

A photograph of two elderly women, one with dark hair and one with white hair and glasses, both smiling warmly. The image is overlaid with a semi-transparent purple filter. The text 'The Ontario Caregiver Organization' is centered over the lower half of the image in a white, sans-serif font.

# The Ontario Caregiver Organization



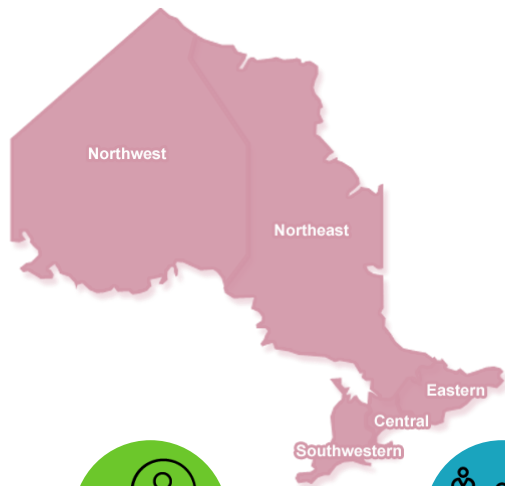
# OUR PURPOSE

The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario caregivers; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour

# Who are Ontario's Caregivers

We define family caregivers as **family members, friends or neighbours who provide care for someone, without pay,** due to frailty, palliative care, long-term illness, long-term recovery from accident or surgery, degenerative disease, physical or mental disability or old age-related disorder.

# Ontario Caregivers at a Glance



4 million across  
Ontario, including  
young caregivers



From every age group:

31% Under 35  
57% Age 36 – 65  
12% Age 65+



Almost evenly split  
female/male/  
non- binary  
(54%/45%/1%)



69%  
are employed



# Who are they caring for?



**82%**

care for one person, usually an older family member, often a parent. Almost 1 in 5 care caring for more than one person.



**36%**

of caregivers are supporting someone with problems associated with old age frailty.



**46%**

care for the person in the caregiver's home, 38% in the care recipient's home.

# Impact of Caregiving



Time



Employment and  
Work-Life Balance



Finances



Health and  
Wellness: Mental,  
Emotional, Physical  
and Social



Personal  
Relationships

# Caregiving during COVID

(2020 vs 2021)

Spotlight Report:

<https://ontariocaregiver.ca/publications/oco-spotlight-report/>



**58%**

of caregivers feel burnt out



**61%**

of caregivers find caregiving stressful overall, up from 49%



**42%**

of caregivers say their mental health is worse now compared to a year ago



**23%**

of caregivers say they are not coping well, as compared to 17% the year prior



**46%**

feel lonely, isolated, up from 43%



**76%**

are tired, up from 66%



**64%**

are anxious and worried, up from 57%



**61%**

are overwhelmed, up from 53%



**53%**

feel trapped, helpless and frustrated, up from 43%



**45%**

feel unappreciated, up from 39%



**20%**

took out a loan or line of credit to help pay for the expense, up from 17%



## What we do

- Improve awareness and recognition of the contributions and importance of caregivers
- Connect all caregivers to information and support regardless of age, condition or location
- Avoid duplication of services that already exist and develop partnerships
- Work with caregivers to identify gaps and service needs, and to design and build new programs in response



# Michaella's Caregiving Experience



<https://www.youtube.com/watch?v=-D9qdk7q4tQ>

# I am a Caregiver Toolkit

- Information for new and experienced caregivers
- Worksheets to help build your care team
- Self assessment on how you're coping
- Other useful information

