

# Compassionate Communities – Startup Kit Pilot

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#CCforCdns



Since 2001, Pallium Canada has equipped more than 15,000 healthcare learners, professionals across different settings with the skills and tools to provide a high-quality palliative approach to care. Just as Pallium plays a leadership role to support the building of capacity within the health care sector, it is ideally positioned to extend this expertise and approach to build capacity at the community level by equipping and empowering community leaders to support those individuals within their sphere of influence who are supporting or directly dealing with someone with a life-threatening illness. Pallium's Community Engagement Strategy includes the mobilizing of the Compassionate Communities model across Canada to help create a wrap-around effect.

## Goal of the Kit

The Compassionate Community (CC) startup tool kit aims to accelerate the integration of palliative care into communities across Canada. The tools included in the kit will allow these CC initiatives to engage with potential stakeholders through a community engagement meeting. This will be a national tool available in French and English for all communities.

## Continuum of Compassionate Palliative Care



## Pilot Testimonial

"Compassion is always in fashion!...The Startup Kit provided by Pallium was invaluable and provided an outline, an understanding, a process and the tools to invite and engage community partners to learn more."

- Matthews House Hospice



80%

of pilots had a clear understanding of the next steps/actions for starting a compassionate community.

Compassionate Communities  
Why start this in our community?



Different Approaches to  
Compassionate Communities

## Pilot Testimonial

"The tool kit gave us a step by step guide to get us started with easy and simple to follow directions to make our presentation to the community a success. ... This kit was a great initial step to kick starting our compassionate community."

- Drumheller, Alberta

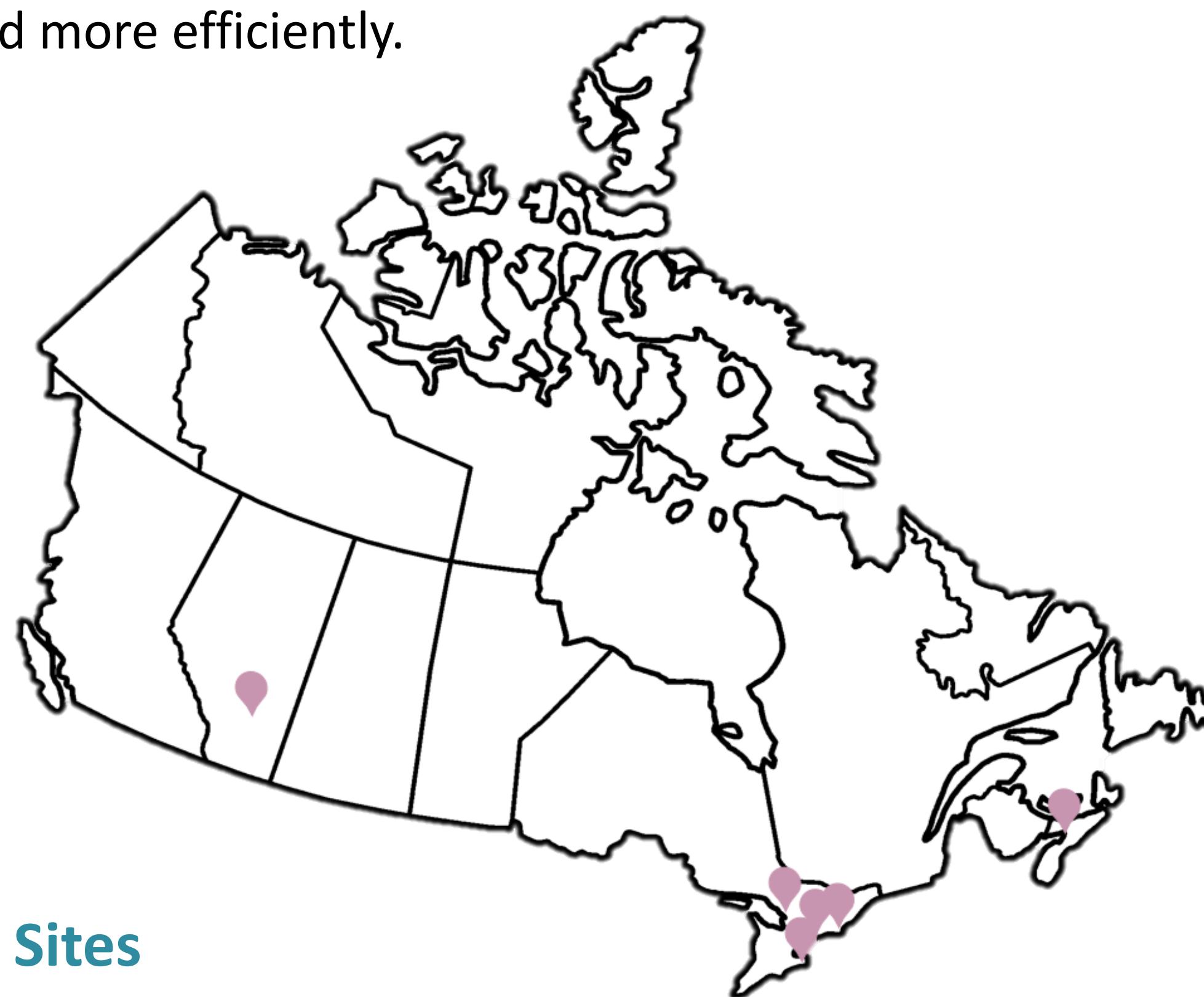
## Items included in the tool kit

- Facilitator Guide, Speaking Notes and PowerPoint Presentation
- Community Engagement Activities and Discussion Questions
- Example Video on what a Compassionate Community Engagement Meeting could look like.

