

20
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IN-PERSON
OCTOBER 24-26, 2023

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care for people



CANADIAN COLLEGE OF
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Nothing About Us, Without Us: Co-Designing with Caregivers

Presenters: Uzma Aziz Irfan, Kendelle LaBella and Nena Pendevska

@CCHL_CCLS



#CWHLC2023



Overview

- Ontario Health Teams
- Approach to engagement of caregivers
- Caregiver Advisory Group
- Co-designing with caregivers
 - NICE fund
 - Caregiver Support Initiative
 - Caregiver Navigation Support
- Question & Answer

East Toronto Health Partners

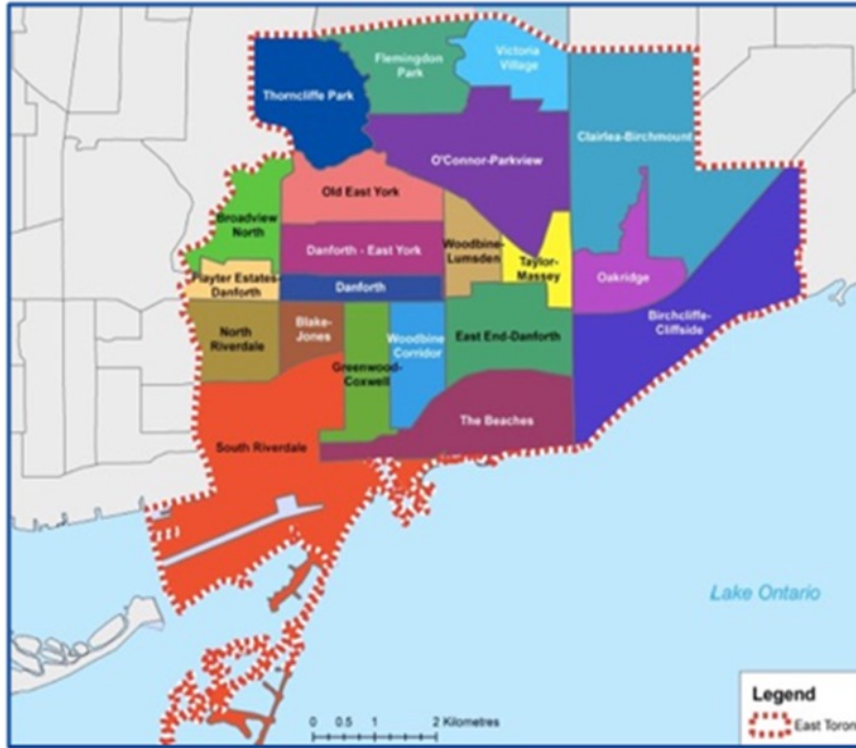
East Toronto: Who we serve

We serve 350,000+
people who live in East Toronto and who choose to receive care here

 Child/Youth (age 0-19): **23.1%**
Seniors (ages 65+): **13.7%**
Seniors living alone: **32%**

