



# The Ontario Caregiver Organization



ORGANISME DE SOUTIEN AUX

**aidants naturels**

DE L'ONTARIO



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# Focus of Today's Session

## In this session you will:

- Learn more about Ontario's caregivers
- Explore the programs and services that OCO has to offer
- Gain knowhow to access resources based on your needs
- Review partnership/engagement options

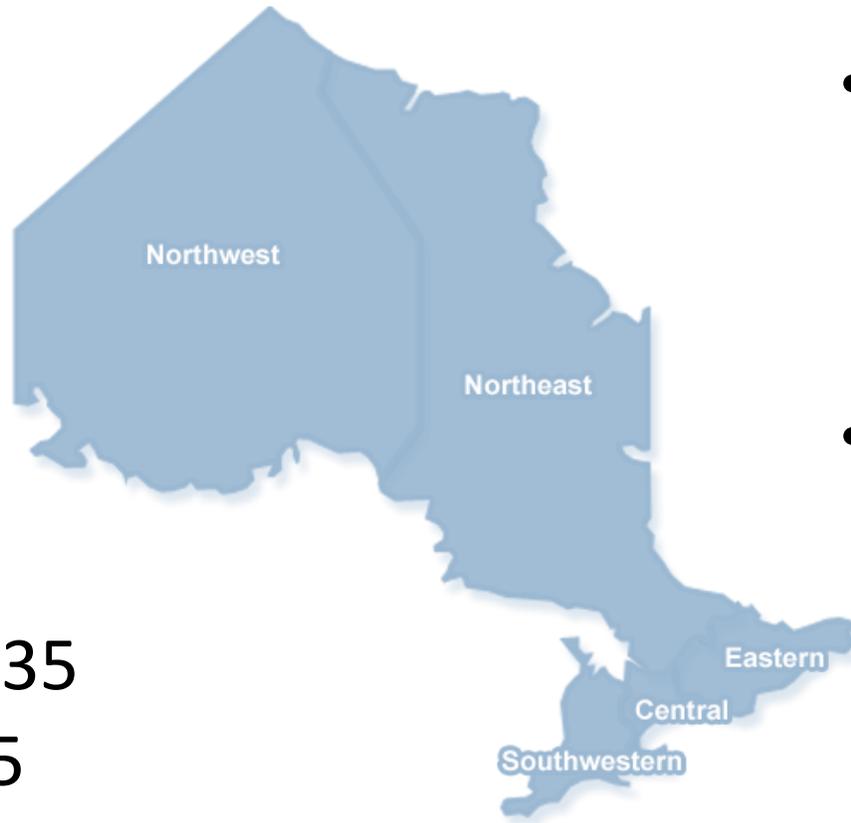


# Who are Ontario's caregivers?

We define family caregivers as **family members, friends or neighbours who provide care for someone, without pay, due to frailty, palliative care, long-term illness, long-term recovery from accident or surgery, degenerative disease, physical or mental disability or old age-related disorder.**

# Ontario Caregivers at a Glance

- 3.3 million across Ontario, including young caregivers
- From every age group:
  - 31% Under age 35
  - 57% Age 36 – 65
  - 11% Age 65+



- Almost evenly split female/male/non-binary (54%/45%/1%)
- 58% are employed  
48% fall in the “Sandwich Generation” where they are caring for a senior and raising a young family

# Who are They Caring For?



- Half of caregivers are providing care to their own parents (43%) and their in-laws (7%)
- The other half are caring for a spouse or partner, children, extended family members such as grandparents, siblings or other relatives
- People living with age-related conditions or frailty, dementia/Alzheimer's
- Children with a mental illness, developmental or physical disability
- Adults dealing with health conditions such as back problems, chronic long-term pain, recovery from surgery, physical disability, cancer or mental illness
- Individuals experiencing complications from COVID-19

# Impact of Caregiving

- 1 in 5 caregivers say they are not coping well with their caregiving responsibilities
- This number increases for those caring for people with mental health challenges
- 52% find balancing caregiving with work more challenging in a pandemic



# Who we are



We support caregivers by being your **one point of access to information & support** so you have what you need to be successful in this role and maintain your well-being.



