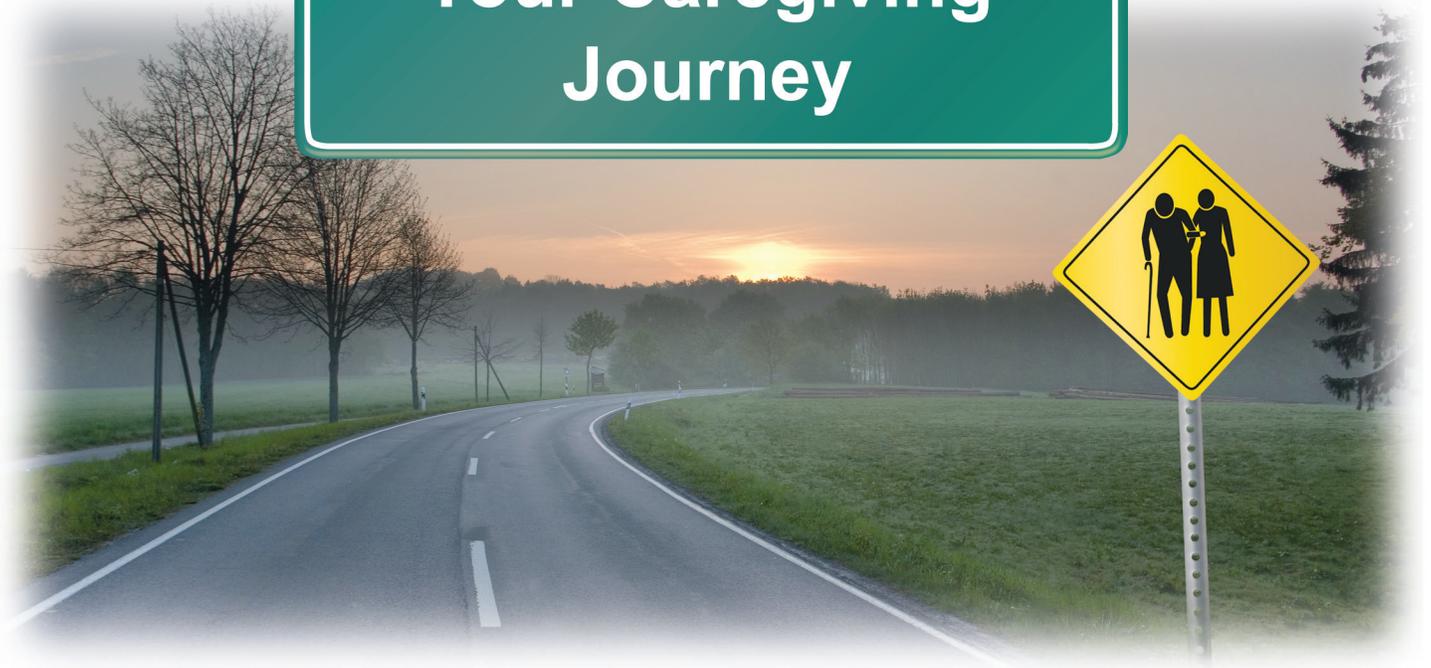


A Road Map to Your Caregiving Journey



A Practical Handbook for English-speaking Caregivers
in the Greater Quebec City region



Partenaires communautaires
Jeffery Hale
Community Partners

Une communauté de soins
A Community of Care



Acknowledgements

This project would not have been possible without support and funding from L'Appui pour les proches aidants Capitale-Nationale, the Direction de santé publique de la Capitale-Nationale, the caring health and social services team at Jeffery Hale Community Services and the caregivers who attend the Caregivers' Café hosted monthly by Jeffery Hale Community Partners.

We would also like to acknowledge the priceless support offered by our fellow Networking Partnership Initiative friends across the province. In particular, the Megantic English-speaking Community Development Corporation (MCDC) and the North Shore Community Association (NSCA) who graciously permitted the adaptation of guides which they designed to help caregivers in their regions (MCDC's A Guide for Caregivers and NSCA's Where to Turn: A Caregiver's Guide for the North Shore).

We all share the same goal which is to educate and support English-speaking caregivers, their loved ones and the communities where they live.