 **21 Diverse Neighbourhoods**
50+ languages spoken

5 Designated Neighbourhood Improvement Areas:
Thorncliffe Park
Victoria Village
Oakridge
Flemingdon Park
Taylor-Massey

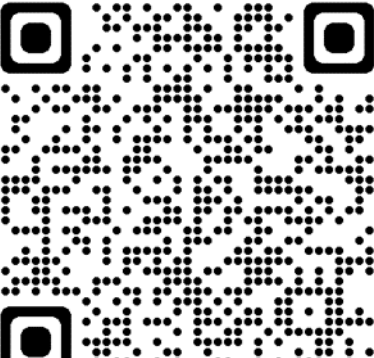


Anchor partners

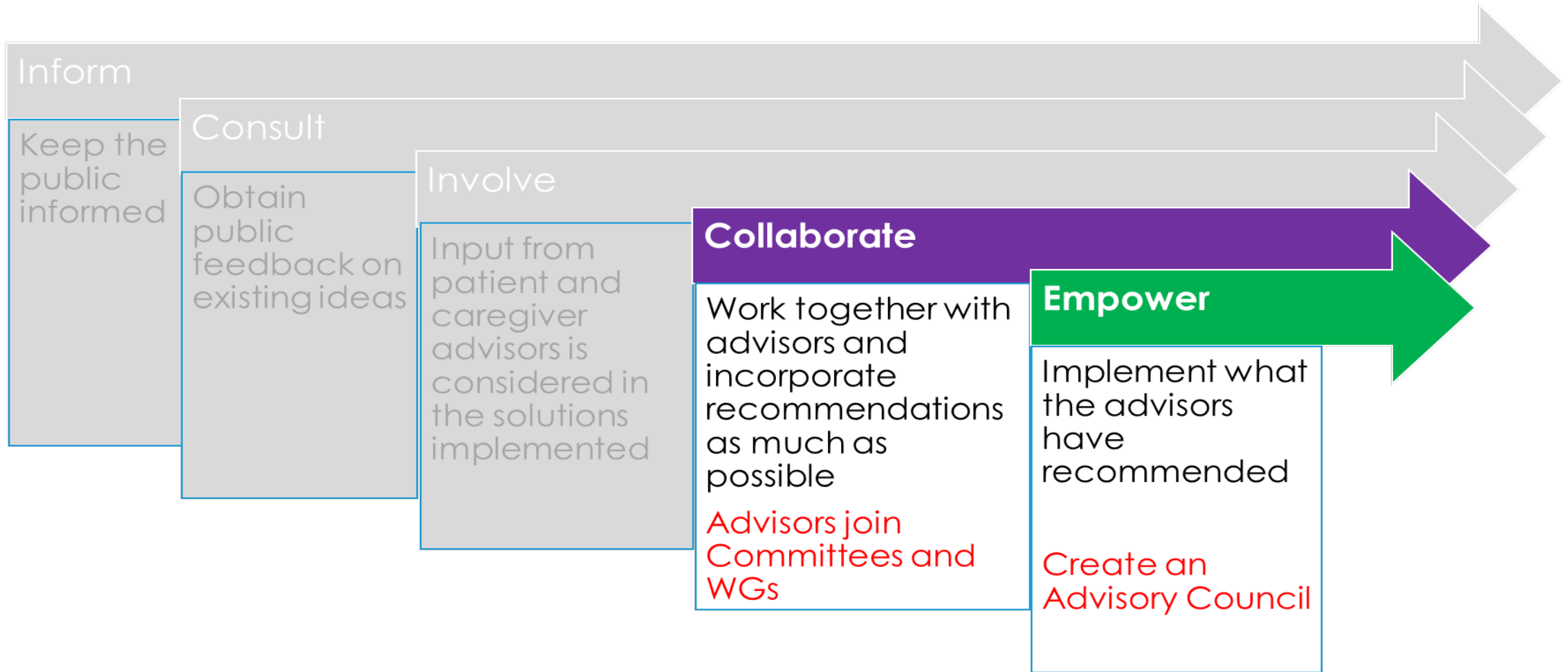
Engaged partners*



Patient, family and caregiver advisors



Working at the far end of the engagement spectrum



What does success look like?

