



**Compañera
Training
Manual**

Agenda

DAY 1

1. Nuevo Amanecer II: A Stress Management Program for Latinas	
9:00 – 9:10 Anna	1.1 Welcome and introductions (p. 1)
9:10 – 9:45 Carmen	ICE BREAKER ACTIVITY (p. 1)
9:45 – 10:00 Carmen	1.2 Latinas, breast cancer and their concerns (pp. 1-2)
10:00 – 10:15 Anna	1.3 The Nuevo Amanecer research study (pp. 3-4)
10:15–10:45 Anna	1.4 The Nuevo Amanecer I program (pp. 5-6) 1.5 The Nuevo Amanecer II program (pp. 6-7) 1.6 The Roles of Compañeras and Recruiters (pp.7-9)
10:45 – 11:00	BREAK
BREAK OUT SESSIONS FOR COMPAÑERAS AND RECRUITERS	
2. Logistics -- Delivering the <i>Nuevo Amanecer II</i> Program	
11:00 – 11:45 Anna	2.1 Overview of the Nuevo Amanecer program manual (pp. 10-12) 2.2 Program Tracking Forms (pp. 12-14) 2.3 Contacting the client for the first time (p. 15)
11:45 – 12:30 Carmen	2.4 Delivering the program to a group (pp. 15-19)
12:30-1:15	LUNCH
3. Hands-on Review of the Compañera Manual	
Week 1. Managing the Impact of Cancer	
1:15 – 2:15 Dimas	Introduction, guidelines, welcome, ice breaker, overview, common reactions, depression, suicide risk assessment and when professional help is needed
2:15 – 2:30 Dimas	Tracking symptoms using the distress thermometer Activity 1.1 Distress Thermometer – Before deep breathing
2:30-2:45	BREAK
2:45 – 3:00 Carmen	Deep Breathing exercise using script Activity 1.2 Distress Thermometer – After deep breathing Recap and weekly goal
Week 2. Learning about Breast Cancer and Survivorship	
3:00 – 4:15 Carmen	DVD: Deep breathing Overview of Week 2 and Review of Week 1 Breast cancer and it's treatment DVD: Arizona Breast Cancer Resource Guide Activity 2.1 Questions about your cancer, cancer treatment, and follow-up care
4:15 – 5:00 Carmen	What is a survivorship care plan? Activity 2.2 Your survivorship care plan Recap and weekly goal

DAY 2

9:00 – 9:15 Anna	Recap of Day 1 – Q & A
Week 3. Finding the Cancer Information You Need	
9:15 – 9:30 Anna	DVD: Deep Breathing
9:30 – 10:00 Anna	Overview of Week 3 and Review of Week 2 Communicating with your doctors and playing an active role in your care Activity 3.1 Playing an active role in your care
10:00 – 10:45 Carmen	Finding Answers from the Cancer Information Service Trainer calls the Cancer Information Service
BREAK	
11:00 – 11:30 Carmen	Compañeras role play calling the Cancer Information Service Activity 3.2 Calling the Cancer Information Service Recap and weekly goal
Week 4. Getting the Support You Need	
11:30 – 12:00 Dimas	Overview of Week 4 and Review of Week 3 Cancer and the patient's family
12:00 – 12:20 Dimas	The importance of good communication and dealing with criticism Activity 4.1 Practicing good communication skills
12:20 – 12:30 Dimas	Getting the support you need Activity 4.2 People in my life and the ways they can support me Recap and weekly goal
LUNCH	
Week 5. Thoughts and Your Mood: Part 1	
1:15 – 2:00 Carmen	Overview of Week 5 and Review of Week 4 What are thoughts and how they affect our mood; helpful and unhelpful thoughts Activity 5.1 Unhelpful thoughts that I am having Activity 5.2 “Changing my unhelpful thoughts to helpful thoughts”
2:00 – 2:30 Carmen	Using the “Yes, But” technique Activity 5.3 Adding “Yes, But” to Unhelpful Thoughts Recap and weekly goal
Week 6. Thoughts and Your Mood: Part 2	
BREAK	
2:45 – 3:15 Dimas	Overview of Week 6 and Review of Week 5 Changing unhelpful thoughts to helpful thoughts Activity 6.1 Changing your unhelpful thoughts to helpful thoughts
3:15 – 4:00 Dimas	Ways to increase helpful thoughts and decrease unhelpful thoughts and using coping statements Activity 6.2 Coping statements to help reduce stress
4:00 – 4:45 Jasmine	Using positive thoughts cards throughout the day Activity 6.3 Positive and helpful thoughts cards DVD: Positive thoughts Recap and weekly goal

