

WARM
Hospitality

SOCIAL
Integration

COMPASSIONATE
Support



INFORMATIONAL GUIDE
FOR CAREGIVERS IN THE PROCESS OF FINDING
A HOME CARE FACILITY FOR A LOVED ONE

INTRODUCTION

You may wonder what *InterAction Loisirs*, formerly known as *Partage Humanitaire*, is and what it does. In the simplest of terms, it contributes to the well-being and quality of life of the elderly who live in home-care facilities. Thanks to our many years of experience, we have come to understand the reality of caregivers who lend their support to this vulnerable age group. Caregivers are faced with many emotions, worries and questions once they arrive at the home-care facility. Thus, *InterAction Loisirs* has created and established the following guide, “Embracing a New Living Environment for Caregivers and their Loved Ones”, which highlights their work with this age group.

When preparing this guide, we kept in mind our goals: warm HOSPITALITY, social INTEGRATION and compassionate SUPPORT. This guide was written to help caregivers of the elderly and their loved ones deal with changing living arrangements that is from their residence to a home-care facility.

By consulting the six themes discussed in this guide, we hope caregivers will be able to: define home-care living and understand how it and the admissions processes are structured; taking into account their loved one's new living environment and the inevitable progression of their illness, how they can establish a bond of trust and proper communication with the staff who, in turn, takes care of their loved one and with whom they share the role of caregiver; finding means to maintain positive interactions with their aging loved ones while adjusting to the facilities' policies, philosophy and constraints; and, finally, learn how to reorganize their lifestyle and use their support network.

Moreover, accompanying these thematic documents, you will find in this guide various information, links and references sites, including a directory of home-care centers in Laval.

Thank you to *L'APPUI pour les proches aidants de Laval* for their financial support, without which we could not carry out this project. We are aware of this partner's value, as they understand the importance and impact entering a home-care facility has on caregivers of the elderly and their loved ones.

In addition, we would like to thank all the caregivers who have generously shared their experiences, this has helped us tremendously, as we were able to adjust our thematic documents accordingly. Also, thank you to everyone in this similar field who were consulted and who have supplied their invaluable input.

I wish to express my gratitude to Pierre Thibodeau, graphic designer at Javelot Design, for his outstanding skills at interpreting our vision with elegance throughout this project.

Lastly, I wish to thank Manon Miousse, project leader, as well as Nicole Giguère Poirier and Mélanie Chartrand from *Partage Humanitaire's* administrative team, for their generous and professional contribution to this guide.


Marie Bouchart d'Orval
General director

June 2023

The following is a useful tool that will guide you in finding the right home-care center for your loved-one. Helping to lessen the feeling of uneasiness due to this reality, the following guidelines may facilitate your integration, and that of your loved one, in this new environment.

Choosing a home-care center for a person with decreasing autonomy is a complex task that can weigh down on caregivers due to the administrative and emotional processes that are associated with it. This decision affects the lives of families by placing them in an unavoidable situation; as such, most caregivers will go through a range of emotions that alternate between anxiety, guilt, sadness and resignation.

A shortage of available places in home-care centers is a major issue that limits access to services. Once all home-care services offered by the CLSC have been used up, families are left to their own devices. They soon realize that home-care support for a loved one experiencing loss of autonomy has become increasingly problematic. Uncertain of their decision, many caregivers tend to postpone placing their loved one in a home-care center. By surpassing their limits and delaying the process of placing their loved one in a home-care center, a feeling of exhaustion can insidiously settle over the caregiver who must deal with the heavy burden of taking care of them.

An alternative for caregivers would be to contact community organizations whose mission is to provide them with support during their increasingly challenging role and to help them find possible solutions. Furthermore, in every region of Quebec, caregivers can rely on L'APPUI, whose goal is to improve the quality of life of caregivers by providing support, by directing them to respite services, by offering training seminars as well as by providing information and psycho-social support (see contact details in the jacket sleeve).

Simply envisioning placing a loved one in a home-care facility is often perceived negatively – caregivers and families confess they see this as a failure and an inability to handle the situation. At this stage, caregivers often feel a strong sense of guilt and most have difficulty realizing that placing their loved one in a home-care center is part of the support process. At this point, if it has not already been done, it is admittedly time to team up with professionals and see to the welfare and safety of your loved one, thereby protecting your quality of life and theirs.

The home-care center access mechanism for people with reduced autonomy

If you have made your decision and you know your loved one will eventually have to be placed in a home-care center, you should consult an intervening party from the *Centre intégré de la santé et des services sociaux* of your region. The first step is to contact the CLSC in your area, which will assign a social worker who will contact you. After this first meeting, in order to evaluate your loved one's autonomy level, a doctor and social worker will fill out an assessment document detailing your loved one's abilities and disabilities, along with a medical evaluation document. Using these assessment tools, it will then be possible to determine your loved one's limitations and their need for assistance.

The social worker will advise and accompany you throughout the home-care center's admission process. You can communicate regularly with this professional and therefore track the progress of your file. Since waiting and uncertainty are often sources of anxiety, you should not hesitate to seek psychological support if the need arises.

Your request for a home-care center will then be forwarded to the regional admissions department of the *Centre intégré de la santé et des services sociaux*, which manages and coordinates all admissions. This department will examine your loved one's file and make the final decision as to what type of home-care center will best suits their needs. Be aware that when choosing a location for a future home-care center, you should express your concerns regarding the distance between your residence and the intended location in order to reduce travel time and prevent exhaustion.

It is important to note that all the steps leading to the accommodations may take several months, depending on the waiting list of each establishment.