# What we do



- Improve awareness and recognition of the contributions and importance of caregivers
- Connect all caregivers to information and support regardless of age, condition or location
- Avoid duplication of services that already exist and develop partnerships
- Work with caregivers to identify gaps and service needs, and to design and build new programs in response

# Find Support & Services



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24/7 Helpline 1 833 416 2273

The Ontario Caregiver Helpline provides caregivers with a 24/7 resource for information and navigation by **phone** or 7am-9pm weekday **live chat**.

Respite  
Care

Homecare  
Services

Community  
Resources  
Info &  
Education

Technology

# SCALE Program

## Support for Caregiver Awareness, Learning & Empowerment

### Nurturing Mental Health and Wellness for Caregivers

The SCALE Program (Supporting Caregiver Awareness, Learning and Empowerment) aims to empower caregivers with practical information and skills to focus on their own mental health and well-being needs by offering:

- **Weekly psychoeducational webinars (LIVE or RECORDED)** divided into two 4-week sessions (see below for Session 1 and Session 2 topics).
- **Strategies, tools, and resources** to better cope with difficult caregiving emotions
- **Free and confidential online group &/or individual counselling (OPTIONAL)**. Space is limited, registration is based on first come, first-served basis.

<https://ontariocaregiver.ca/scale-program/>

# SCALE Program

## Support for Caregiver Awareness, Learning & Empowerment

### SESSION 1: UNDERSTANDING THE EMOTIONAL EXPERIENCE OF CAREGIVING

FEBRUARY 8 to MARCH 1, 2022

[Register for Session 1: Understanding the Emotional Experience of Caregiving](#)

Week 1: Your Caregiving Journey



Week 2: How Caregiving Stress Affects You



Week 3: How Caregivers can Manage Anxiety & Anger



Week 4: How Caregivers can Overcome Sadness & Guilt



Online group  
counselling sessions

### SESSION 2: STRATEGIES FOR CAREGIVER MENTAL HEALTH & WELL-BEING

MARCH 8 to 29, 2022

[Register for Session 2: Strategies for Caregiver Mental Health & Well-being](#)

Week 1: Become a Mindful Caregiver



Week 2: The Self-Compassionate Caregiver



Week 3: Find Your Caregiving Strengths



Week 4: Time for Self-Care while Caregiving



Individual  
counselling sessions

# Online Caregiver Support Groups



## Online Support Groups

Tuesdays 10:00-11:00 a.m. \* **FULL**

Wednesdays 10:30-11:30 a.m. \*\* **FULL**

Thursdays 2:00-3:00 p.m.\*

Friday 10:30 a.m.-11:30 a.m.\*

\*bi-weekly on the first and third week of the month

\*\* bi-weekly on the second and fourth week of the month

## Young Caregivers Online Support Group

Wednesday 7:30-8:30p.m.

<https://ontariocaregiver.ca/peer-support/online-caregiver-support-group/>

# 1:1 Peer Support Program



- Connect with a trained Peer Mentor over the phone
- Provide/receive peer to peer emotional support
- Partnerships last up to one year

For more information:

<https://ontariocaregiver.ca/peersupport/>

# Webinars

Check out the upcoming webinars on our events page:

<https://ontariocaregiver.ca/events/>

View recordings of previous webinars on our

Website:

<https://ontariocaregiver.ca/webinars-for-caregivers/>

YouTube channel:

<https://www.youtube.com/channel/UCyHknVCyQEQkK1Xwag-rRCA>



# Online Courses

## ▼ FOR FAMILY CAREGIVERS



### Caregiver 101

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 (1.5 hours)

Learn about the value of the family caregiver role and how to engage and

Click to enter this course



### Caring for Someone with Mental Health and Addiction

Coming Soon

Click to enter this course

<https://learning.ontariocaregiver.ca/>

# Online Courses

▼ FOR HEALTH CARE PROVIDERS



## Caregivers as Partners - Accredited

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 College

[Click to enter this course](#)



## Caregivers as Partners - Refresher Module

Refresh your knowledge with this one-module course based on the original course: Caregivers as Partners.

