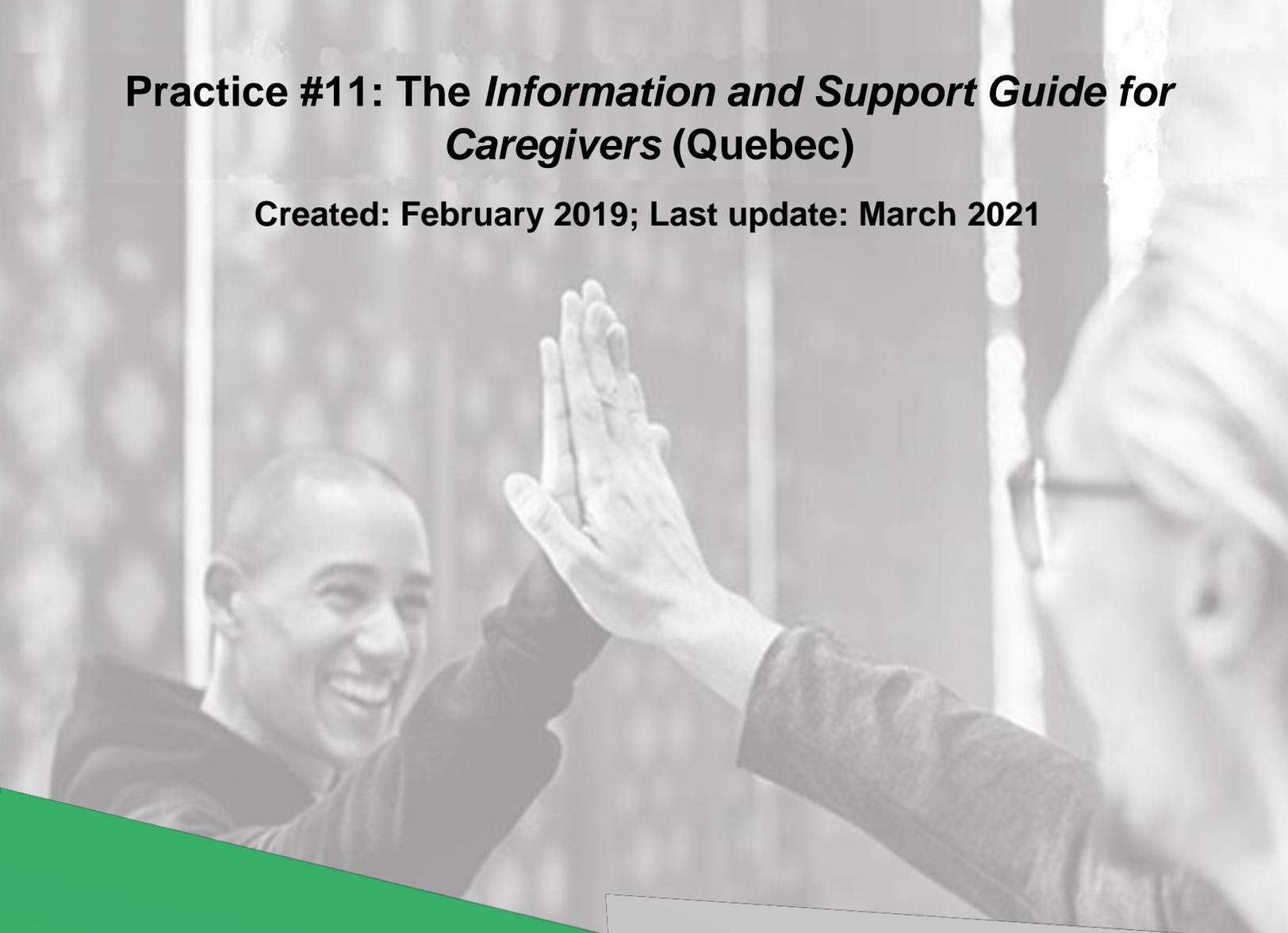


Practice #11: The *Information and Support Guide for Caregivers* (Quebec)

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ABOUT THE FACT SHEET

This fact sheet is part of the *Directory of Innovative Practices in Health and Social Services in Official Language Minority Contexts* (available at: https://www.grefops.ca/directory_innovative_practices.html)

The *Directory of Innovative Practices* (formerly the Handbook of Innovative Practices on the Integration of Official Language Minority Health and Social Services) is a complementary resource to the *Organizational and Community Resources Self-Assessment Tool for Active Offer and Social and Health Services Continuity*¹. It presents initiatives that have been put in place, most often at the local level, that respond to a community need and are perceived as innovative by the various actors involved in their implementation. The practices were identified, analyzed and classified according to an evaluation framework developed by the Health Council of Canada. This framework allowed us to distinguish between emerging practices, promising practices and leading practices. Some of these practices were suggested by the *Société Santé en français* and the provincial, territorial and regional French-language health networks, or other partners.

The reader is referred to the [Introduction and Method](#) document for information about the authors and collaborators, background on the project, a description of the methodology used to create the fact sheets, definitions of the following concepts:

- Leading Practice, Promising Practice, Emerging Practice
- Quality of evidence, impact, applicability, transferability
- Service coordination, service integration, liaison
- Active offer

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¹ The self-assessment Tool is available in English and French and can be accessed at the following Web address:
https://www.grefops.ca/selfassessment_tool.html (English version)
https://www.grefops.ca/outil_autoevaluation.html (French version)

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This practice contributes to improving:

- Relations with service users;
- Community resources.

The organization implementing this practice:

Appui pour les proches aidants d'aînés, région Laurentides, in collaboration with several partners including 4Korners (previously 4 Korners Family Resource Center), Laurentians, Quebec.

The information contained in this file was mainly acquired from a telephone interview with Stephanie Helmer, Executive Director, 4Korners. 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.² Studies reveal that positive interactions between all these stakeholders have considerable effects on users' health improvement and well-being.³

4Korners⁴ collaborated with Appui pour les proches aidants d'aînés, région Laurentides⁵ to provide Anglophone caregivers with an information and support guide.⁶

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.

² 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

³ 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.

⁴ 4 Korners. (n.d.). About 4 Korners. accessed on March 30, 2021. Retrieved from : <https://4korners.org/>

⁵ 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>

⁶ The *Information and Support Guide for Caregivers*. Retrieved from: <https://www.lappui.org/en/Practical-tips/Guides-for-caregivers>

Features of the Practice

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'Appui⁷ 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.

Analysis⁸

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.

⁷ *Ibid.*

⁸ This analysis is based on criteria defined in the *Innovative Practices Evaluation Framework* designed by the Health Council of Canada, Retrieved from: https://healthcouncilcanada.ca/files/IP_Framework_Eng_final_1.pdf also outlined in the Introduction and method document.