

AT-RISK POPULATIONS PROJECT TRIBAL COMMUNITY MEETING

PRIMER FOR FACILITATORS AND NOTE-TAKERS



Center for Infectious
Disease Research & Policy

*A project of the Association of State and Territorial Health Officials
and the Center for Infectious Disease Research and Policy at the University of Minnesota*

Tribal Community Meeting Primer for Facilitators and Note-takers

Thank you for agreeing to volunteer as a facilitator or note-taker for the At-Risk Populations Project Tribal Community Meeting. We appreciate your time, commitment, and talent. Our goal for this meeting is to learn about the needs of at-risk tribal members and planners in an influenza pandemic. This information will be used to make our national guidance document on At-Risk Populations and Pandemic Influenza planning reflect the needs of at-risk tribal members.

Your role will be to help set a positive tone in your small group, to be a neutral listener who encourages everyone to share their thoughts, and to collect all of the information shared by participants. There is some preparation before the meeting (an hour or less) the week of March 30, and then the meeting itself.

BEFORE THE MEETING: There will be two training opportunities before the meeting to help you understand your role and the meeting's agenda. Please e-mail me to let me know which one you will participate in. If you cannot make either session, please let me know, and we will find an alternate time. The conference call number is the same for both sessions. **Dial 612-625-2003 and ask for the CIDRAP call.** If you have any problems getting through, please call 651-249-4156.

- **Monday, March 30** from **4-5 PM** – you can phone in for a conference call or you can attend in person at 925 Delaware St. SE in the Dinnaken Office Building. It's Room 227, second floor.
- **Tuesday, March 31** from **Noon-1 PM** – this is a phone-in session only.

GETTING TO ONAMIA: The meeting takes place on Saturday, April 4, 2009 at Grand Casino, Mille Lacs, near Onamia, MN. Facilitators and note-takers who live more than 60 miles away are expected to arrive on Friday, April 3. The U of M is 105 miles from the reservation. We will pay for your hotel room that evening (but we are not able to pay additional room fees, such as room service or pay-per-view movies). We will also send you some directions before the meeting via e-mail.

THE MEETING: Registration and breakfast begin at 8 a.m. on Saturday, April 4. Facilitators and note-takers will **meet briefly at 8 a.m.** for an overview and updates. The meeting begins at 8:30 am with a welcome, invocation, and introductions.

THIS PRIMER: This will give you background on the project, your roles, and the meeting.

Thanks again!

Amy

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PROJECT BACKGROUND

Tribal Community Meeting Primer for Facilitators and Note-takers

A unique partnership was created to help protect the most vulnerable people in America during one of the worst public health catastrophes imaginable – an influenza pandemic. The Association of State and Territorial Health Officials (ASTHO) received a grant from the Centers for Disease Control and Prevention (CDC) to develop recommendations for state, territorial, tribal, and local health officials on protecting at-risk populations during an influenza pandemic. ASTHO was assisted by the Center for Infectious Disease Research & Policy (CIDRAP) at the University of Minnesota, the National Association of County and City Health Officials (NACCHO), and The Keystone Center.

Some individuals are at increased risk of suffering severe consequences during an influenza pandemic and may need special assistance to maintain basic medical care, as well as access to food and shelter. This project developed a guidance document for state, territorial, tribal and local health departments on planning for those at-risk populations and pandemic influenza. You can read more at: http://www.astho.org/index.php?template=at_risk_population_project.html

The guidance document is now in interim form and scheduled for completion in Summer 2009. We will use information from the April 4 engagement meeting to better reflect the needs of at-risk tribal members in the document.

GUIDELINES FOR FACILITATORS AND NOTE-TAKERS

You e-mail attachments should include this primer, an annotated agenda and the definition of at-risk populations that we are using in our project. Please review these items to help give you a clear idea of how the day is expected to progress.

OUR GOAL: To learn community members' views and reflect those views in our guidance document.

MEETING OBJECTIVES:

- 1) Representation/participants from as many of Minnesota's 11 reservations and communities as possible, including elders and natives who live in the Twin Cities
- 2) Discuss pandemic influenza and preparedness planning:
 - a. Hear perspectives on pandemic influenza planning
 - b. Identify Minnesota tribes' efforts to date, and lessons learned for at-risk groups
- 3) Describe the at-risk populations guidance;
 - a. Learn what issues at-risk tribal members face and how the guidance can be revised to reflect these challenges
- 4) Identify any next steps for stakeholders

TO KEEP IN MIND:

- We're looking for participants to draw on their experiences and share their opinions.

