

A photograph of two elderly women, one with dark hair and one with white hair and glasses, both smiling warmly. The image is overlaid with a semi-transparent purple filter. The text is positioned at the bottom of the image.

**“THE MIRACLE IS NOT SOME MAGIC THAT YOU’VE GOT; THE MIRACLE IS YOU”
PRACTICAL RESOURCES TO SUPPORT CAREGIVERS**

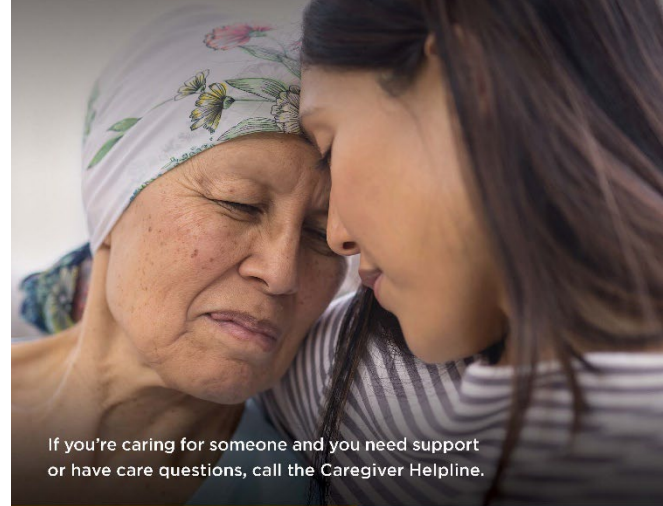


“We see how
bright you burn.
We see how brave
you’ve been”



YOU'RE THERE
FOR YOUR
MOTHER.

WE'RE
HERE FOR
YOU.



If you're caring for someone and you need support
or have care questions, call the Caregiver Helpline.

CAREGIVER HELPLINE

1-833-416-2273

ontariocaregiver.ca





OUR PURPOSE

The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario caregivers; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour





About the Ontario Caregiver Organization

- At the centre of our work are caregivers
- OCO collaborates with caregivers to create its programs and services – all free of charge
- Caregiver Advisory Panel and working groups

THE CAREGIVING ROLE

- 4M Caregivers in Ontario
- 32% invest 10+ hours of care per week (26% pre-pandemic)
- Over two-thirds have found it difficult to continue with their caregiving tasks

Caregiver Health and Wellbeing



25% say their caregiving tasks are getting more difficult since the easing of pandemic restrictions



1 in 5 caregivers (22%) say their mental health is worse than it was in the midst of the pandemic



63% feel they have hit their breaking point



Impact of Caregiving



Time



Employment and
Work-Life Balance



Finances



Health and
Wellness: Mental,
Emotional, Physical
and Social



Personal
Relationships

SYSTEM
OUTREACH AND
COLLABORATION

System and Stakeholder Engagement

- We engage care providers, organizations and system leaders across many sectors
- Collaboration at provincial, regional and local levels
- Care Provider Resource Centre on OCO website
- Learning opportunities including webinars, eLearning, presentations
- Ontario Health Team support



Learning and
education



Tools and
resources



Collaboration

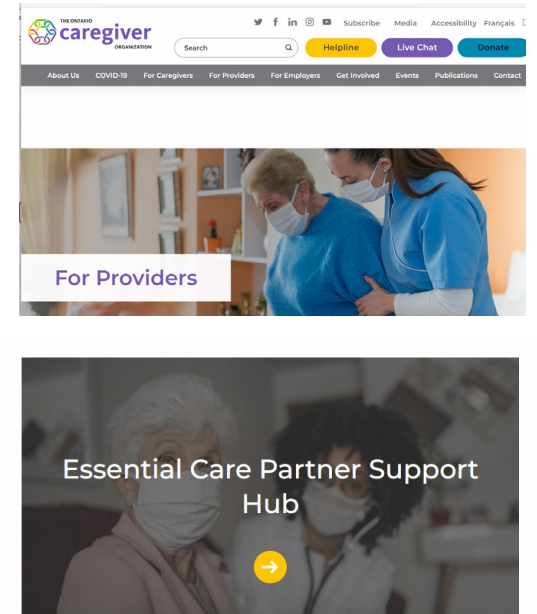


Guidance and
support

SYSTEM
OUTREACH AND
COLLABORATION

Essential Care Partner Support Hub

- Caregivers are essential care partners and play a critical role in providing unpaid physical, emotional, and cognitive support to family members, partners, and friends in care settings.
- The Essential Care Partner Support Hub provides support to Ontario hospitals and long-term care homes planning to implement or enhance an essential care partner program.