Generally, doctors and home-care workers (social workers, nurses and other personnel) are the ones who refer people to home-care centers. However, if your loved one is hospitalized and the CLSC is not yet aware of them, and the hospital medical team determines they cannot return at home, it is possible that a member of this team will fill out the request for a home-care center.

Accommodation options

IF YOUR LOVED ONE IS SEMI-AUTONOMOUS:

1) Private residence with personal assistance services *(with professional support from the health system)*

Residences with personal assistance services offer at least one of the six following services: health care, assistance during meals, mobilization, mobilization assistance, dispensing medication and leisure.

Accommodation rates for private residence can vary from one establishment to another and are set by the owners. Charges may be added as needed, according to the level of personal assistance services required.

Private residences for the elderly are mandated to be certified. In order to obtain their certification status, please consult the "**Registry of private residences for the elderly**" from the *Ministère de la Santé et des Services sociaux*.

Most private residences for the elderly are not subsidized by the health system; however, due to the rapid growth of the aging population and the lack of resources, your regional *Centre intégré de la santé et des services sociaux* can make arrangements with the private sector.

2) Intermediate resources

(with professional support from the health system)

An intermediate resource is a private company linked to a public institution in the health system. They offer an assisted living environment adapted to the needs of seniors whose loss of autonomy varies from mild to moderate. The elders need help, assistance and support in carrying out their daily activities (DLA) and require constant supervision. The cost for intermediate resources is set by the *Régie de l'assurance-maladie du Québec*.

IF YOUR LOVED ONE HAS A SIGNIFICANT LOSS OF AUTONOMY:

Long-term care center (CHSLD)

(with professional support from the health system)

Long-term care centers (CHSLD) admit people with significant loss of autonomy who can no longer live at home. In this category, there are three types of nursing homes: public CHSLDs, private CHSLDs under agreement by the *Ministère de la Santé et des Services sociaux* and private CHSLDs not under agreement.

All these centers must provide accommodations, assistance, support and monitoring services with the support of a team of professionals: doctors, nurses, orderlies, nutritionists, occupational therapists, physiotherapists, social workers, recreation technicians, and others.

As for public and private establishments authorized by the *Ministère de la Santé et des Services sociaux*, they are subject to the similar rules; however, their main difference is administrative and affects predominantly the ownership and management of the building. The rate for these institutions is set by the *Régie de l'assurance-maladie du Québec* (RAMQ), according to the type of room and the person's income. If the person's income is insufficient, a request for exemption can be filled out at the RAMQ. A simulation tool for calculating the financial contribution is available on the Website of the *Régie de l'assurance-maladie du Québec*.

Some private CHSLDs do not have any financial agreements with the health care system. However, these establishments must hold a permit from the *Ministère de la Santé et des Services sociaux* in order to operate and be licensed. The rates charged by these centers vary according to the services offered and the entire cost is borne by the residents.

THEME 2

Demystified Admittance in a Home-care Center

With the imminent event of having to place your loved one in a home-care center, you are faced with the unknown. The uncertainty you feel is quite normal. A new stage in your and your loved one's life begins. Together you will discover this new environment.

Home-care centers are, above all, a social community and we all benefit from getting to know them better. We must be cautious when facing preconceived notions about these institutions since they are often negatively portrayed in the media. In addition, before voicing your opinion about them, take the time to visit them.

Life in a home-care center should be a source of well-being and comfort, which is why a team of qualified and skilled people work there and take care of your loved one in conjunction with you. Always keep in mind that, like you, the institution's staff wishes all residents to be happy and find pleasure in their lives, despite their loss of autonomy.

From this point on, your role as a caregiver will change because you will no longer be alone to take care of your loved one. You will become part of a multidisciplinary team focused on the well-being of that person. The better you grasp the internal rules of the institution, the more involved you will be in the treatment plan, which

is designed to provide comfort to your loved one. You will then be able to play an important role, the one that applies to you. During this time of care, you will inevitably feel various states of emotions; therefore, you will have to make a few adjustments in order to adapt to your loved one's new living arrangements. To help you with this, here are two winning attitudes to adopt: learning to trust the personnel in this field and learning to let go.

In a new environment where the rules have already been established, the parties may have different opinions and interpretations. In order to promote a mutual collaboration, both sides must be open by taking into account each and every person's experience and skills.

Keep in mind, each institution has its own peculiarities. That is why residents and their loved ones welcomed to the institution may vary according to the type of residence and may be different from one resource to another. The key is to find a home-care center that meets both your loved one's needs and your personal criteria.

Pre-Admittance

A few weeks prior your loved one's arrival, you will be invited to meet with social workers from public home-care centers. At this point, information regarding the preparations to be completed before admittance as well information regarding life in a home-care facility will be given to you. In order to answer all possible questions, whether they are technical or logistical, documentation and a checklist will then be given to you.

The initial contact with the staff is key and sets the tone for the rest of the process. You should feel comfortable about asking any questions that may clarify how things work in regards to the accommodations, thereby alleviating all your concerns.

For example, you may ask them to provide you with a brochure explaining the establishment's operations, their care routine and meal hours, their laundry service, their visiting hours, the design of the room, their leisure activities and all other complementary services. This stage of entering a home-care center can be difficult for caregivers who often do not know how to support their loved one during this transitional period. It is then that we must learn to be able to allay our concerns and understand what to expect from this living arrangement. Finding support from one's family, significant others, professionals in the health care system and community groups are all of prime importance.

Admittance

Admittance day can be very demanding as it generates its share of emotions. At this stage, you will be directed to the care team in order to complete your loved one's medical record and establish the intervention plan. Then, you will visit the residence and accompany your loved one to their room.

