

Supporting Caregivers and Their Evolving Worlds

Pallium Canada



Arbor
Memorial

Presenter: Bonnie Tompkins

Date: April 4th 2023

Territorial Honouring



The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness and their families.

Stay connected: www.echopalliative.com

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.



Welcome & Reminders

- Please introduce yourself in the chat! Let us know what province you are joining us from, your role and your work setting.
- Please submit questions through the Q&A function.
- Your microphones are muted. There will be time during this session when you can unmute yourself for questions and discussion.
- You are welcome to use the chat function to ask questions and add comments throughout the session.
- This session is being recorded and will be emailed to registrants within the next week.
- Remember not to disclose any Personal Health Information (PHI) during the session.

Disclosure

Relationship with Financial Sponsors:

Pallium Canada

- Not-for-profit
- Funded by Health Canada

Disclosure

This program has received financial support from:

- Health Canada in the form of a contribution program
- Generates funds to support operations and R&D from Pallium Pocketbook sales and course registration Fees

Presenter:

- Bonnie Tompkins: nothing to disclose.

Introductions

Presenter:

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Financial Support

Pallium Canada is grateful to the Arbor Memorial Foundation for their ongoing support of the Care Connections program.

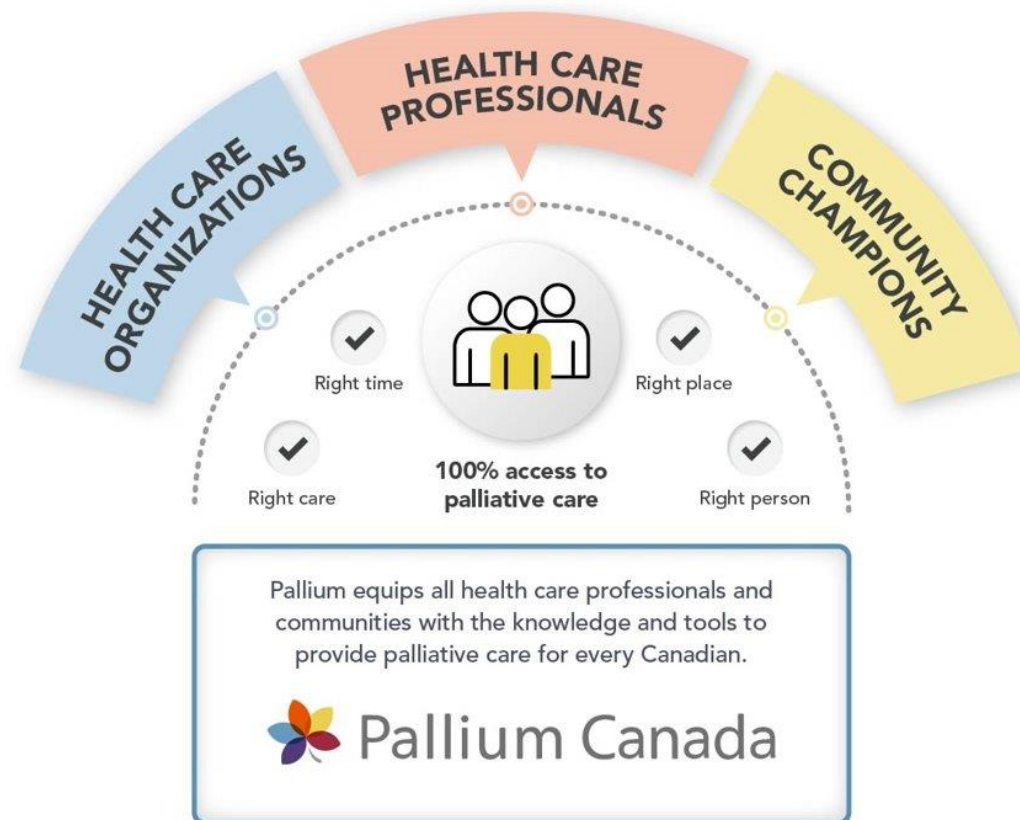


Agenda

- Pallium Canada's approach to support caregivers in Canada
- Resources designed to increase connection and support for caregivers
- Care Connection Program
 - Atlas CareMap Tool
 - LEAP Carers
- Compassionate Workplace Campaign
- Recap – how to create the change needed