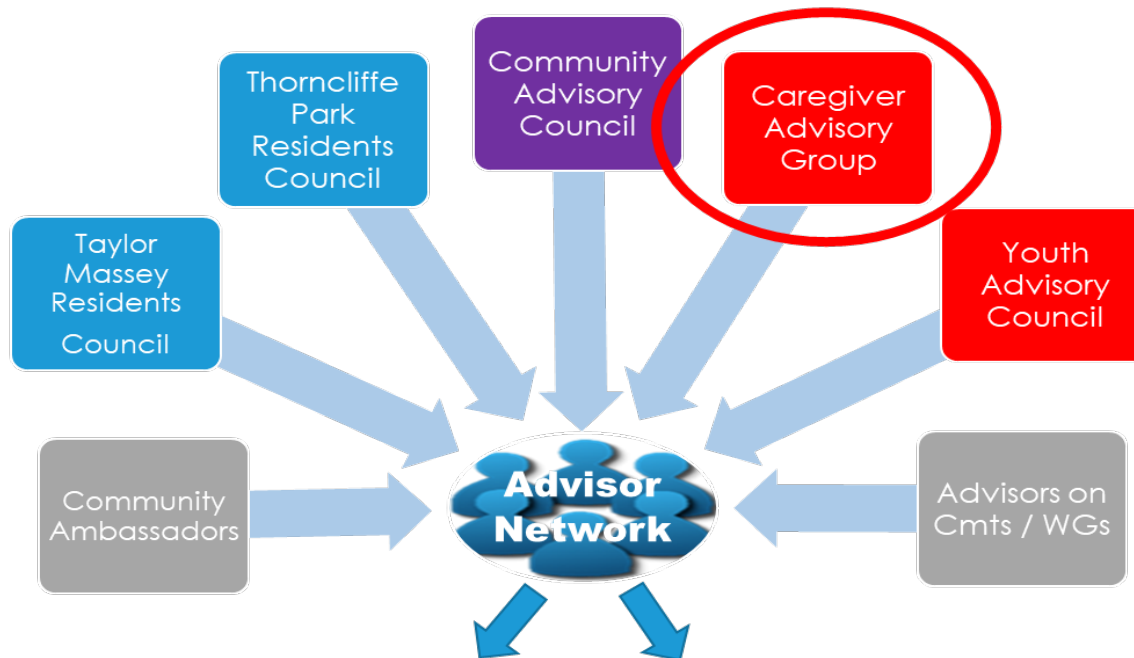


What did the patient and caregiver advisors say?
Increased community-led initiatives & community co-production
to improve health and well-being, enhance patient/caregiver experience, improve equity

Councils need certain resources such as funds, staff, patients, caregivers, residents

In order to participate in co-design

In order to achieve certain goals (have impact)



Primary and Community Care Response Teams **(PCCRT)**
 Integrated Neighbourhood Care Model **(INCM)**
 Best Practice Spotlight Organization **(BPSO)**



Caregiver Advisory Group



Aspa
Cindy
Hannah
Jill
Khadija
Michelle
Monica
Pat
Patty
Purnima
Sandra
Sarah
Sheri
Uzma

- 14 caregivers
- Diverse representation
- Monthly and ad-hock meetings
- Hands-on participation
- Focus on developing supports for caregivers in East Toronto and reaching those from Ethno-Cultural and Diverse Communities





Impact of caregiver engagement at ETHP

- Context matters: East Toronto
- Caregiver **supports** based on caregiver **needs** in East Toronto
 - Reduce caregiver stress and burnout
 - Promote the role of caregivers in the healthcare system
 - Culturally appropriate/ Language specific resources
 - Navigation support
- ETHP Programs and services **responsive to caregiver needs**
 - Support caregivers to provide care to care recipients at home
 - Improved transitions
 - Support hospital discharge / Reduce ALC
 - Reduce ER visits



Caregiver NICE fund (2020)

- Help reduce caregiver stress and burnout during Seasonal Surge (November – March) for caregivers in the area served by Michael Garron Hospital and ETHP
- Support people on low income (either the caregiver and/or the care recipient)
- Basic necessities: meals on wheels, clothing, medication, continence supplies, beds, phones/ tablets, glasses, mobility aids
- Services: extreme cleaning, decluttering, moving, pest control, caregiver respite, transportation, falls prevention

Caregiver Support Initiative (2021)

Tear-pads for Dr's offices and pharmacies:

Call 211 Ontario to access multiple languages for community and social services (FREE)

211 is a helpline and database of Ontario's community and social services; available 24 hours a day, 7 days a week.

- **Step 1:** Call 211 and a machine voice will ask you to Press "1" for English.
- **Step 2:** Press "1" then you will hear music; wait for a staff to speak.
- **Step 3:** Say your native language in English: "_____, please." language
- **Step 4:** You will wait on the phone for an interpreter, and it will be a 3-way call with an interpreter, 211 staff and yourself.