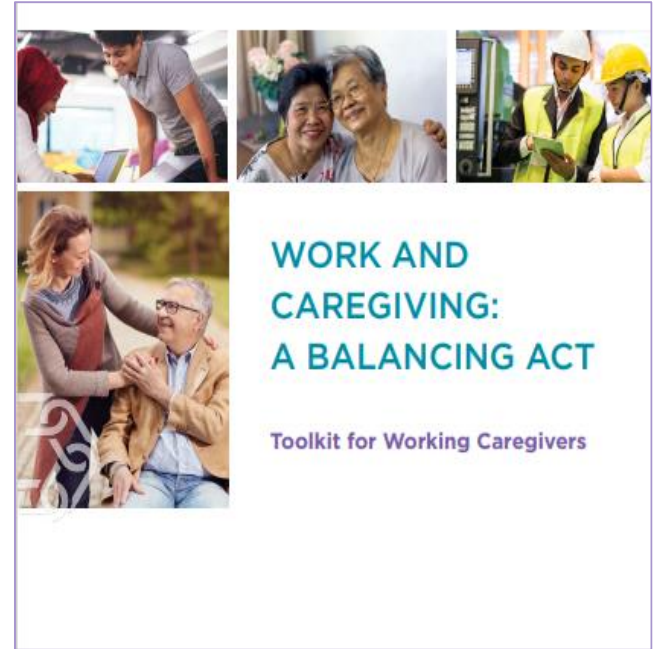
<https://ontariocaregiver.ca/covid-19/starterkit/>



# Working Caregiver Toolkit

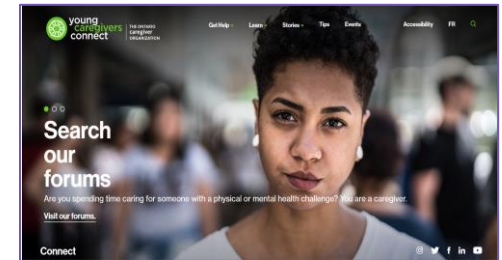
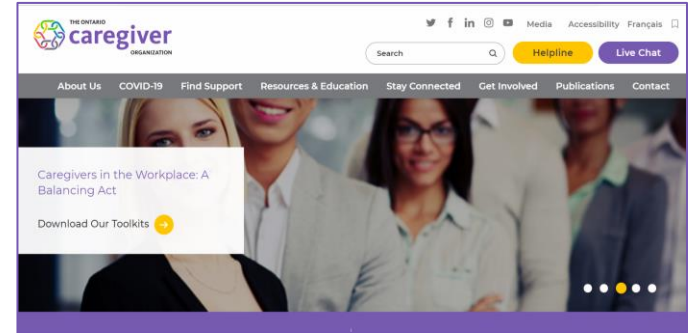
- 69% of caregivers are employed
- 67% are worried about balancing caregiving and work responsibilities
- 1 in 3 caregivers are worried about losing their job
- Toolkit includes information on how to assess your needs and how to talk about your needs with your manager

<https://ontariocaregiver.ca/wp-content/uploads/2020/04/OCO-Work-and-Caregiving-Toolkit-FINAL-Interactive-3.pdf>



# Caregiver and Public Information

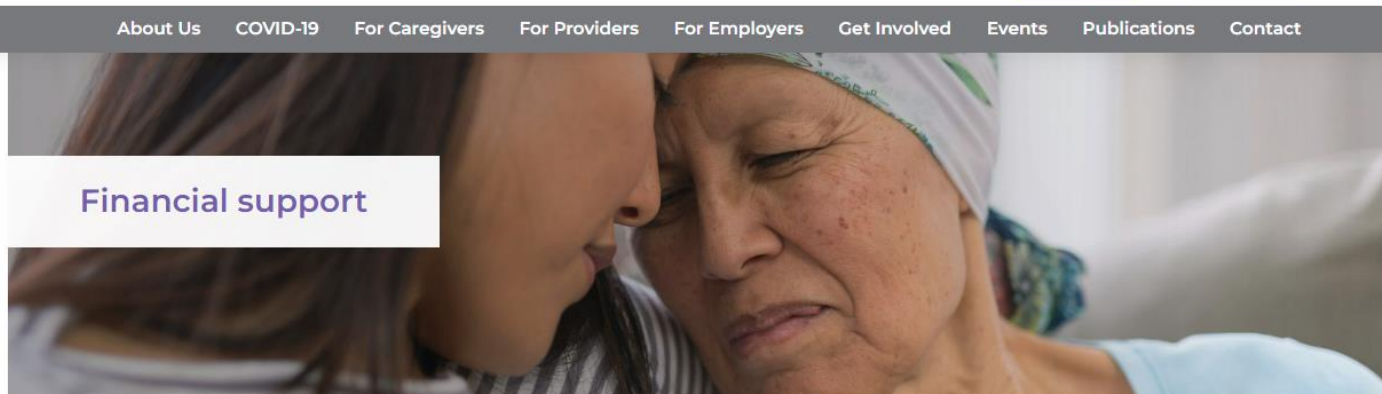
- [www.ontariocaregiver.ca](http://www.ontariocaregiver.ca)
- [www.youngcaregiversconnect.ca](http://www.youngcaregiversconnect.ca)
- Monthly [e-newsletter for caregivers](#)
- Quarterly [e-bulletin for care providers](#)
- Social media