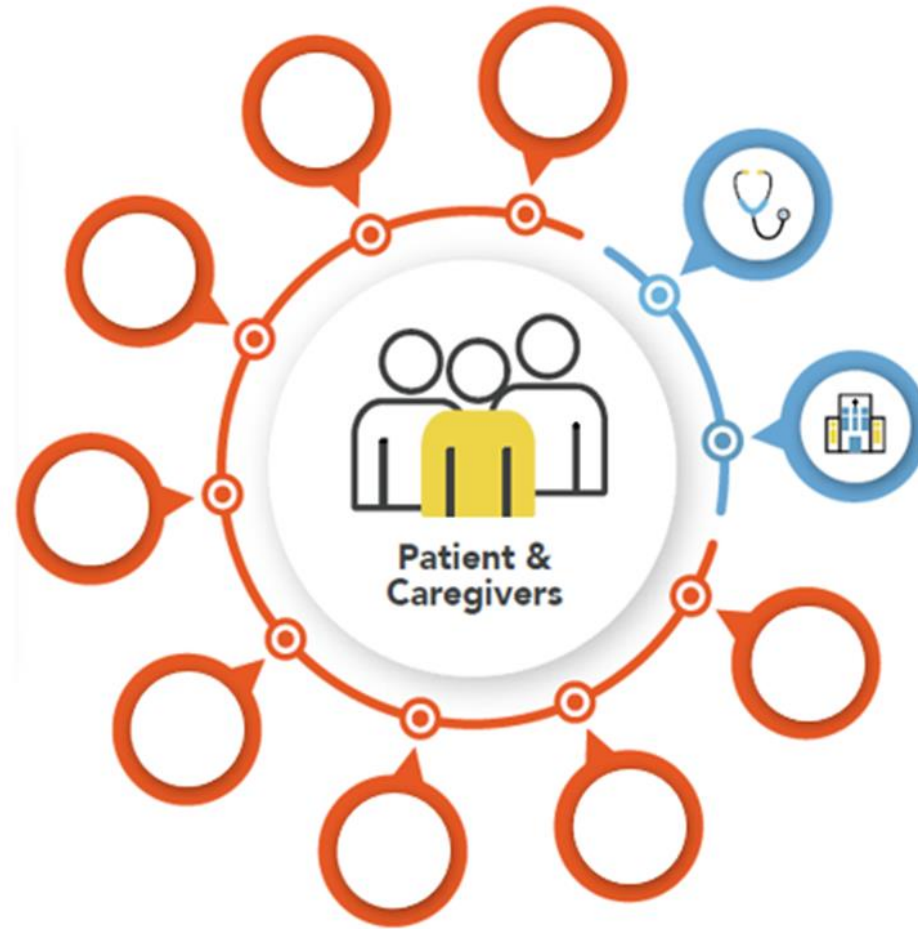
About Pallium Canada

- National, non-profit founded in 2000
- Building capacity
- Transforming practice and settings
- Research and technology-driven solution provider
- Empowering communities



Pallium's Approach To Supporting Caregivers In Canada

What Is Care Made Up Of?



Health Care

- Hospitals
- Emergency Department
- Family Doctor
- Pharmacy
- Oncologist
- Nurse
- Paramedic
- Social Worker, etc.

Caregiver Statistics

- 1 in 4 Canadian's provide unpaid care
- 1 in 2 Canadian's will become a caregiver in their life time
- Caregiver provide the support of 2.8 m full-time care aids
- In Ontario, 2/3 of caregivers have experienced helplessness, burnout, and find it difficult to continue
- 50% of caregivers expressed their mental health has suffered, in addition to their physical health

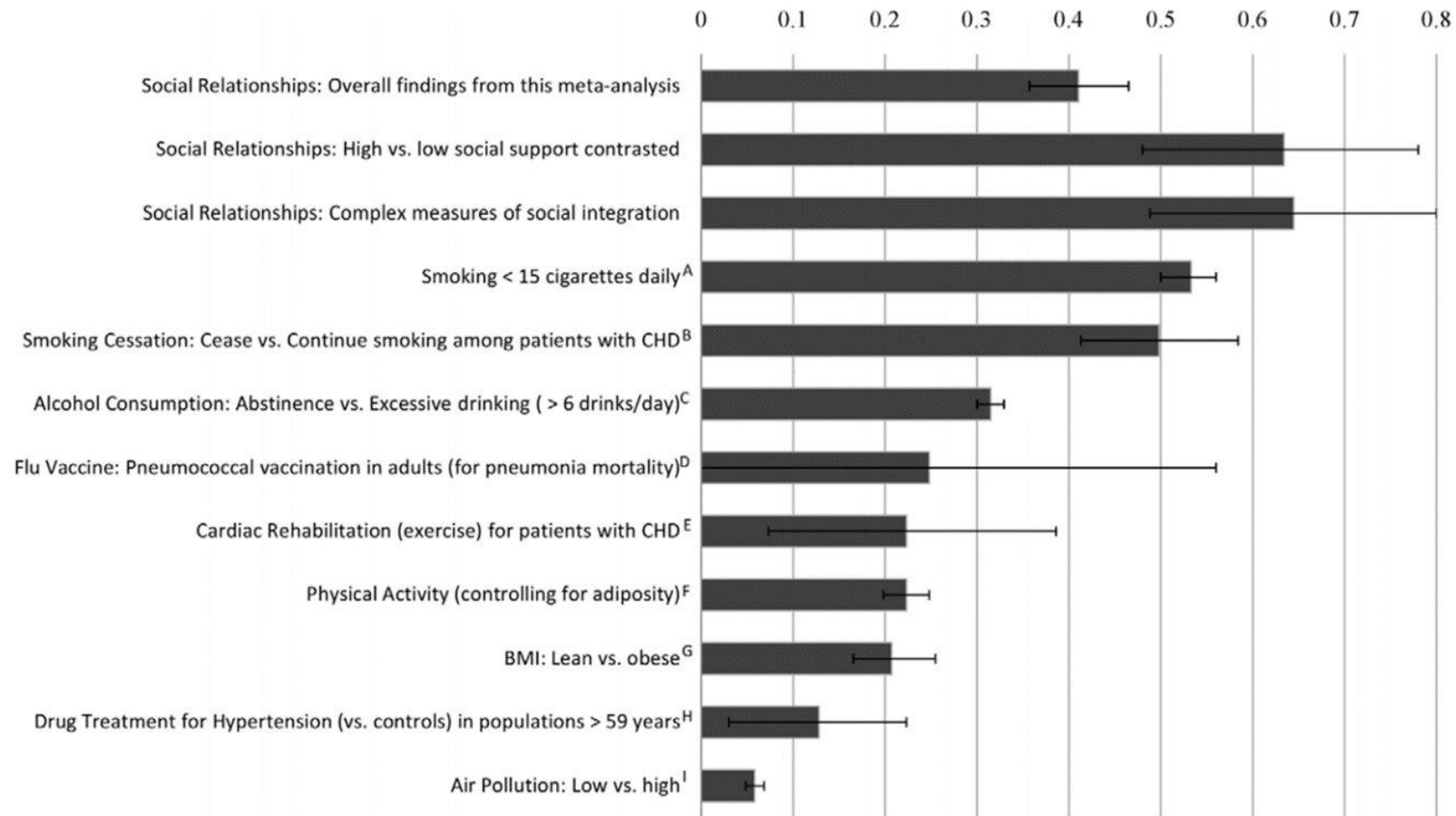
How Can We Support Caregivers?