DAY 3

9:00 – 9:15 Anna	Recap of Day 2 – Q & A
Week 7. Stress Management	
9:15 – 9:30 Anna	DVD: Deep Breathing
9:30 – 10:15 Carmen	Overview of Week 7 and Review of Week 6 Identifying the symptoms and the causes of stress Activity 7.1 Identifying your common stress symptoms Activity 7.2 What’s causing your stress?
10:15 – 10:30 Carmen	Healthier ways to manage stress and 3 choices for handling stress
10:30 – 10:50 Dimas	Guided imagery Play DVD: Guided imagery
10:50 – 11:00	BREAK
11:00 – 11:45 Dimas	Progressive muscle relaxation and mini relaxation techniques Play DVD: Progressive muscle relaxation Recap and weekly goal
Week 8. Setting Goals that Make Us Feel Better: Part 1	
11:45 – 12:15 Dimas	Overview of Week 8 and Review of Week 7 Planning joyful activities that improve our mood, using laughter, and distraction techniques Activity 8.1 What you do affects how you feel
12:15 – 12:45 Anna	Importance of setting goals and how to set goals Activity 8.2 “Setting Goals” Recap and weekly goal
12:45 – 1:30	LUNCH
Week 9. Setting Goals for a Healthy Lifestyle: Part 2	
1:30 – 2:30 Jasmine	Overview of Week 9 and Review of Week 8 Getting physically active Activity 9.1 What’s getting in my way? How do I get started? Activity 9.2 Setting goals to be more active
2:30 – 3:00 Anna	Nutrition, sleep, stop smoking, limit alcohol and sun protection Recap and weekly goal
Week 10. Program Recap and Future Goals	
1:30 – 2:15 Dimas	Overview of Week 10 and Review of Week 9 Review of skills from sessions 1 – 4 <ul style="list-style-type: none"> • Finding information on breast cancer treatment and survivorship • Communicating with your doctors • Communicating with your family
2:15 – 3:00 Dimas	Review of sessions 4 – 8 <ul style="list-style-type: none"> • Increasing helpful thoughts • Managing stress • Increasing helpful activities
3:00 – 3:15	BREAK
3:15 – 3:30 Carmen	Setting goals for the future Activity 10.1 Things that Cause Me Stress

3:30 – 4:15 Carmen	Life lessons and what the hopes and goals do you have for the future <ul style="list-style-type: none"> • Concerns or worries • Hopes and Goals • Steps you can take now to move you toward that goal Activity 10.2 Setting Goals for Taking Care of Yourself
4:15 – 4:30 Carmen	Closing the final session with your client Review of Appendices
4:30 – 5:00 Anna	Q & A Evaluation



Women  CARE



TRAINING DAY 1

1. INTRODUCTION

1.1 WELCOME AND INTRODUCTIONS

Dear Compañera,

Welcome to *Nuevo Amanecer*! Nuevo Amanecer is a 10-week program that you will be offering other Latinas with breast cancer, referred to in this manual as your “clients.” The program will give them special skills to help them cope with their cancer experience. This culturally appropriate program was developed with input from Latinas with breast cancer, oncologists, and community advocates. By offering your clients training on these important skills, you will help them identify personal strengths and gain a sense of control over their lives. Once people learn these skills, they can use them throughout life to help with stress.

ICE BREAKER ACTIVITY: Life Stories

To begin, we will do a short activity to get to know each other a bit.

- ❖ In front of you is a large sheet of paper and markers.
- ❖ Put your name on the paper and draw pictures that will introduce you to the rest of the group. For example, you might draw your families, where you were born, where you live, what you do for fun, etc. Draw anything about yourself that comes to mind. You will have about 5 minutes to do this.
- ❖ [AFTER 5 MINUTES] Ok. Now, each one of us will take turns, stand up, and introduce ourselves by talking about our pictures.
- ❖ [AFTER EVERYONE HAS HAD HER TURN] Ok. Now let us tape all of our pictures on the wall.

1.2 LATINAS, BREAST CANCER AND THEIR CONCERNS

OK, now we will go over some general information about Latinas and breast cancer.