Personnel from the administrative department will be assigned to help you fill out all the required documents in order to open your loved one's file. For example: personal information, fees for cable and telephone services, hairdressing services, and other expenses for specific needs will be discussed. A "residents' guide" may also be handed to you at that time. This document provides a wealth of information regarding the general operations of the home-care center.

During the integration period, you may feel somewhat destabilized because of the numerous questions asked by the various professionals in the field who will have to intervene on behalf of your loved one. Collecting information is necessary since the main objective is to prepare a comprehensive portrait of your loved one's condition and allow the creation of a personalized action plan that meets their specific needs.

Moreover, it is likely that your loved one will react at their arrival in this new environment. You may also experience feelings of emptiness, of loss of control and powerlessness. These feelings are perfectly normal, and it is during these times that you will need a support network that will help you throughout this transitional period.

Post-Admittance

A few weeks after your loved one's arrival at the residence, you will be invited to meet the interdisciplinary team. Staff members will give you a report about your loved one's overall condition and information about every aspect relating to them, such as the level of care needed and the actions anticipated by the intervening parties. During this meeting, it is important for you to identify yourself as the primary caregiver and share any information you may have about your loved one in order to fully participate in the care plan.

In addition, why not take advantage of this meeting to define, with the staff, the support you will offer to properly care for your loved one? It is equally important to clarify your role regarding the interventions you can carry out, in order to avoid any interference with the action plan established for your loved one or compromise their safety and yours. For example, you can check whether it is appropriate for you to help your loved one get up from their chair, go to bed, or assist them at mealtimes. At the same time, you should feel comfortable with the tasks you can do and set your own limits so as to not take on more work than is required.

Thanks to the information provided by the staff, once these issues have been resolved and living in a home-care center is now clear, you and your loved one should feel more comfortable about the dynamics of living in an establishment and should feel more confident about this transitional stage.

THEME 3 ·

Communicating with the Personnel

It is important to establish proper communication when integrating a new environment and establishing quality relationships in order to create an atmosphere based in mutual trust. The quality of the relationships we develop, as well as the complicity we create with the intervening parties have a direct impact on the quality of life at the center. If the communication from both sides is clear and precise, it will contribute to reducing people's concerns and promote a sense of belonging.

As a caregiver, you work in partnership with the home-care center and will play a role in tandem with the entire personnel. Your opinion matters to them and they benefit by acknowledging your experience and knowledge.

Occasionally, some families will be destabilized by their loved one's failing health and the atmosphere of the home care center; they may have trouble communicating their needs or may do so inappropriately. The difficulty with families who tend to be too critical and who may be either too involved or altogether absent is that they hinder effective communication with the staff. Stress, uncertainty, fear, doubt, anger, and sadness often make families overreact in their role and, therefore, seek too much assistance from the staff or, on the other hand, flee any interaction with them, which leads to not visiting their loved ones anymore. These situations are often the

result of uneasiness, emotional suffering or helplessness. In this emotional context, proper communication can become complex and difficult. In order to adjust your expectations with the reality of home-care centers, it is helpful for you and your family to understand the staff's daily reality and the institutional constraints they face. In fact, it is by getting to know the intervening parties that we realize these people are there to offer the best of themselves to your loved one, all within the limits of the institute and the skills they possess. Maintaining effective communication will always have a positive impact on you and your loved one.

In most cases, communication is easily established with the personnel; however, in cases where there are disagreements and conflicts, you must use your communication skills and strategies.

How to successfully communicate during a difficult situation

1) Consider the problem and properly define it.

Since caregivers have a strong emotional connection to the person being helped, it can sometimes be difficult to be objective. Several factors can influence your objectivity, such as your relationship with your loved one, your emotions, acknowledgment or not of your need, the perception you have of the situation and many other reasons. It is important to ask yourself some questions and see if the problem is due to a difference in values and / or interpretations. What is the problem? What impact does this situation have on me or on my loved one? On the caregivers? Is it you or your loved one who is affected by the situation? Does the raised problem have an important impact on the well-being and safety of your loved one? Can you offer an alternative? What are the possible solutions that can resolve the issue?

2) Choose the right person and the right time to discuss the issue

Usually, the main (or the “key person”) person with whom you need to discuss an issue is someone who is part of the nursing staff or the manager in charge. At all times, it is recommended to comply with the role hierarchy, even if you sometimes feel more comfortable with some staff members. It is always advisable to make sure that the person you want to meet is available and that the chosen time is appropriate. Otherwise, it is best to suggest another time to meet that is more convenient for the person. If you feel uncomfortable with the problematic situation, it is important to talk about it to the person directly in charge as soon as possible in order to avoid having the situation develop into something worse.

SOME BASIC RULES TO COMPLY WITH:

- › Remember that the nurses’ station is reserved for personnel
- › Avoid calling or speaking to the nursing staff during mealtimes or during shift changes
- › Do not disturb the nursing staff during the distribution of medication in order to reduce the risk of errors which can incur serious consequences.

3) Express yourself as simply and as clearly as possible

If you have any comments or complaints to make, it would be helpful to do so politely, calmly and have evidence to support this request. You need to find a way to express yourself as simply and as clearly as possible and you should wait until you are calm enough to begin a discussion. At all times, communicating impulsively or while angry should be avoided.

It is important to recognize that you are now a part of a dynamic group that has its own defined rules and limits. In this particular context, it is difficult for the personnel to respond to a specific situation without taking into consideration the complexity of the context and the subtleties of the milieu.