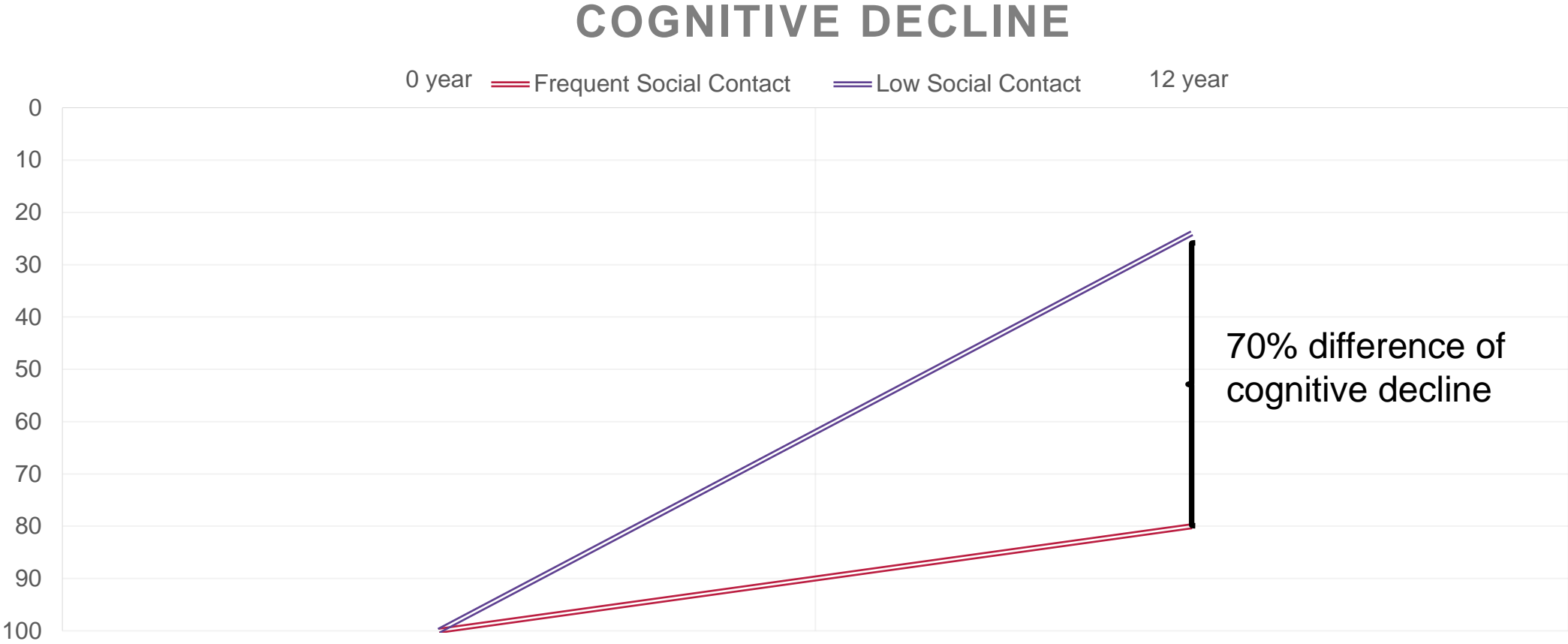
The Importance Of Increasing Care Connections For Caregivers



Social Relationships Positively Impact Health



Social Connections And Cognitive Decline In Seniors



Resources Designed To
Increase Connection And
Support For Caregivers

Care Connections Program



Overview Of The Care Connections Program

Purpose: To support caregivers, empower every Canadian to better support the caregivers in their lives and to help strengthen the important social connections within our communities

What is included in the program: A suite of free resources and activities to support the millions of Canadians who are caring for their family, friends, and members of their communities

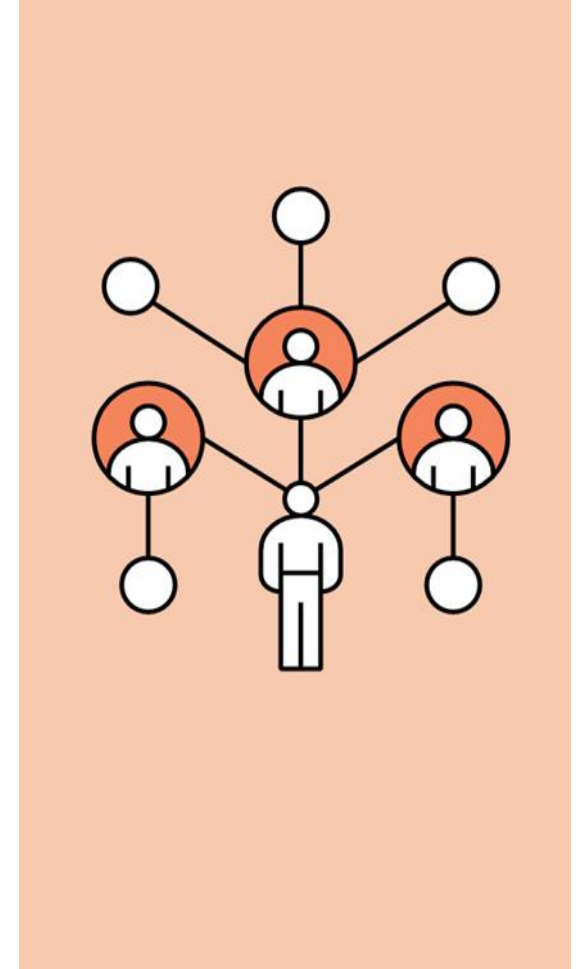
Program Target Audience

Primary audience:

- Caregivers
- Friends
- Family
- Healthcare professionals

Secondary audience:

