

COMMUNITY HEALTH EDUCATION PROGRAM (CHEP) Community Facilitator How-To Sheet

Your community is participating in a session—face to face, videoconference, DVD, telephone conference or community radio—and you have a room full of participants attending! Here is how to prepare for and evaluate your session, and animate your participants to ensure a smooth session:

Before the Session: Preparation is Key...

- Reserve your spot with The Montreal Children’s Hospital Telehealth Centre** two weeks prior to the session, providing a cell phone number at which to contact you during the session.
- Test the technology** (videoconferencing equipment, DVD player, etc.) prior to your session to guarantee that it functions properly.
- Promote the session** with your network and by posting flyers in places relevant to your target participants. Invite your public health partners. Be creative here and consider asking volunteers to help out.
- Invite a guest from your local community organization, related to the topic.** This person may answer questions from participants and provide additional information and resources.
- Engage the help of a volunteer**, someone who will greet participants, give out information packages, nametags, ensure that participants sign the Attendance Sheet and Consent Forms (in the case of video conferencing) and be responsible for collecting completed Evaluation Forms.

During the Session...

- As participants come in**, greet them, hand out any available print information, have them sign the Attendance Sheet and a Consent Form, and explain the Evaluation Form.
- Explain how the session will unfold.** Example: 1) Ice-breaker, 2) Videoconferencing Session, 3) Debriefing, and 4) Refreshments.
- It is the role of the Community Facilitator to get questions from the participants** and to give these to the Moderator for the Videoconferencing Session Presenter.
- When attending a videoconferencing session, ALWAYS ensure that your MUTE button is ON** unless you are asking a question. This cannot be emphasized enough.
- Ask your participants to be there half an hour earlier.** Use this time and opportunity for participants to get to know each other and think about any questions they may have about the topic being presented. The following ice-breaker activity is suggested:

Session Ice-Breaker Activity

I AM...and I AM here because...

Overview

Participants meet one other person they do not already know. This ice-breaker activity should be used at the very beginning of the session while participants are waiting for the Session to start.

Goals

1. To encourage group participation
2. To get to know someone new
3. To learn more about your participants' needs

Time Required

15 minutes

Materials Required

- Nametags for each participant
- A pen and paper for each participant to write down the other's responses

Procedure

- Each participant takes a turn introducing themselves to each other, saying why they are at this session and what they hope to learn.
- Once both participants have introduced themselves, the Community Facilitator goes around the table, giving the opportunity for each person to introduce their new friend.
- The volunteer notes on a large flip chart sheet, any information pertaining to burning questions about the session topic and give these to the Facilitator for site check-in and the question periods.

Discussion Points

1. Did anyone find people with similar motivations for attending this session?
2. How was it meeting someone new?

Variations

1. Partnered participants explicitly tell each other what their burning question is about the topic. The Community Facilitator, who asks the questions at the various interspersed question periods on behalf of the participants, collects these.
2. After the session, the Community Facilitator verifies whether all questions have been answered.

After the Session...

- Community Facilitators are strongly encouraged to debrief the session.** A good way to do this is to have participants complete their evaluation forms and then, using the one question on the form that asks: “What have you learned here today that is worth remembering?” go around the room asking people to share their answers. This can open up a discussion about what was helpful in the presentation.
- If this is your host topic, it is important to have a guest from your local CSSS or Agence** as well as from the health organization related to this topic. These people can answer any questions your participants may have about the topic or about the local services and resources offered.
- Reiterate any resources or follow-up activities** that will be available to participants after this session and get advance registrations for your next session.
- Collect all Participant Evaluation Forms** and send these to your community organization, along with consent forms and the attendance sheet.

Have a wonderful and informative health education session!