CAREGIVER  
AND PUBLIC  
INFORMATION

# Website Resources

Financial Information  
<https://ontariocaregiver.ca/for-caregivers/financial-support/>

[Home](#) [Support For Caregivers](#) **Financial support**

Over a third of caregivers must use their personal finances and savings to pay for the needs of the person they care for. They often have to cut back on their or their family's spending to do so. Some will need a loan or sell off other assets to afford care. Those caring for children and older adults at the same time are facing the greatest financial hardships.

There are several financial supports available for caregivers from government agencies and community organizations. You may also be eligible for caregiver benefits and leave.

[Capacity-Building Grants for Family Support Networks](#)

[COVID-19 Canada Recovery Caregiving Benefit \(CRCB\)](#)

[Tax Credits for Family Caregivers](#)

[What's New](#)[Visit the OCO Events Calendar](#)[Blog](#)[Subscribe to our newsletter](#)[Read Caregiver Stories](#)

# Website Resources

- Tip Sheets
- Resources for Indigenous caregivers
- Resources for 2SLGBTQ+
- Covid-19 Resource Centre
- Podcasts
- Upcoming events
- And more....

THE ONTARIO  
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ORGANIZATION

COVID-19

March 26, 2020

## Connecting socially while keeping your distance

Even before the pandemic, caregivers told us they feel isolated and lonely. Now, more than ever, we all need to stay connected to one another. It's so important for our own health and well-being. Staying home during COVID-19 is critically important and requires some creativity in finding safe ways to connect and socialize.

THE ONTARIO  
**caregiver**  
ORGANIZATION

RESOURCES AND EDUCATION

TIP-SHEET

## How Technology Can Support Caregivers During COVID-19

Countries around the world are actively working to contain the COVID-19 pandemic. One strategy is social distancing or avoiding interaction with others. While this strategy is necessary, it can contribute to feelings of isolation and loneliness. This is true for family caregivers and the person they support. This tip sheet provides information about how technology can support caregivers in their roles should they become ill or need to self-quarantine, or if their loved one needs to be quarantined and access are restricted.

Introducing new technology and tools may be stressful for both the caregiver and care recipient. Consider what might work best for your situation. This may mean making fewer changes at once or taking a lower tech approach. For example, a simple phone call may be less stressful than setting up a video call and could be a preferred option when there are lots of other changes happening. Being open to new technology can also be frightening and viewed as a loss of independence. Consider presenting technology as a short-term strategy to prevent anxiety if self-quarantine is necessary during the COVID-19 pandemic.

- Personal computers
- Smart devices
- Accessing entertainment
- Online shopping
- Picture and video sharing
- Practical apps
- Virtual assistants

RESOURCES AND EDUCATION

TIP-SHEET

## Mental Health During Break

Actively working to contain the COVID-19 pandemic. One strategy is social distancing or avoiding interaction with others. While this strategy is helpful, it can contribute to feelings of isolation and loneliness. This is true for family caregivers and the person they support.

If you have been exposed to, or experiencing symptoms of COVID-19, call your local public health department at 1-866-797-0000, your doctor or your local public health department.

If you are not visiting an assessment centre unless you are calling 911 unless it's an emergency. [Learn more.](#)

- Keep a regular routine as much as possible
- Stay connected and maintain social networks
- Attend to your own needs and feelings



# Time to Talk Podcast

By The Ontario Caregiver Organization

This podcast is brought to you by The Ontario Caregiver Organization. Each week, host Michelle Jobin is joined by experts to discuss the things that matter most to caregivers. From balancing parenting and caregiving to improving your sleep, there's an episode for you. This podcast is by caregivers, for caregivers. So sit back, relax, and take the next few minutes for yourself. We're glad you're here.