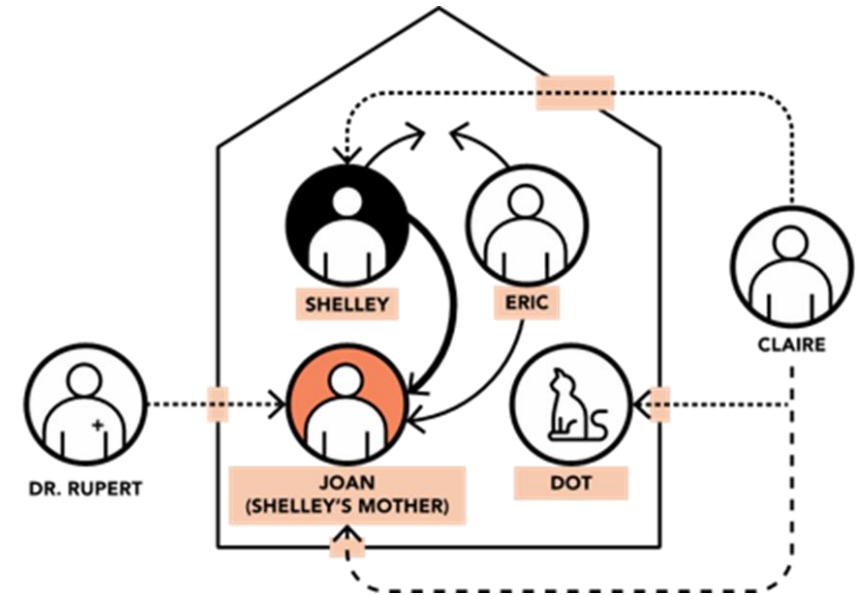
- Community centers
- Caregiver organizations
- Employers
- Anyone who wants to increase how supported caregivers' feel



Resources Within The Care Connections Program

Resources include:

- Atlas CareMap Toolkit – Tools to build an Atlas CareMap
- Atlas CareMap Community Workshop Toolkit – Supports the hosting of a map creation workshop
- Social Connections in Palliative Care - A Module for Health Care Professionals
- LEAP Carers



Atlas CareMap



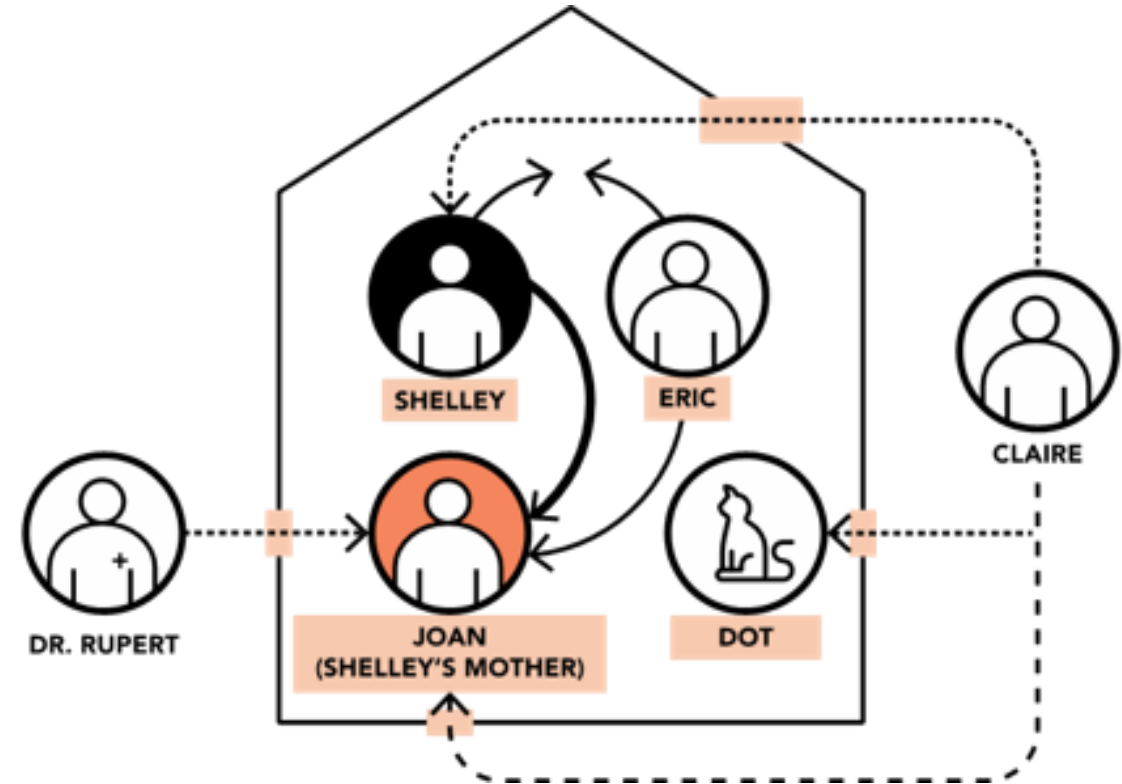
Atlas CareMap – An Essential Tool

What is a Care Map?

A Care Map is a simple, visual diagram of the people involved in providing care.

It helps to...

