| Faith Community Nurse Network Logo | **FCNN Planning Guide**  **Living Well with Chronic Conditions**  **Community Workshop (Telephonic Workshop)** |  |
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| **Person Responsible** | **Task** |
| Faith Community Nurse Network Office | * Maintain HIPAA Secure Zoom licence * Provide training to leaders regarding facilitating telephonic workshops * Promote workshop, if needed * Manage /monitor participant registration * Mail toolkits to participants * Complete participant pre- and post-surveys by phone * Provide technical assistance during workshop * Do data entry |
| Leader | * Promote workshop within their community/congregation * Prepare for and facilitate telephonic class * Maintain workshop attendance record |
| Juniper | * Provide any needed technical assistance to Leader or FCNN * Promote workshop |

**Juniper® Telephone Class Tip Sheet**

Program Model

Led by one (1) leader who has been trained in the full classroom version of the program. Class meets for short phone calls once a week for 6 weeks. Leaders follow SMRC scripts for tool kit and teleconference Living Well with Chronic Conditions. Calls are scheduled for one hour but could take less time. Recommended group size 4-6. This implementation model is an intentionally low-tech dial-in class option for participants without devices or reliable internet.

Implementation

* Short weekly conference calls – schedule 1 hour
* Phone script for all six weeks
* Each weekly call has 3-4 activities, topics are as follows:
  + Session 1 – Welcome, self-test, action plans
  + Session 2 – Action plans, physical activity, exercise, and healthy eating, action plans
  + Session 3 – Action plans and dealing with difficult emotions, action plans
  + Session 4 – Action plans and making decisions, action plans
  + Session 5 – Action plans and communication skills, action plans
  + Session 6 – Action plans, looking back, and planning for the future, action plans

**Timeline for planning & holding LWCC telephonic workshop**

**4-6 WEEKS PRIOR TO SESSION 1**

1. Plan the dates and times to hold your workshop 30 to 60 days before start of workshop:

Dates: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Six consecutive dates – one hour each week for six weeks
* Think about whether you would like to have registration open to all or if you want to keep registration open only for older adults in your faith community/organization.

1. Send notice to FCNN with workshop details via email ([contact@fcnntc.org](mailto:contact@fcnntc.org)) and cc ([cheryl@fcnntc.org](mailto:cheryl@fcnntc.org))

* Include: leader contact information, dates and time of workshop sessions, and whether the workshop is open or closed to the public.

1. FCNNTC office will create class on YourJuniper.org and open registration.
2. Review your Living Well with Chronic Conditions Leader Manual (Background and session-specific sections).
3. Market your program. Who will do what? FCNNTC office will produce marketing materials as needed.

Leader FCNN

1. Invite people from existing waiting list 🞏 🞏
2. Personal invitation by current/ 🞏 🞏

past participants

1. Faith community: post on website 🞏 🞏

calendar, post to social media, article

in newsletter

1. Website advertisement 🞏 🞏
2. Flyers 🞏 🞏
3. Participants will register at yourjuniper.org or by calling the FCNN office at 651-204-0904.

**1-2 WEEKS PRIOR TO SESSION 1**

1. FCNN office will complete pre-survey with each participant by phone
2. FCNN will send Leaders an updated class roster (via secure email)
3. Leader will reach out to participants to confirm registration, explain when they’ll receive their materials, and answer any questions.
4. FCNN mails toolkit to participants. The toolkit includes:
   * Living a Healthy Life book
   * Exercise CD and relaxation CD
   * Self-test & tip sheets
   * A welcome letter with the class schedule and how to join the conference call
   * Privacy Policy Notice & Acknowledgment
   * Release and Waiver of Liability Agreement
   * Pre-paid envelope to return the Privacy Policy Acknowledgment and Release and Waiver of Liability Agreement
   * Brochures about FCNN and Juniper

**SESSIONS 1-6**

1. Leader may make reminder calls to participants the day before each session.
2. Leader takes attendance at each session
3. FCNN tech helper will assist any participants who have difficulty joining the conference call
4. Some sessions will take the entire scheduled hour, and some will take less, that is OK. Follow the script from the Self-Management Resource Center and cues from the participants.

**AFTER SESSION 6**

1. Leader sends FCNN the completed class attendance form **after session 6** via secure email.
2. FCNN office will call all participants to complete the post-survey over the phone.

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