in the hospital with **observation status** – push to be admitted, as it assure costs will be covered by insurance (factsheet on this in the packet).
- If time allows, let people have some time to talk of their experience.

Wrap Up

Objectives

Get feedback on how the workshop went

Identify other information that might be useful as a follow-up

Make a brief plan about how to continue supporting one another and learning in future CAT

- Conduct a short evaluation (written and/or together with the group)
- Talk about how they could specifically continue to support each other in future months (time on the agenda to check in, future speakers/resource people, etc.)
- Talk about how the Vial of Life might be a way to get CARA and the CATS more visibility and increase participation.

Adjourn