4) Take into consideration the staff’s opinion

In this role, the staff needs to get close to the residents and their families. These privileged moments give the experienced intervening parties a chance to get to properly know your loved one and to identify the best way to see to their well-being and safety. Oftentimes, regarding your loved one’s care and the best approach to use, it is their expertise that leads to a different view than yours. The best approach is to try and understand their point of view so that, in collaboration with them, you can find the best solution.

If the situation persists, there seems to be no solution, and you cannot arrive to an agreement with the person in charge, you may need to seek the help of others such as the head nurse, the care coordinator, the person in charge of the center or other individuals who, in turn, can attempt to rectify the situation with your collaboration.

5) Resorting to other authorities, if there are no solutions

If you are still unsatisfied and have not found a solution internally, you can address the institution's *Commissaire local aux plaintes et à la qualité des services* or the Québec Ombudsman.

The *Commissaire local aux plaintes et à la qualité des services* is a neutral and independent person who reports to the board of directors of the institution; they are in charge of ensuring the resident's rights are adhered to and diligently handle complaints.

As a last resort and, if you are still unsatisfied, you can complain to the Québec Ombudsman. They will examine the complaint issued by a person or a group of people who believe they have been unjustly or incorrectly treated by a minister or an organization from the Quebec government.

Moreover, the *Centre d'assistance et d'accompagnement aux plaintes* of your region (CAAP) can assist you in your efforts (see details in the jacket sleeve).

THEME 4 ·

The Anticipated Caring Approach and Its Impact

After addressing the various stages of placing your loved one in a home-care center and answering various questions caregivers of seniors may have, it is now time to reflect on the benefits of home-care center living.

This approach is based on ethics, respect and personal dignity. At its foundation is unconditional respect between individuals. It is considered to be a quality interpersonal approach, whether it is at the person's admittance or during a verbal and/or written exchange.

This approach is geared towards the individual's needs. Its environment inspires individual or collective actions from a facility or a service, which takes into consideration the individual's feelings, the characteristics of their progress and their needs as a whole. By the same token, it conveys the following values: mutual respect, authenticity and humanity. Constantly evolving, this compassionate approach varies depending on the situation at that time, the individual's personality and everyone's good will.

At the core of the home-care center, this way of being and of behaving aims to recognize everyone's needs, as well as the well-being of the individuals, whether they are those who need assistance, caregivers, family members, intervening parties, personnel, managers of the center or even administrative staff. It places the individual's well-being at the center of all action. It is a person-centered approach.

In a home-care center, it is in everyone's best interest to use and cultivate this approach, which focuses on their individual skills, so as to be able to emphasize the quality of the environment, the adequacy of interventions and the overall atmosphere.

This humanistic, person-centered approach based on effective and compassionate listening skills, provides a caring and warm environment that meets best practice standards.

This caring attitude has a great impact on the quality of the environment, both for individuals and in terms of the

situation, because it refers to the warmth, authenticity and implementation of interpersonal skills.

In order to succeed in establishing this culture within home-care centers and make it a common practice, everyone must be convinced of its relevance and be involved in its implementation. This approach is based in the goodwill of each and every person who decides to get involved in improving the quality of life of individuals and of the environment.

As a caregiver for the elderly, your role may be important in establishing this culture of caring and humanizing of the environment. How? By expressing courteously your inquiries to the person in charge, by being considerate despite your concerns and by demonstrating understanding about occasional delays in obtaining answers regarding your concerns. By maintaining a positive and understanding attitude, you will effectively contribute to promoting a more harmonious environment that will insure an easier integration for both you and your loved one.

Maintaining a courteous behavior despite legitimate concerns is often a sign of enriching interpersonal relationships and it helps to facilitate getting over the hurdles of the various stages of supporting a loved one.

As a caregiver, you can show your satisfaction to the staff in a tangible ways by saying "thank you" by offering a kind word by carrying out a thoughtful gesture or in any other meaningful way that demonstrates your appreciation for their work. Staff members will always appreciate supportive gestures and will respond to your well-meaning comments that demonstrate how much their work is acknowledged and valued.

By working together, we will cultivate a synergy between everyone involved, allowing us to establish long-term relationships based on trust between the intervening parties and, therefore, have a positive impact on the well-being of all. It is in our best interest to work together to make home-care centers seem more human, because the resident's vulnerability calls for everyone's cooperation and solidarity.

Sometimes, we simply have to ask ourselves: "how I can influence the environment with my attitude?".

THEME 5 ·

Suggestions for a pleasant visit

In order to make your visits with your loved one a source of mutual satisfaction, keep in mind the four following steps: keep it simple, maintain a genuine presence, be attentive to the present moment and set realistic expectations.

Most of the time, visits with a loved one go well and are an excellent opportunity to experience pleasant moments. Your attendance and support are essential to your loved ones' well-being and quality of life. You have an important place in their heart and that is why your visits are so important to them. When asked what makes them happy, the vast majority of residents claimed it is when relatives come to visit them because their family is often the only wealth they have left.

However, home-care centers face a new reality: a large number of residents have significant cognitive impairment. Thus, in some cases, the evolutionary process of the disease along with the effects of medications can complicate relationships. You should keep in mind that when a loved one's loss of autonomy is related to a cognitive decline, the relationship you maintain through regular visits is more valuable than the actual contents of the conversations you may have. Even though your loved ones may no longer recognize you, their emotional memory is still intact and your presence and affection are essential.

Regardless of your loved one's health, human warmth and contact are fundamental needs. As a caregiver, you must rely on your ability to adapt to new means of communication. New strategies are sometimes needed to communicate effectively with them. In this regard, the institution's staff is able to support and cooperate with you.