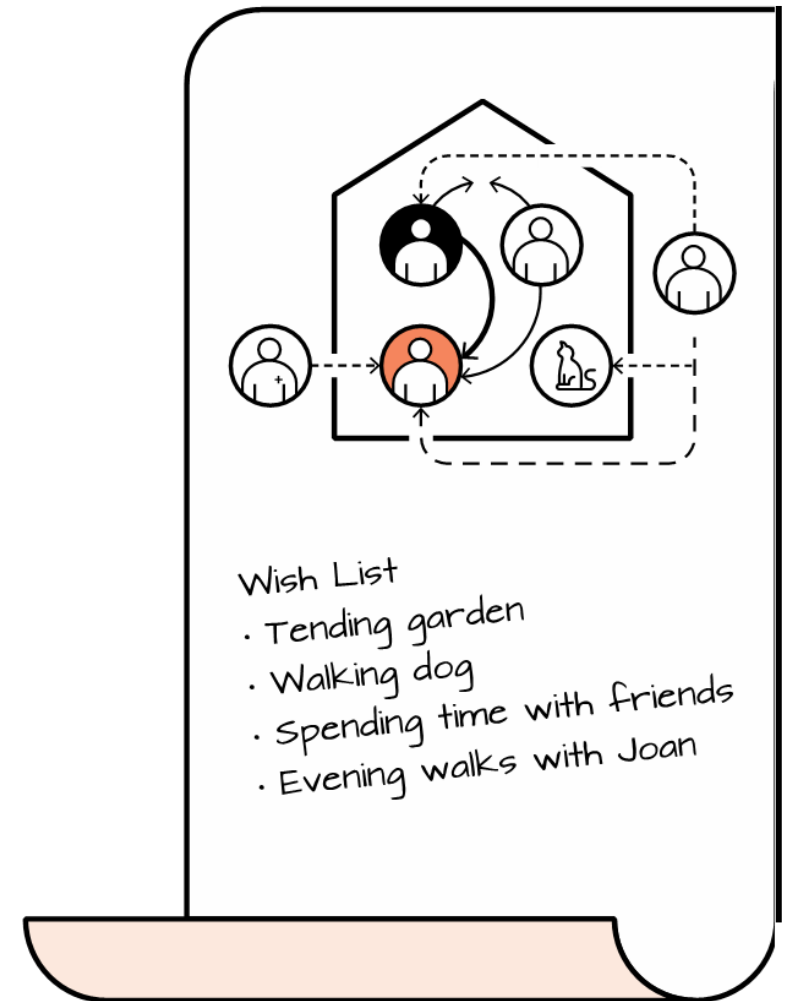
- Increase the understanding of a caregiver's experience
- Strengthen a support network
- Organize caregiving tasks and activities
- Highlight areas where additional support is needed



Atlas CareMap – How To Use A Map

Once a map is created – put it to work

- Create a “Wish List” highlighting areas for additional support
- Share it with
 - Family
 - Friends
 - Health care professionals
 - Neighbours



Atlas CareMap – Built From Research

The Atlas CareMap™ tool was created by Atlas of Care in the United States

The tool is the result of several research projects

1. Pilot outcomes

- Participants expressed how powerful it was to see their caregiving experience visually
- Participants were inspired to help others create their map

*Pallium has worked with Atlas of Care to build on or adapt their work to further scale and spread the Atlas CareMap tool for the Canadian Context

LEAP Carers



LEAP

CARERS

Overview

Free online course for caregivers

- Or anyone who wants to support a caregiver (family, friend, or neighbour)

It is self-learning

- Means you can come back to it when you have time
- Move through the course at your own pace
- Take the module that makes the most sense at the current time



LEAP

CARERS

Overview (con't)

How was it developed?

- Builds on the Champlain Hospice Palliative Care Program
 - CHPCP's program is seen as a highly successful caregiver training program

Certification of completion

- Participants who complete the course will get a certificate of completion as well

*Currently available in English only



LEAP
CARERS

What Does The Course Cover?

Goal of the course:

- Provide carers with the information and resources needed to help them provide care to their family or friends living with a serious illness

Topics include:

- Navigating the health care system
- Advance care planning
- How to provide personal care and hygiene with dignity
- End of life and medication management
- Caregiver communication and advocacy skills
- Self-care strategies.