Find Help 211 Ontario; 211 available 24/7
Information on community and social services

WoodGreen Caregiver Support & Wellness Program; 416-572-3575 Mon-Fri 9am-5pm
Individual & Groups Supports for Caregivers in East Toronto


Toronto Seniors Helpline; 416-217-2077 Mon-Fri 9am-8pm; Sat & Sun 10am-6pm
Up to date information on community services for seniors

Ontario Caregiver Helpline; 1-833-416-2273 available 24/7
Information and support for caregivers

ConnexOntario; 1-866-531-2100 available 24/7
Access to addiction & mental health services

Telehealth Ontario; 1-866-797-0000 available 24/7
Get free medical advice from a health professional

Distress Centres of Toronto; 416-408-4357 available 24/7
Get emotional support & crisis intervention



Fridge magnets:



Need Help? Contact 211
Day or Night to Find Support

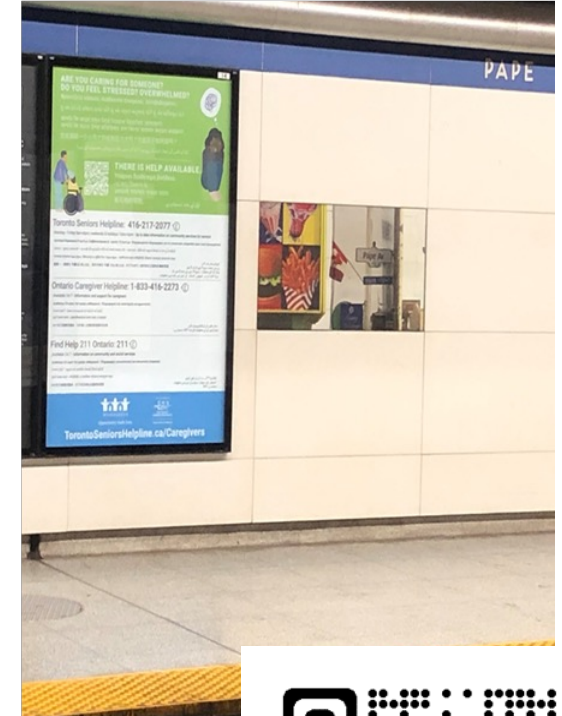
Нужна помощь? Сложитесь с 211 днем или ночью, чтобы найти поддержку

需要帮忙? 白天或晚上与211热线寻求帮助

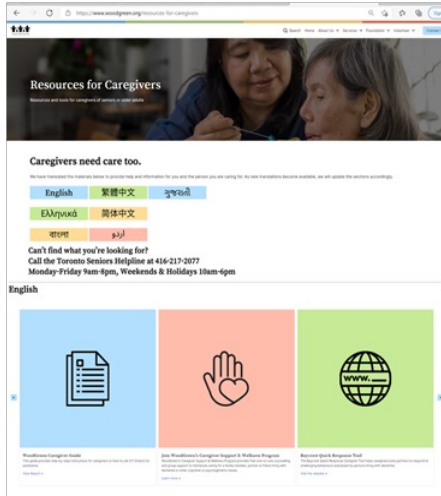
محتاج مساعدة؟ اتصل بـ 211 في أي وقت ليتم مساعدتك

¿Necesitas ayuda? Póngase en contacto con 211 de día o de noche para encontrar asistencia

Subway posters:



Webpage:



Resources for Caregivers

Caregivers need care too.

English 繁體中文 ភាសាខ្មែរ

Ελληνικά 简体中文

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Can't find what you're looking for?
Call the Toronto Seniors Helpline at 416-217-2077
Monday-Friday 9am-8pm, Weekends & Holidays 10am-6pm

OMNI TV ads:



WOODGREEN Proud member of **East Toronto Health Partners**

Ontario CareGiver Helpline 1-833-416-2273

www.TorontoSeniorsHelpline.ca/Caregivers

Posters:



ARE YOU CARING FOR SOMEONE?
DO YOU FEEL STRESSED? OVERWHELMED?
There is help available.