Essential Care Partner Support Hub

- Essential Care Partner programs are the leading practices that formally identify, include and support caregivers as part of the care team - even during times of health system pressures
- The Essential Care Partner Support Hub offers:
 - Guidance and coaching
 - Leading practices based on organizations that have successfully implemented
 - Resources, tools and templates
 - Connection to settings and peers that have implemented
 - Opportunities for learning and knowledge exchange



ESSENTIAL CARE PARTNER SUPPORT HUB

Essential Care Partner Program IMPLEMENTATION TOOLKIT

A GUIDE FOR HOSPITALS



ESSENTIAL CARE PARTNER SUPPORT

LEADING PRACTICES FOR ESSENTIAL CARE PARTNER PROGRAMS IN HOSPITALS

This overview of leading practices demonstrates the key components of Essential Care Partner programs under each area of focus - **Identify**, **Include** and **Support** the essential care partner.

| Identify the caregiver | Include the caregiver as part of the care team | Support the caregiver |
|---|---|---|
| <p>ESSENTIAL CARE PARTNERS ARE WELL-RECOGNIZED Caregivers are recognized as essential care partners, and differentiated from general visitors.</p> <p>PATIENT DESIGNATION All patients (or their authorized decision-makers) are empowered and encouraged to designate their essential care partners.</p> <p>DOCUMENTATION Essential care partners are documented in the electronic medical record (EMR), including their contact information, timing, and level of designation to receive notices of care.</p> <p>IDENTIFICATION Essential care partner Identification ID badges to used to identify and formally recognize essential care partners.</p> <p>ADVANCE IDENTIFICATION Patients with planned admission are encouraged to identify their essential care partner(s) prior to admission.</p> | <p>POLICY Organizational policies and practices enable the essential care partner open access to the care recipient (in accordance with safety, privacy, and support services) on an as-needed basis.</p> <p>STAFF EDUCATION & TRAINING Education and training is provided to all staff to understand the important role of essential care partners, and Essential Care Partner policies and practices.</p> <p>COMMUNICATION Essential Care Partner policy and program information is pro-actively communicated to all staff, patients, families and essential care partners.</p> <p>SHARED COMMITMENT Mutual recognition of responsibilities of essential care partners and other care team members is demonstrated and defined in partnerships with patients, care partners and staff, including level of essential care partner participation in different settings.</p> <p>INTERSECTION Essential care partners are integrated into care of care recipients and critical pathways. Essential care partner tasks/role responsibilities are based on patients' comfort needs, and preferences.</p> | <p>ESSENTIAL CARE PARTNER DESIGNATION There is a process for onboarding and engaging essential care partners.</p> <p>ESSENTIAL CARE PARTNER EDUCATION Essential care partners are provided education and training on the evolving role they play in their care recipient's care, and address infection prevention and control practices.</p> <p>SHARED APPEALS A system is in place to support essential care partner identification and inclusion.</p> <p>SUPPORT SERVICES Support services are available for essential care partners to ensure quality of life, including financial counseling, legal advice, and other resources while they are providing essential care.</p> <p>LINK TO SUPPORT Essential care partners are educated and trained to advocate and be heard by their own well-being.</p> |



e-Learning for Providers

- Free-of-charge education series for care providers
- Practical tips for providers



Caregivers as Partners

2+ hrs. Learn about the value of the family caregiver role and how to engage and empower them as effective care partners in your practice. Certified by the

[Click to enter this course](#)



Caregivers as Partners - Mental Health and Addiction

1.5+ hrs. Learn how to support caregivers who are caring for someone with mental illness and/or addiction. This course is

[Click to enter this course](#)

Time to Talk Toolkit

- Designed to help care providers support caregiver well-being and reduce the risk of caregiver burnout
- Adaptable resources include:
 - Tip sheet for staff: 7 simple ways to recognize, engage and support caregivers
 - Pamphlet/poster to help connect caregivers to support
 - Learning video
 - Implementation Guide

Toolkit adapted from materials developed by The Change Foundation



Meaningful Engagement and Co-Design

- Resources to help organizations in meaningful engagement and co-design of caregivers including:
 - The Rules of Engagement
 - Authentic Engagement: The Caregiver Perspective (video)
 - 101 of Engagement and Co-Design – A Step by Step Guide
- Legacy resources from the work of The Change Foundation

RULES OF ENGAGEMENT

15 WAYS TO SUPPORT THE MEANINGFUL ENGAGEMENT OF CAREGIVERS AND PATIENTS



Essential points to consider when starting or running a patient/ caregiver engagement initiative