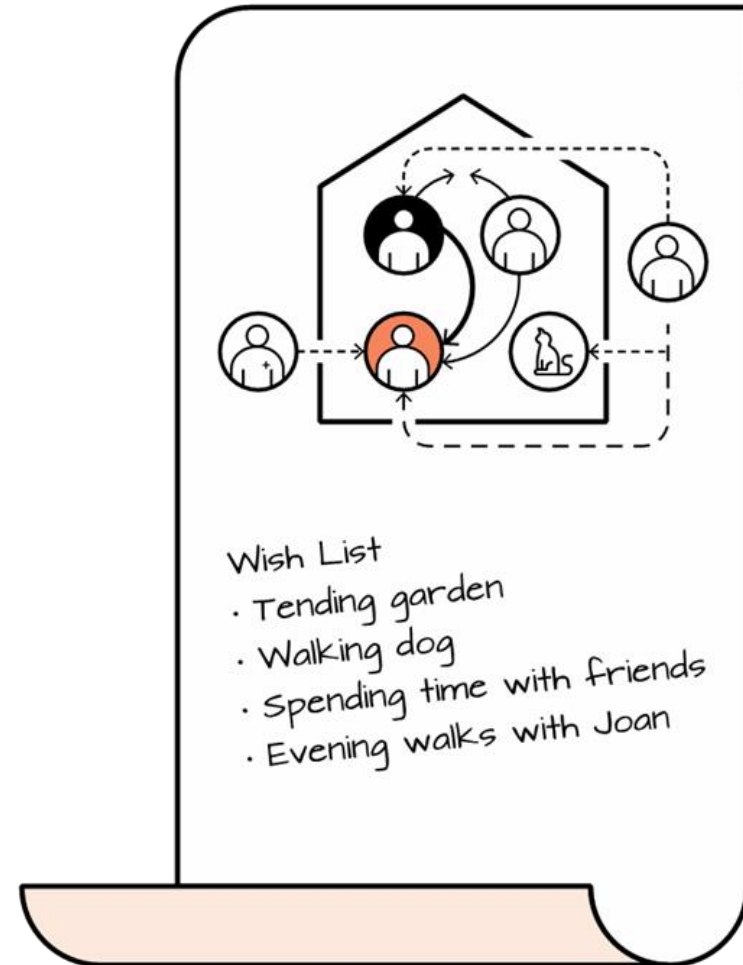


How To Engage With The Care Connections Program



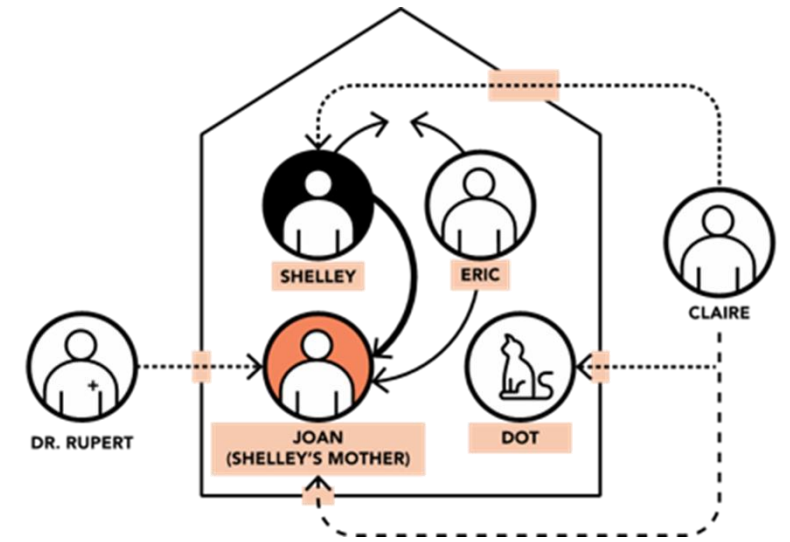
How To Engage With The Program - Caregivers

- Learn how to draw your Atlas CareMap
 - Share your map with family, friends, neighbours, health care professionals
- Start the LEAP Carers course
- Spread the word about the Care Connections Program



How To Engage With The Program – Anyone Who Wants To Support Caregivers

- Learn how to draw an Atlas CareMap
- Help the caregivers around you draw their map
- Host an Atlas CareMap Community workshop to increase the awareness of the Atlas CareMap tool in your community or with the people you support
- Take the LEAP Carers course to increase your knowledge and understanding of the caregiver journey
- Spread the word about the Care Connections Program

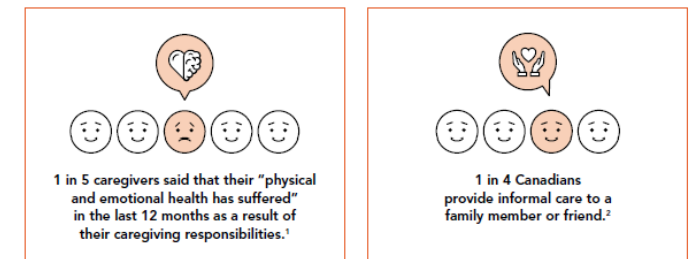



How To Engage With The Program – HealthCare Professional

- Take the free healthcare module - Social Connections in Palliative Care
 - Learn how to draw an Atlas CareMap
- Use the Atlas CareMap in your practice
 - Support patient’s creation of their map
 - Reflect on the map together
 - Help connect them with additional support where needed
- Host an Atlas CareMap workshop to increase the awareness of the tool
- Encourage Caregiver patients to take LEAP Carers



Atlas CareMap Fact Sheet



 **WHAT IS A CARE MAP?**

A Care Map is a simple, visual diagram of the people involved in providing care to a caregiver and care recipient. It includes family, friends, and health care professionals who may provide assistance or support, however big or small. A Care Map allows a person to visualize and easily understand the many different connections between the people involved in caring for someone.

How To Access The Program

To access the **free resources**, go to Pallium Canada's website and search for the Care Connections Program

www.pallium.ca/compassionate-communities/



Care Connections Program

The Care Connections Program includes resources and activities that support the millions of Canadians who are caring for their family, friends, and members of their communities.

LEARN MORE

Why A Compassionate Workplace Culture Is Important For Caregivers

Impact Of Work And Caregiving

8M+ caregivers in Canada

- 6.1 M are also working (aka working caregivers)
- 1 in 4 are sandwich caregivers (raising kids as well)
- 50% are between the ages of 45-65
 - Peak earning years

Impact on working Caregivers

- 19% express their physical and mental health have suffered
- Lost wages
 - 15% reduce their hours
 - 10% take a leave of absence
 - 10% turn down job opportunities to load
 - 6% quit their jobs
 - 4 in 10 miss days at work
- In Ontario, 1/3 of working caregivers are worried about losing their job!

Impact On The Company

Support working caregivers is good for both employees and employers.

- Improve morale
- Increase employee retention
- Reduce absences
- Improve workplace productivity
 - In fact, the caregiving experience builds skills that increase productivity in the workplace.

How Employers Can Support Working Caregivers

How Can Employers Support Working Caregivers?

- Offer workload modifications - flexibility
- Provide coaching on how to support – leadership, managers, colleagues
- Review and adjust practices and policies
- Ensure employee workloads are balanced
 - For the employees who are picking up addition work to support a working colleague
- Share information on appropriate resources
- Promote a culture of support and openness
 - Caregiver feel comfortable to disclose the situation
 - They feel supported and valued

Goal is to have a culture that is empathetic and supportive – leaving the working caregiver feeling supported and valued!

How To Foster This Culture

Ensure everyone in the workplace has

- Increase awareness and understanding of what the working caregiver experience is like
- Increase the awareness of supportive resources internally and externally
- Empower employees to take action - providing support for the working caregiver
 - This may require increasing their comfort level with offering support by equipping them with these skills
- Empower employees to engage in challenging conversations with the working caregiver

Outcome of this work will be a more compassionate culture for employees who are also caregiving.

What is a compassionate workplace culture?

