

The
GUIDE to
PRACTICAL
SUPPORT
for **Caregivers**

Taking care of an elderly losing independence?
You are a caregiver. This guide is for you!



WHY SHOULD YOU USE THIS GUIDE?

- To get practical information
- To find services and resources
- To be in better control of the situation
- To improve your quality of life

What does a caregiver do?

A caregiver is a person who invests his time, without pay, to provide care and regular support to a loved one with a significant or chronic disability.



You can always contact the Caregiver Helpline Service at
I 855 852-7784 to get additional information.

**This guide is designed to inform caregivers and it
does not guarantee access to services.**

To get your electronic version (PDF) of the guide,
visit the **www.gpsprocheaidant.ca**.

GLOSSARY



TIPS & ADVICE

Practical advice and steps to follow to help you cope with your challenges.



TOOLS

Tools to help you get more information (documents, forms and websites).
These tools are available online at www.gpsprocheaidant.ca.



NEEDS

Needs that could arise along your journey as a caregiver.



RESOURCES

Resources to meet your needs.

HOW TO USE THIS GUIDE?



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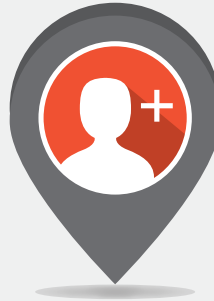


STAGES OF YOUR JOURNEY

Refer to the **GREEN** tabs to identify the stages of a caregiver's journey. In this section, you will find some **TIPS & ADVICE** as well as **TOOLS**.



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YOUR NEEDS AND THE RESOURCES

Refer to the **YELLOW** tabs to identify your needs and find the corresponding resources.



8 SIGNIFICANT STAGES IN THE CAREGIVING JOURNEY

- 1.** CONCERNS ABOUT MY RELATIVE'S HEALTH CONDITION
- 2.** LOOKING FOR INFORMATION AND SERVICES
- 3.** STEPS TOWARD GETTING A DIAGNOSIS
- 4.** ESTABLISHING SUPPORT SERVICES
- 5.** DETERIORATION OF MY RELATIVE'S HEALTH CONDITION
- 6.** CHOOSING THE LIVING ENVIRONMENT
- 7.** END OF LIFE AND GRIEVING
- 8.** NEW LIFE PROJECT

Here are 8 significant stages in the caregiving journey.

Each caregiver's situation is unique. Therefore, each individual will go through these stages differently.

1 CONCERNS ABOUT MY RELATIVE'S HEALTH CONDITION



Tips & Advice

- **Share your concerns** (family, friends, colleagues, neighbours).
- **Gather all the information concerning your relative** in the same place with the practical index cards below.



Tools

"Practical checklists for natural caregivers"

- 1- Checklist – general information about the assisted person
- 2- Checklist – directory (resources for the assisted person)
- 3- Checklist - important documents for the assisted person
- 4- Checklist – health
- 5- Checklist – activities of daily life
- 6- Personal identification form – profiling tool – person with cognitive difficulties



Centre intégré
de santé
et de services sociaux
de Laval

Québec

PDF available at www.gpsprocheaidant.ca.
Printout available through the Caregiver's
helpline at 1-855-852-7784.

2 LOOKING FOR INFORMATION AND SERVICES



Tips & Advice

- **Plan an appointment with your relative's doctor.**
If your relative does not have a doctor, it is possible to register online:
 - **on the internet at:** gamf.gouv.qc.ca – click on "Registering with a family doctor".
 - **by phone at:** 450-627-2530, ext. 64267
- **Do not hesitate to use services offered to you.**
Be proactive! If there are waiting lists, register as soon as possible. Note that you can request services from several organisations at the same time.



Tools

"Caregivers to the Elderly –
Maintaining Life Balance
while Caregiving"

L'APPU POUR LES
PROCHES AIDANTS
D'ÂÎNES
LAURENTIDES



PDF available at www.gpsprocheaidant.ca. Printout available through the Caregiver's helpline at 1-855-852-7784.

3 STEPS TOWARD GETTING A DIAGNOSIS



Tips & Advice

- **Make sure your relative is not alone when he/she has a doctor's appointment.** Prepare your questions in advance and take notes.
- **Get information on hospital's parking fee packages.**
- **Gather and update all of your relative's legal and fiscal documents** (mandate in case of incapacity/protection mandate, power of attorney, will, etc.).



Tools

Éducaloi: "Caregivers:
Practical Legal Tools"



"Personal information
form – Person with
cognitive problems"



PDF available at www.gpsprocheaidant.ca.
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helpline at 1-855-852-7784.