- ❖ Breast cancer is the most common cancer in Latina women.
- ❖ Latinas die more often of breast cancer than any other cancer.
- ❖ Latinas tend to get breast cancer at younger ages than white women.
- ❖ Latinas tend to get more aggressive breast cancer than White women.
- ❖ Often, they have other chronic diseases like diabetes.
- ❖ They suffer worse quality of life than white women with breast cancer.

For all of these reasons, Latina breast cancer survivors suffer more emotionally and have higher stress than white women with breast cancer.

- ❖ Usually, Latinas with breast cancer have more pain, depression, and fatigue than white women with breast cancer.
- ❖ Often, Latinas with breast cancer don't have the information they need about breast cancer and how to take care of themselves.
- ❖ Often, Latinas suffer financial hardship, lack health insurance, and don't know how to navigate the health care system.
- ❖ Often, health care services they receive are not culturally and linguistically appropriate

THE MOST COMMON CONCERNS OF LATINAS WITH BREAST CANCER
❖ Fear of a breast cancer recurrence and death
❖ Pain
❖ Side effects of their treatments
❖ Body image
❖ Weight gain
❖ Sexual functioning
❖ Lack of support from their partner
❖ Not being able to care for their children



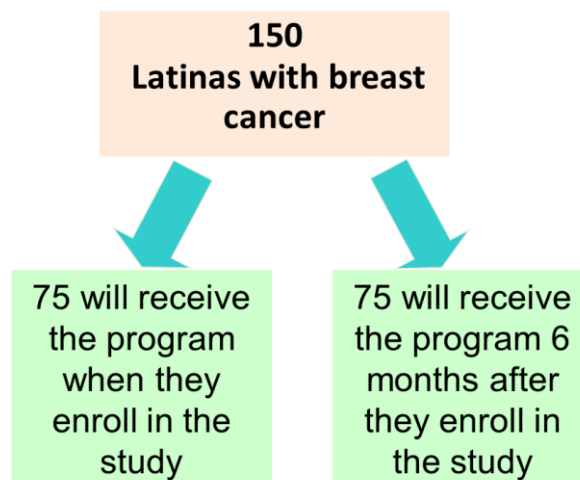
Latinas who live in rural communities suffer *additional* risks.

- ❖ Geographic isolation that limits their access to healthcare
- ❖ Lack of health insurance, particularly if she is undocumented
- ❖ Underinsurance, that is, insurance with high deductibles and copayments
- ❖ Lack of primary and preventive care
- ❖ Low-wage jobs - agricultural, meat processing plants, and dairies
- ❖ Substandard housing, which can lead to health problems
- ❖ Many families are exposed to environmental toxins, such as pesticides and mold
- ❖ Rural residents are one of the most medically underserved populations in California

1.3 THE NUEVO AMANECER RESEARCH STUDY

The Nuevo Amanecer study is...

- ❖ A 3 year study funded by the California Breast Cancer Research Grants Program Office of the University of California, grant number 21OB-0135
- ❖ A community-based research program, which means a University researcher and community organizations work together as equal partners to develop and implement a research project that is of interest to all partners.
- ❖ *Nuevo Amanecer I* (NAI) is the first study in which we developed the Nuevo Amanecer program for Latinas with breast cancer and collected evidence that it improves their quality of life. NAI was a partnership between the University of California San Francisco (UCSF), Círculo de Vida Cancer Support and Resource Center (CDV) and other partners in 5 Northern California counties.
- ❖ In the current study, *Nuevo Amanecer II* (NAII), UCSF and CDV are working with **Cancer Resource Center of the Desert** in El Centro, **Entre Nosotras/Family Service Agency** in Watsonville, and **Kaweah Delta Hospital Foundation** in Visalia to develop and test the effectiveness of a new version of the program that takes into account the unique needs of rural Latinas with breast cancer.



- ❖ We will enroll 150 Latinas with non-metastatic breast cancer for a study that last 6 months.
- ❖ Half will be assigned at random (like flipping a coin) to a group that will receive the 10-week Nuevo Amanecer Program right away.
- ❖ Half will be assigned to a group that will receive the same program 6 months later after the last study interview.
- ❖ All women will be interviewed 4 times. Interview #1 will be done in person on the same day that women are enrolled. Interview #2 will be done by phone 3 months later. Interview #3 (final one at end of study) will be done by phone 6 months later. Interview #4 will be done when women finish the program.
- ❖ All women will receive \$100 total for completing the 4 interviews.

- ❖ Women assigned to the group that had to wait 6 months for the program will be offered the program after they complete the last phone interview.