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- Participants won't necessarily agree, and that is all right.
- Participants will have different kinds of experiences. Some will be tribal employees and knowledgeable about details of planning. Others may be ill or poor, and knowledgeable about the challenges they face. We view all participants as equals who have different kinds of insights to share.
- You do not need to be an expert on the topic. In fact, our previous meetings have been more successful when facilitators or note-takers request that experts answer questions about a pandemic. (It helps keep discussion flowing.) When questions arise about pandemic flu, just flag one of our experts, who will be circulating to answer questions. Those experts are Dr. Toby Merlin and Vicki Tall Chief. They will answer a question or two, and then move on.
- Each table will need to identify the one or two most important statements that were made in the day's discussion and report it to the larger group. It isn't necessary to have a formal vote, but people should generally agree those were the two most important statements made at the table that day. Write them down in the form of a statement (for example, "Pepsi is better than Coke") and have them ready by the end of Scenario 3 so that voting moves quickly. Find a volunteer participant at the table to announce those statements to the full group (using a microphone). This is explained in more detail in the annotated agenda.
- Please remain neutral during the meeting. You may have strong feelings, and we respect that, but we need you to hold back on expressing them during the community meeting. (You will have your chance to express those thoughts as part of the debriefing at the end of the day.)
- If people say something that may be both wrong and harmful to people's health, please have an expert come to the table to address it before the end of that discussion. Staff from both CIDRAP and ASTHO will be available to assist you with anything that may arise. (An example from a meeting on a different topic had to do with someone recommending a way of preserving food that was unsafe and could cause food poisoning.)
- Please look nice, but don't dress formally (casual, but not jeans)
- Remember to enjoy yourself, too! This should be a friendly learning experience for all involved.

FACILITATOR'S ROLE

Your role is to:

- Be well-rested, alert, and present in the conversation.
- Welcome the participants at the beginning of the day and do a round of introductions at your table at about 8:20 am. (This will be prior to the official start of the meeting.)

- The meeting will be led/moderated by Joy Dorscher. She will give ground rules during her presentation. You may find it useful to repeat some of her comments at the table later in the day, such as clarifying ground rules or reminding everyone to speak.
- Let your table know that everyone has valuable expertise and that we want to hear from all of them.
- Move people through the agenda on time. People may get involved in a discussion, which is great; however, there is a lot to cover and, unfortunately, you may need to end a conversation to get to the next topic.
- Help set an open, friendly tone at the table so everyone feels equal and comfortable talking.
- Be open to everyone's ideas.
- Remain neutral. For example, don't share personal opinions, avoid comments that signal approval, don't nod your head vigorously in response to statements.
- There may be slightly longer periods of silence at your table than you are used to. Don't feel you have to jump in and rescue people from silence, but keep track of your table and make sure you reframe the question or move on before they seem uncomfortable. If you need help reframing a question, call one of the roving experts to your table.
- It's important to connect with each person at your table but take your cues from those around you in deciding how much eye contact to make and how much to urge everyone to participate.
- Make sure that people are speaking loudly enough for everyone at your table to hear, but try not to distract other tables.

NOTE-TAKER'S ROLE

We are relying heavily on note-takers because we are not recording the discussions. Your role is very, very important to us. We will be providing you with paper and pens. As a note-taker, please:

- Keep track of the question and question number and write it in the notes.
- Legibly write all of the responses to questions and other relevant statements (such as points raised in discussions).
- Make a clear check mark by the statement each time someone new repeats a statement that has already been made (if one person is just saying something repeatedly, do not place a check mark).
- If there is a specific good quote, please write it down verbatim.
- Provide all notes to CIDRAP staff at the end of the day.

Note-takers must work transparently – if questions arise as to what was written, please read it back and talk through any issues. It is perfectly fine to ask participants to clarify what they mean if you are unsure.

SAMPLE NOTES:

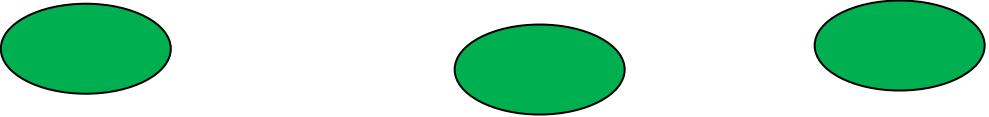
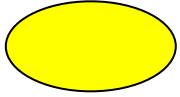
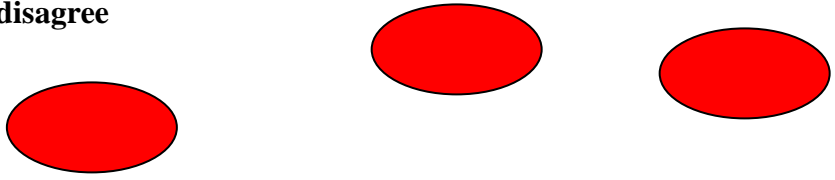
NOTES	QUOTES
<p>Question 1 – who faces worst hardship</p> <p>Elders will be vulnerable in a flu pandemic ✓ ✓ ✓</p> <p>A lot of children could be at-risk during a pandemic ✓</p> <p>Single parents will have a harder time</p>	<p>“We have got to make sure kids have a safe place to be if schools are closed. They are our future.”</p>
<p>Question 2 – reliable health information?</p> <p>Word of mouth ✓ ✓</p>	<p>“I want to hear about this from another person in the community, not a stranger on TV.”</p>

SAMPLE BALLOT FOR STATEMENT #1 (NOT ACTUAL SIZE)

<p>TABLE: # 2</p> <p style="text-align: center;">Statement # 1</p> <p style="text-align: center;">(If you have time to jot some words from the statement here, that’s great. Statement number and words will be on the screen.)</p>	Totals
GREEN – I agree	
YELLOW – I am not sure/I am neutral	
RED – I disagree	

COMPLETED AND TOTALED SAMPLE BALLOT FOR STATEMENT #1

(NOT ACTUAL SIZE)

TABLE: # 2 Statement # 1	Totals
<p>GREEN – I agree</p> 	<p>5</p>
<p>YELLOW – I am not sure/I am neutral</p> 	<p>1</p>
<p>RED – I disagree</p> 	<p>3</p>