

eLearning for Front Line Workers Supporting Individuals with Complex Needs

A collaboration between the SHARP Foundation and AHS

*North American Housing and HIV / AIDS Research Summit
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What are our intentions?

- Increase access to “Guidelines for Working With U2 Clients: Mobilizing Community Networks to Address the Housing and Treatment Needs of HIV Positive Individuals who are Unwilling or Unable (U2) to Prevent the Spread of HIV” in 2004
- Utilize updated technology to share information (eLearning platform)
- Inform – HIV does not define the individual; their needs are more complex. HIV maybe “our” priority may not be the priority of the people we serve.



Target Audience

A broad range of frontline responders:

- community-based support workers including social workers and counsellors
- mental health professionals such as psychologists and psychiatrists
- healthcare staff such as nurses, physicians, EMS and urgent care
- justice / corrections staff including police officers, parole officers, and prison officers.



Content of Modules

Case study based on a Harm Reduction approach:

- Stigma and Discrimination
- Addiction and Cycle of Change
- Mental Health
- Chronic Disease
- STI/BBP
- Homelessness
- Intimate Partner Violence (IPV) and trauma
- Universal (Standard) Precautions
- Care Planning



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First Level Evaluation

- Professional Educators
- Subject-Matter Experts
- Community Partners
- Presentations at local, provincial and national forums
- Requesting written/verbal feedback
- Built-in opportunity for feedback within the eLearning Tool
- Product testing – USB Card (people love them!)



What have we learned?

- Everyone has a story to tell – who made an impact in our lives?
- Every front line worker wants to deliver the best care – every clients wants to receive the best care. ***Creating a win-win scenario.***
- Provide a “safe” space to explore personal bias, attitudes, misconceptions, mis-information. ***No shame/blame.***
- Address the barriers to compassionate, non-judgemental, equitable services delivery
- Engage clients and community in planning, implementation and evaluation
- We need to build on to what we have created

Next Steps - Research

***How is the learning being applied
in the workplace and
community?***

Thank You

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