- ❖ Interviews will ask about and compare women from both groups on quality of life, emotional health, and symptoms.
- ❖ We will develop a guide for community organizations and instructions on how to implement the program and make it available to anyone who wants to use it.
- ❖ We will study the factors that make it easier for community organizations to use the program.

Why randomize women?

- ❖ Because we assign women by chance to the two groups, this creates two equal groups who should be the same, e.g. they should not differ by age, education, etc. The only difference should be that one group received the program and the other did not.
- ❖ Randomizing allows us to compare women who have received the program with those who have not received the program on their quality of life at 3 and 6 months.
- ❖ Studies in which women are randomized produce the strongest kind of evidence regarding the effectiveness of programs. This is very important because it helps convince people that these programs really work.

1.4 THE NUEVO AMANECER I PROGRAM

Three sources of information were used to design the Nuevo Amanecer program:

- ❖ A community program called the *Círculo de Vida Angelitas Model*.
- ❖ Scientific evidence about what helps women with breast cancer feel better.
- ❖ Interviews with Latinas with breast cancer, oncologists, and community advocates.

CIRCULO DE VIDA ANGELITAS MODEL

- ❖ Program integrates cultural factors - *familismo* and *personalismo*.
- ❖ One-to-one relationship between peer support counselor called ***La Angelita*** (Latina who has had breast cancer and has been trained to provide support) who builds *confianza* with the client.
- ❖ Support is provided as soon after diagnosis as possible by someone who has a personal experience with breast cancer.
- ❖ ***La Angelita*** makes the first call.
- ❖ ***La Angelita*** builds a strong partnership with the hospital where the majority of Latinas are diagnosed and treated.

La Angelita...

- ❖ Listens to the impact of the disease on client and her family
- ❖ Increases the client's knowledge of breast cancer and its treatment
- ❖ Assists the client in understanding her options for treatment
- ❖ Identifies barriers that may prevent client from receiving quality cancer care
- ❖ Provides family support to help loved ones understand their own reactions
- ❖ Links client to services not provided by CDV

SCIENTIFIC EVIDENCE ON PROGRAMS TESTED IN WOMEN WITH BREAST CANCER

- ❖ Programs that have helped women manage stress have been offered in large cancer centers with positive results, but none have been tested in Latinas with breast cancer, and they have been delivered by psychologists in these large centers.
- ❖ These programs involve two types of techniques: changing one's thoughts from unhelpful thoughts (negative thoughts) to more helpful thoughts (positive thoughts) and changing one's behavior to manage stress. These techniques are referred to as "cognitive-behavioral stress management." The theory underlying these approaches is that if a person uses these techniques, they will feel more in control of their stress and feel better emotionally and physically.

- ❖ These programs are based on Social Cognitive Theory that states that mastery of coping skills through practice, watching role models, and positive feedback leads to a greater sense of control over coping with cancer, which, in turn, improves quality of life.

INTERVIEWS WITH LATINAS WITH BREAST CANCER, ONCOLOGISTS, AND SUPPORT PROVIDERS THAT SERVE THEM

- ❖ We interviewed lots of Latinas with breast cancer and people who serve them to get their advice about what to include in the program and how to deliver it.
- ❖ They told us that having breast cancer was very hard emotionally on Latinas and that they often felt that they had *no control* over what was happening to them.
- ❖ They told us that it was important to give Latinas information and tools in simple Spanish that they could use to take better care of themselves and their families.

1.5 NUEVO AMANCER II PROGRAM

Nuevo Amancer II is....

- ❖ A 10-week program designed to teach Latinas with breast cancer skills to help them cope with their cancer
- ❖ Offered by trained breast cancer survivors, known as Compañeras in community settings
- ❖ A collaboration between **University of California San Francisco, Círculo de Vida Cancer Support and Resource Center, Entre Nosotras/WomenCare/Family Service Agency, Cancer Resource Center of the Desert, and Kaweah Delta Hospital Foundation.**



Components include:

- Emotional support

- Cancer information in Spanish
- Stress management training
- Communication skills training
- Skills training for managing thoughts and emotions
- Healthy lifestyles
- Goal-setting for taking care of oneself

10 Weekly Sessions

1. Managing the initial impact of breast cancer
2. Breast cancer and survivorship
3. Finding the cancer information you need
4. Getting the support you need
5. Thoughts and your mood, part 1
6. Thoughts and your mood, part 2
7. Stress management
8. Setting goals that make us feel better
9. Healthy lifestyles
10. Setting goals for the future

1.6 THE ROLES OF COMPAÑERAS AND RECRUITERS

The Recruiter and Compañera work as a team to offer women the opportunity to be in the study and receive the *Nuevo Amanecer* program. Both are very important to the success of the project. As representatives of your agency and the *Nuevo Amanecer* study, professionalism, courteousness, and ethical conduct are essential.

