



OSTOMY VISITOR PROGRAM

VISITOR TRAINING PROGRAM

Administration Guidelines



There are several essential steps as you plan, train and certify/recertify your group members to make visits as part of Ostomy Canada's Visitor Program. These steps and access to resources are here to help you as best we can. However, if you have any questions, please get in touch with your Regional Administrator or Carole at info1@ostomycanada.ca.

A Note On Personal Data Collection

Ostomy Canada Society (OCS) expects everyone who takes the Visitor Training Program (online, individually, or in a group setting) to provide specific personal information, including contact info, the surgery type and demographics. This information allows:

- Visitor Coordinators to match patients with Certified Visitors.
- Ostomy Canada to insure Certified Visitors under our national insurance policy. For this reason, we require that all visitors be members of a Chapter or Peer Support Group or a national Ostomy Supporter.
- The national office to mail a Completion Package to those who have finished the training. This includes a congratulatory letter, certificate of completion, and visitor card.

Learning Management System

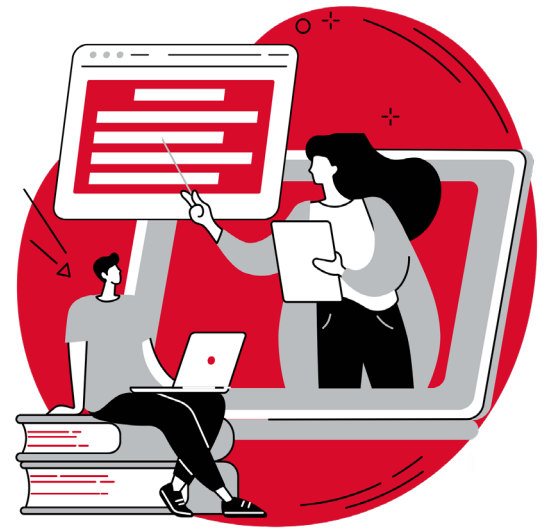
The new online Learning Management System (LMS) will allow OCS to track all online group and individual training completed. Visitor Coordinators may also use the Visitor Training Program Excel Sheet to submit data to OCS. In either case, the information must be complete and accurate for automated background processes to work. The national office will pull data from LMS once a week and contact you if there are any submission gaps.

Pre-Planning – 1 month out

You need to decide if you will train as a Group or if people will take the training individually.

- Whatever option you promote, we encourage you to use the new online Training Course ([link here](#)) and capture that data through LMS.
- Group training will require an open, well-spaced room. Some public libraries offer free meeting rooms and have laptops available to borrow.
- You will need a computer, projector, and audio ability. Your other option is to have people bring their laptops. Either way, you will need strong Internet connectivity.
- You can complete the training in 3-4 hours with robust discussion and reflection points.

- The online training, developed from the previous paper manual, has introduced several current learning methods, including audio, voice over and reflection points, to help support the day.
- Ensure you review and familiarize yourself with the online training tool beforehand by taking the training yourself.
- See the Forms & Correspondence Guide for materials available to help you to invite, track and record key pieces of information.



Pre-Planning – a few days to a week ahead

- Capture attendee information using one of these methods:
 - **LMS:** one of the benefits of the new online system is you can register people in advance.
 - **Excel Sheet:** this information can be filled out in advance or immediately after training.
- Verify whether your attendees are members and if their dues are current.

Day of Training

Plan on being on-site in sufficient time to ensure the training and equipment materials required are in place. You'll need to test your Internet connection (or in advance) to be sure everything is working.

Prepare trainee packages that include the following:

- An agenda for the day, including speakers, time, breaks, location, and housekeeping rules.
- Paper and pens or pencils.
- Forms, including the Ostomy Visitor Sheets and Evaluation Forms.
- Samples including Ostomy Visitor brochures, Magazines (from Ostomy Canada), local group publications, etc.
- Name tags

Set up the training equipment & materials:

- Audiovisual equipment, sound equipment, screens, laptop, speakers, and microphones.
- Participant list.
- Flip charts (if required) and markers.
- Refreshments.

Post Training – within 3-4 days

- If you did not register visitors using LMS, you must email the completed Excel Sheet to Ostomy Canada's national office: info1@ostomycanada.ca.
- If you completed visitor registrations through LMS, you are all set to go. If you had late cancellations or additions, you can still add them to LMS after the training course. ○