# Email Templates for Advance Care Planning Information Sessions

The email templates below can be adapted to suit the needs of your organization.

## Registration Confirmation Email

**Subject:**

Registration Confirmation - *<insert name of event, dates & times>*

**Content:**

**<Greeting**>

Thank you for registering for *<name of event>.* This session will be held <*Date, time, location (in-person or online)*>

The session will be led by experienced facilitators of *<organization name>* where you will learn about:

* the steps to Advance Care Planning
* how to make an advance care plan
* resources to help you get started in making your own plan

This session will **not** include:

* help with completing any Advance Care Planning legal documents (though you will be provided information and resources on these documents)
* advice regarding your personal situation

What to bring to the session:

* A notebook to record notes <add for in-person sessions: *though we will also be providing paper and pens to take notes with*>. Handouts summarizing the information will be shared after the session

**<You can include the sections below if the session is being held online:>**

* The link (meeting URL) for the session is below. Please note we will open up the online session *<time: e.g. 15 minutes before start time>*to provide technological support.
  + - * *<insert online platform link for part 1 >*
* <We recommend providing some instructions for using the online platform - this example is for Zoom:>  
  Click on the following link to access a tip sheet on using ZOOM: <http://cean.vch.ca/wp-content/uploads/sites/26/2020/06/Zoom-Guide-003.pdf>
* If you need help accessing the session on the day of the session, please call *<contact name for tech support personnel>*at *<contact phone>*or e-mail *<contact email>*.
* If you are unfamiliar with the *<online platform>* we will be offering a tutorial and trial run *<date and time>*.
  + *<insert online platform link/phone number and any login information for tutorial>*

<**We recommend adding a privacy statement for online events. An example is below for Zoom and can be adapted for any platform:>**

**Important privacy notification:**

This event will be delivered by *<organization>* (the host) through *<Zoom>* which is hosted on < servers in the U.S.>. This event will not be recorded. If you have concerns regarding your personal privacy during the event, you can choose to

* Provide only your first name or nickname when you join the online event
* Keep your camera off
  + Keep your microphone muted when you are not speaking

*<Organization>* will not share any personal information shared by the participants before, during or after the session. *<Organization>* complies with <the Freedom of Information and Protection of Privacy Act (FIPPA)>.

Please get in touch if you have any questions. If you can no longer make the session, please let us know.

Best regards,

***<Sender’s name and email signature>***

## Reminder Email (1-2 days before the session)

**Subject:**

Session Reminder - *<insert name of event, date & time>*

**Content:**

**<Greeting**>

This is a friendly reminder about *<name of event>* to be held *<date, time, location>*. We are looking forward to hosting this session for you. If you can no longer attend the session or have any questions please contact me at *<email and/or phone number>*.

**You can include the sections below if the session is being held online:**

* The link (meeting URL) for the session is below. Please note we will open up the online session *<time: e.g. 15 minutes before start time>*to provide technological support.

*<insert online platform link >*

* We recommend providing some instructions for using the online platform - this example is for Zoom:  
  Click on the following link to access a tip sheet on using ZOOM: <http://cean.vch.ca/wp-content/uploads/sites/26/2020/06/Zoom-Guide-003.pdf>
* If you need help accessing the session on the day of the session, please call *<contact name for tech support personnel>*at *<contact phone>*or e-mail *<contact email>*.

At the very end of this email is information that was shared previously about the session.

Best regards,

***<Sender’s name and email signature>***

*<Include registration confirmation email content (discussion guidelines, out-of-scope topics, privacy, etc.)>*

## Post-Session Email

**Subject:**

Thank you for attending *<name of event>*

**Content:**

Thank you very much for attending *<name of event>*.

We hope you feel more ready to start or continue your Advance Care Planning.

The following resources are attached to this email *<we recommend emailing these resources even if you hosted the event in-person>*

* *<information on the participant handouts you will be sharing>*
* *<information on any additional materials you would like to share from the Resources for Facilitators list in the Facilitator Guide>*

**<You can include this section if the session was held online>** We are always learning how to improve our workshops, so would really appreciate your feedback. **If you did not complete the survey at the end of the session**please click the link below to provide your feedback.

*<evaluation survey link>*

If you have any additional questions, please feel free to e-mail me.

Thank you to our facilitators *<facilitator(s)’name(s)>* from *<organization>*. If you want to find out more about *<organization>*, please visit our website *<website link>*

Best regards,

***<Sender’s name and email signature>***