To make your visits pleasant, it is best to present yourself with a serene attitude in order to foster a peaceful and calm atmosphere. It is not the activity itself nor its duration that are important, but rather the moments of happiness and well-being they provides. It is better to visit your loved one more often and stay for a short period of time, thus providing them with pleasant and meaningful

visits. You must also expect that, regardless of your best efforts and good intentions, it is possible that your loved ones will not be receptive. You should never take their reactions personally nor should you feel responsible for their behaviour.

Whenever possible, let your loved ones choose their activities, listen to what they say and continue to support them regardless of their difficulties. It is important to focus on what your loved ones can accomplish thus enabling them to maintain their autonomy, as basic as it may seem, and for as long as possible.

At all times, trust yourself, listen to your heart and follow your instincts. Since you know them best, you are the one who will more likely know the proper way to deal with them. Use the "trial and error" approach while aiming for pleasant moments. Learn to enjoy the moment, follow their lead, adjust to their moods and accept that in order to maintain a positive relationship with your loved ones, you need to develop new means of communicating.

There are various ways to enhance your visits and to break the routine. You may vary the location of your visits, for example, by sitting on the balcony, by walking around the grounds of the interior courtyard or in the garden, by taking advantage of the swing, by going to the activity room or any other place that your loved one enjoys. You may also vary the days and times of your visits in order to avoid monotony.

Bear in mind that it is often the most simple activities that promote your loved one's well-being. For example, such activities could include: a visit to the home-care center, listening to music, looking at photos, reading magazines, doing a puzzle, involving them in storing their personal belongings, sharing a coffee break with them, enjoying a sunset together or bringing them a favorite dish or snack.

All these activities can make a huge difference in your loved one's day as well as in yours. The more you maintain a significant relationship with them, the more these moments will leave an emotional trace in their hearts and spirit.

In addition to these suggestions, one way to enrich your visits is to accompany your loved ones to the activities offered by the recreational department of the home-care center.

The Recreational Department: A Meeting Place of Choice

Staff members agree that leisure activities give life and joy to the residents, promote a better atmosphere and provide a bridge that bonds loved ones and caregivers.

From the outset, you may not think that recreational activities could assist you as a caregiver and facilitate your integration to this new environment. Yet, at its forefront, the recreational department is a place where you will feel welcomed, supported and listened to. Leisure is a natural "doorway" that facilitates your integration, all the while offering support. Leisure activities promote family unity and foster a sense of support and solidarity with other residents and families who are experiencing similar situation.

By playing a key role within the home-care center, staff members from the recreational department team can definitely assist you in better integrating to this new environment.

The goal of the recreational department is to offer diversified activities adapted to the physical and cognitive abilities of each resident. The program offers activities based on fundamental needs, such as: physical, intellectual, social, leisure, self-expression and creative needs.

Leisure enlivens and energizes the environment, it accentuates the participants' abilities and strengths as well as optimizes their potential. The benefits of leisure activities are numerous, namely decreasing anxiety, maintaining social ties and increasing feelings of belonging.

Shortly after your loved ones arrive, a team member from the recreational department will meet them to get to know their "life story" and pinpoint their interests in order to better integrate them during leisure activities. A calendar of activities is often displayed in the residents' room and in many other areas in the home-care center. Take time to consult the scheduled activities that may be of interest to you and your loved one.

Leisure activities provide small doses of happiness and give purpose and zest to life. During leisure activities, the inter-relational aspect is always emphasized and accompanying a loved one at this time allows everyone to share a pleasant moment. Don't forget that most residents manage to adapt to new environments once the transitional period has settled. They continue to enjoy a meaningful life enriched by numerous leisure activities which provide joy and increased quality of life.

THEME 6

The Importance of a Support Network

Supporting a loved one who is losing their autonomy requires a big investment for caregivers and often causes significant emotional stress that plays on their energy. In a caregiving situation, requests and questions come from everywhere and the need to make quick decisions is frequent. High stress increases caregivers burden and may lead to exhaustion.

Caretakers of seniors often feel a sense of guilt and have difficulty identifying and respecting their limits. Most do not consider themselves caregivers and avoid admitting they need assistance.

During turbulent moments, it is to their advantage to count on a support network in order to express the difficulty they face in carrying out a task and to ask for assistance. A network is a system that has many advantages and that contributes to decreasing the sense of isolation, solitude and incapability that caregivers feel. When there is an opportunity to have a network set in place and within reach, do not hesitate to rely on these people to take over and, thus, share in the responsibilities. Other family members or staff from the home-care center, personnel from the health care network and community organizations may also be available to help you provide support to your loved one thus contributing to the maintenance of your quality of life, so do not hesitate to contact them.

Moreover, if you do not have the opportunity to lean on a support network, it is never too late to establish one, and there are many ways to do so. First, you need to know how to find the resources in your environment and how to contact them with the help of intervening workers in the health care field as well as those in the community; you could also get family members, neighbors, colleagues and significant others to get involved in the caregiving responsibilities. It is important to clearly express your needs and not to hesitate to talk about the situation that preoccupies you in order to maximize your chances of getting the help you need. Once the network is in place, you will have to nurture it in order for it to stand the test of time by recognizing everyone's contribution and their valuable contribution.

Often, caretakers question the need to ask for assistance and the importance of self-care. Taking these two important aspects into consideration will prevent you from feeling burnt out and avoid falling into the trap of

being overworked, at the detriment to your own health. High stress levels over a long period of time, as required in supporting a loved one who is becoming less autonomous, requires a considerable amount of energy and may be harmful in the long run.

