



# EASTERN ONTARIO CAREGIVER STRATEGY

## WORKBOOK

Final – Nov 15



Champlain  
Dementia Network



United Way  
East Ontario

WORKING WITH COMMUNITIES  
IN PRESCOTT-RUSSELL, OTTAWA,  
LANARK AND RENFREW COUNTIES

# THE EASTERN ONTARIO CAREGIVER STRATEGY WORKBOOK

This workbook is designed to capture the health care and social service sectors participation in bringing the Eastern Ontario Caregiver strategy to life.

We are acutely aware that delivering on this strategy will require our region to combine and coordinate our distinct capacities for research, advocacy, collaboration, and service delivery to improve the resources and supports that caregivers and their families receive in our communities. As a sign of our commitment and in order to take the first steps forward, Champlain Dementia Network, Champlain Community Support Network, and United Way East Ontario have each stated our commitments to this strategy within this document. United Way also commits to ongoing updates with community partners, to share our collective successes, challenges and learnings and to determine where we can leverage each other’s strengths to move the needle.

We now ask you—our community partners, funders and various levels of government—to join us in outlining your contributions and commitments to advance this strategy.

**Ontario’s caregivers need us now.**

Turn the page to get started.



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# EASTERN ONTARIO CAREGIVER STRATEGY

## Recommendations for Focus and Action

Theme 1: Reworking the System		Year 1 Actions:	Your Actions	Action Outcomes Results/Measurements
Building a system of care and support that provides: <ul style="list-style-type: none"><li>• Clarity of the health care and social services systems</li><li>• Supports in transition and referrals for caregivers and their families</li><li>• Straightforward navigation and simple access to services and programs</li></ul>		Champlain Dementia Network (CDN), Champlain Community Support Network (CCSN) and United Way East Ontario (UWEO)		
ACTION AREA	RECOMMENDATION			
Research and Evaluation	Conduct literature review of existing models to increase knowledge and understanding of culturally appropriate holistic approaches to caregiving and wellness.	CDN/CCSN will request a student volunteer from the University of Ottawa to assist with this process. UWEO will support ongoing research to ensure that we are funding programs and supporting the community where it is needed most.		
	Identify best practices, calculate the return on investments, develop an evaluation framework, and seek innovations for housing and integrated community models to support caregivers and their families in urban and rural areas, including intergenerational accommodations.			

	Conduct research into the financial implications that informal caregiving has on individuals and families.			
Advocacy and Outreach	Advocate for and promote proactive strategies that improve and protect caregiver wellness over the long term.	UWEO will embed an advocacy strategy into our work to improve and protect caregiver wellness over the long term.		
	Further develop and promote financial programs and resources available that support caregivers in their roles and responsibilities, including self-directed service funding models <sup>1</sup> .	<p>CDN/CCSN will promote existing financial and legal resources available on the Ontario Caregivers' (<a href="http://ontariocaregiver.ca">ontariocaregiver.ca</a>) and CDN (<a href="http://champlaindementianetwork.ca">champlaindementianetwork.ca</a>) websites.</p> <p>CDN and CCSN will conduct ongoing advocacy for self-directed funding to the Ontario Ministry of Health Long Term Care and Ontario Health Teams.</p> <p>CDN and CCSN will hold meetings with adult service providers, Home &amp; Community Care and Coordinated Children's Access Tables to look at administrative and decision-making methodology for self-directed funding.</p>		

<sup>1</sup> Self-Directed Funding Models are programs under which clients or their decision-makers will receive funding to purchase home care or employ care providers

	Advocate for employment protection and tax relief programs to offset some of the costs associated with informal caregiving.			
	Enable a home health human resource strategy, including recruitment, employment security, and competitive compensation for Personal Support Workers (PSW) to fill the talent shortage of PSWs to assist with in-home support to alleviate the pressure points for caregivers.	CDN and CCSN will ensure ongoing monitoring of emerging regional level and provincial-level strategies.		
<b>Partnerships and Collaboration</b>	Actively facilitate and engage in co-design approaches to include caregivers, clients, and service delivery partners in system planning, funding allocation, and program delivery.	CDN/CCSN will disseminate guide in draft stage by CDN based on Accreditation Canada standards to service providers as well as any emerging Ontario Health Teams – advocate for client and caregiver co-design.  CDN and CCSN will facilitate sessions with their members on current engagement, barriers, and goals.		
	Collaborate with employers to deepen their understanding of the role of informal caregivers and their potential needs in the workplace.			

