

A message from your Palliative Care Resource Team



How can we prepare families for end of life?

The first step health care providers can take to address complex issues faced at end of life is to start the conversations which uncover them.

Health care teams have an opportunity to change Yukoner's experience of end of life, grief and bereavement. One way this can be achieved is by increasing our skill and comfort in leading challenging conversations. We know that Canadians are often just beginning to receive palliative care in the last weeks of their lives (CIHI, 2023). We also know that the comfort level of those navigating these challenging discussions, and the complex emotional responses regarding the end of life experience, contributes to delayed interventions (CIHI, 2023). This discomfort is experienced by health care providers, individuals, families, and communities alike.

In the following pages, the Palliative Care Resource Team (PCRT) shares a variety of tools that help navigate these difficult conversations, and provide support through emotional cycles of change. While end of life comes with layers of "expectations, needs, hopes and fears", it can simultaneously "be a time of growth" (CHPCA, 2013). CHPCA (2013) notes that people "may find new approaches to activities of daily living and their roles and relationships. They may develop a new understanding of life, the future, death and dying," navigating complicated emotions and addressing individual "expectations, needs, hopes and fears" (CHPCA, 2013).

In this issue:

- Uncovering complex issues
- RPACE resource collection
- Preparing vs. deciding conversations
- PiRC—emotional cycles of change
- Become a NAV Care volunteer
- What's new at Hospice Yukon
- Free online palliative care education

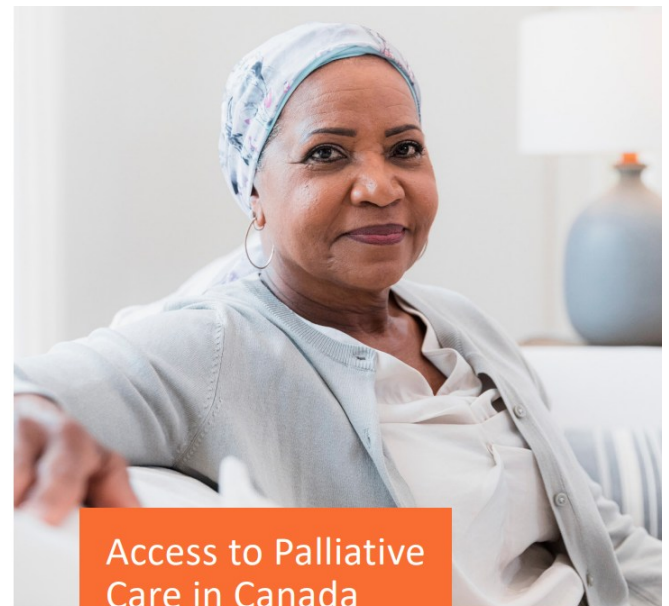
Important Dates:

October—Breast Cancer Awareness Month

October—World Hospice and Palliative Care Day

November 2—National Pain Awareness Week

November 18—National Grief & Bereavement Day



Access to Palliative
Care in Canada

2023

Canadian Institute for Health Information, 2023, Access to Palliative Care in Canada, <https://www.cihi.ca/sites/default/files/document/access-to-palliative-care-in-canada-2023-report-en.pdf>

Canadian Hospice Palliative Care Association, 2013, A Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice, <https://www.chpca.ca/wp-content/uploads/2024/07/norms-of-practice-eng-web.pdf>

Regional Palliative Approach to Care Education (RPACE) team resource collection

The RPACE team has curated a great collection of conversation frameworks, guides, tips and further reading to help you build and maintain the therapeutic relationship through the challenging conversations which tend to occur when working with people facing end of life.

<https://www.vch.ca/en/rpace-conversations>



Serious Illness Conversation Guide with Substitute Decision Makers

Debriefing the demonstrations



To compliment the Serious Illness Guide for use with substitute decision makers, RPACE has also shared a number of instructional videos, and video demonstrations. All of these resources and more can be found at: <https://www.vch.ca/en/rpace-conversations>



Serious Illness Conversation Guide



The Serious Illness Conversation Guide as developed by Ariadne Labs was not initially tested with First Nations or

Indigenous peoples (Beddard-Huber, Gaspard, Yue 2021). This adaptation stems from a partnership between the BC Centre for Palliative Care and the First Nations Health Authority of BC. The tool is available here: <https://bc-cpc.ca/wp-content/uploads/2021/03/FNHA-BC-Centre-for-Palliative-Care-Preparing-for-a-Serious-Illness-Conversation-Guide.pdf>

For more information on how it was developed, read [here](#).

Preparing vs. Deciding Conversations

Based on work by Dr. Jeff Myers and others, focused on simplifying serious illness communication, Health Canada has created a factsheet showcasing a three question model that uses the lens of “preparing” vs. “deciding” conversations. Learn more by watching a four minute video here: <https://www.youtube.com/watch?v=lfKz3EZtIUk> or follow the link to the factsheet below.



Is a treatment or care decision needed?

The answer directs you to the purpose and outcomes of the conversation.

If yes, then you are supporting **deciding**. Make sure illness is understood and decisions align with a person's values and goals.

If no, then you are helping with **preparing**. Prepare a patient and substitute decision makers (SDM) for progressing illness and future decision-making.

Emotional Shifts When Dealing With Change

Partners in Restorative Care (PiRC) is a Canadian Home Care Association project which created and introduced an emotional learning program for health care providers including “a step by step guide of how emotions shift when dealing with change”.