4 ESTABLISHING SUPPORT SERVICES



Tips & Advice

- To get home support services from the **CLSC**, a professional assessment is required by the **CISSS de Laval**.
- **Keep your receipts.** You might be entitled to certain tax credits.
- **Make sure you clearly understand the roles of the various professionals** by consulting the glossary below.



Tools

Services Quebec :
"Programs and Services for Seniors"



"Glossary of Health
Professionals"



Québec 

PDF available at www.gpsprocheaidant.ca.
Printout available through the Caregiver's
helpline at 1-855-852-7784.

5 DETERIORATION OF MY RELATIVE'S HEALTH CONDITION



Tips & Advice

- **Take care of yourself.** Identify your limits and respect them. Call upon organizations that support caregivers.
- **Let your relative get involved** as much as possible in the decision-making process and do not hesitate to get help.
- **If your relative is admitted to the hospital,** favour an approach adapted to seniors. To better understand the approach, consult the documents below.



Tools

Adapted approach to the elderly

- "We adapt to you"
- "Stay active to ensure an optimal recovery"
- "Delirium – information for families"



Centre intégré
de santé
et de services sociaux
de Laval

Québec



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helpline at 1-855-852-7784.

6 CHOOSING THE LIVING ENVIRONMENT



Tips & Advice

- **Contact the CISSS de Laval to get information and support** when choosing a public home-care facility.
- **Contact a Senior Citizen Housing Consultant** for a private senior residence. This service is free. A list is available at the Quebec Association of Consultants for Services to Seniors.
- **If your financial situation becomes precarious once your spouse has moved to a private residence,** look into Involuntary Separation Program established by the Federal Government.



Tools

"Information guide for caregivers in the process of finding a home care facility for a loved one."



"Signing a lease with a private residence. A guide for seniors and owners."



Régie
du logement
Québec



7 END OF LIFE AND GRIEVING



Tips & Advice

- **Inquire about end of life** and grieving support.
- **The grieving process is different for each individual.** Follow your own pace. Listen to your needs and do what makes you feel good. **Don't isolate yourself.**
- **If you are working, ask about the Compassionate Care Benefits** offered by the Federal Government.



Tools

"Palliative Care:
Info Sheets for Seniors"



"What to do
in the event
of a death"



"Grieving –
Facing Illness,
Death, and
Other Losses"



Centre intégré
de santé
et de services sociaux
de Laval

Québec



Québec



8 NEW LIFE PROJECT



Tips & Advice

- **Try to find a balance between your commitments, your needs and your wishes.**
- **Make time for yourself.** Community centers offer various activities.

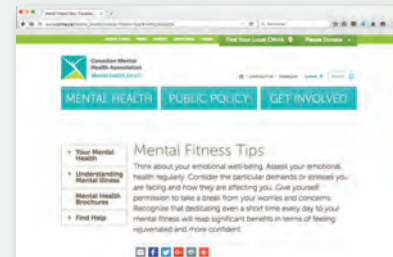


Tools

"Healthy Living for Seniors"



"Mental Fitness Tips"



Health
Canada



Canadian Mental
Health Association
Mental health for all



CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX (CISSS) DE LAVAL

The CISSS de Laval offers a centralized telephone service to all Laval residents.

Front Line Service (CLSC): 450-627-2530, Extension 64922

Leave your name and phone number. A case worker will call you back as soon as possible.

- **For home support services:**
housekeeping, meals-on-wheels, nursing care, psychosocial support, rehabilitation, nutrition, etc.
- **For psychosocial services, urgent or not:**
mental health problems, abuse, poverty, exclusion, emotional or psychological distress, etc.
- **For prevention activities:**
caregiver support group, preventing falls, workshops such as how to take care of one's health, eating well, training one's brain, etc.
- **For information on services concerning addiction:**
alcohol, drugs, gambling.

To obtain services from the CISSS de Laval, you must meet certain criteria and have an assessment from a health professional. In some cases, a case manager will be assigned.

If a case manager is already assigned to you, call this person directly to receive information or services.

You are worried?

**Do you have concerns
about your health?**

**Are you experiencing
difficulties or are you
distressed?**

Call 811

Info-Santé | Info-Social

An automated menu will direct your call to a nurse or psychosocial intervention specialist.

*The Info-Santé and Info-Social services are
available 24 hours a day, 7 days a week.
They are free and confidential.*



NEEDS

ASSISTANCE, HELP AND SUPPORT



There may be fees for some services.