When we hesitate to ask for help in the name of duty, we must keep in mind the "pay it forward" principle which is: one day, we give; one day, we receive. When we dare to ask for assistance, we realise how much other people like to feel useful and want to offer their support in return.

Once your loved one has been admitted into a home-care center, support from your entourage is just as important as it was when they lived at home. You would benefit from developing the habit of asking for assistance not only for your loved one, but for yourself as well. The more you take care of yourself, the more you will be able to take care of them. You can suggest to the people in your entourage some actions they can carry out that will help you care for your loved one, such as: sharing visiting hours, running some errands accompanying them to leisure activities. To ensure better coordination, these various tasks may be written in an agenda in order to properly define everyone's role and avoid ambiguity.

It is important to remember that by neglecting your own needs in order to fulfill your caregiving duties and taking on more than you can manage, you are more likely to experience exhaustion. In a situation of emotional stress, making time for yourself is essential and beneficial. It is important to keep some free time for yourself, to seek assistance and to accept that things may be done differently than your standards. It is especially important to let go of the feeling of guilt that may creep into your thoughts.

Remember, nothing justifies forgetting yourself to take care of someone else, this shows a lack of consideration towards yourself.

Now that you can lean on a support network and your loved one lives in a home-care-center, you have more free time. What do you plan on doing with this time? How will you take care of your quality of life?

HERE ARE A FEW SUGGESTIONS:

- › Re-establish your priorities
- › Take part in support group activities for caregivers
- › Rekindle former passions and interests
- › Plan an outing with friends
- › Go to a show
- › Pick up a book and read
- › Rediscover simple pleasures
- › Exercise.

In the jacket sleeve, you will find various links and resources that may assist you along your caregiving journey.

FINANCIAL INFORMATION GUIDE

Useful information to facilitate
financial planning while
accommodating a loved one in a
home-care center.



Revenue Sources, if you are 65 years old or over :

Old Age Security Pension

1-800-277-9915 | www.servicecanada.qc.ca

Service
Canada

- *Old Age Security Pension* : For a new request, fill out Form ISP-3000, available on the Website.
- *Guaranteed Income Supplement* : Fill out Form SC ISP-3025, available on the Website.

Régie des rentes du Québec

1-800-463-5185 | www.rrq.gouv.qc.ca

- *Retirement Pension* : For a new request, fill out Form B-001, available on the Website.
- *Survivor's Pension* : Fill out Form B-042, available on the Website.

Revenue Sources, if you are 65 years old or less:

Ministère de l'Emploi et de la solidarité sociale

1-877-644-4545 | www.mess.gouv.qc.ca

Emploi
et Solidarité sociale
Québec

- *Last Resort Assistance (Welfare)* : Contact your social assistance agent to inform them of your new situation regarding long-term care housing.


Régie des rentes du Québec

1-800-463-5185 | www.rrq.gouv.qc.ca

- *Disability Pension (18 years old and older)* : Fill out Form B-071, available on the Website.
- *Retirement Pension* : For a new request, fill out Form B-001, available on the Website.
- *Survivor's Pension* : Fill out Form B-042, available on the Website.

You may benefit from a tax credit for solidarity by asking your doctor to fill out the following forms :

- Disability Tax Credit Certificate | Canada Revenue Agency
1-800-622-6232 | www.arc.qc.ca
- Certificate Respecting an Impairment | Revenue Québec
514-864-6299 | www.revenu.gouv.qc.ca



FINANCIAL ASSISTANCE

If you believe you require financial assistance to pay for housing:

- A request for **Financial Exemption** must be filled out at admission time and forwarded to the Régie de l'assurance-maladie du Québec.
- The accounting department of your home-care center can assist you by supplying the form and by giving you information regarding the admission criteria.

Through Revenu Québec, you must cancel your **tax credit for home-support services**.

You may request an **Involuntary Separation** by contacting Old Age Security Pension offices, seeing that one member of the couple will be living in a home-care center. This request may increase the revenue amount of the spouse with the lowest income revenue. Furthermore, you may be eligible to receive the **Guaranteed Income Supplement**.

Professional care and services offered in a residential long-term care centre

Residential long-term care center professionals are dedicated to providing quality care and services that meet the needs of your loved one. With regards to their health, well-being and safety, this interdisciplinary team work to improve your loved one's quality of life.

Here is a brief description of the main services offered in residential and long-term care centers:

NURSING SERVICES

With nurses, auxiliary nurses and orderlies, this team provides support and offers daily care to residents due to their health status (standing up, lying down, assistance with meals, medication, bathing, daily life activities and others).

A Clinical Services Manager and / or an Activities Coordinator and / or a Unit Head shall supervise and ensure the quality of the care and services given to the person, in addition to performing various administrative tasks.

MEDICAL SERVICES

A doctor from the residential and long-term care center is assigned to each resident, and medical rounds are carried out on a regular basis in order to monitor the health status of the resident.

Moreover, a doctor is available at all times, on call, to respond to emergency medical needs.

PHARMACEUTICAL SERVICES

Medication prescribed by the doctor are prepared by a pharmacist. The latter regularly reviews, in conjunction with the doctor and nurse, the use of such medication.

FOOD AND NUTRITION SERVICES

The food services personnel works in close collaboration with the nutritionist and offers a varied and balanced menu, all while meeting the nutritional needs of the residents.

Upon admittance, a nutritionist or a dietary technician meets with the resident and their family in order to carry out a full nutritional assessment of the resident. These professionals are skilled at adapting the resident's basic menu by taking into consideration their allergies, aversions, chewing ability, and their medical condition. Further assessments may be conducted, according to the progress of the resident's health condition.

