How to continue offering workshops while maintaining social distance or isolation: Problem Solving in the age of the virus

SMRC is keenly aware that many of you are in or have scheduled workshops that have to be cancelled, rescheduled and/or you are looking for another delivery method. We all must be flexible during these difficult times. We offer the following guidance for keeping your population engaged in self-management while maintaining social distancing until the crises is over and we can resume in-person workshops.

**Name the problem:** Since social distancing is the best way to stay well, the problem is no face-to face workshops.

**Brainstorm possible solutions:**

- Cancel everything
- Online Better Choices Better Health workshops
- Video workshops via Zoom, Skype Video, GoToMeeting, Adobe Connect, Google Hangouts Meet, etc.
- Mailed Tool Kits
- Mailed Tool Kits with short weekly telephone contact

**Choose one and try it.**

Below you will find information about the last four options. We have not worked out all the bugs for these options but together we can get this done.

**On-Line BCBH workshops**

If you live in a state already offering online workshops, use the links or contacts below. These are the current states offering online workshops.

- DC Department of Health: [https://eligibility-dchealth.selfmanage.org/](https://eligibility-dchealth.selfmanage.org/)
- Utah Department of Health: [https://eligibility-udoh.selfmanage.org/](https://eligibility-udoh.selfmanage.org/)
- New Mexico Department of Health:[https://eligibility-newmexico.selfmanage.org/](https://eligibility-newmexico.selfmanage.org/)
- National Kidney Foundation – Michigan: aandrews@nkfm.org
- Massachusetts - Jen Raymond email: jraymond@ESMV.org
- New York Department of Health (Coming soon) – [jkaufman@canaryhealth.com](mailto:jkaufman@canaryhealth.com)
- Oregon/Washington – more info contact: [jkaufman@canaryhealth.com](mailto:jkaufman@canaryhealth.com)
- Wisconsin: [Margie.Hackbarth@wihealthyaging.org](mailto:Margie.Hackbarth@wihealthyaging.org)
- Illinois: [Robert.Mapes@ageoptions.org](mailto:Robert.Mapes@ageoptions.org)

If you live in other states and want to put large numbers of people in on-line workshops (150 or more) contact Katy Plant at Katy Plant ([kplant@canaryhealth.com](mailto:kplant@canaryhealth.com)) for pricing and details.

We are also working on getting separate funding so that we can open this up to the whole nation. If you are working with foundations or health care funders or others that might be interested, please contact me.
Building Better Caregivers is also available on-line through Canary and while IIID money cannot be used for this program, IIIE money can be used.

If you work with Veterans, Building Better Caregivers is offered free and online through the VA Caregivers Support Program. BBC is open to Caregivers of Veterans or Veterans who are serving as caregivers. To learn more visit https://va.buildingbettercaregivers.org/

Workshops via Skype, Zoom, Go to Meeting, etc.

Many of you have asked about this and we are going to let you to try. None of us knows much about this but these are a few hints.

1. Almost all these platforms require your organization to have a subscription or license.
2. If you are a health care organization you may need to check with the platform about HIPAA compliance.
3. Your participants will have to download software such as Zoom or get the app.
4. You will have to have a technical support person as most of your users will be new to this technology and may struggle at first.
5. Instead of asking for volunteers during the workshop you will probably have to call on people for such activities as action planning and feedback.
6. For brainstorming you again may need to call on people, not the best, or ask people to use the raised hand features in some software and call on those with raised hands.
7. For charts you can use the show screen feature which means your leaders will have to be familiar with the software.
8. While some software platforms have features for break outs, this is pretty sophisticated, so you probably will not want to try pair and shares. Instead you can have each person report for him or herself. It will be very important to model this well. For example, I am anxious because I am not sure I can get a medication refill.
9. Leaders will have to have someone to turn to for problems and concerns both technical and not technical. In these difficult times it may well be that you will have frightened, depressed, sick people in the workshops—Yes, I know we always do but now this may be more so.

- Right now the Video is the only option for Diabetes (English and Spanish) CTS, HIV, and Pain

Tool Kit for Active Living with Chronic Conditions (mailed)

Have anyone who wants a mailed tool kit email, write or call you and then you can order these from Bull Publishing, Emily Sewell emily@bullpub.com. The tool kit will be mailed directly to the participant. Each kit contains a 2020 Living a Health Life book, a relaxation CD, and an Exercise CD with a booklet with a self-test, tip sheets and drawings of the exercises on the CD. The kits are available in English and Spanish, but the Spanish kit is still using the older Tomando book as the new Spanish book is not yet ready.

Tool Kit plus phone calls

One of our T-Trainers suggested this option.
• Send people tool kits and then your leaders have short (we are thinking a half hour) conference calls with no more than 4 participants at a time. This serves the double purpose of using an evidence-based program (tool kit) and adding the phone call feature to help reduce social isolation.

• There would be a short script for each week. For example, in week one the leaders would introduce the materials, tell folks about doing the self-test, maybe do the lemon exercise and have everyone make an action plan. We will try to get some scripts ready in the next week or so — No, you will not need an update training, but you will have to teach leaders how to use the phone for conference calling and the scripts.

If you want to try any of these, please fill out an online survey. This will be up in a day or two and we will give you the link on the list serve. I promise it is very short.

In a couple of months, we will ask you to again fill out a survey so keep track of what you do and how many people you serve. Also, as we go along, we can use this list serve to share best practices. If you find something works or does not work, let us all know.

I know that some of you will ask if you can use ACL or other grant funding for this. We do not know. Since BCBH and the Tool kit are already approved you can certainly use these. As for the other two options, we will talk with ACL and you can talk with the organizations giving you grant money. Stay tuned, this is a work in progress. You can also talk with your ACL or other governmental program officer.

We know you will have questions. This coming Wed. we will hold a free webinar for those organizations that are interested in trying one of these alternatives. You can register under training on our website. This is limited to 50 people so it would be best is not more than one person per organization registered. We will record and put it on the website as soon as it is complete.

**Our commitment to you is to be as flexible as possible. Although we must all keep our social distances, we are all very much stronger together.**

**Ginger  Diana  Kate  Linda and Nieves (The SMRC gang)**