L'APPUI POUR LES
PROCHES AIDANTS
D'ÂÎNÉS
CAPITALE-NATIONALE

LIGNE INFO-AIDANT

1 855 8LAPPUI (852-7784)

Écoute - Information - Référence
lappui.org 

Disclaimer

The information in this booklet is meant as a service only to the general public. It is in summary form, so please check with your local CLSC, community groups or government agency concerned for full details. Furthermore, this information may change from time to time, so some of the contents of this booklet may be time-sensitive. Jeffery Hale Community Partners assumes no responsibility as to how this material is used by the public.



Partenaires communautaires

Jeffery Hale
Community Partners

Une communauté de soins
A Community of Care

Jeffery Hale Pavilion
1270, chemin Sainte-Foy, Suite 2000
Québec Qc G1S 2M4
Canada

418 684-5333
or toll-free 1 888 984-5333
www.jhsb.ca

Created April, 2015
Revised August, 2019



Table of Contents

The Caregiving Steering Wheel.....	4
Red Flags that Care is Needed.....	4
Your Road Trip as a Caregiver.....	5
Legal Planning for the Road Ahead.....	6
Knowing Your Limits	8
Checking the Dashboard Alarms.....	9
Being Kind to Yourself.....	10
Sharing the Driving	10
A Caregiver’s Log of Who Does What	11
Stopping for Help Along the Road: Helpful Resources.....	12
Roadside Assistance: Home Support.....	14
Road Map for Your Replacement	20
Finding the Right Place to Stay.....	21
Covering the Costs of your Journey	24
Preparing for the End of the Road	30
Telephone Numbers for Roadside Assistance	30
All About My Loved One.....	31
Notes.....	38

The Caregiving Steering Wheel

Caregivers come in many shapes and sizes. In fact, the term refers to anyone who provides support for loved ones as they face issues brought on by aging and the loss of autonomy, either sudden or gradual. Being a caregiver may often also mean that you are an advocate for your loved one; knowing when extra help may be needed, and finding the means to provide support in a respectful way.

You may be providing hands-on care or overseeing care from afar. Either way, you feel called upon to look out for the well-being of an aging loved one and you do so freely out of love and duty.

Ideally, caregivers would take time to reflect and prepare for this journey before jumping into the driver's seat and taking on the caregiving steering wheel. In real life, however, this rarely happens. More often than not, you find yourself in the middle of a journey, gripping the steering wheel and praying you'll survive the ride.

Red Flags that Care is Needed

You may have started this journey because you noticed that someone you care about was losing their autonomy, either suddenly or gradually. Common red flags that your loved one may need extra help can be put into three main categories: physical, cognitive and emotional, and everyday living.

Physical Red Flags

- Changes in body weight, especially weight loss
- Balance problems
- Hygiene issues such as wearing the same clothes all the time, body odour, unkempt fingernails, unclean teeth
- Sleeping too much or too little
- Unexplained burns or bruises

Cognitive and Emotional Red Flags

- Forgetfulness
- Confusion
- Hard time doing usual tasks
- Losing things
- Getting lost while walking or driving
- Repetitive speech

- Unable to complete a sentence
- Rapid mood swings or changes in behaviour
- Changes in personality
- Cannot recall names of familiar people or objects
- Loss of initiative
- Unfilled prescriptions or confusion about when or how to take meds
- Unopened mail or mishandled financial matters
- Unpaid or twice-paid bills
- Forgotten medical appointments

Everyday Living Red Flags

- Untidy yard or house
- Unusual carpet stains
- Clutter (piles of newspapers or junk mail)
- Bad smells (urine, garbage)
- Leaving stove on or water running
- Not enough food in the house
- Scorched pots and pans
- Spoiled food in the fridge
- Dents or scratches on the car

Noticing these red flags may allow you, your aging loved one and your family to come up with a plan that ensures their needs are met before things gets worse.



Your Road Trip as a Caregiver

As a caregiver, you provide support in a many ways. As time goes by, you may find yourself taking on more and more duties. Here is a list of common caregiver jobs with space for any others you may want to add.

Each caregiver’s journey is different. Take a moment to review your own road trip.