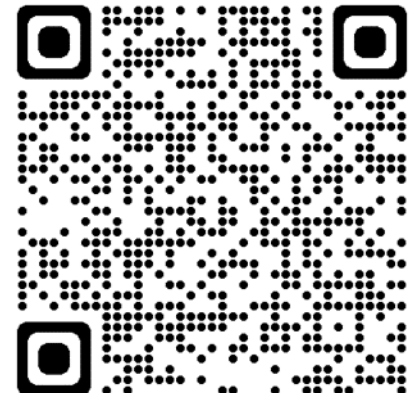
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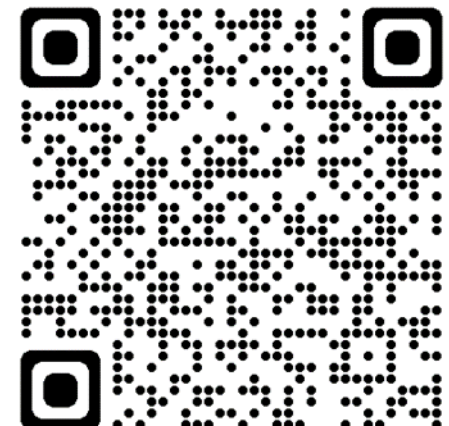
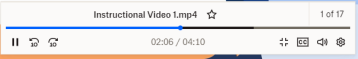
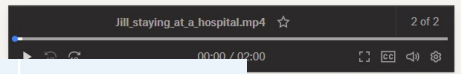
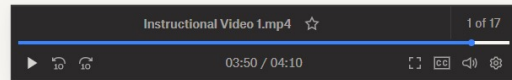
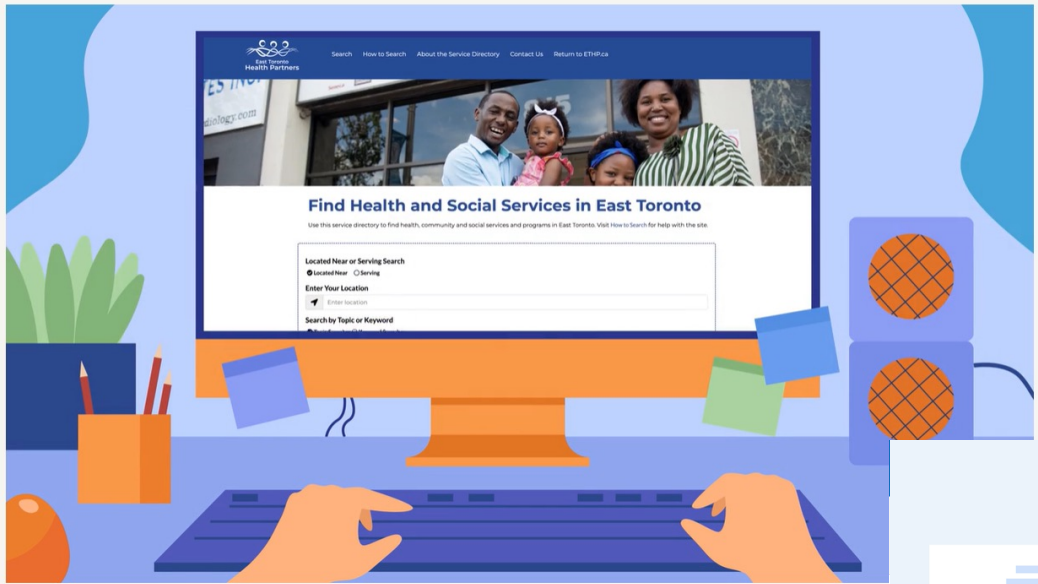
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Information and support for caregivers - available 24/7

