

## TELEHEALTH PROGRAM

### EVALUATION REPORT ON TELEHEALTH SESSION

#### *Grieving and Loss – Part 2*

December 3, 2006

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The sixth Telehealth Session of the fall season was *Grief and Loss – Part 2*, with Dawn Cruchet, Grief Counselor. This 2-hour session was held Tuesday, December 3, 2006, from the Montreal Children's Hospital. The session was hosted by Vision Gaspé Perce Now and was moderated by Jo Ann Jones. The session followed the interactive format, with regular question periods throughout.

The following are highlights of results:

- Communities: 7 communities, including 9 sites: CASA, CAMI, COASTERS, MCDC, Neighbors, OHSSN, Townshippers' Association and Vision Gaspé Perce Now
- Number of participants: 57 people
- Number of professionals: 5 from healthcare and 1 from education
- Number of completed evaluations: 90%
- Positive comments: centered on how the presenter clearly and concisely answered questions, the question and answer format of the session and the effective teaching strategies presented
- Level of satisfaction: People strongly agreed (on a scale of 5/5) that the presentation was helpful, interesting, met their expectations and that the resources were useful
- New Partnerships: Townshippers' recruited a volunteer and planned a follow-up session on a different topic
- Future follow up actions: MCDC is interested in starting a grieving resource center

When asked, "*What did you learn that is worth remembering for a lifetime?*" participants cited the following memorable quotes:

- “What to do about guilty feelings. You have to vocalize.”
- “There is no time constraint on grief.”
- “We are all individuals and grieving can be very different.”
- “To be non judgmental.”
- “We can't heal grief.”
- “That grief takes as long as it takes.”
- “Verify with the grieving person if they are okay to talk.”
- “Walk with them but don't feel you need to fix it.”
- “Grieving is the flip side of loving.”
- “Relating my state of being frozen to a snowball.”

Constructive feedback centered on:

- The challenge inherent in viewing *The Learning Puzzle* over videoconference.
- The need for specific resources to hand out to participants. Overall, people wanted more resources in their hands.
- The fact that it took a lot of time for equipment checks prior to the start of the session.

The question and answer format went smoothly, with each community asking questions such as the effects of a toddler losing a parent/parent figure, how to go about accepting a child's death, and whether there is a limit to how long we should keep a loved ones' possessions. By the number and types of questions asked it was apparent that this topic was indeed timely and useful for communities.

Asked what more could be done in their communities around the issue of grieving and loss, participants cited the following:

- Organizing support groups
- Hold a regular session on grieving every Christmas and bring people together regularly
- The need for a community grief center
- Hold a conference on grieving

The next Telehealth Session (selected by CAMI and Neighbors), *Cancer - Part 2*, with Dail Jacob, Pivot Nurse, of the St. Mary's Hospital Centre, and invited guest, is scheduled for January 23, 2007.