RESOURCES

INDIVIDUAL, FAMILY AND GROUP RESOURCES

- | | |
|---|---------------------|
| • CISSS de Laval* (Social Worker) | |
| • Association Pour Aînés Résidant à Laval (APARL) | 450-661-5252 |
| • Association Lavalloise des Personnes Aidantes (ALPA) | 450-686-2572 |
| • Centre Communautaire le Rendez-Vous des Aîné(e)s (CCRVA) | 450-667-8836 |
| • Comité d'animation du troisième âge de Laval (CATAL) | 450-622-1228 |
| • Société Alzheimer Laval (SAL) | 450-975-0966 |
| • Centre de services communautaires et d'aide au maintien à l'autonomie (SCAMA) | 450-681-4240 |
| • Services sociaux helléniques du Québec | 450-688-2091 |
| • Private Services | |

* Please refer to the CISSS de LAVAL tab.
The list of services is not exhaustive. Some services may be offered by other resources.
Certain services might only be offered in French, please verify with the resource.



NEEDS

INFORMATION, TRAINING



There may be fees for some services.

RESOURCES

ILLNESS	• CISSS de Laval*	
	• Société Alzheimer Laval (SAL)	450-975-0966
TAKING CARE OF MY RELATIVE (WORKSHOPS, CONFERENCES, LECTURES)	• CISSS de Laval*	
	• Association Lavalloise des Personnes Aidantes (ALPA)	450-686-2572
	• Société Alzheimer Laval (SAL)	450-975-0966
TAKING CARE OF MYSELF (WORKSHOPS, CONFERENCES, LECTURES)	• CISSS de Laval*	
	• Association Lavalloise des Personnes Aidantes (ALPA)	450-686-2572
	• Société Alzheimer Laval (SAL)	450-975-0966
SUPPORT IN CHOOSING A LIVING ENVIRONMENT (A SERVICE FREE OF CHARGE)	• CISSS de Laval* (Social Worker)	
	• Partage Humanitaire	450-681-1536
	• Regroupement lavallois des chambres et pensions pour personnes âgées (RLCPPA)	514-993-2237
	• Association des Conseillers en Services aux Aînés du Québec (ACSAQ) – Horizon du Bel Âge	514-949-7234
	• Senior Citizen Housing Consultants	
END OF LIFE AND GRIEVING	• Lumi-Vie	450-687-8311

Please contact the corresponding association directly for information about any other specific illness (cancer, Parkinson's, multiple sclerosis, etc.)

* Please refer to the CISSS de LAVAL tab.

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NEEDS

RESPITE

 There may be fees for some services.

RESOURCES

AT HOME

- *CISSS de Laval** (Social Worker)
- *Association Lavalloise des Personnes Aidantes (ALPA)* **450-686-2572**
- *Baluchon Alzheimer* **514-762-2667**
- *Société Alzheimer Laval (SAL)* **450-975-0966**
- Private Services

OUTSIDE THE HOME

- *CISSS de Laval** – Day Centre (Social Worker)
- *Comité d'animation du troisième âge de Laval (CATAL)* **450-622-1228**
- *Centre Communautaire le Rendez-Vous des Aîné(e)s (CCRVA)* **450-667-8836**
- *Regroupement lavallois des chambres et pensions pour personnes âgées (RLCPPA)* **514-993-2237**
- *Société Alzheimer Laval (SAL)* **450-975-0966**
- Private Services

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NEEDS

SECURITY

 There may be fees for some services.

RESOURCES

SECURITY CALL SERVICES	• <i>Bonjour Aujourd'hui et Après</i>	450-661-6716
	• <i>Centre Communautaire le Rendez-Vous des Aîné(e)s (CCRVA)</i>	450-667-8836
	• <i>Centre d'entraide du Marigot</i>	450-668-5375
	• <i>Programme PAIR (Automated call service for seniors) – Place des aînés</i>	450-978-5555
	• <i>Service Bénévole d'Entraide de Vimont-Auteuil (SBEVA)</i>	450-662-1341
	• <i>Centre de services communautaires et d'aide au maintien à l'autonomie (Centre SCAMA)</i>	450-681-4240
	• Private Services	
SAFETY AND SECURITY PRODUCTS (BRACELETS, PENDANTS AND OTHER DEVICES)	• <i>CISSS de Laval*</i> (Social Worker)	
	• Private Services	
ABUSE AND NEGLIGENCE	• <i>CISSS de Laval*</i> (Social Worker)	
	• <i>DIRA-Laval (Helping seniors who are victims of abuse/maltreatment)</i>	450-681-8813
	• <i>Ligne Aide Abus Aînés</i>	514-489-2287
MEDICATION REMINDER AND DISTRIBUTION	• <i>CISSS de Laval*</i>	
	• <i>Programme PAIR Program (Automated call service for seniors)</i>	450-978-5555
	• Private Services	

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NEEDS



There may be fees for some services.