Caregiving tasks	Often	Sometimes	Rarely
Shopping for groceries or other goods			
Running errands			
Making meals			
Cleaning house			
Doing laundry			
Driving to appointments, medical or personal			
Making appointments			
Helping with banking or bills			
Organizing any services needed			
Helping to get dressed			
Helping to wash			
Helping to eat			
Helping to walk			
Helping to get out of bed or a chair (transfers)			
Helping to use the toilet			
Checking on medication use			
Encouraging social activities			
Visiting often			
Calling often			
Listening carefully			
Repeating instructions			
Helping out overnight			

Legal Planning for the Road Ahead

Your loved one's needs may be few at first but often grow over time. The future is hard to predict. Sometimes there is a slow decline in autonomy, or needs may come on quickly, such as in the case of a stroke or other illness, a broken hip or other accident. It is best to get organized ahead of time on many levels: legal, financial and emotional. Planning helps to ensure that wishes are honoured and legalities are considered. It is never too soon to help an aging loved one understand the need for a protective mandate, advanced medical directives, power of attorney, as well as estate planning and funeral planning.

If your loved one doesn't want to talk about such matters, you may try taking care of these matters in your own life and then explain why it was important to you to do so. Your loved one may then see the sense in taking such steps to protect themselves and their family for the bumps that may lie along the road ahead.

- **A power of attorney** authorizes a person to perform, on their behalf, certain basic tasks (pay bills, withdraw money from a bank account) or other more complex activities. A power of attorney is only valid if the person who requested it is still able to make sound decisions. It may, or may not be, notarized. It becomes effective as soon as it is written.

- A **protective mandate** is a document in which the mandator (a person who is in their right mind) names another person, known as the mandatary, to ensure their personal care, and that of their property, or both. It is only in the event that an illness or accident should deprive them of their mental faculties, either temporarily or permanently, that the mandate comes into effect. This lengthy process, referred to as homologation of the mandate, follows a medical and psychosocial request and evaluation and is officialised in front of a judge.

- A **will** contains your wishes about what is to be done with your property and takes effect only after your death. This is opposed to a power of attorney or a protective mandate that may be used while you are living.

- **Advanced Medical Directives** allow you to decide in advance what kind of medical care you wish to accept or refuse at the end of your life. In Quebec your directives, entered on a form, will be filed in a register entitled *Registre des directives médicales anticipées*. Health professionals are obliged to comply with your directives if your health condition **renders you incapable of consenting to health care**. To learn more or access the form visit: ramq.gouv.qc.ca/en/citizens/health-insurance/advance-directives/Pages/advance-medical-directives.aspx



If your loved one does not live in the province of Québec you may be wise to consult an attorney familiar with the laws that affect seniors in the area where your loved one is living. For example, if the senior you care for spends part of the year in Florida, having the right documents ready in advance will save everyone a lot of worry down the road.

For more information on legal planning, whether you live in Quebec or somewhere else:

- Educaloi offers some practical legal advice for caregivers on their website:
educaloi.qc.ca/en/capsules/ten-steps-estate-planning
educaloi.qc.ca/en/caregivers-practical-legal-tools
- The Curateur public du Québec answers common questions about a protective mandate, a power of attorney and a will: curateur.gouv.qc.ca/cura/en/outils/publications/mon_mandat.html
- The document called “My Protection Mandate” provides helpful information:
curateur.gouv.qc.ca/cura/publications/form_broc_mandat_en.pdf
- You can get a list of local English-speaking notaries from Voice of English-speaking Québec’s information and referral service by calling **418 683-2366** or by visiting their online Community Connection Directory: veq.ca/directory
- You can also visit the Chambre des notaires website and select notaries who can provide services in your language of choice: cnq.org/en/find-a-notary
- What Every Senior Canadian Should Know About Power of Attorney and Joint Bank Accounts:
canada.ca/en/employment-social-development/corporate/seniors/forum/power-attorney-financial
- Florida Power of Attorney: Advice for Snowbirds:
snowbirds.org/csa-articles/post/131/Florida-Power-of-Attorney

Knowing Your Limits

Being prepared legally and financially are important aspects of caregiving that can be dealt with ahead of time. Being prepared emotionally is another matter entirely. Sometimes we don't really realize that we are, in fact, caregivers. We just think of ourselves as the loving spouse, son, daughter, sister, brother or grandchild.

