

# Connecting the Dots for Caregivers

PROJECT HIGHLIGHTS | MARCH 2020



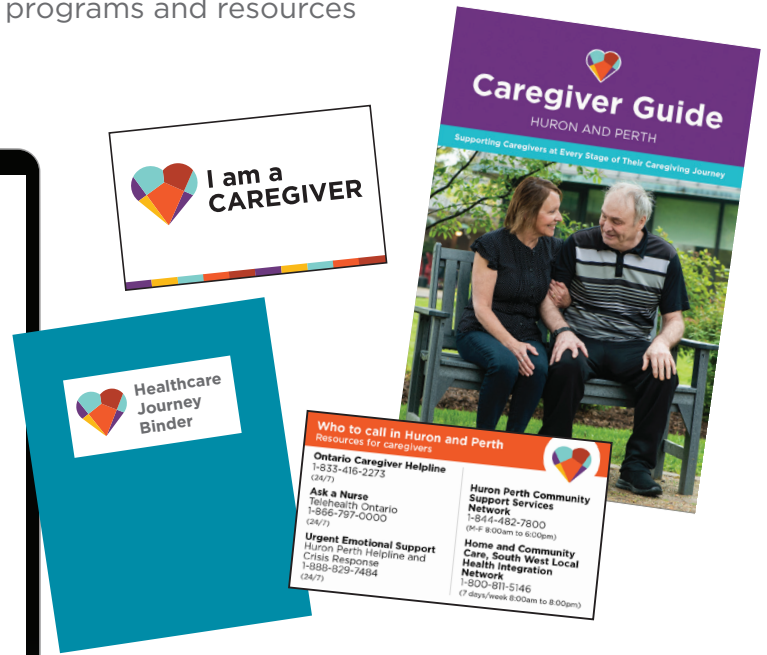
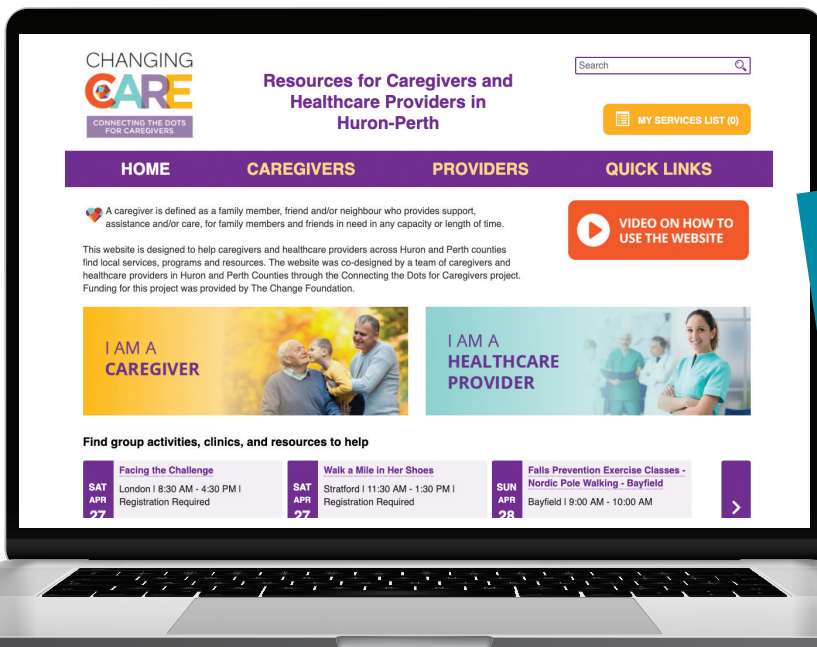
## A partnership of six healthcare organizations working together to improve the caregiver experience in Huron and Perth.

There are an estimated 3.3 million caregivers in Ontario – nearly a third of the population – and we know these numbers are only increasing. A caregiver is defined as a family member, friend and/or neighbour who provides unpaid personal, social, psychological and physical support, assistance and care, for family members and friends in need. This support can be provided for any length of time.

From 2017-2020, frontline healthcare providers have worked together with local caregivers to co-design and implement a series of tools and resources to better support caregivers in their journeys.

Locally co-designed resources include:

- **Time to Talk Toolkit** - Helps caregivers to recognize themselves as caregivers
- **Who to Call in Huron Perth Card** - Includes key phone numbers to use in a crisis and to connect with local services
- **Caregiver Identification Badge** - An advocacy tool for caregivers to wear or carry
- **Healthcare Journey Binder** - Templates to help caregivers and patients manage their journey
- **Caregiver Guide & Videos** - Education on seven key topics for caregivers
- **caregivershuronperth.ca** - Helps caregivers and healthcare providers find local services, programs and resources



All resources are available for download at [caregivershuronperth.ca](http://caregivershuronperth.ca).

Connecting the Dots for Caregivers was one of four Changing CARE projects funded by the Change Foundation. Following engagement sessions across Huron and Perth Counties in the summer of 2017, three priorities were identified:



**Awareness and Recognition**



**Communication and Information**



**Education, Training and Supports**



Staff trained  
**1,187**



Education sessions held  
**155**



More than  
**300**  
Healthcare Journey Binders distributed



Caregiver co-design hours  
**912**



Caregiver web page views  
**10,088**

Healthcare Provider co-design hours  
**725**

Provider web page views  
**4,725**

**“ I am more conscientious about asking how the caregiver is doing. I used to ask before, but now I am intentional. I take time to talk to the caregiver and actually ask how they are doing. – Personal Support Worker ”**

**“ Connecting the Dots has really helped me feel better about my own nursing care. I feel like I can more holistically approach the patient/family unit to better ensure they manage at home and even when they are gone from the hospital setting [so] they continue to feel connected and supported. Having these tools allows me to send them home better equipped to handle the challenges that come with caregiving. – Nurse ”**

**“ I always talk to the caregivers now and ask how they are doing. Before I did not ask consistently. It has made me much more aware of caregiver needs and resources. – Community Driver ”**

**“ [The] binder allowed me to be more organized with meds, ER visits, [family doctor] visits and hospitalization. I can take this binder anywhere I go and I find that quite helpful. – Caregiver ”**

**“ [The] Nurse always asked me [about] how my spouse was doing. This was different from a previous visit. It made me feel like I had important info for them. I felt part of the team.” – Caregiver ”**

**“ It is good to have information of where to get help. We are fortunate to have supports here in Huron Perth. – Caregiver ”**

## PROJECT PARTNERS

Family Caregivers in Huron Perth  
Huron Perth Healthcare Alliance  
Alzheimer Society of Perth County  
North Perth Family Health Team

ONE CARE Home and Community Support Services  
South West Local Health Integration Network  
STAR Family Health Team



For more information on Changing CARE and The Change Foundation go to: [change.foundation.ca](http://change.foundation.ca)



Supported by the Ministry of Health, the OCO is dedicated to supporting caregivers. Visit: [ontariocaregiver.ca](http://ontariocaregiver.ca)

**Ontario 24/7 Caregiver Helpline: 1-833-416-2273 (CARE)**