When employees show **empathy &** take supportive **action**, results in showing **compassion** for working caregiver

Compassionate Workplace Campaign



Compassionate Workplace Campaign

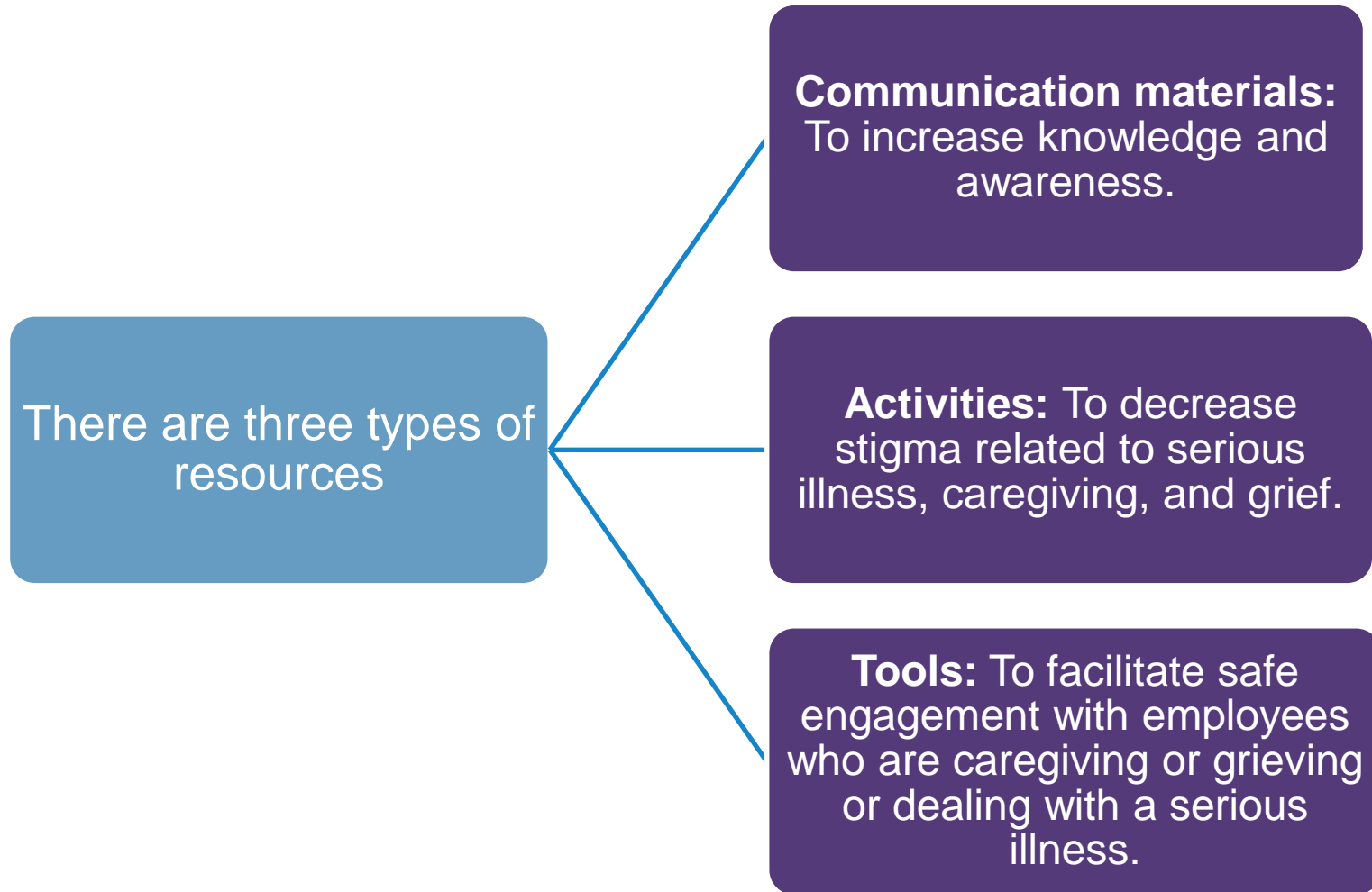
What is the goal of the campaign?

To create a more compassionate work environment where Canadians who are caregiving and/or grieving, receive the support they need.

The campaign provides resources to achieve this goal by:

- Building awareness and understanding of these experiences
- Decreasing the stigma associated with these experiences
- Raising awareness of resources and supports
- Prompting and enabling supportive conversations
- Empowering people to create a more compassionate culture

Overview Of Resources Within The Campaign



Facilitated Workshop

60-Minute Workshop

- Facilitated, case-based workshop
- Real-world stories/cases with structured, facilitated discussions
- Training on how to use the campaign tools and resources
- Opportunities to run pre and post workshop activities

Test Your Knowledge

In 2017, roughly 1.4 million Canadians were grieving the recent loss of someone special. How much is that number anticipated to increase by the year 2036?

30%

40%

STORY 03 Challenges of Juggling Work and Caregiving

The call comes in just before lunch. Rowan's specialist is available on Friday. It's Wednesday, and the specialist's office is a two-hour drive away. Joe grabs a post-it and lists everything he'll need to do: email his manager for yet another day off, call the babysitter to pick Jordan up from daycare and finish the quarterly reports for his work projects by Thursday, rather than Friday.

When anyone asks what they can do to help, he is uncertain how to respond. Yesterday, Joe's colleague Maria dropped off a big pot of chilli. Joe's eyes filled with grateful tears at the generous gesture.

Joe takes pride in his work, and since Rowan got sick, the office has become almost a haven for him, a quiet place where he can think and enjoy his lunch while it's still warm! Lately, Joe's been having trouble

Ever since thyroid car down. Got work late a Now, he's

TOOL 08 Safe Things to Say: To Someone Who is Caregiving

The purpose of this tool is to give ideas of things to say to someone who is in a caregiving role. People are often afraid of saying the wrong thing, so try starting with one of these:

Try Saying:

"How are you managing to juggle everything?"

