



## Coaches and Fidelity: Taking care of both is imperative to A Matter of Balance

- ALL Coaches must work under the supervision of a licensed Master Trainer. They are not free-lance agents
- Have Coaches complete an application; Communicate right from the beginning of the commitment involved
- Coaches must teach 2 classes within a year of certification
- All classes for A Matter of Balance must be taught by 2 Coaches or Master Trainer/coach combo. Teaching with your coach is an opportunity to get to know them and connect with them
- Master Trainers must observe a newly trained coach at least once when they are teaching their first Community Class. **BE POSITIVE!**
- Master Trainers be available for your coaches and touch in with them before and after a class
- Coaches must be updated annually with 2.5 hours by their Master Trainer
- Every class for A Matter of Balance must have a visit from a Guest Healthcare Professional
- Remember Master Trainers that you are investing in new coaches so screen them before hand and ask for a commitment from them (Memorandum of Understanding can assist with expectations)
- Help your coaches develop skills to engage older adults to be part of the conversation. Motivational Interviewing is a very beneficial skill to assist with classes and communication
- Touch in with your coaches when they are starting a new class- see how the class went
- Share with them the outcomes of the classes your agency is offering
- Invite your coaches to assist during a public presentation
- Make sure your Coaches know A Matter of Balance is always 8 sessions in length offered:
  - Once a week for 8 weeks or
  - Twice a week for 4 weeks
  - If a class is cancelled due to weather or a holiday you must add on another session to complete the curriculum



- Reiterate that the coach handbook is your best friend and guide to deliver the program
- Read the directions for the exercises from the book: model that this can be done at home so participants can continue to exercise
- If there is a hub of other Master Trainers connect with them
- Share success stories
- Work to offer MOB in other languages to reach your populations
- Link with healthcare students in your area; work with professors to have students become coaches
- Have an annual retreat for your coaches so they can get to know each other. CELEBRATE them
- Invest in getting to know your coaches: time well spent
- Encourage coaches to look for participants and potential sites to hold classes
- Ask for participants to pre-register for classes so you know how many will be attending. Open registration can lead to too many participants in your classes. You can use google voice to capture calls and then return a call at your convenience
- Partner with your parks district or adult education
- Play trivia games or jeopardy during a coach update to reinforce fidelity
- Work with trauma and healthcare to get providers to refer to classes
- Join your local falls coalition; invite members to be coaches
- Find interested coaches from graduates of MOB and other programs
- Work with local disease specific support groups- encourage some to become coaches
- Work with local “Y”s, prisons and hospitals
- Offer CEUs to your coaches if they need them for certification
- Work with staff at health clinics reaching diverse populations
- Have some first responders become coaches and help leave behind class information
- Look for local PACE programs (Programs for All-Inclusive Care for the Elderly)
- Use real life scenarios to discuss coaching challenges
- Keep coaches updated and help to develop skills
- Connect in your community with Medicare Advantage plans
- Have a roster of potential substitutes so if a coach is ill there is a backup plan