

Community Nutrition Educator Program 2015 Quarterly Reports

CNE Leads: Lavonne Harms, Lorna Shaw-Hoeppner & Lana Pestaluky, Public Health Dietitians

March to June

Summary of progress

Interviews

- A need for more CNEs was determined based on program statistics
- Manager of Volunteer Services recruited potential CNE volunteers in January/February
- 24 interviews were completed by Manager of Volunteer Services and CNE leads in March
- Screening and interview materials were updated by CNE leads

Training

- 11 applicants were accepted into the training program
- 4/11 CNEs trained in 2014 extended their one year commitment
- Training format and content, as well as, tracking and evaluation templates were revised and updated by CNE leads
- CNE leads and Kerri facilitated the 6 week (38 hour training sessions): April 28-June 11
- CNEs trained in 2014 were invited to take part in the spring 2015 training: 2/4 attended 1 session each
- Lorna and Lana provided a training session to the 4 existing 2014 CNEs on June 30. The new forms, communication expectations and kit contents were discussed.

Resources Coordinator(s)

- Statement of work was created to guide production of 4 standardized grab and go resource kits. Kits will be available at the Transcona, Seven Oaks, Winnipeg West, and Fort Garry public health offices.
- Kerri, Martina and Lavonne drafted the kit contents; all were edited by the CNE Leads and some were pilot tested at groups

Volunteer appreciation

- Lavonne and Lana attended the annual WRHA volunteer services appreciation event. Two CNEs attended the event.
- Emails regarding appreciation of our volunteers are periodically sent to CNEs

Supplies and program budget

- Program budget for spring training, and continuing education for CNEs was drafted and distributed to Lydia and Colleen
- Approximately \$4100 is required from the 2015-2016 nutrition promotion budget for CNE program operating costs

Meetings

- CNE leads meet monthly to discuss program development. Meeting minutes are available.

Healthy Together Now

- The Provincial Healthy Together Now committee requested more information re: CNE program. Lana presented model to the group; emphasized importance of capacity building component of HTN.
- The committee is interested in this capacity building model for programming, in particular for rural areas. Program statistics and evaluation data will be shared once available.
- They invited the CNE leads to present at the annual HTN Share and Learn conference (November) and discussed potential for WRHA CNE leads to provide training for future CNE leads

Evaluation

- Logic model and evaluation framework data collection will occur over the summer months. Documents will be updated as needed. Evaluation data will be summarized and disseminated to management.
- Spring training was evaluated and future training will incorporate feedback

Program statistics (CNE Pilot Year Statistics May 2014 – June 2015)

| Total Number of Requests | Number of Requests Cancelled by Agency | Number of Requests filled by a CNE | Number of Requests Filled by a HNS Student | Number of Requests Filled by both a CNE & HNS | Number of Requests filled by other (i.e. Dietitian) | Number of Requests not filled |
|--------------------------|--|------------------------------------|--|---|---|-------------------------------|
| 49 | 1 | 32 | 12 | 2 | 1 | 1 |

Requests per Community Area

| | |
|--------------------------------------|----|
| Downtown | 10 |
| Point Douglas | 2 |
| Seven Oaks | 6 |
| Inkster | 1 |
| Fort Garry | 6 |
| St. James | 5 |
| Assiniboine South | 2 |
| River Heights | 0 |
| Transcona | 3 |
| River East | 4 |
| St. Vital | 2 |
| St. Boniface | 6 |
| Other: Headingley – 1 RREx – 1 | 2 |

Next steps – program re-launch

- CNE leads and resources coordinator(s) are completing minor edits to the kits based on feedback. 4 complete kits will be available by the end of summer.
- CNE leads will re-launch the program to community agencies via email to community facilitators, public health dietitians, WRHA RDs, etc. in July
- New service request forms and agency FAQ document will be available on WRHA website: <http://www.wrha.mb.ca/prog/nutrition/CommunityNutritionEducator.php>

July to September

Summary of progress

Training

- The annual continuing education session was organized for November 7. Content was planned during this report period.

Resources & documents

- Completed resource kits were distributed to four community area dietitians. Kits are housed in the following offices: St. James Assiniboia, Seven Oaks, Transcona and Fort Garry
- Minor adjustments made to the resource kits
- Created document to outline ongoing feedback (i.e. suggestions for change).
- Uploaded presentations onto Google Drive, accessible by CNEs with a username and password.
- New service request forms and agency FAQ document posted to the WRHA website (including French translated documents):
<http://www.wrha.mb.ca/prog/nutrition/CommunityNutritionEducator.php>
- CNE leads re-launched the program to community agencies via email to community facilitators, public health dietitians (PHDs), WRHA RDs, etc. in July

Operations Manual

- Drafted sections of manual including the following sections: “getting started”, “capacity building model”, “service requests”, “CNE scope of activity”, “recruitment”, “screening process”, “orientation and training”, “continuing education”, “volunteer performance”, “supervision of volunteers”, “program evaluation”, “recruitment and recognition”, and “resources”.
- This manual was created to assist CNE leads and PHDs with program operations and procedures. The manual will be updated as needed. Sharing this manual with external partners is to be discussed with CNE leads.