- 1 Consider a range of engagement formats** depending on the objectives and stage of your engagement work.
- 2 Choose the best timeframe** for meaningful input for your project's purpose or initiative.
- 3 Consider partnering with another organization** so you can "share the wealth" of participant wisdom and experience.
- 4 Recruit wisely** and consider factors such as relevant voices, methods of discussion, and time frame.
- 5 Be clear about your purpose and objectives**, as well as the level of engagement, with your participants.
- 6 Be clear about your scope of influence** or the level of authority your organization has to implement change.
- 7 Develop a code of conduct together** as part of initial team-building and to develop group solidarity and commitment.
- 8 Have an exit strategy in place** in case participants need to leave due to changes in circumstance.
- 9 Give participants the tools they need** to build knowledge and skills. This will increase their confidence and capacity to engage.
- 10 Expect the unexpected...and be open to it!** As a dynamic process, expect to embrace new ideas as they emerge.
- 11 Give participants the recognition they deserve** when reporting to the public and other audiences.
- 12 Report back** and commit to a feedback loop to show participants what you did, or didn't do, with their information or advice.
- 13 Be prepared for lulls and how to navigate them.** Advance notice can reduce disengagement and disappointment.
- 14 Be aware - and careful - of people's emotions.** Sensitivity and empathy will be needed if discussions bring up grief or traumatic memories.
- 15 Carry it forward.** Encourage participants to join other groups or advisory boards, or make suggestions on next steps - it's a fitting last gesture.

Key Caregiver Strategies for Providers

These caregiver strategies can lead to better patient care and health outcomes
and a better experience for caregivers, patients and providers.



**INCLUDE CAREGIVERS
AS PARTNER ON THE
CARE TEAM**

PARTNERS IN CARE



**CONNECT CAREGIVERS
TO SUPPORT FOR THEIR
WELL-BEING**

RESILIENCE & BURNOUT PREVENTION



**ENGAGE CAREGIVERS
AS EXPERTS TO
INFORM CARE DESIGN
AND DELIVERY**

ENGAGEMENT AND CO-
DESIGN

DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

Direct to Caregiver Programs and Services

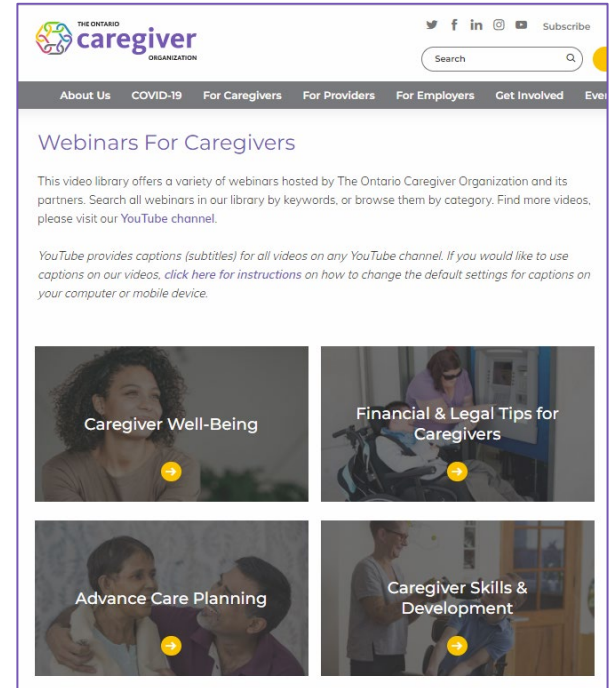
Webinars

New topics each month (live & recorded)

Topics cover:

- Caregiver Well-Being
- Financial and Legal Tips
- Advance Care Planning
- Caregiver Skills and Development

Recordings available on OCO website



The screenshot shows the website for The Ontario Caregiver Organization. The header includes the logo, social media icons (Twitter, Facebook, LinkedIn, Instagram, YouTube), and a 'Subscribe' button. A search bar is located in the top right. The main navigation menu includes links for 'About Us', 'COVID-19', 'For Caregivers', 'For Providers', 'For Employers', 'Get Involved', and 'Events'. The page title is 'Webinars For Caregivers'. The main content area contains a paragraph explaining the video library and a link to the YouTube channel. Below this is a note about YouTube captions. The page features four video thumbnails with titles and right-pointing arrows: 'Caregiver Well-Being', 'Financial & Legal Tips for Caregivers', 'Advance Care Planning', and 'Caregiver Skills & Development'.

DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

The Ontario Caregiver Helpline 1.833.416.2273

- Phone support 24/7
- Live chat Mon-Fri 7 a.m.
To 9 p.m. EST
- Information and referrals connecting
caregivers to the support they need
- Available to all Ontario Caregivers in
multi-languages, free of charge
- Confidential service
- Not a crisis line



DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

SCALE – 8-Week Program

SCALE Program includes these topics:

- Your Caregiving Journey
- How Caregiving Stress Affects You
- Becoming a Mindful Caregiver
- The Self-Compassionate Caregiver
- How Caregivers Can Overcome Sadness & Guilt
- How Caregivers Can Overcome Anxiety & Anger
- Find Your Caregiving Strengths
- Time for Self-Care While Caregiving



Psychoeducational
webinars



Individual
counselling



Group
counselling

DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

e-Learning for Caregivers



Caregiver 101

45+ min. Learn about caregiving roles, conflicts in caregiving, caregiver burnout, what to expect, developing resilience, and what supports are available.

[Click to enter this course](#)



Caregivers Partnering with Health Professionals - A Strategy that Works

1+ hrs. Learn about the value of your caregiver role, how to effectively

[Click to enter this course](#)



Roadmap to Caregiving: The Realities of Mental Illness and Addictions

2+ hrs. Learn how to navigate the unique and challenging experiences when

[Click to enter this course](#)

DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

Peer Support Groups

- Virtual peer facilitated support groups
- Emotional/social support
- Young Caregivers Support Group
- Accessible online or by phone
- [Register Here](#)



DIRECT TO
CAREGIVER
PROGRAMS AND
SERVICES

1:1 Peer Support Program

Sign up for 1:1 Peer Support. An OCO peer mentor can:

- Provide encouragement, support and acceptance
- Share in your lived experiences without judgement
- Discuss your well-being and help you build a plan and a pathway to ensure your well-being stays top of mind
- Provide support in developing coping strategies
- Provide support to help you set goals that you would like meet
- Be there for you

Volunteer to be a peer mentor

Visit: ontariocaregiver.ca/peersupport/



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SERVICES



Caregivers often say they are too busy to care for themselves. As a result, many will experience burn out, depression, isolation, and loneliness.

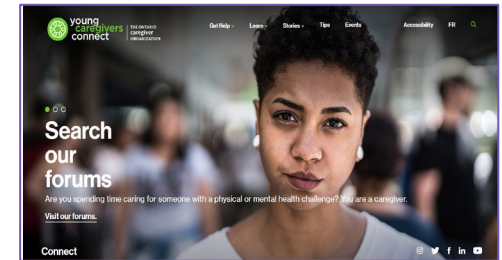
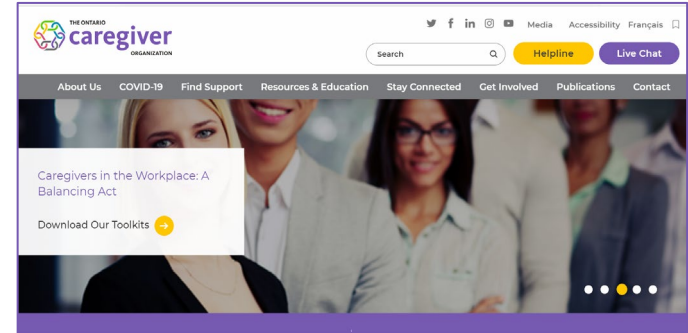
- short, evidence-based, health letter delivered each week to your inbox
- letter includes health information, tips, and advice related to the caregiving experience

Learn more: <https://ontariocaregiver.ca/for-caregivers/caregiver-mental-health-well-being/90second-caregiver/>

CAREGIVER
AND PUBLIC
INFORMATION

Caregiver and Public Information

- [Ontariocaregiver.ca](https://ontariocaregiver.ca)
- [Youngcaregiversconnect.ca](https://youngcaregiversconnect.ca)
- Monthly e-newsletter for caregivers
- Quarterly e-bulletin for care providers
- Social media