As a Recruiter, you will...

- ❖ Need to complete training on human subjects research.
- ❖ Use your knowledge of community and clinical partners who are able to refer women to the study who are potentially eligible.
- ❖ Maintain good relationships with these people.
- ❖ Ask your referral sources to send you the names and phone numbers of women who might be interested in the study, with the permission of the women.
- ❖ Talk to women about the study, answer any questions, and get informed consent, making sure that participants understand.
- ❖ Conduct an interview using a questionnaire.

- ❖ Assign women by chance to the intervention group (receives the program right away) or the control group (receives the program in 6 months).
- ❖ Pass the participant's information to the Compañera if she is in the intervention group or to Jasmine if she is in the control group.

As a Compañera, you will...

- ❖ Meet 10 weeks with Latinas with breast cancer and assist them with managing the emotional changes that come with a cancer diagnosis
- ❖ Train them on stress management and coping skills
- ❖ Help them identify personal strengths and gain a sense of control over their lives
- ❖ Provide emotional support without offering advice



The Key is demonstrating the skills as their role model and PRACTICE, PRACTICE, PRACTICE

An effective Compañera is...

- ❖ Neutral and non-judgmental
- ❖ Warm and affectionate
- ❖ Culturally sensitive
- ❖ Caring
- ❖ Respectful of differing opinions and religious beliefs
- ❖ Patient
- ❖ Good listener
- ❖ Willing to learn from others
- ❖ Self-aware

Latina to Latina

- ❖ Provide easy-to-understand cancer information in Spanish
- ❖ Services need to be sensitive to and respect...
 - Immigration issues
 - Traditional sex roles

- Interdependence of family members
- Religious practices and beliefs
- Folk medicine beliefs and practices
- Speaking in the formal instead of the informal voice

SUPERVISION

Recruiters and Compañeras will be provided with assistance and support by their agencies and the *Nuevo Amanecer* staff. The *Nuevo Amanecer* staff include: Anna Napoles, Co-Principal Investigator; Carmen Ortiz, Co-Principal Investigator; Jasmine Santoyo-Olsson, Project Director; and Dimas Moncada, Clinical Supervisor. All staff are bilingual-bicultural.

- ❖ Recruiters will be supervised by Jasmine Santoyo-Olsson, the Project Director.
- ❖ Jasmine and Anna (of UCSF) will be available to recruiters as needed to attend initial recruitment visits of recruiters until they feel comfortable and able to complete the visits and interviews independently.
- ❖ Carmen and Dimas (of Circulo de Vida) will provide Compañeras with clinical supervision. They will accompany the Compañera on some of her meetings with the client and some of the visits will be audiotaped to aide in supervision and training.

2. LOGISTICS – DELIVERING THE PROGRAM

The Nuevo Amanecer Program can be delivered by the Compañera to individual clients or in a group. Your organization will decide how you will deliver the program, that is, the number of specific sessions you will deliver individually or in a group. **You will need to stick to this format for the duration of the study.**

2.1 OVERVIEW OF THE NUEVO AMANECER PROGRAM MANUAL

MATERIALS

You will need the following materials:

- ❖ One Compañera manual
- ❖ A Client Manual for each client
- ❖ DVD player or computer that can play DVDs
- ❖ Flip chart and markers if delivering it in a group
- ❖ List of local breast cancer resources – one for each client
- ❖ Pens or pencils

GENERAL GUIDELINES FOR THE PROGRAM

1. Each week you will present the material for one of 10 sessions. Each session will consist of a 1.5-hour in-person meeting. Your organization will decide if you will be doing the meetings with one person only or in a group. The sessions should be as interactive as possible.
2. Each session addresses an important issue commonly faced by women who are diagnosed with cancer. You will review key concepts and skills, practice the skills together, and assign simple weekly goals to practice as homework.