"What do you need help with?"

"You're doing a great job."



Name a person you cared for or a person who cared for you.

I was a caregiver to ...

... cared for me.

How The Campaign Increases Compassion

Let's look at how the campaign resources will increase the compassion shown towards working caregivers

Remember, empathy + action = compassion!



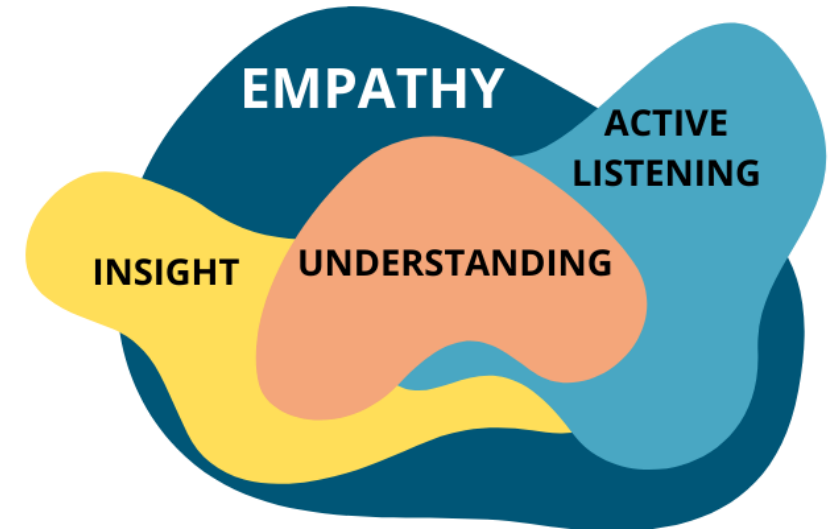
Increasing Empathy

What do we mean by “empathy”?

- The ability to understand and share the feelings of another

How the campaign increase an employees ability to show empathy

- *Stories* –increases their knowledge and understanding of these experiences
- *Activities* – colleagues share personal experiences
- *Workshop* – increases awareness and builds skills



Empower Employees To Take Action

What do we mean “take action”?

- We mean the ability to show support through conversations, taking over aspects of their workload, prepare meals.

How the campaign empower employees to take action?

- *Discussion questions* – brainstorm ideas of how to support personally, as a team, as a workplace
- *Tools* – conversation starters, workload modification guide for managers, supports for working caregivers
- *Workshop* – work through case studies to increase employee comfort levels and skills



Participant Feedback

“ Participating employees expressed that since the campaign, they *would bring more empathy and compassion to their job* when *supporting colleagues and their customers*. ”

How To Engage With The Compassionate Workplace Campaign

What Role Can You Play In Supporting Working Caregivers?

Employer – ensure your employee wellness planning has a focus on working caregivers

- Internal and external supports will support now and into the future!

Manager, leader, HR professional, employee – become a champion for working caregivers!

Remember, Pallium's Compassionate Workplace Campaign is here to support this change

How To Get Started

To learn more and/or access the campaign, you can do the following:

1. Visit - www.pallium.ca/cwc/
2. Email me at btompkins@pallium.ca

*The campaign does include a participation fee



Compassionate Workplace Campaign

The Compassionate Workplace Campaign provides employers, managers and employees with practical tools, resources and activities to increase awareness and reduce stigma related to serious illness, caregiving and grief in the workplace.

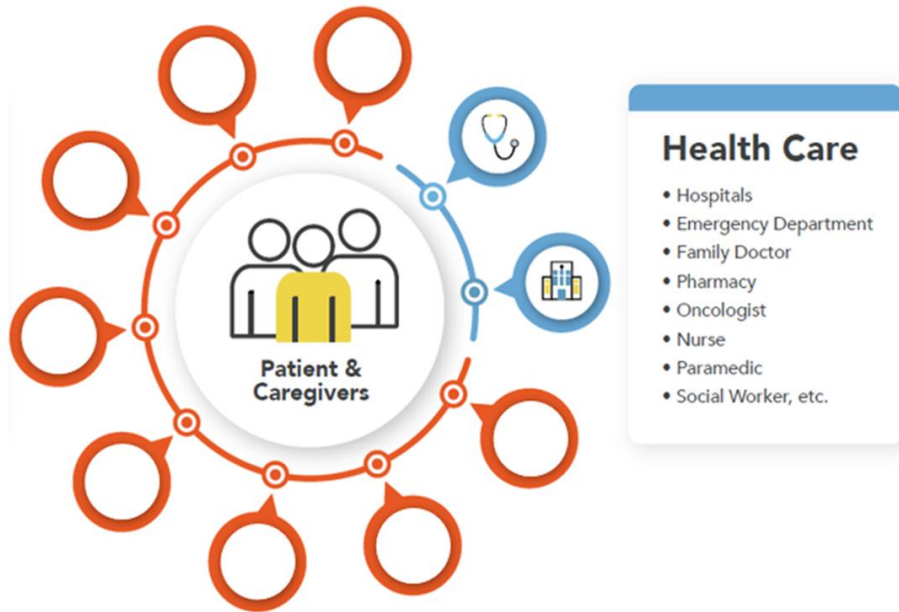
GET STARTED

Recap - We Need To Create The Change!

Caregivers provide the bulk of care with little support



Caregivers provide care and are supported by the world around them



Remember, Pallium Canada has resources to help drive the change needed to create a more supportive and compassionate world for caregivers!

Questions



Session Wrap Up

- Please fill out our feedback survey, a link has been added into the chat.
- A recording of this session will be emailed to registrants within the next week.
- Thank you for your participation!

Thank You



NATIONAL CAREGIVER DAY
RECOGNIZING CARING CANADIANS



Arbor
Memorial

To contact Bonnie, email her at btompkins@pallium.ca

Stay Connected
www.echopalliative.com