CAREGIVER
AND PUBLIC
INFORMATION

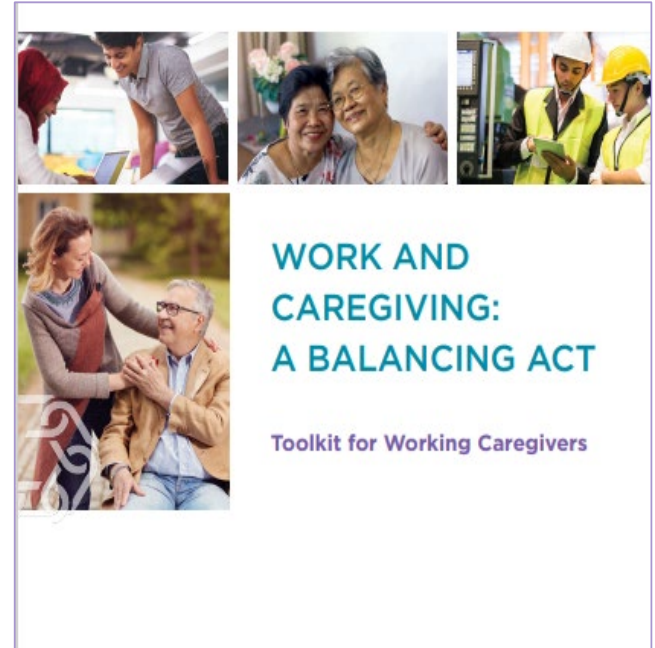
I am a Caregiver Toolkit

- Information for new and experienced caregivers
- Worksheets to help build your care team
- Self assessment on how you're coping
- Other useful information



Working Caregiver Toolkit

- 64% of caregivers are employed
- 62% are concerned about how they will manage caregiving when they return to a physical workspace
- 1 in 3 are worried about losing their job because of their caregiving responsibilities
- 51% wish for more support from their employer



Website Resources

- Tip Sheets
- Diagnosis specific content
- Resources for Indigenous caregivers
- Resources for 2SLGBTQ+
- Podcasts
- Upcoming events
- And more...

THE ONTARIO
caregiver
ORGANIZATION

COVID-19

March 26, 2020

Connecting socially while keeping your distance

Even before the pandemic, caregivers told us they feel isolated and lonely. Now, more than ever, we all need to stay connected to one another. It's so important for our own health and well-being. Staying home during COVID-19 is critically important and requires some creativity in finding safe ways to connect and socialize.

THE ONTARIO
caregiver
ORGANIZATION

RESOURCES AND EDUCATION

TIP-SHEET

How Technology Can Support Caregivers During COVID-19

Countries around the world are actively working to contain the COVID-19 pandemic. One strategy is social distancing or avoiding interaction with others. While this strategy is necessary, it can contribute to feelings of isolation and loneliness. This is true for family caregivers and the person they support. This tip sheet provides information about how technology can support caregivers in their roles should they become ill or need to self-quarantine, or if their loved one needs to be quarantined and access are restricted.

Introducing new technology and tools may be stressful for both the caregiver and care recipient. Consider what might work best for your situation. This may mean making fewer changes at once or taking a lower tech approach. For example, a simple phone call may be less stressful than setting up a video call and could be a preferred option when there are lots of other changes happening. Being open to new technology can also be frightening and viewed as a loss of independence. Consider presenting technology as a short-term strategy to prevent anxiety if self-quarantine is necessary during the COVID-19 pandemic.

- Personal computers
- Smart devices
- Accessing entertainment
- Online shopping
- Picture and video sharing
- Practical apps
- Virtual assistants

RESOURCES AND EDUCATION

TIP-SHEET

Physical Health During Break

Actively working to contain the COVID-19 pandemic. One strategy is social distancing or avoiding interaction with others. While this strategy is necessary, it can contribute to feelings of isolation and loneliness. This is true for family caregivers and the person they support. This tip sheet provides information about how technology can support caregivers in their roles should they become ill or need to self-quarantine, or if their loved one needs to be quarantined and access are restricted.

If you have been exposed to, or experiencing symptoms of COVID-19, call your local public health assessment line at 1-866-797-0000, your doctor or your local public health assessment line.

If you do not visit an assessment centre unless you are calling 911 unless it's an emergency. [Learn more.](#)

- Keep a regular routine as much as possible
- Stay connected and maintain social networks
- Attend to your own needs and feelings

Time to Talk Podcast

Join our host Michelle Jobin along with experts and caregivers, to discuss things that matter most to caregivers.

- Becoming a caregiver
- Keeping your relationships strong
- Maintaining a healthy mind
- Parenting when you're a caregiver
- The organized caregiver
- Managing your money
- The importance of nutrition and meal planning
- Getting a good night's sleep

<https://ontariocaregiver.ca/time-to-talk-podcast-for-caregivers/>



Questions?



ontariocaregiver.ca
@CaregiverON



Subscribe to our monthly newsletter for updates on programs, resources and what's new at OCO

[Ontariocaregiver.ca/subscribe](https://ontariocaregiver.ca/subscribe)