SPECIALIZED SERVICES

RESOURCES

ADAPTING (TECHNICAL AID, HOME SUPPORT, VEHICLE)	• CISSS de Laval* • Société de l'assurance automobile du Québec (SAAQ) 1-800-361-7620 • Private Services
TAXATION (TAX CREDIT, INCOME TAX RETURN, INVOLUNTARY SEPARATION)	• Carrefour d'informations aux aînés – Comité d'animation du troisième âge de Laval (CATAL) 450-622-1228 • Canada Revenue Agency 1-800-267-6999 • Revenu Québec 514-864-6299 • Private Services
LEGAL (INSURANCE, LEASE, CURATORSHIP, MANDATE IN CASE OF INCAPACITY, POWER OF ATTORNEY, WILL)	• CISSS de Laval* (Social Worker) • Association coopérative d'économie familiale de l'Île-Jésus (ACEF) 450-662-9428 • Association Lavalloise des Personnes Aidantes (ALPA) 450-686-2572 • Carrefour d'informations aux aînés – Comité d'animation du troisième âge de Laval (CATAL) 450-622-1228 • DIRA-Laval (Helping seniors who are victims of abuse/maltreatment) 450-681-8813 • Private Services
FAMILY MEDIATION	• DIRA-Laval (Helping seniors who are victims of abuse/maltreatment) 450-681-8813 • Private Services
NUTRITION	• CISSS de Laval* (nutritionist) • Private Services
FUNERAL SERVICES	• Coopérative funéraire du Grand Montréal 450-934-9808 • Private Services
CARE FOR SENIORS (HELP WITH BATHING, DRESSING, GETTING IN AND OUT OF BED, HOMECARE SERVICES)	• CISSS de Laval* • Private Services

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NEEDS

HOUSEHOLD CHORES



There may be fees for some services.

RESOURCES

HOUSEKEEPING

(DAILY, SEASONAL)

- *CISSS de Laval**
- *Centre de bénévolat et moisson Laval* **450-681-6164**
- *Coopérative de soutien à domicile (COOP) de Laval* **450-972-1313**
- *Private Services*

MEALS

(FROZEN FOOD, COMMUNITY MEALS, COLLECTIVE KITCHEN, MEAL-ON-WHEELS, HELP WITH PREPARING MEALS, FOOD BANK)

- *CISSS de Laval** – Reference for Meals-on-Wheels
- *Association Pour Aînés Résidant à Laval (APARL)* **450-661-5252**
- *Bonjour Aujourd'hui et Après* **450-661-6716**
- *Centre Communautaire le Rendez-Vous des Aîné(e)s (CCRVA)* **450-667-8836**
- *Centre de bénévolat et moisson Laval* **450-681-6164**
- *Centre d'entraide du Marigot* **450-668-5375**
- *Centre de services communautaires et d'aide au maintien à l'autonomie (Centre SCAMA)* **450-681-4240**
- *Comité d'animation du troisième âge de Laval (CATAL)* **450-622-1228**
- *Groupe d'entraide La Rosée* **450-962-9971**
- *Service Bénévole d'Entraide Vimont Auteuil (SBEVA)* **450-662-1341**
- *Private Services*

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NEEDS

TRANSPORTATION



There may be fees for some services.

RESOURCES

WITH OR WITHOUT ASSISTANCE (SHOPPING, MEDICAL APPOINTMENTS)	• Association Pour Aînés Résidant à Laval (APARL)	450-661-5252
	• Bonjour Aujourd'hui et Après	450-661-6716
	• Centre de bénévolat et moisson Laval	450-681-6164
	• Centre d'entraide du Marigot	450-668-5375
	• Centre de services communautaires et d'aide au maintien à l'autonomie (Centre SCAMA)	450-681-4240
	• Groupe d'entraide La Rosée	450-962-9971
	• Service Bénévole d'Entraide Vimont-Auteuil (SBEVA)	450-662-1341
	• Private Services	
SPECIALIZED TRANSPORT	• Association Lavalloise pour le Transport Adapté (ALTA)	450-933-6101
DISABLED PARKING PERMIT	• Société de l'assurance automobile du Québec (SAAQ)	1-800-361-7620

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**The
GUIDE to
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for Caregivers**

THIS GUIDE IS BROUGHT TO YOU BY THE **COMITÉ DE SOUTIEN AUX PROCHES AIDANTS D'AÎNÉS DE LAVAL**

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*Lumi-Vie
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Caregiver*

*CISSS de Laval
CISSS de Laval
CISSS de Laval
L'Appui Laval
L'Appui Laval*



FOR **TIPS & ADVICE**



FOR YOUR **NEEDS**

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L'APPUÏ POUR LES
PROCHES AIDANTS
D'AÎNÉS
LAVAL

Caregiver Helpline Service:
I-855-8LAPPUI
Listening • Information • Referrals
www.gpsprocheaidant.ca



FOR **RESOURCES**



FOR **TOOLS**