211 Ontario Call: 211 available 24/7
Information on community and social services

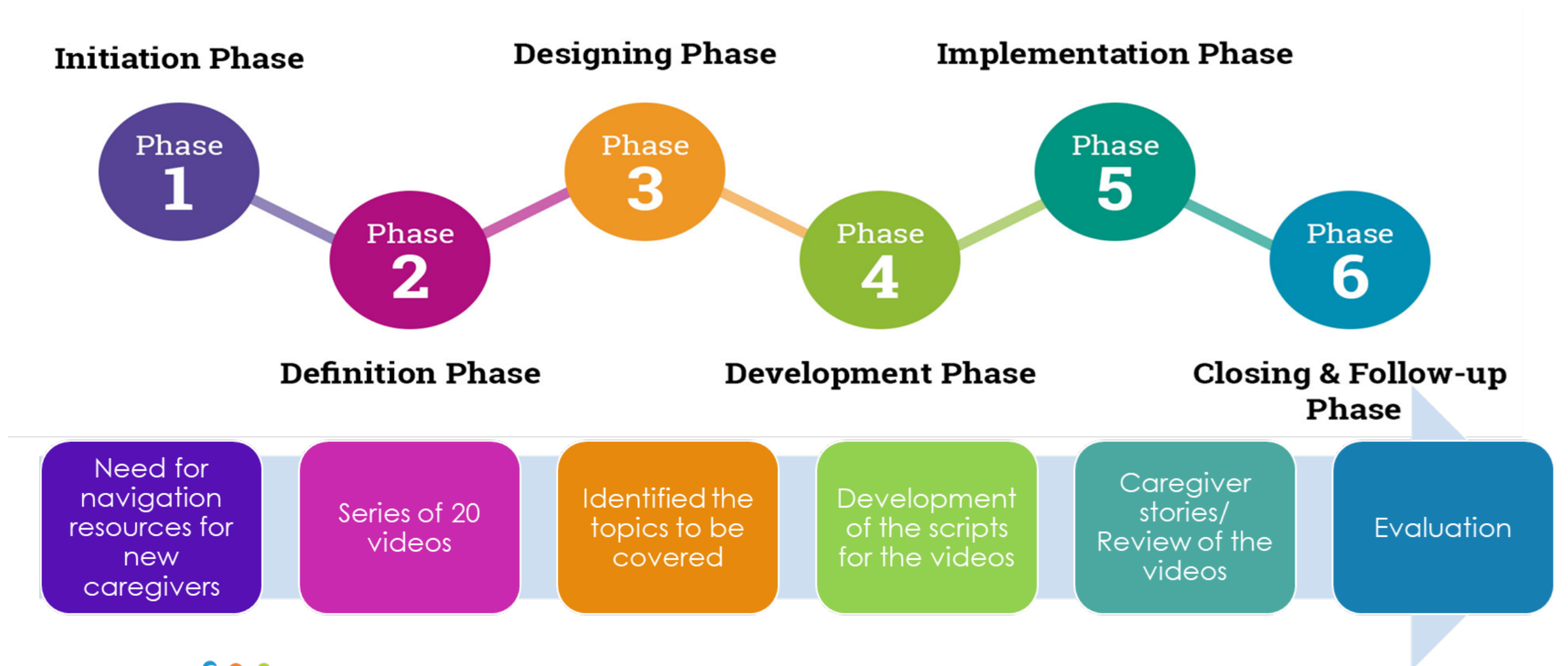
For more information, visit:
www.TorontoSeniorsHelpline.ca/Caregivers



Caregiver Navigation Support (2022)



The co-design process





What is important to our caregivers

- True co-design process and early involvement
- Addressing concerns and challenges for caregivers in East TO
- Tangible results – developing resources based on caregiver needs
- Culturally appropriate outreach/promotion
- Accessibility
 - Languages: Urdu, Bengali, Greek, Cantonese, Mandarin, Farsi, Gujarati, Tamil
 - Formats: Print, Digital, Phone/ Live person
- Prioritizing feedback from the caregiver group vs organizational practices



Meaningful and empowering methods to engage caregivers

- Leveraging their individual strengths
- Recognition of their participation/ expertise (e.g. honorariums)
- Learning opportunities
- Commitment to valuing their time and input
- Accommodation (e.g. meeting schedule) and accessibility (e.g. online mtgs / calling in)
- Addressing power differentials within the group / valuing and acknowledging everyone's perspective
- Sense of ownership

We want to learn from you

- How are you currently engaging caregivers?
- Where are you on the engagement spectrum (Inform, Consult, Involve, Collaborate, Empower)?
- What challenges are you experiencing?
- How do we fund and support initiatives that the caregivers prioritize and bring forward?