But whether it creeps up on us slowly or comes on suddenly after a crisis, the role of caregiver can take us on quite an emotional ride. Knowing your limits will help you feel in control of your own life as you go along. You need to identify your own physical, emotional and spiritual needs, and understand the reasons why you can, or cannot assume, some caregiving tasks.

Develop a roadmap to make sure your own needs are being met while taking care of your elderly loved one. Here is some advice from other caregivers:

- "Be vigilant about taking care of your own mental and physical health"
- "Be honest with yourself; don't let yourself be driven by guilt and a huge sense of duty. Focus on what you can do... not what you can't."

- "Me time becomes a luxury you can't afford to do without. Try to plan relaxing moments into your agenda. Accept all offers of help so you can do something you enjoy to recharge your batteries every week."
- "Learn that it's okay to say no to your parents. They probably said no to you as a child growing up and with good reasons. Take heart in knowing your reasons for saying no to them now are also within reason."
- "You can, in all good conscience, pass on the caregiving baton (either sometimes or all the time) to another family member or professional caregiver. Sometimes this is the most mature and loving decision you can make for your loved one."
- "Choose your battles!"

Checking the Dashboard Alarms

Before taking a car on a long journey, a wise driver checks the dashboard for any indicator lights that serve as alarm signals. Caregivers also need to be able to observe their body's built-in alarm signals and listen to them.

This exercise can help you to identify your personal alarm signals.

	Never	Almost never	At times	Almost always	Always
I have hard time falling or staying asleep	0	1	2	3	4
I get up tired in the morning, and I have no energy all day	0	1	2	3	4
I have no appetite, or I eat too much	0	1	2	3	4
I feel sick often (colds, headaches, etc.)	0	1	2	3	4
I take more and more pills	0	1	2	3	4
I have chronic health problems	0	1	2	3	4
I have no patience	0	1	2	3	4
I do a lot, but never feel like I have done enough	0	1	2	3	4
I can't focus (read, pay bills, etc.)	0	1	2	3	4
I forget everyday things (keys, appointments)	0	1	2	3	4
I have given up doing the things I enjoyed	0	1	2	3	4
I have no social life	0	1	2	3	4
I cry easily	0	1	2	3	4
I feel sad and down	0	1	2	3	4
I worry a lot about me and my loved one	0	1	2	3	4
I feel like giving up	0	1	2	3	4
Total:					

How did You Score?

This quiz is not scientific. It is just a basic evaluation tool. It should not be taken as the only means of measuring your sense of well-being.

- A total of 0 or 1 means that your situation is okay, but you must be on your guard.
- A total of 2 or 3 means that you might be getting very tired. You should take steps to reduce your fatigue.

- A total of 4 or more means that you are in burn-out. Seek help and learn to pace yourself while caring for your loved one.

Do some of the statements in the exercise ring true to you? Not taking care of your own physical and emotional needs is not good for your health and will make you a less effective caregiver in the long run. Eat healthy food, get restful sleep, do regular exercise that you enjoy and try to have a social life.

Being Kind to Yourself

Seeing your loved one change or not be able to do the things they used to can be very unsettling. It is normal to feel a mix of many emotions ranging from guilt, anger, sadness, anxiety and a feeling that there is no hope. It will become more and more important for you to be kind and loving to yourself, just like you are with others.

Lower your expectations and learn to let trivial things go. Find some small pleasures each day to recharge your internal batteries. If you can do that, you will be better able to deal with many obstacles yet still hold onto hope.

Relax, refresh and recharge by going for a walk, reading a good book, listening to music, taking a bubble bath by candle light, watching a movie or a hockey game, praying, meditating, knitting, biking, crafting, napping, chatting with

a trusted friend, drawing, painting, journaling, Facebooking ... whatever! Take care of yourself too, and don't forget to laugh!

Asking for Help

Taking care of yourself also means getting help with the tasks involved in caring for your loved one. You do not need to take on every caregiving duty that presents itself. Take off your super hero cape; if someone offers to help, say yes!