	Develop senior hub models for service delivery in communities.	CDN and CCSN will monitor the potential opportunity through the emerging Ontario Health Team models.		
<b>Enhance Service Quality</b>	Enhance system navigation and clear pathways to services and programs, including dedicated supports for diverse and vulnerable populations.	<p>CDN will map existing referral pathways for assessment across the region and identify / implement opportunities for improvement.</p> <p>CDN/CCSN will support the implementation of people with navigation expertise into people with Young Onset Dementia programs.</p> <p>CDN/CCSN will develop an overarching “Supporting Caregivers in Champlain” website that provides simplified direction to supports for caregivers.</p> <p>CCSN will continue to outreach and promote the eReferral and navigation online platform.</p>		
	Strengthen transitions, soft referrals, warm handoffs, and clear referral pathways to support services directed at caregivers to promote resilience.	<p>CDN will implement a public awareness campaign targeting primary care providers, with a specific emphasis on connecting caregivers to supports.</p> <p>CCSN will develop referral pathway guides based on community assessment outcome measures.</p>		

		CCSN/CDN will hold meetings for service providers across the region to review recommendations and actions from the Respite Strategy, Young Onset Dementia Strategy, and Caregiver Support Strategy — to promote local collaboration in referral pathways and transitions.		
<b>Program and Service Delivery</b>	Offer flexible, innovative and adaptable services that meet the changing needs of caregivers (such as flexible or shared-space long-term care as a transition from home, start-up or innovation grants for entrepreneurs to bring forward localized solutions, etc.).	<p>CCSN will implement discharge planning initiative with Adult Day Programs (ADP).</p> <p>CDN will lead the cross-sectoral development of caregiver modules on specific education (hands-on, practical) topics in multiple formats.</p> <p>CDN will continue to sponsor the Supporting Transformations in LTC Working Group to support homes in implementing resident-centred models of care.</p> <p>CDN/CCSN/UWEO will develop a presentation highlighting innovative ideas from the consultation process, e.g. shared long-term care beds, partnerships with youth and volunteers, development of healthy seniors' hubs etc., and broadly disseminate across sectors.</p> <p>CCSN/CDN will continue to implement the flexibility self-assessment tool with individual organizations.</p>		

<b>Theme 2: Education and Training</b>  <b>Continuous learning and outreach to support better practices and empower caregivers through:</b> <ul style="list-style-type: none"> <li>• Education and supports to caregivers and families that will increase knowledge, reduce stress, and provide concrete skills</li> <li>• Ongoing professional development for healthcare professionals across a continuum of care</li> <li>• Outreach and public engagement on key issues impacting caregiving in the community to increase awareness and reduce stigma</li> <li>• Public awareness activities to help business and employers understand caregiver needs and experiences</li> </ul>		<b>Year 1 Actions: CDN, CCSN and UWEO</b>	<b>Your Actions</b>	<b>Action Outcomes Results/Measurements</b>
<b>ACTION AREA</b>	<b>RECOMMENDATION</b>			
<b>Research and Evaluation</b>	Identify best and leading practices on the dissemination of information for caregiver and family wellbeing training, education, and service models.			
<b>Advocacy and Outreach</b>	Implement public education and awareness campaign targeted to caregivers and families to increase general awareness, reduce stigma around asking for supports, provide information about system and service navigation, and celebrate the role of the caregiver.	<p>CDN/CCSN will build on last year's caregiver support public awareness campaign delivered by CDN, will explore how individual agencies can promote existing materials and tailor them for their communities and will align the campaign strategy with Caregiver Day promotion.</p> <p>UWEO will support the work of the CDN and the CCSN within our collective initiatives and network tables.</p>		



	Conduct an advocacy and awareness campaign to help the healthcare system, including primary physicians, include informal caregivers as active parts of the care “team” in order to recognize and refer caregivers to appropriate supports in times of distress.			
<b>Partnerships and Collaboration</b>	Leverage existing and create multi-sectoral resources, education support, and training opportunities for caregivers and families on the role of caregiving. This includes providing concrete and practical skill development, and consistent condition-specific health information available in variety of languages and mediums.	CDN will as noted, develop practical caregiver modules, some of which can be used cross-sectorally. The materials can be delivered in-person, online, and/or paper-based.		
<b>Enhance Service Quality</b>	Develop service and program standards and better practice guidelines for caregiver services and programs where none currently exist.	CDN/CCSN will leverage CDN’s development of an operational framework, which will include identification of better practices and innovations across the continuum of care— including caregiver supports.		

	Enable and promote diversity and inclusion training for service delivery partners to ensure that all caregivers are welcomed and supported in inclusive and culturally informed environments (LGBTQ2, immigrants, persons with disabilities, indigenous peoples, etc.).			
<b>Program and Service Delivery</b>	Enable and promote peer support and coaching models that focus on conditions and/or local communities.	CDN/CCSN will support existing activities in the mental health field as applicable.  CDN/CCSN will provide a platform for the Dementia Society to share learnings from staff/peer co-facilitation model of groups, including enablers to facilitate peer integration.		
	Develop intergenerational and sustainable education and learning opportunities that promote relationship building and informal supports -- as well as future employment prospects -- and can address ageism and stigma.	CDN/CCSN will ensure these concepts are profiled in presentation slide deck that can be used by partners to multiple target audiences.		