[Click to enter this course](#)



## Caregivers as Partners - Mental Health and Addiction - Accredited

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

[Click to enter this course](#)

<https://learning.ontariocaregiver.ca/>

# I am a Caregiver Starter Kit



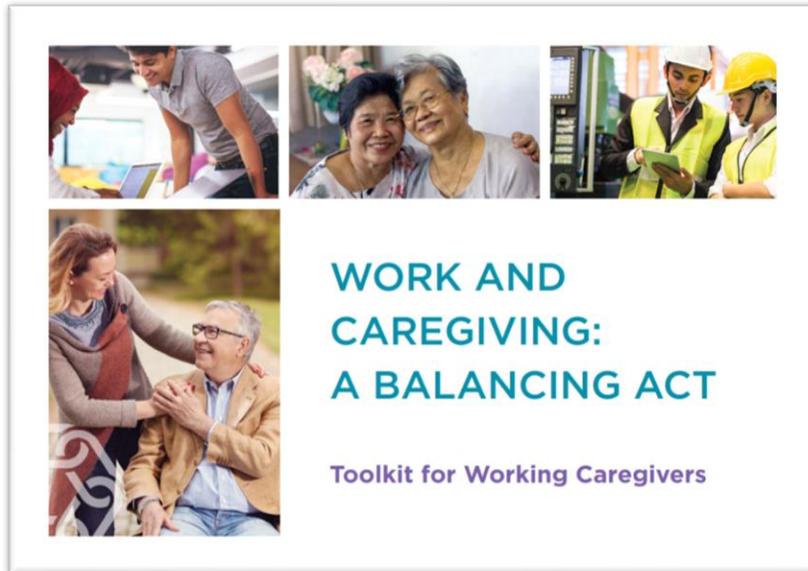
- focuses on how the caregiver can be empowered to take care of themselves
- helps the caregiver build a support team
- self assessment on how the caregiver is coping

	Never	Sometimes	Often	Almost Always
<b>I find it difficult to balance work, family and caregiving responsibilities</b>	0	1	2	3
<b>I have conflicts with my friends, family members or care recipient</b>	0	1	2	3
<b>I worry that I'm not doing a good job as a caregiver</b>	0	1	2	3
<b>I feel guilty</b>	0	1	2	3
<b>I feel anxious</b>	0	1	2	3
<b>I feel sad and cry</b>	0	1	2	3
<b>I have problems with sleep</b>	0	1	2	3
<b>I experience chronic neck or back pain</b>	0	1	2	3
<b>I have tension headaches</b>	0	1	2	3

- provides resources to get started

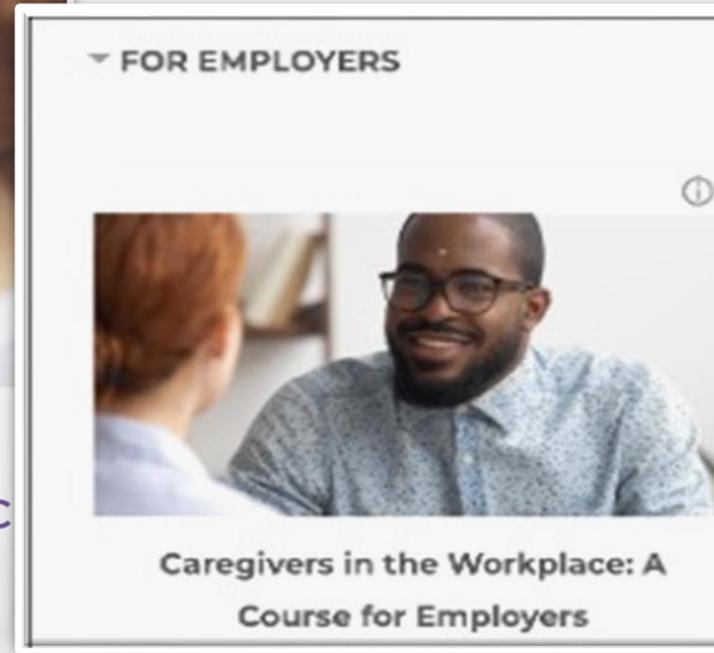
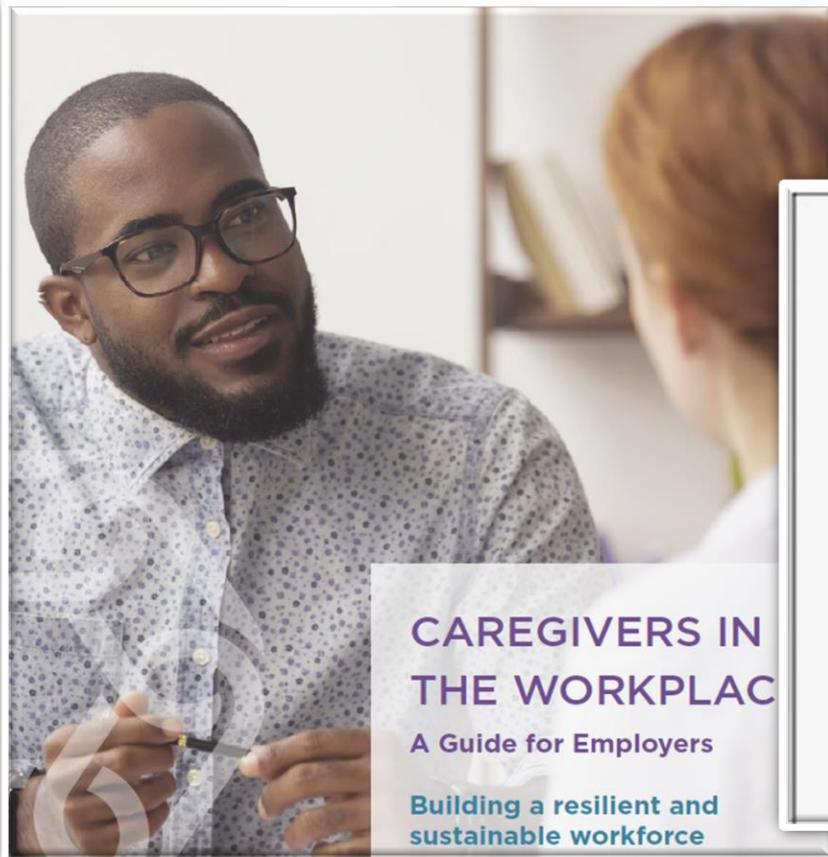
<https://ontariocaregiver.ca/covid-19/starterkit/>