There are times when it's wise to ask for help from friends, family, neighbours and services available in your community. Asking for help is not always easy. The important thing is for you to know that there are people who can help.

Your caregiving road trip will be a much better journey if you reach out for support along the way.



Sharing the Driving: Creating a Log of Who Gives What Care

There are so many tasks that come along with caring for someone who is ill, has special needs or is losing autonomy. The chart below gives you an overview of the extent of a caregiver's tasks. You can use it to make a travel log of all the tasks that need to be attended to on your caregiving journey.

This list will help you establish a clear picture of your caregiving situation. You can use it to help other people understand the true nature of your duties as a caregiver, the needs of your loved one and your own needs. Refer to it when you talk with your family members, friends and neighbours, and public or private health and social service providers.

This tool should help you:

- Get a clear picture of your caregiving situation
- Show the full extent of your various tasks and responsibilities
- Start talking with your loved one and your support network
- Come to a more equal sharing of tasks with your care partners
- Obtain outside help from a CSSS and other agencies

Caregiver's Log: Indicate who does what with a ✓

JOB DESCRIPTION	Loved one	You (the caregiver)	Helper(s)	Community resources	CLSC or home care	Private help
Promoting Autonomy						
Help to get in and out of bed						
Help to dress						
Help to eat						
Help with walking						
Help with taking medication						
Personal Hygiene						
Bathing and showering						
Hair washing and brushing						
Shaving						
Brushing teeth and dentures						
Doing finger and toe nails						
Housekeeping						
House cleaning						
Washing, ironing and sewing						
Grocery shopping						
Making meals						
Errands and shopping						
Entertaining						
Financial affairs						
Keeping the budget						
Paying bills						
Financial planning						
Doing income tax						
Managing help and services						
Seeking help and information						
Planning and co-ordinating services						
Making medical and other appointments						
Going with loved one to appointments and on outings						
Supervising therapy sessions						
Dealing with the unforeseen						

Stopping for Help Along the Road: Helpful Resources

In the end, it's up to you to evaluate your capacity to take on a caregiving role in your unique situation. Even if you decide to take on the duties of caregiver for your loved one, you cannot and should not travel this highway alone. Map out a route to follow as you would for any long journey; identify all possible support people and resources along the way. Here's a list of helpful pit stops to get you started:

Jeffery Hale Community Services
jhsb.ca
418 684-5333, ext 1580

If you or your loved one prefers services in English and lives in Quebec City, Jeffery Hale Community Services provides ongoing support for English-speaking caregivers in the Greater Quebec City region. You can make an appointment with an intake social worker who will help evaluate your unique needs. A social worker is a professional who works with a team of health care professionals (such as occupational therapists and nurses) and with community resources. Not only can they help your loved one, a social worker can be of great help to you as a caregiver sometimes.

Together, you and the social worker will identify services to enable your loved one to remain at home as long as possible, if that is what you wish. They can also refer you to a private assisted living facility or undertake an assessment to see if your loved one qualifies for other living arrangements such as a public long-term care centre. Social workers can also help you navigate legal and financial matters.

The social worker will put you in touch with the other programs at Jeffery Hale Community Services such as the day centre, frozen meals, telephone check-in, in-home stimulation, visits

from a nurse, social worker or occupational therapist, homecare, and respite care. The social worker can also direct you towards helpful community services like meals on wheels, housekeeping services and governmental programs.

Even if your loved one lives outside of the Greater Quebec City region, you can still contact an intake social worker at Community Services to guide you on your caregiving journey.

A Local CLSC

You may also choose to obtain services from a French-speaking social worker through your local community service centre, or CLSC. These free health and social service centres are run by the Quebec government. In the Quebec City region, they are grouped under the umbrella organization called the CIUSSS-CN (*Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale*).