The 10 session topics are:

- #1 Managing the impact of cancer
- #2 Learning about cancer and survivorship
- #3 Finding the cancer information you need
- #4 Getting the support you need
- #5 Thoughts and mood part 1
- #6 Thoughts and mood part 2

#7 Managing stress

#8 Establishing goals that make us feel better

#9 Healthy lifestyles

#10 Review and setting goals for the future

3. After the first session, all sessions will begin with a review of the previous week's session and homework. This discussion should take about 10 minutes.
4. Check with your clients often to see if they have understood or have any questions. Ask clients to describe the specific skills or ideas back to you to make sure they have understood.
5. Praise the clients' efforts to practice the skills. Reinforce the skills the client is learning even if she is not meeting her weekly goal. For example, you can say, "Filling out the distress thermometer will help you and me better understand what is happening with your stress level. Let's take some time to work on this together."
6. Look for the following symbol, which indicates specific questions to ask the clients:



7. Look for the following symbol, which indicates specific instructions to you. Instructions in blue font are only for use when delivering the program to a group.



8. Look for the following symbol, which indicates you are to play the section indicated from the DVD.



9. Look for the following symbol, which indicates the materials you will need for that section.



10. Additional resources are included in the Appendix for some sessions, but are not meant to be reviewed in detail with the client during the sessions. The sessions should focus on practicing and reinforcing the skills.

STRUCTURE OF EACH SESSION

- ❖ Each session starts with a key stress management skill called Deep Breathing. The exercise is found on your DVD.
- ❖ The session then covers a review of the prior session and weekly goal (except for the first week).
- ❖ Each session covers new content and uses 2-3 interactive activities to reinforce the concepts.
- ❖ Each session ends with a review of the current session plus a weekly goal for the coming week specific to a skill that the client is to practice.

ENCOURAGE REGULAR ATTENDANCE

- ❖ Create a regular schedule for the 10 weekly sessions and help the client mark the date and time of each meeting on the calendar included in her manual. Write your contact information on the calendar so that she has it in case she needs to call you.
- ❖ You will need to keep your own calendar to remember to call them 24 hours in advance of any meetings to remind them.
- ❖ Stress to the client that it is important that she attend every session to get the most out of the program.
- ❖ Make it clear that if she must reschedule an appointment, to let you know at least 24 hours before. Call each client the day before your appointment to remind her and confirm.

2.2 PROGRAM TRACKING FORMS

As you learned earlier, *Nuevo Amanecer* is part of a research study and we are evaluating the program to see if it helps women improve their quality of life. To evaluate the program, we will use the interviews we do with clients and program tracking forms you complete after each individual or group session. We need to document the clients' progress in the program, how the program was delivered, and any changes or difficulties delivering the program. This information is important to show what worked and what didn't work.

There are two tracking forms you will complete, one when you deliver a session individually, and one when you deliver a session in a group. These forms are located in Appendix A and include:

1. Tracking Form when Delivering a Session Individually
2. Tracking Form when Delivering a Session in a Group

FORMS ARE LOCATED IN APPENDIX A

	How to Complete the Program Tracking Form When You are Delivering a Session Individually
<p>If your agency decides to deliver a session...</p> <p>Individually</p> <p>Use the program tracking form entitled...</p> <p>Individual program tracking form</p>	<p>If the initial session is delivered individually:</p> <ol style="list-style-type: none"> 1. The Recruiter will provide you with the information you need to complete the first part of the individual program tracking form. The recruiter should give you the following information: <ol style="list-style-type: none"> a. Client ID b. Client name c. Client address d. Client phone number(s) e. Recruiter name f. Alternate contact information 2. Work with your organization and the clients to set up a day of the week and time for any sessions that will be delivered in a group. 3. Call the client within 24 hours to welcome her to the program. 4. Make your first appointment to meet with her within 1 week. Record the appointment date, time, and location on the individual program tracking form. 5. Call the client the day before to confirm her appointment. 6. At the session, write down the date, location, and start time of the session. 7. At the session follow the manual. 8. At the end of the appointment, confirm your next appointment with the client on the individual program tracking form. 9. At the end of your session with the client answer the questions on the individual program tracking form for the week you just completed with the client. 10. Also at the end of the appointment write down any missing information (end time of the appointment, length of session, travel time, and mileage) on the individual program tracking form for the visit you just completed with the client. <p><i>For any other sessions that are delivered individually:</i></p> <ol style="list-style-type: none"> 11. Repeat steps 4-9 for each session. 12. When the client has completed the program, mail Jasmine the client's individual program tracking forms using the pre-addressed, stamped envelope.