REHABILITATION SERVICES

Included in these services are: **occupational therapy and physiotherapy**. They contribute in maintaining and improving the resident's independence and comfort.

The **occupational therapist** is a health professional who helps improve the resident's independence by letting them use their residual abilities. Their mandate is to prevent and compensate for physical, sensory and mental loss. Through their intervention, they help improve the resident's skills, in relation to daily living activities (DLA), and offer technical or positioning aid, so as to increase the resident's comfort and well-being.

The role of a **physiotherapist** or a **physical rehabilitation therapist** is to assess the resident's physical abilities regarding movement, balance, mobility, strength, and endurance. Assessing the resident's capabilities helps promote the resident's participation in daily activities, such as: a walking program, exercises, various types of transfers between a bed/armchair, mobilisation in bed and others. Exercises are offered as part of a group or individually.

SOCIAL WORK SERVICES

A social worker is available to the resident and their family in order to ensure, as much as possible, a harmonious and smooth transition of environments. This professional can assist families with the steps to follow in order to complete inaptitude mandates, applications for relief and all other types of requests. They can also help in resolving adaptation, personal or relationship issues that influence the quality of life in an establishment.

RECREATION SERVICES

The mandate of recreation specialists is to offer diversified activities that are tailored to the physical and cognitive abilities of each resident. The program of activities offered is based on the individual's fundamental needs, namely: physical, intellectual, social, entertainment, expression, and creativity.

Leisure helps to enliven and revitalize the environment as well as emphasizes the abilities and strengths of the participants, all the while taking into account their interests. The benefits of recreational activities are numerous. Among other things, they decrease the feeling of isolation by maintaining social contacts and increasing the feeling of belonging.

PASTORAL SERVICES

Pastoral services are offered in order to meet the spiritual and religious needs of the residents and their family, all the while taking into consideration their religious affiliations and beliefs. End-of-life support is also offered upon request.

OTHER SERVICES

Other than professional services, **administrative services** (reception, accounting, and general management) and **technical services** (building maintenance and housekeeping) are also offered in home-care centers.

In addition, **supplementary services** such as: hairdressing, massage therapy, foot care, laundry room, cable and telephone services, among others, are offered to the residents and their family. However, some fees are not included in the costs for accommodations.

Impact regarding activities offered by recreational services

Physical activities play a pivotal role in an elderly person's quality of life, they encourage movement, guarantee pleasure and awaken the senses. It has been demonstrated that regular practice of a physical activity channels an individual's energy, contributes in maintaining their functional abilities and promotes sleep.

Cognitive activities help the elderly maintain their memory, and they are able to pay attention and concentrate longer. They also awaken a thirst for knowledge and sustain their intellectual capabilities. In addition, they help bring back childhood memories and those related to activities carried out on a daily basis.

Social activities promote the elderly's well-being, they awaken their curiosity and encourage participation. They facilitate an individual's integration, their socialization and cultivate a feeling of belonging. They break the monotony of everyday life and invigorate the atmosphere.

Entertainment activities awaken an individual's sense of joy, they sharpen their curiosity, encourage them to learn new things and open doors to new discoveries. These activities offer the chance to live in the "here and now".

Expression and creativity activities increase self-esteem, contribute in relaxing and in maintaining an individual's dexterity. Often, these activities bring back talents they had and bring them a lot of pleasure.

Impact regarding activities offered by L'Étincelle, Éveil de vie

These modified activities, based on the senses, let a person live privileged and personalized moments with individuals with significant loss of autonomy. These activities are offered according to a person's rhythm and interests and imprint serenity and gentleness.

Directory of organizations offering services to caregivers – Laval

Association lavalloise des personnes aidantes (ALPA)

Training, Information, Respite Services, Psychosocial Support

Tel.: 450 686-2572

Website: www.aldpa.org

E-mail: info@aldpa.org

Association Pour Aînés Résident à Laval (APARL)

Training, Information, Psychological Support, Food Bank

Tel.: 450 661-5252

Website: www.aparl.org

E-mail: information@aparl.org

Axion 50 plus

Physical, Artistic and Cultural Activities, Referral Center

Tel.: 450 978-5555

Website: www.axion50pluc.org

E-mail: info@axion50plus.org

Baluchon Alzheimer

Respite Services

Tel.: 514 762-2667

Website: www.baluchonrepit.com

E-mail: info@baluchonrepit.com

CASA (Carrefour pour Aînés Semi-Autonome)

Respite Services, Accommodation Consultant

Tel.: 450 937-2335

Website : www.residencecas.ca

E-mail: info@residencecas.ca

Centre d'assistance et d'accompagnement aux plaintes – Laval (CAAP)

Information, Referrals, Attentive Listening, Assistance and Support with the Complaint Process

Tel.: 450 662-6022

Website: www.caaplaval.com

E-mail: caaplaval@caaplaval.com

Centre d'écoute de Laval

Training, Information, Psychosocial Support

Tel.: 450 664-2787 (crisis line) 450 664-1212 (administration)

Website: www.centredecoute.com

E-mail: info@centredecoutelaval.com

Comité d'Animation du Troisième Âge de Laval (CATAL)

Training, Information, Respite Services, Psychosocial Support, Food Bank, Transportation

Tel.: 450 622-1228

Website: www.lecatal.ca

E-mail: info@lecatal.ca

L'APPUI Laval pour les proches aidants d'âinés

Attentive Listening, Information, Referrals, INFO-AIDANT Line

Tel.: 450 681-7090

INFO-AIDANT Line 1 855 852-7784

Website: www.lappui.org

E-mail: info@lappui.org

Le Rendez-Vous des Aîné(e)s Community Center

Training, Information, Respite Services, Psychosocial Support, Food Bank, Transportation