## Methods

Pallium's Community Engagement Strategy utilized Professor Allan Kellehear's Compassionate City Charter as a guidance document to develop the Compassionate Community startup kit. The kit was developed with the framework of knowledge to action through best practices and research to produce a guide for action. The startup kit was piloted in six diverse Canadian communities, between November 8, 2017 and February 28, 2018.

The startup kit was designed to support community champions within Canada to start their CC initiative by providing them with the necessary tools to get started and engage with stakeholders. The sharing of best practice tools in this toolkit will help CC initiatives get started faster and more efficiently.



## National Pilot Sites

- Truro, Nova Scotia, B2N 2B2
- Brock University – St. Catharines, Ontario, L2S 3A1
- Drumheller, Alberta, T0J 0Y1
- Kingston, Ontario, K7M 1V5
- Heart House Hospice - Mississauga, Ontario, L4W 4L6
- Matthews House Hospice – Alliston, Ontario, L9R 0B7



When the flower does not bloom, you fix the environment in which it grows, not the flower.

## Pilot Testimonial

"We would not have been able to launch our event without the toolkit. With neither the resource or funding our decisions to launch was made based on access to and the availability of this framework. So, thank you for allowing us to build on the shoulders of giants."

- Heart House Hospice

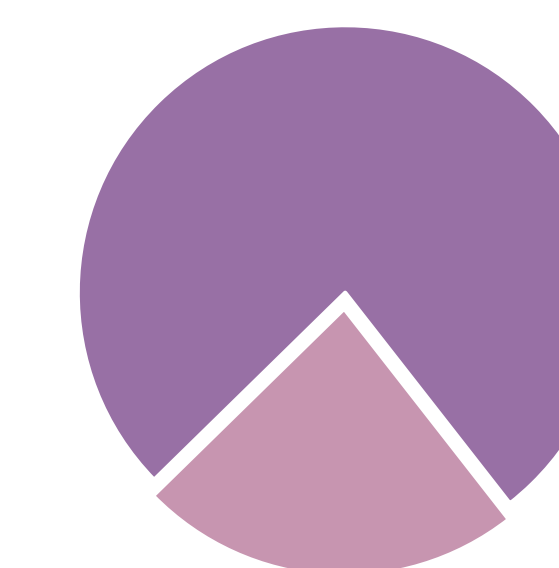
## Pilot Testimonial

"The tool kit was user friendly, informative, and well designed. ... I highly recommend the tool kit as a starting point for anyone interested bringing the Compassionate Communities model to their community."

- Colchester East Hants Hospice

## Results/Impact

It has been demonstrated that when best practice supports are shared with communities looking to develop their own CC, they can reduce the startup time on average by 50%. An early example showed Compassionate Ottawa started their initiative twice as fast compared to previous experiences. Early results showed pilot sites would recommend the kit and the stakeholder engagement tools were effective at collecting ideas regard the current initiatives, community strengths, the attendees' strengths, and who needs to be included in the conversation. The data collected becomes the ground work for key starting points like asset mapping and work plan creation.



96%

of pilots strongly agreed that Compassionate Communities is about recognizing the birth to death cycle of natural life.

## Strengths, Limitations and Next Steps

The startup kit provides communities with step-by-step instructions on how to host a community engagement meeting and engage with potential stakeholders. There is a fully developed PowerPoint with speaking notes done by those who have worked on the initiative at the grassroots level and at the national level. The kit has also been peer reviewed by 7 provincial and local initiatives to ensure quality. This kit will be available to anyone across Canada at no cost, who wish to engage in a compassionate community initiative. There were some limitations to the piloting of the startup kit. Although many of the locations were diverse in population and community, the majority of pilots were in Ontario. Pallium did an open call to all communities wishing to participate on a first come first serve basis. As this is a new movement it could take time to catch on. The next steps for the kit include a work plan document, evaluation tools specific to the community level, asset mapping, needs assessment, steering committee tools, communication hub and additional tool kits.

## Pilot Testimonial

"... pursuing the idea of Brock becoming the first official compassionate university. This tool kit provides both concrete information about Compassionate Communities as well as flexibility to tailor the meeting to our Brock community."

- Brock University

100%

would recommend to other communities and community leaders

The Startup Kit met

91%

of pilot communities expectations

## Conclusion

Pallium has received repeated requests for support with starting CCs from across Canada. In hopes of mobilizing the spread of CCs in Canada, Pallium produced a guide to action through the startup kit with the goal of empowering community champions to launch their own CC initiatives. This health care community approach will lead to a more wholistic palliative journey.



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## References:

- Compassionate City Charter. Available online: <http://www.phpci.info/tools/>
- Modified by Strategic Policy Branch, Health Canada (2016), from Graham ID et al. JCHEP 2006;26:13–24.