# Toolkit for Working Caregivers



<https://ontariocaregiver.ca/workplace/>

# Resources for Employers



ENHANCING POLICIES AND PROCEDURES CHECKLIST		
Assess and Reassess		
	Employees consulted? (✓)	Standards, procedures and outcome measures in place and accessible? (✓)
Senior Leadership, HR and Management team review of policies procedures and strategies		
Policies and working arrangements changed to include caregiving as required		
Working Caregiver Workshop implemented		
Plan outlined for ongoing reassessment		
The following strategies reviewed and caregiver implications assessed:		
• Flexible work hours		
• Shift work		
• Working remotely		
• Reduced work hours		
• Job sharing		
• Promotion and growth opportunities		
• Phased retirement		
Paid or unpaid leave top up options		
Promotion of EAP programs		
Promotion of Working Caregiver Toolkit		
Future workshops or education opportunities planned and in		

# Tip sheets and resources: COVID-19 Resource Centre

**TIP-SHEET**



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## Caregiver Mental Health During COVID-19 Outbreak

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 affect a person's mental health. This is true for family caregivers and the person they support.

If you are concerned that you may have been exposed to, or experiencing symptoms of COVID-19, please contact Telehealth at 1.866.797.0000, your doctor or your [local public health unit](#). You can also use the [self-assessment tool](#).

The Ontario government is asking that you not visit an assessment centre unless you are showing symptoms and to avoid calling 911 unless it's an emergency. [Learn more](#).

-  Seek information from trusted sources
-  Keep a regular routine as much as possible
-  Prepare your contingency plan
-  Stay connected and maintain social networks
-  Find opportunities to share positive stories and acknowledge those in your circle of care
-  Attend to your own needs and feelings

<https://ontariocaregiver.ca/covid-19/>

**TIP-SHEET**



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

**COVID-19**



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April 1, 2020

## Caring for Seniors in Your Community

Now more than ever, we need one another. The COVID-19 pandemic has made us all caregivers. The [latest recommendation related to COVID-19](#) is for people over the age of seventy to stay home. This means that seniors who were once active and living independently prior to COVID-19, now need our help to stay healthy and connected.

**COVID-19**



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March 31, 2020

## Do you have a plan?

**COVID-19**



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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.