Tel.: 450 667-8836

Website: www.ccrva.org

E-mail: info@ccrva.org

Lumi-Vie

Training, Information, Psychosocial Support, Support at End of Life

Tel.: 450 687-8311

Website: www.lumivie.com

E-mail: info@lumivie.com

Services Sociaux Helléniques du Québec

Information, Psychosocial Support

Tel. : 450 688-2088

Société d'Alzheimer Laval

Training, Information, Respite Services, Psychosocial Support, Transportation

Tel.: 450 975-0966

Website: www.alzheimerlaval.org

E-mail: info@alzheimerlaval.org

Société des soins palliatifs à domicile du Grand Montréal

Training, Information, Respite Services, Psychosocial Support, Transportation

Tel.: 514 272-7200

Website: www.societedessoinspaliatifs.com

E-mail: info@sspad.ca

Table régionale de concertation des aînés de Laval (TRCAL)

Group of organizations for senior citizens, Referrals

Tel.: 450 667-8839

Website: www.tableaineslaval.ca

E-mail: info@tableaineslaval.ca

The Youth and Parents AGAPE Association inc.

Information, Psychosocial Support, Food Bank

Tel.: 450 686-4333

Government Resources

CISSS de Laval (Centre intégré de santé et de services sociaux de Laval)

Training, Information, Respite Services, Psychosocial Support, Transportation

Tel.: 1 877 476-6112

Website: www.lavalendsante.com

E-mail: informations.cissslav@ssss.gouv.qc.ca

Quebec Ombudsman

Information, Complaints

Tel.: 1 800 463-5070

Website: www.protecteurducitoyen.qc.ca

E-mail: protecteur@protecteurducitoyen.qc.ca

Régie de l'assurance-maladie du Québec

Application for Financial Assistance / Financial Contribution Program for Adults in Home-Care Facilities

Tel.: 1 800 561-9749 (general information)

Tel.: 1 800 361-3939 (

Website: www.ramq.gouv.qc.ca

HOME-CARE FACILITIES – LAVAL

PUBLIC CHSLD

According to an assessment of their needs, a person may be admitted after referred by the health network into a public CHSLD. Admittance is the sole responsibility of the Regional Admittance Department who is managed by the Centre intégré de santé et des services sociaux de Laval. Therefore, the public cannot directly submit a request for accommodations in a public CHSLD.

Resources	Address	Telephone #	Website
CHSLD de la Pinière	4895, rue Saint-Joseph	450 661-3305	www.cucssslaval.ca
CHSLD Fernand-Larocque	5436, boul. Lévesque Est	450 661-5440	www.cucssslaval.ca
CHSLD Idola Saint-Jean	250, boul. Cartier Ouest	450 668-6750	www.cucssslaval.ca
CHSLD Sainte-Rose	280, boul. Roi-du-Nord	450 622-6996	www.cucssslaval.ca
CHSLD Sainte-Dorothée	350, boul. Samson Ouest	450 689-0933	www.cucssslaval.ca
CHSLD Val-des-Brises	3155, boul. Michel-Ange	450 661-9131	www.cucssslaval.ca
Maison des aînés de Chomedey	540, boul. des Prairies	450 978-7244	www.lavalensante.com

PRIVATE CHSLD UNDER AGREEMENT

Based on an assessment of their needs, a person may be admitted after being referred by the health network. Admittance is the sole responsibility of the Regional Admittance Department who is managed by the Centre intégré de santé et de services sociaux de Laval. Therefore, the public cannot directly submit a request for accommodations in a private CHSLD under agreement.

Resources	Address	Telephone #	Website
CHSLD Champlain St-François	4105, Montée Masson	450 666-6541	www.groupechamplain.qc.ca
CHSLD de la Rive	1050, 15 ^e avenue	450 627-3664	www.chslddelarive.com
CHSLD de Laval	2805, Boul. Chomedey	450 238-7646	www.chslddelaval.com
CHSLD Manoir Saint-Patrice	3615, boul. Perron	450 681-1621	www.chsldmanoirstpatrice.com
CHSLD Résidence du bonheur	5855, rue Boulard	450 666-1567	www.residencedubonheur.com
CHSLD Résidence Riviera	2999, boul. Notre-Dame	450 682-0111	www.chsldresidenceriviera.com
CHSLD Santé Courville de Laval	5200, 80 ^e rue	450 627-7990	www.santecourville.com
CHSLD Saint-Jude	4410, boul. Saint-Martin Ouest	450 687-7714	www.age-3.com
CHSLD Vigi L'Orchidée blanche	2577, boul. René-Laennec	450 629-1200	www.vigisante.com

INTERMEDIATE RESOURCES

An intermediate resource is linked to a public establishment in the health and social services network. In this establishment, the elderly live in an environment which is adapted to their needs. It can also offer support and assistance.

Resources	Address	Telephone #	Website
Manoir du Vieux Sainte-Rose	166, boul. Sainte-Rose	450 628-1111	-
Pavillon JLMO	223, boul. Je me souviens	450 622-8539	-
Résidence La Luciole	4476, boul. Dagenais Ouest	450 314-5444	www.groupelumain.com
Résidence Les Ficelles	3860, boul. Lévesque	450 682-1313	www.groupelumain.com
Résidence Roi-du-Nord	285, boul. Roi-du-Nord	450 622-1738	www.residenceroidunord.ca
Villa de Jouvence	3717, boul. Lévesque Ouest	450 682-0414	www.villadejouvence.com
Le Dufresne	3245, boul. Saint-Martin Est	450 239-0544	www.notre-maison.ca