<b>Theme 3: Promoting Caregiver Health and Wellness</b>  <b>Enabling caregivers to be resilient and engaged through:</b> <ul style="list-style-type: none"> <li>• Addressing barriers to service to ensure equitable access and availability</li> <li>• Meaningful opportunities for socialization, connectivity, and respite</li> <li>• Acknowledging and supporting the role of the caregiver</li> </ul>		<b>Year 1 Actions: CDN, CCSN and UWEO</b>	<b>Your Actions</b>	<b>Action Outcomes Results/Measurements</b>
<b>ACTION AREA</b>	<b>RECOMMENDATION</b>			
<b>Research and Evaluation</b>	Investigate and identify health promotion and wellness supports and services.	CDN/CCSN will engage public health and community health centres in identifying how they could pilot local opportunities.		
<b>Advocacy and Outreach</b>	Advocate for increased funding and greater availability of health promotion and prevention services, programs, and supports for caregivers and family members, regardless of age.	CDN/CCSN will use the model from the Young Onset Dementia Strategy.		
	Champion affordable and appropriate housing models that support healthy and active community living.			
	Enable common caregiver assessments and tools across agencies and professionals that account for	CDN/CCSN will continue the implementation of the Caregiver Wellness		

<b>Partnerships and Collaboration</b>	caregiver distress, support resilience, and promote service pathways.	Index with accompanying decision-making trees for services and supports.  UWEO will explore the usage of common indicators and evaluation to support better system planning, funding allocation and program delivery.		
	Strengthen and actively seek social recreation and physical activity collaborations and partnerships that integrate healthcare, health promotion, and social engagement for a holistic approach to services and care.	CDN/CCSN will engage with public health and Community Health Centres. In addition, as part of the Young Onset Dementia Strategy, support the Dementia Society of Ottawa and Renfrew County and the Alzheimer Society of Cornwall & District to engage with social recreation and physical activity partners in order to offer specific opportunities to people with young onset dementia.		
<b>Enhance Service Quality</b>	Empower caregivers to be an active part of the care team.	It is recommended that this be embedded into individual agency workplans.		
	Embed caregiver wellness and check-ins as part of regular practice across professions and disciplines.	It is recommended that this be embedded into individual agency workplans.		

	Enable and make caregiver support groups and activities more readily available in a variety of models to diverse groups of people and ages.	<p>CCSN will engage a student to review existing resources on 211 and validate offerings (should be organized according to group, education, social, peer-to-peer) and identify next steps in tandem with CDN. Also identify strategies to capture options that are not specifically health sector funded to gain a broader perspective.</p> <p>UWEO will continue to invest in programs to make caregiver supports more readily available.</p>		
<b>Program and Service Delivery</b>	Increase access and service availability to a variety of respite services, including overnight and quick response respite/unplanned services that can accommodate the immediate needs of caregivers as well as support longer term planning to reduce risk and stressors.	CCSN/CDN will continue to implement the Respite Strategy including holding local meetings as identified.		
	Expand bereavement supports and the transition from caregiving.	CCSN/CDN will engage with Palliative Care Network to identify opportunities for support during significant transitions (e.g. move to LTC) and when loved ones pass away.		

<b>Theme 4: Strengthening Circles of Support and Community for Caregivers</b> <b>Enabling and strengthening informal and formal supports to:</b> <ul style="list-style-type: none"> <li>• Respond to the culturally diverse needs of our communities</li> <li>• Strengthen sense of neighbourhood and inclusive communities</li> <li>• Engage individual volunteers and groups to develop localized solutions</li> </ul>		<b>Year 1 Actions: CDN, CCSN and UWEO</b>	<b>Your Actions</b>	<b>Action Outcomes Results/Measurements</b>
<b>ACTION AREA</b>	<b>RECOMMENDATION</b>			
<b>Research and Evaluation</b>	Investigate the value of informal supports and best practices to support and facilitate relationships to support the work required.			
<b>Advocacy and Outreach</b>	Develop education and awareness campaign targeted to employers on the roles and responsibilities of caregivers and engage them in dialogue on creating supportive, flexible work environments.			
<b>Partnerships and Collaboration</b>	Strengthen and enable community groups and local informal supports, and leverage volunteer and community assets to better support caregivers.	CDN/CCSN/UWEO will develop a presentation slide deck (as noted above) profiling innovative ideas and offer start-up support to communities that demonstrate collaboration and commitment to moving initiatives forward.		

<b>Enhance Service Quality</b>	Enhance cultural safety and competent care and services, and enable services in languages of choice.	CDN/CCSN: noted as a Year 2-3 priority.		
	Leverage client-directed information sharing, platforms, and electronic files to provide integrated care across partners and empower caregivers in their roles.	CDN/CCSN will actively promote and implement the Care Team Initiative with partners and emerging Ontario Health Teams.		
<b>Program and Service Delivery</b>	Implement targeted programs and services for caregivers to support social inclusion and vulnerable communities, and actively engage isolated caregivers—especially those from culturally and gender diverse groups.	CDN/CCSN will as noted, use their networks to provide start-up support to communities that commit to moving initiatives forward.  UWEO will invest in programs for caregivers to support social inclusion with a specific focus on vulnerable groups including culturally and gender diverse groups.		
	Leverage, facilitate, and enable neighbourhood-based and informal systems of support to flourish.			

**Thank you for completing this workbook.**  
**We are grateful for your commitment to supporting caregivers in Eastern Ontario.**