The [*Emotional Cycles of Change Memory Aid*](#), developed by PiRC gives health care providers an outline of a typical pattern of emotional response to change. In addition, the guide gives suggestions on what approach may best support a person in each phase of the cycle. The model uses a Head (thinking), Heart (feeling), Hands (doing) model to describe caregiver focus and health care provider approaches.

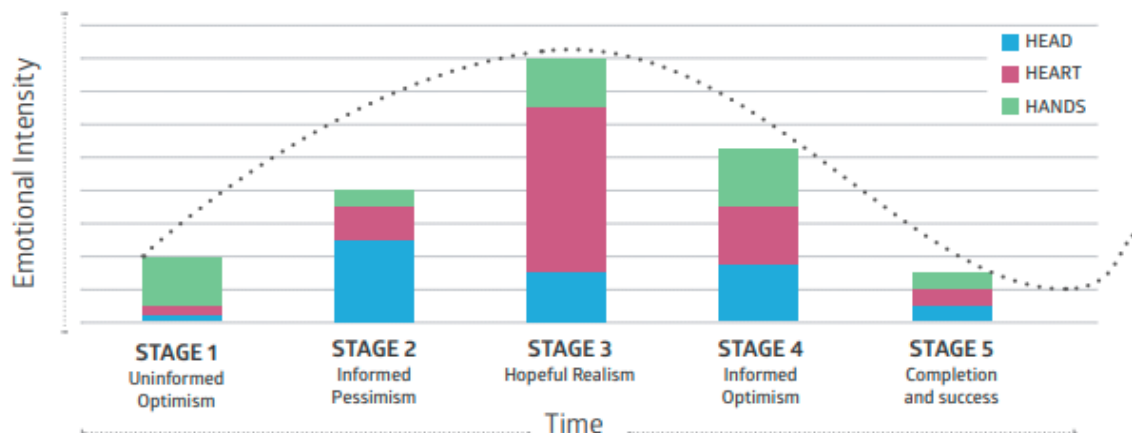
The [*Head-Heart-Hands: Memory Aid*](#) gives more specific insight and even specific questions healthcare providers can work with to help people express their needs through the different phases of the cycle.



Partners in Restorative Care
Empowering Caregivers–Enabling Patients

EMOTIONAL INTELLIGENCE EDUCATION PROGRAM Emotional Cycle of Change: Memory Aid

Caregiver Experiences & Emotional Cycle of Change¹



<https://learn.cdnhomecare.ca/wp-content/uploads/2022/07/PiRC-Head-Heart-Hands-Memory-Aid-.pdf>

Free Public YG Learn Education Modules

- Introduction to Palliative Care in the Yukon:
<https://yglearn.gov.yk.ca/palliative-care/3806>
- Providing Compassionate Care to Your Clients, Their Family Members, Your Coworkers, and Yourself: <https://yglearn.gov.yk.ca/marketplace/courses/3916>
- Caring for Ourselves When We Care for Others: <https://yglearn.gov.yk.ca/marketplace/courses/3942>
- Yukon Advance Care Planning: <https://yglearn.gov.yk.ca/palliative-care/3031>



Become a Nav-CARE Volunteer
Making Connections, Making a Difference



Upcoming at



- November - Loss and Grief in the Workplace
- November - Living with Loss webinar
- December - Lights of Life
- January - Caregiving through Loss and Grief

Details at www.hospiceyukon.net/events

The Palliative Care Resource Team

How does the Palliative Care Resource Team (PCRT) support Yukoner's living with a life-limiting illness and the people caring for them?

- We connect individuals to existing services and programs.
- We provide links to resources and information regarding a variety of topics, including: advance care planning and caregiver specific supports.
- We provide public education sessions.

How does PCRT support Yukon health care providers?

- We assist with health systems navigation.
- We support care transitions and discharge planning.
- We offer symptom management consultation.
- We link health care providers to best practice resources, tools and information.
- We facilitate and provide palliative care education for health care providers.

For more information about the palliative care resource team and our services please contact us at:

Email: palliativecare@yukon.ca

Phone: (867) 667-9380

<https://yukon.ca/en/palliative-care>

Beddard-Huber, E, Gaspard, Yue. (2021) Adaptations to the Serious Illness Conversation Guide to be more culturally safe, *International Journal of Indigenous Health*, Volume 16, (1), <https://jps.library.utoronto.ca/index.php/ijih/article/view/33192>

Canadian Home Care Association (n.d.) PiRC Head Heart Hands: Memory aid. Learn.cdnhomecare.ca. <https://learn.cdnhomecare.ca/wp-content/uploads/2022/07/PiRC-Head-Heart-Hands-Memory-Aid-.pdf>

Canadian Home Care Association (n.d.) cdnhomecare.ca PiRC-Emotional-Cycles-of-Change-Memory-Aid <https://cdnhomecare.ca/wp-content/uploads/2024/07/PiRC-Emotional-Cycles-of-Change-Memory-Aid-.pdf>

Health Canada, 2023. 3 Questions to ask yourself that make difficult conversations easier. Canada.ca [21-24-3685-03-Palliative Care Campaign-Provider-Factsheet-ENG-WEB-02 copy](https://www150.gc.ca/21-24-3685-03-Palliative-Care-Campaign-Provider-Factsheet-ENG-WEB-02-copy)