Volunteer appreciation

- Emails regarding appreciation of our volunteers are periodically sent to CNEs

Supplies and program budget

- Catering and print shop charges assigned to the regional CNE program budget during this period

Meetings

- CNE leads meet monthly to discuss program development. Meeting minutes are available.

Healthy Together Now & Dietitians of Canada (DC) conference

- CNE leads prepared presentation for provincial Share and Learn Conference in November 2015.
- Submitted application to present at the 2016 DC conference

Evaluation

- Logic model and evaluation framework data collection occurred. Evaluation data will be summarized and disseminated to management.
- Qualitative interview questions created. CNE lead will implement questionnaire with PHDs in 2016.

CNE program statistics (July – October 2015)

- Total of 14 CNEs during this reporting period

| Total Number of Requests | Number of Requests Cancelled by Agency | Number of Requests filled by a CNE | Number of Requests Filled by a HNS Student | Number of Requests Filled by both a CNE & HNS | Number of Requests filled by other (i.e. Dietitian) | Number of Requests not filled |
|--------------------------|--|------------------------------------|--|---|---|-------------------------------|
| 16 | 2 | 11 | 1 | 1 | 0 | 1 |

Placements completed (based on community area)

| | |
|-------------------|---|
| Downtown | 3 |
| Point Douglas | 1 |
| Seven Oaks | 0 |
| Inkster | 0 |
| Fort Garry | 3 |
| St. James | 0 |
| Assiniboine South | 0 |
| River Heights | 1 |
| Transcona | 1 |
| River East | 3 |
| St. Vital | 0 |
| St. Boniface | 1 |

Next steps

- Deliver annual continuing education session in November
- Assess need for additional CNEs in the new year
- Update resources (jeopardy game)
- Ongoing program evaluation

November 2015 to January 2016

Summary of progress

Training

- Conducted continuing education session on November 7th 2015. The following topics were covered; dealing with challenges with group participants; tips for engaging participants; evaluating personal values about health and nutrition.
- The session was attended by 7 out of 13 CNEs

Recruitment and Retention

- Ten CNEs committed to continuing their volunteer service until after June 2016.
- Recruitment and training will be postponed and reassessed in June 2016. Based on the ability to meet community service requests demands a decision will be made whether to recruit and train new CNEs in the fall of 2016.

Resources and Documents

- A CNE was recruited to redevelop the *Healthy Eating Jeopardy* game. Upon completion, the game will be available for use at community service requests.

Operations Manual

- The CNE Operations Manual was completed and shared with WRHA Public Health Dietitians. The document is available to external partners upon request.

Program Budget

- Catering expenses were incurred for the continuing education session held on November 7, 2015. Lunch is provided to show volunteer appreciation and to improve team building and comradery.

Program Meetings

- CNE leads meet monthly to discuss program management and development. Meeting minutes are available upon request.

Program Sharing

- A presentation about the CNE program was delivered at the Healthy Together Now provincial conference. The presentation included information on the historical background of the program, the program goals, and evaluation statistics. The presentation was well attended and information was well received.
- The submission for inclusion at the Dietitians of Canada Annual Conference was not accepted.

Evaluation

- Collection of post-placement forms from the agencies and CNEs is ongoing.
- Service requests continue to be tracked including data on CNEs accepting placements, community area of requests, and requests unfilled.
- Qualitative interviews of the WRHA public health dietitians will begin in the next quarter.
- Evaluation data was compiled and summarised, but a formalised report is yet to be developed. Collection rate: Agency Post Placement forms = 30%; and CNE Post Placement forms = 63%. Overall agencies were satisfied with the service and 78% requested further follow up with a

public health dietitian to discuss building capacity in nutrition within their agency. CNEs reported a high level of self-rated confidence and self-rated knowledge on their post placement forms.

- The next evaluation reporting period is June 2016.

CNE Program Statistics and Tracking Data for November, 2015 to January 2016

- There were 13 active CNEs during this period.

| Total Number of Requests | Number of Requests Cancelled by Agency | Number of Requests filled by a CNE | Number of Requests Filled by a HNS Student | Number of Requests Filled by both a CNE & HNS | Number of Requests filled by other (i.e. Dietitian) | Number of Requests not filled |
|---------------------------------|---|---|---|--|--|--------------------------------------|
| 12 | 1 | 11 | 0 | 1 | 0 | 0 |

Placements Completed by Community Area (excluding cancelled and unfilled requests)

| | |
|-------------------|-----------|
| Downtown | 0 |
| Point Douglas | 1 |
| Seven Oaks | 1 |
| Inkster | 0 |
| Fort Garry | 0 |
| St. James | 0 |
| Assiniboine South | 2 |
| River Heights | 1 |
| Transcona | 1 |
| River East | 3 |
| St. Vital | 2 |
| St. Boniface | 0 |
| Total | 11 |

Next steps

- Ongoing data collection and program evaluation
- Initiate qualitative interviews with public health dietitians
- Monitor need for recruitment and training of new CNEs