Listen on  Spotify

 Message

WHERE TO LISTEN



<https://ontariocaregiver.ca/time-to-talk-podcast-for-caregivers/>

# Direct to Caregiver Programs and Services

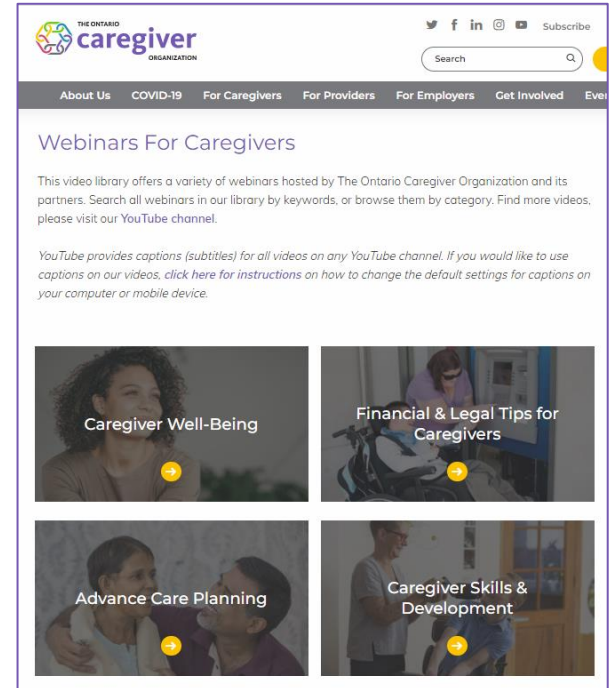
## [Webinars For Caregivers](#)

New topics each month (live & recorded)

Topics cover:

- Caregiver Well-Being
- Financial and Legal Tips
- Advance Care Planning
- Caregiver Skills and Development

Recordings available on OCO website



The screenshot shows the website for The Ontario Caregiver Organization. The header includes the logo, social media icons (Twitter, Facebook, LinkedIn, Instagram, YouTube), and a 'Subscribe' button. A search bar is located in the top right. The main navigation menu includes 'About Us', 'COVID-19', 'For Caregivers', 'For Providers', 'For Employers', 'Get Involved', and 'Events'. The page title is 'Webinars For Caregivers'. The content area features a paragraph explaining the video library and a link to the YouTube channel. Below this, there are four video thumbnails with titles and play buttons: 'Caregiver Well-Being', 'Financial & Legal Tips for Caregivers', 'Advance Care Planning', and 'Caregiver Skills & Development'.





THE ONTARIO  
**caregiver**  
ORGANIZATION

24/7 Helpline 1 833 416 2273

The [Ontario Caregiver Helpline](#) provides caregivers with a 24/7 resource for information and navigation by **phone** or 7am-9pm weekday **live chat**.



# SCALE – 8-Week Program

[SCALE Program](#) includes these topics:

- Your Caregiving Journey
- How Caregiving Stress Affects You
- Becoming a Mindful Caregiver
- The Self-Compassionate Caregiver
- How Caregivers Can Overcome Sadness & Guilt
- How Caregivers Can Overcome Anxiety & Anger
- Find Your Caregiving Strengths
- Time for Self-Care While Caregiving