# Time to Talk Podcast

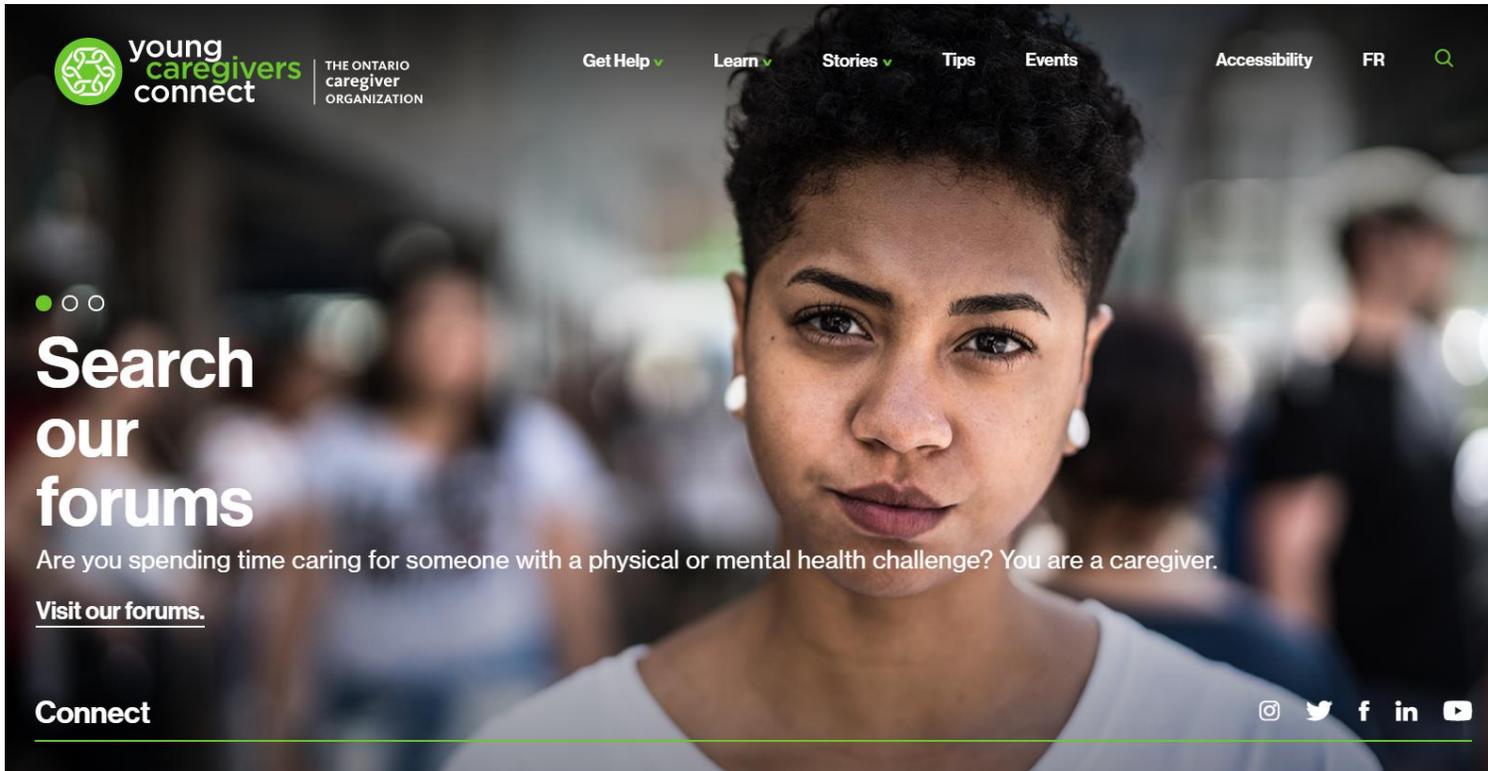
## Weekly podcast for caregivers, by caregivers

1. Becoming a caregiver
2. Keeping your relationships strong
3. Maintaining a healthy mind
4. Parenting when you're a caregiver
5. The organized caregiver
6. Managing your money
7. The importance of nutrition and meal planning
8. Getting a good night's sleep

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



# Young Caregivers



> 500,000

New microsite: **Young Caregivers Connect**

Dedicated online support groups for young caregivers

<http://youngcaregiversconnect.ca>

# How We Partner

- Joint webinars or events
- Building referral pathways between OCO and other organizations
- Connecting Caregiver Helpline callers to community-based services
- Sharing insights on caregiver needs and solutions
- Delivering programs/supports like 1:1 Peer Support Program together to enhance your organizations capacity



# Caregiver Engagement

Caregiver Advisory Panel

Working groups

- Young Caregivers
- Working Caregivers
- Mental health

Volunteer engagement



# Regional Contact

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