

Practice #11: The *Information and Support Guide for Caregivers* (Quebec)

February 2019

Extracted from : Handbook of Innovative Practices in the field of Social and Health Services Integration in an Official Minority Language Context

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This practice contributes to improving:

- Communication for service users;
- Community resources.

The organization implementing this practice:

Appui pour les proches aidants d'aînés, région Laurentides, in collaboration with several partners including the 4 Korner's Family Resource Center, Laurentians, Quebec.

The information contained in this file was mainly acquired from a telephone interview with Stephanie Helmer, Executive Director, 4 Korner's Family Resource Center. It was complemented by documentary research, and these sources are cited as references.

Background

It is more difficult for Anglophones in Quebec to access services in their own language outside the island of Montreal's well-supplied English language resources.

In the face of an aging population, along with seniors themselves and health professionals, caregivers are essential actors in seniors' health and social services trajectory.¹ Studies reveal that positive interactions between all these stakeholders have considerable effects on users' health improvement and well-being.²

The 4 Korner's Family Resource Center³ collaborated with Appui pour les proches aidants d'aînés, région Laurentides⁴ to provide Anglophone caregivers with an information and support guide.⁵

Objectives

The objective for creating this guide in English was to facilitate access to a resource containing a wealth of information for caregivers of Quebec Anglophone seniors. The guide was produced in Quebec to account for resources that are available in this province.

Features of the Practice

1 Silverman, M. (2015). Observing women caregivers' everyday experiences: new ways of understanding and intervening. *Journal of Gerontological Social Work*, 58(2), 206–222. DOI:10.11080/01634372.2014.939384

2 Bodenheimer, T., Wagner, E. H. & Grumbach, K. (2002). Improving Primary Care for Patients with Chronic Illness: The Chronic Care Model, Part 2. *JAMA*, 288(15), 1909-1914. doi:10.1001/jama.288.15.1909.

3 The 4 Korner's Family Resource Center. (n.d.) About 4 Korner's. Accessed on October 11, 2018, at: <http://www.4kornerscenter.org/>

4 L'Appui pour les proches aidants d'aînés. (n.d.) *Qui sommes-nous?* Accessed on October 11, 2018, at: <https://www.lappui.org/L-Appui-national/Qui-sommes-nous>

5 The *Information and Support Guide for Caregivers*, <https://www.lappui.org/en/Practical-tips/Guides-for-caregivers>

The *Information and Support Guide for Caregivers*, issued in 2016, was translated from an existing guide in French, *Proches aidants d'aînés : Accompagner tout en gardant l'équilibre*. This guide is designed to provide information to people caring for seniors and to those who will unexpectedly take on that role. Translation into English was made possible by financial contributions from the CISSS des Laurentides and Appui pour les proches aidants d'aînés, région Laurentides.

The guide provides advice on various aspects of care, as well as useful instructions for caregivers to adapt their lifestyle and their environment to ensure a better quality of life for themselves and for the senior they care for. It can be downloaded, free of charge, from the website of l'Appui⁶ or a hard copy can be purchased for a small fee. In addition, copies are available at CLSCs and hospitals.

Challenges

According to the resource person interviewed, one of the major challenges is bringing caregivers to recognize that they are caregivers and that support is available for them. The second challenge relates to the distribution of the guide. Finally, a third challenge involves the lack of funding to update and print additional copies of the guide.

Analysis⁷

Why is this practice considered innovative?

This practice meets a community need and the actors involved perceive it as innovative. Indeed, it was born from the need to facilitate caregivers' access to advice that would allow them to improve the quality of life of seniors in their community.

Emerging, Promising or Leading: A Promising Practice

- **Quality of evidence:** The practice has not been researched. Testimonials from stakeholders show that the guide meets a need for information and support among minority Anglophone caregivers.
- **Impact:** Testimonials from providers who share the guide with caregivers tend to confirm that it enhances knowledge among its users.
- **Applicability:** The resource is available on the web, as well as in CLSCs and hospitals in the Laurentian region. It is widely used. Furthermore, member organizations of the Community Health and Social Services Network (CHSSN)—Réseau communautaire de services de santé et de services sociaux (RCSSS) distribute the guide outside the Laurentian area.

Transferability: Information outlined in this guide is transferable to various Quebec regions.

6 Ibid.

7 This analysis is based on criteria defined in the *Innovative Practices Evaluation Framework* designed by the Health Council of Canada, available at: https://healthcouncilcanada.ca/files/IP_Framework_Eng_final_1.pdf also outlined in Appendix 1.