Psychoeducational  
webinars



Individual  
counselling

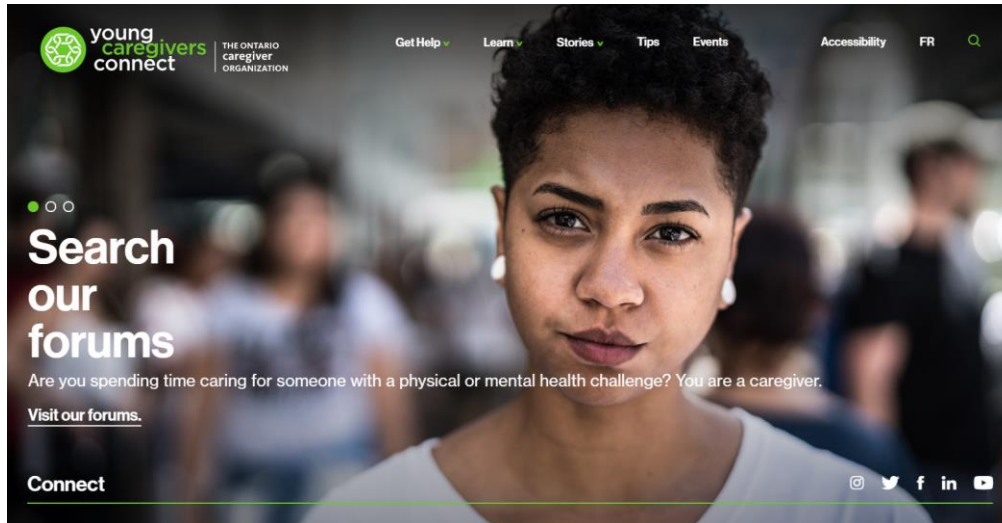


Group  
counselling

DIRECT TO  
CAREGIVER  
PROGRAMS AND  
SERVICES

# Young Caregivers

> 500,000

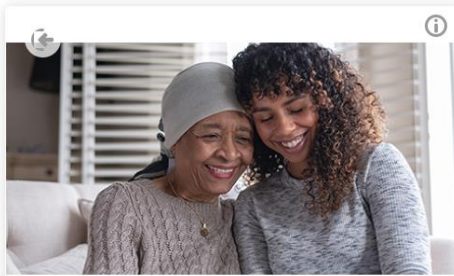


Microsite: **Young Caregivers Connect**

Dedicated online support groups and forums for young caregivers

<http://youngcaregiversconnect.ca>

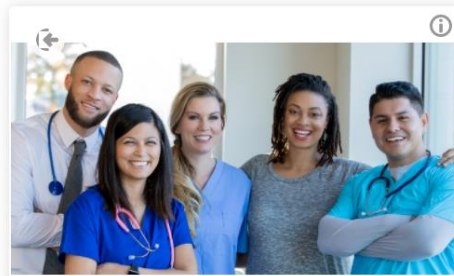
# e-Learning for Caregivers



## Caregiver 101

**45+ min.** Learn about caregiving roles, conflicts in caregiving, caregiver burnout, what to expect, developing resilience, and what supports are available.

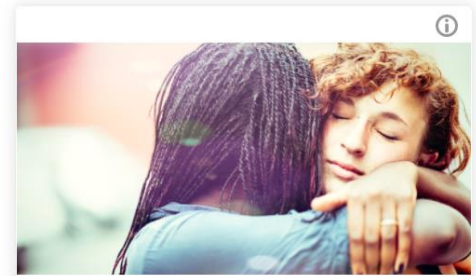
[Click to enter this course](#)



## Caregivers Partnering with Health Professionals - A Strategy that Works

**1+ hrs.** Learn about the value of your caregiver role, how to effectively

[Click to enter this course](#)



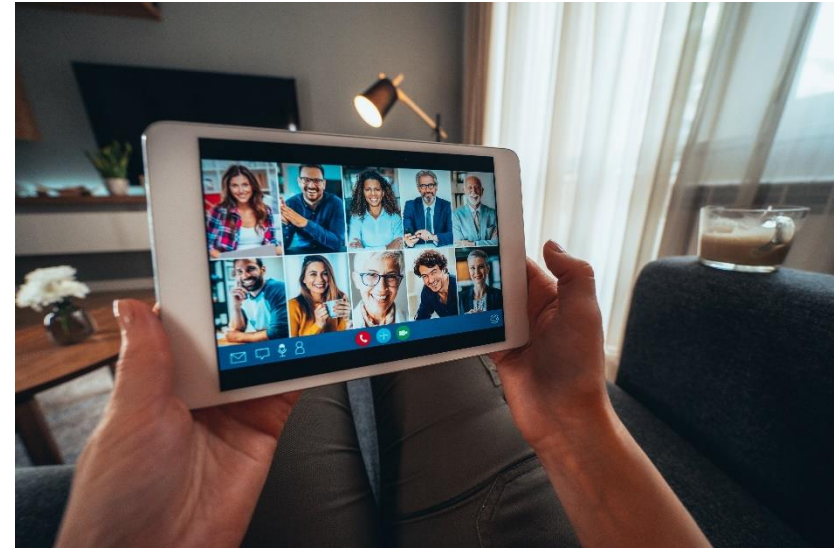
## Roadmap to Caregiving: The Realities of Mental Illness and Addictions

