

MEETING NEEDS OF UNDERSERVED POPULATIONS: NEW ONLINE TOOLS FOR SUPPORTING INDIGENOUS PEOPLES, IMMIGRANTS, REFUGEES, AND BEREAVED FAMILY MEMBERS

This workshop will introduce two online, evidence-informed tools. Participants will learn how these tools can be used in practice to support patients and their families and for their own continuing education. An overview of the online tools [LivingMyCulture.ca](#) and [MyGrief.ca](#) will be provided including findings of the knowledge synthesis that informed the tools. Participants will navigate text and multimedia content on the platforms, view videos, learn how to use the tools to start conversations about difficult topics and strategies for using the tools in practice. Through collaborations with 80 pan-Canadian partners, Canadian Virtual Hospice developed and launched two online tools that reflect the lived experience of Indigenous people, immigrants, refugees, and bereaved populations: 1. [LivingMyCulture.ca](#) is both an educational tool for healthcare providers wishing to enhance their knowledge and skills in providing culturally-safe and inclusive care and a supportive tool to be used with patients and families. It includes a collection of videos that share the stories of members of 11 cultural communities about the intersection of culture, spirituality, and religion with their experiences of healthcare, advanced illness and grief. 2. [MyGrief.ca](#), is the world's first evidence-based, online interactive psycho-educational tool providing loss and grief support. Developed by grief experts and available free of charge, it complements existing services and may be the only support option available for many. It includes nine self-directed modules, spanning a range of topics across the bereavement trajectory. Personal narratives of 21 diverse Canadians normalize the grieving process, share insights and provide hope.

1. Identify various cultural perspectives, traditions and rituals at end of life and challenges and barriers underserved populations face when accessing palliative and end-of-life care services that improve patient and family experiences and outcomes. 2. Recognize a range of issues across the bereavement trajectory that impact patient's physical and psychological wellbeing and a novel online tool specifically designed to support families in rural and remote communities who are grieving a loss. 3. Recognize how to use [LivingMyCulture.ca](#) and [MyGrief.ca](#) to improve your practice and support underserved populations.