	<p>How to Complete the Program Tracking Form When You are Delivering a Session to a Group</p>
<p>If your agency decides to deliver a session in a ...</p> <p>Group</p> <p>Use the program tracking form entitled...</p> <p>Group tracking form</p>	<p>If the initial session is delivered to a group:</p> <ol style="list-style-type: none"> 1. For the first visit, Jasmine, the project director, will provide you with a list of women who will be in your group. 2. For each client Jasmine will give you the following information: <ol style="list-style-type: none"> a. Client ID b. Client name c. Client address d. Client phone number(s) e. Recruiter name f. Alternate contact information 3. Work with your organization to set up a day of the week and time of day for any sessions that will be delivered in a group. 4. Call each client within 24 hours and welcome her to the program. 5. Tell her when the first group session will take place, give her the address, time, and date. Record the first session date on the group program tracking form. 6. If a client can't make it on that day of the week and time, work with your organization and the clients assigned to that group to identify a day of the week and time of day that work for all group members. 7. Call the client the day before the group session to confirm and remind her. 8. At the session, write down the date and start time of the session. 9. At the session follow the manual. 10. At the end of the session, confirm your next session with the client on the group program tracking form. 11. At the end of your session answer the questions on the group program tracking form for the week you just completed with the group. 12. At the end of the session, write down any missing information (end time of the appointment, length of session, travel time, and mileage) on the group program tracking form for the visit you just completed with the client. <p>For any other sessions that are delivered in a group:</p> <ol style="list-style-type: none"> 13. Repeat steps 7-10 for each session. <p>When the group members have completed the program, mail Jasmine the group program tracking forms using the pre-addressed, stamped envelope.</p>
<p>Any Questions</p> <p>Any questions about the program and the program tracking forms should be directed to Jasmine at office 415-514-3355 or cell 510-332-8995 or toll-free at (855) 755-8273 or email jasmine.santoyo-olsson@ucsf.edu</p>	

2.3 CONTACTING THE CLIENT FOR THE FIRST TIME

If the first session with the client is delivered individually:

- ❖ The recruiter will tell you when you will have a new client. You will get the contact information for the client from the recruiter. Call the client within 24 hours, introduce yourself, and welcome her to the program.
- ❖ Make your first appointment to meet with her within 1 week. You will record the appointment date, time, and location on the forms entitled “Individual Program Tracking Form.”
- ❖ Call the client the day before to confirm her appointment.
- ❖ Most likely, you will be delivering the program in the client’s home. Make sure there is privacy and that you will be uninterrupted.

If the first session with the client is delivered in a group:

- ❖ Jasmine, the project director, will contact you and tell you the names of the women in your group. You will receive clients’ contact information.
- ❖ Work with your agency and the clients to set up a regular day of the week and time to have the first session and any other sessions that will be delivered in a group.
- ❖ Call each client, introduce yourself, and welcome her to the program.
- ❖ Tell her when the first group meeting will take place – make sure to give her the address, time, and date. You will record the first meeting date on the form entitled “group program tracking form.”
- ❖ Call the client the day before the meeting to confirm her appointment.

2.4 DELIVERING THE PROGRAM TO A GROUP

Delivering the program to a group requires a few additional considerations. In this section, we will go over these.

GENERAL GROUP GUIDELINES

- ❖ Furniture should be set up in a way that allows the clients and the Compañera to have eye contact with one another.
- ❖ Six clients per group is ideal and 8 is the recommended maximum to make sure that everyone has the opportunity to share with the group and ask questions.
- ❖ Group sessions should last no longer than 2 hours in order to avoid fatigue and keep their attention.

ROLE OF COMPAÑERA IN A GROUP SETTING

Compañeras who deliver the program in a group will need to know how to manage groups so that you...

- ❖ Make clients feel welcome and safe.
- ❖ Guide the group in developing the rules for the group.
- ❖ Enforce confidentiality and respect.
- ❖ Make sure that everyone has a chance to talk and feels comfortable sharing with the group.
- ❖ Keep the group on track so that the material for each session is covered in sufficient detail.
- ❖ Make sure that everyone understands the material presented.

STAGES OF GROUP DEVELOPMENT

All groups, regardless of content and goals, undergo stages of development. These stages of development are influenced by the skills of the Compañera. The stages are described next.

Initial Stage

- ❖ **Goal:** Establish a climate of trust and acceptance, encourage self-expression, and provide structure and ground rules.
- ❖ Clients begin to develop trusting relationships with both the Compañera and other group members.
- ❖ The Compañera takes on a more active role.
- ❖ Clients learn how the group functions and how safe it is to talk.
- ❖ Clients may be quiet or anxious.