Coming Soon

[Click to enter this course](#)

# Peer Support Groups

- Virtual peer facilitated support groups
- Emotional/social support
- Young Caregivers Support Group
- Accessible online or by phone
- [Register Here](#)
- Webpage: <https://ontariocaregiver.ca/for-caregivers/peer-support-for-caregivers/online-caregiver-support-group/>



# 1:1 Peer Support Program

Sign up for 1:1 Peer Support. An OCO peer mentor can:

- Provide encouragement, support and acceptance
- Share in your lived experiences without judgement
- Discuss your well-being and help you build a plan and a pathway to ensure your well-being stays top of mind
- Provide support in developing coping strategies
- Provide support to help you set goals that you would like meet
- Be there for you

Volunteer to be a peer mentor

Visit: [ontariocaregiver.ca/peersupport/](https://ontariocaregiver.ca/peersupport/)



# System and Stakeholder Engagement

- We engage care providers, organizations and system leaders across many sectors
- Collaboration at provincial, regional and local levels
- Care Provider Resource Centre on OCO website
- Learning opportunities including webinars, eLearning, presentations
- Ontario Health Team support



Learning and education



Tools and resources



Collaboration



Guidance and support

# Key Caregiver Strategies for Providers

These caregiver strategies can lead to better patient care and health outcomes  
and a better experience for caregivers, patients and providers.



**INCLUDE CAREGIVERS  
AS PARTNER ON THE  
CARE TEAM**

PARTNERS IN CARE



**CONNECT CAREGIVERS  
TO SUPPORT FOR THEIR  
WELL-BEING**

RESILIENCE & BURNOUT PREVENTION



**ENGAGE CAREGIVERS  
AS EXPERTS TO  
INFORM CARE DESIGN  
AND DELIVERY**

ENGAGEMENT AND CO-  
DESIGN



# e-Learning for Providers

- Free-of-charge education series for care providers
- Practical tips for providers

<https://learning.ontariocaregiver.ca/>



## Caregivers as Partners

**2+ hrs.** Learn about the value of the family caregiver role and how to engage and empower them as effective care partners in your practice. Certified by the

Click to enter this course



## Caregivers as Partners - Mental Health and Addiction

**1.5+ hrs.** Learn how to support caregivers who are caring for someone with mental illness and/or addiction. This course is

Click to enter this course


# Care Provider Resource Centre



Resources to Help You  
Support Caregivers



Including Caregivers As Part  
of the Care Team



Ontario Health Teams



Meaningful Engagement  
and Co-Design with  
Caregivers



# Partners in Care Pandemic Tool Kit

- Caregivers are essential and distinct from general visitors
- Practical tools and tips to enable the safe and meaningful presence of caregivers in care settings during Covid-19
- Includes:
  - Caregiver ID
  - Partners in Care Pledge
  - Communication tools and guidance
- Highlights additional benefits of Caregiver ID during the pandemic

<https://ontariocaregiver.ca/partnersincare/>



# Time to Talk Toolkit

- Designed to help care providers support caregiver well-being and reduce the risk of caregiver burnout
- Adaptable resources include:
  - Tip sheet for staff: 7 simple ways to recognize, engage and support caregivers
  - Pamphlet/poster to help connect caregivers to support
  - Learning video
  - Implementation Guide