Middle Stage

- ❖ **Goal:** Allow each client to speak without interruptions.
- ❖ Relationships are established among the clients and with the Compañera.
- ❖ Clients are less vague and share more of their cancer experiences.
- ❖ Clients are learning to trust and confide in the group.
- ❖ Clients begin to discover their identity in the group.
- ❖ Some clients may become depressed as their cancer stories unfold.

Integration Stage

- ❖ **Goal:** Maintain group cohesion.
- ❖ Clients are more group-focused than self-focused.
- ❖ Clients interact with one another in more direct ways.
- ❖ Clients begin to integrate their cancer experience and what is learned in the group,
- ❖ Leadership is shared by the group.

- ❖ Clients begin to see the group as more than just a group.

GROUP COHESION

- ❖ Cohesion is a fluid process that can take days, weeks, or months to develop.
- ❖ While some groups come together easily, others take more time.
- ❖ Some may never quite achieve a sense of stability and solidarity.
- ❖ The Compañera's role in the development of cohesion is an important one.
- ❖ If the Compañera cannot provide a safe space and a sense of trust and belonging among participants, group cohesion will be greatly affected.
- ❖ Groups that have a high level of cohesiveness will have participants that ...
 1. Are more open to support from others
 2. Are more willing to listen
 3. Self-disclose more often
 4. Value the groups goals more highly
 5. Have better attendance
 6. Have more participation

MANAGING GROUP INTERACTION

First group session

- ❖ How well a group comes together is highly influenced by what takes place during the first meeting.
- ❖ A client will not return if she leaves her first group session feeling out of place, unwelcomed, or confused as to the purpose of the group.
- ❖ At the first group meeting, Compañera's should allow clients to identify and agree on their own set of ground rules. By doing so it creates ownership of the ground rules and promotes group cohesion.
 - If the following rules are not included, the Compañera's should bring up:
 - Be on time
 - Respect yourself and others
 - Be a good listener
 - No interruptions
 - No judgements
 - Confidentiality
 - Ask for help
 - Write the ground rules on a large sheet of paper and tape them to the wall so they are always visible.

Warmups

- ❖ Warmups are used as ice breakers and getting acquainted activities to help participants make the transition into a learning environment. In our program, each session will start with a key stress management skill called Deep Breathing to focus the group.

- ❖ The goal is to establish relationships among clients and between Compañera and clients.
- ❖ After the warmup activity, the Compañera should make clear the purpose of the group and do an overview of what will be learned during the session.

PROBLEMS THAT HINDER GOOD GROUP INTERACTION

- ❖ Poor leadership
- ❖ Ineffective communication between Compañera and group participants
- ❖ Lack of focus
- ❖ People that take over the group and don't let others speak

Client types

- Each client brings to the group characteristics, values, and familial histories that will influence how active they will be in the group. Client types can include:
 - The talker
 - The chronic complainer
 - The help-rejecting
 - The self-righteous
 - The interrupter
 - The silent one
 - The advice giver
 - The rescuer

Don't make assumptions about people's personalities. It is your role to balance a respect for their individual personalities with the need to focus on positive group processes, such as listening and learning.

RESPONSIBILITY OF THE COMPAÑERA IN CREATING COHESION

- ❖ Keep your clients involved from the beginning. People learn by doing, not by being told.
- ❖ Create a warm, nonjudgmental environment.
- ❖ Create opportunities for clients to interact with each other.
- ❖ Provide a sense of trust and belonging among clients.
- ❖ Stay alert to any problem or conflict that may interfere with group participation. Address these immediately.
- ❖ Reconnect or engage those who are having difficulties.
- ❖ Set limits with clients who may be taking over group discussions. This should be done in private, not in front of the group. However, in the group, you can gently steer the conversation to other people by saying, "Thank you. That was very valuable. Let's hear what the others have to say..."

- ❖ Although it's important for the Compañera not to lose sight of the group as a whole, it's also important to know each client and how she may or may not be interacting with others.

TRAINING DAYS 2 & 3

3. HANDS-ON REVIEW OF THE COMPAÑERA MANUAL

FOR THE REMAINDER OF THE TRAINING SESSION, WE WILL GO THROUGH EACH OF THE SESSIONS AND ROLE PLAY ALL OF THE ACTIVITIES.

Compañera Manual