<https://ontariocaregiver.ca/time-to-talk-toolkit/>

Toolkit adapted from materials developed by The Change Foundation



# Privacy and Consent Resources

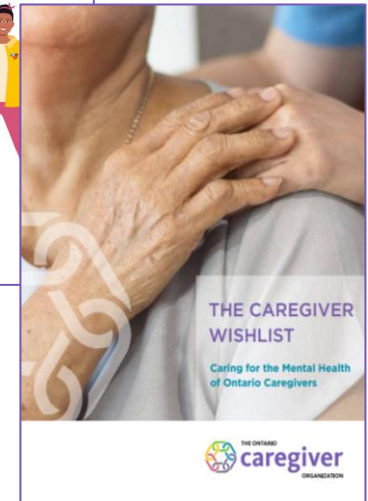
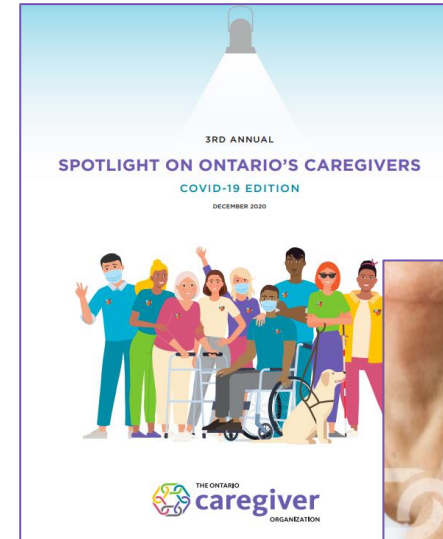
- Ontario's health privacy laws and rules are complex. Privacy and Consent can sometimes be a barrier to communication.
- Suite of 8 resources:
  - Educate care providers
  - Inform and empower caregivers training and education for care providers
  - Help both caregivers and care providers understand privacy and consent so they can work as partners in care

Resources originally created by The Change Foundation



# Caregiver Insights & Engagement

- Research – [Spotlight Report](#), The Caregiver Wishlist, etc.
- Understand needs, gaps and priorities for caregivers
- Caregiver engagement in OCO work – Board, Working Groups, Advisory Group, Panel
- Co-design and co-develop program and resources
- Collect and share caregiver insights to inform government, system influencers and key system initiatives



# Caregiver Voices / Perspectives Aideance Naturelle

- Online platform for caregivers to share their lived experiences in English or French to help inform the work of the OCO and influence the following key areas:
  - OCO program and resource development
  - Discussions with stakeholders and partners
  - Connecting caregivers with research and other partners





# Caregiver Voices / Perspectives Aidance Naturelle

How does it work?

- Caregivers can log in from anywhere that is convenient for them. All they need is a device to access the platform via the internet.
- Caregivers will receive an email when new projects are added to Caregiver Voices. We might ask caregivers to share an idea, complete a survey, or participate in a discussion.
- Caregivers are free to select which request they respond to. All responses are kept anonymous.
- All present and past caregivers living in Ontario are welcome to participate.

Caregivers can register at

EN: <https://www.caregivervoices.ca/> or

FR: <https://www.perspectivesaidancenaturelle.ca/>



PUBLIC  
AWARENESS

# Public Awareness

- To reach more caregivers, the OCO engages in frequent public awareness campaigns
  - Public Service Announcement
  - Advertisements
  - Direct Mail to households across the province
- Share information through social media, TV and radio, etc.



**YOU'RE THERE FOR THEM.**

**WE'RE HERE FOR YOU.**

If you care for a family member or friend and need support, The Ontario Caregiver Organization is here to help.

How we can help you:

 24/7 Helpline (1-833-416-2273)	 Peer Support (Online and by Phone)
 Helpful Webinars (Live and Recorded)	 Group Counselling and 1:1 Coaching
 e-Learning and Educational Resources	 Toolkits for Caregivers (For New and Working Caregivers)
 New Dedicated Resource for Young Caregivers: <a href="http://youngcaregiversconnect.ca">youngcaregiversconnect.ca</a>	 Covid-19 Tip Sheets

Visit: [ontariocaregiver.ca](http://ontariocaregiver.ca)  
for more information,  
to register for a program  
or sign up to receive  
our e-newsletter.



# Questions?



ontariocaregiver.ca  
@CaregiverON



Subscribe to our monthly newsletter for updates on programs, resources and what's new at OCO

[Ontariocaregiver.ca/subscribe](https://ontariocaregiver.ca/subscribe)

Contact: Shrid Dhungel, Regional Lead (Central ON)

[ShridD@ontariocaregiver.ca](mailto:ShridD@ontariocaregiver.ca)