To find your local CLSC, please visit:

sante.gouv.qc.ca/en/repertoire-ressources/clsc

Enter your postal code once you are on that page

Centre intégré Universitaire de santé et services sociaux de la Capitale-Nationale CIUSSS-CN

Secteur de la Vieille-Capitale sites:

CLSC Basse-Ville-Limoilou 418 529-2572

CLSC Haute-Ville des Rivières 418 641-2572

CLSC Ste-Foy-Sillery 418 651-2572

Secteur de Québec-Nord sites:

CLSC de la Jacques-Cartier 418 843-2572

CLSC La Source Nord et sud 418 628-2572

CLSC Orléans Beauport 418 663-2572

Secteur de Portneuf sites:

CLSC Donnacona 418 285-2626

CLSC Pont-Rouge 418 873-6062

CLSC St-Marc-des-Carières 418 268-3571

CLSC St-Raymond 418 337-4611

CSSS de Charlevoix:

CLSC de Baie-St-Paul 418 435-5475

CLSC Baie-Ste-Catherine 418 237-4272

CLSC de L'Isle-aux-Coudres 418 438-2788

CLSC de la Malbaie 418 665-6413

CLSC de St-Siméon 418 638-2369

Community Wellness Centre at Jeffery Hale

wejh.ca

418 684-5333, ext 1539

The Wellness Centre offers regular information sessions for English-speaking caregivers in the region at the Caregivers' Café. You may also partake in free art therapy group sessions. Contact the Caregivers' Coordinator to sign up for the Caring Circle, a free monthly e-newsletter for caregivers or to request an appointment.

L'APPUI Capitale-Nationale pour les proches-aidants d'ânés

lappui.org/en

1 855-852-7784

A toll-free bilingual telephone helpline to give

caregivers a listening ear to talk about their concerns and to help them access the necessary services. L'APPUI's website contains an online directory of service organizations located in the Quebec City region.

If your loved one lives in another region of Quebec, the local L'APPUI office in that area will be able to tell you about services specific to that region. This toll free number 1 855-8 LAPPUI dialed in any region links you to the local L'Appui office in that region.

Association des proches aidants de la Capitale-Nationale

apacn.org

info@apacn.org

418 688-1511

Offers a variety of resources to help support caregivers. Services are available for caregivers living in Old Quebec, Ste-Foy, Sillery, Cap-Rouge, Saint-Augustin-de-Desmaures, L'Ancienne-Lorette, Donnacona, Saint-Raymond, La Malbaie, and Baie Saint-Paul. Most services are free and include respite at home, psychosocial support, workshops, support groups, teleconferences and a unique telephone surveillance system called PAIR. All of these services are offered en français.

Société Alzheimer de Québec

societealzheimerdequebec.com

info@societealzheimerdequebec.com

418-527-4294/1 866 350-4294, ext. 7

The Société supports those living with Alzheimer's disease and related disorders and their caregivers. For the past 30 years, this local non-profit group has been promoting awareness of the disease, contributing to research in the field and training health care professionals. Caregivers may contact the Société for information sessions, support groups, a day centre, an e-newsletter, a documentation centre and telephone listening.

211

**211quebecregions.ca/?Ln=en-CA
info@211quebecregions.ca**

This easy three-digit phone number leads to a vast range of free and confidential information and referral of community, social and government services. It runs ten or more hours a day, seven days a week. The 211 call centre is located in Quebec City, so it provides a direct connection between you and your community.

811 Info-Santé

Dialling 811 puts you in contact with a nurse in case of non-urgent health issues. The service is free and confidential, and is available 24 hours a day, 365 days a year. All people living in Quebec can call Info-Santé 8-1-1 for themselves or their close family. Nurses give advice and answer health-related questions in both French and English. Calling Info-Santé 811 often directs you the right resource in the health network for your issue and helps avoid trips to a clinic or emergency room when it's not really necessary.

911

This is the shared telephone number in North America that puts callers in contact local emergency services. Ambulance assistance is free in Quebec for people 65 years and older (with a valid Quebec health care card) in an emergency.

Support from Faith Communities

Click here to view list of local English-speaking faith organizations that are active in the Quebec City region: veq.ca/directory-category/religious-organizations

VEQ's 50+ Services

**veq.ca/our-community/50-plus
418 683-2366
info@veq.ca**

Voice of English-speaking Québec has activities and services for people 50 years of age and older including Lifelong Learning, Active Living, and Seniors Out and About transportation to outings.

Caregiver Organizations on the Internet

- Caregiver Connect: A Canadian site for caregivers with information on health, resources links, Caregiving guides and support service: caregiver.org/caregiver-connect
1 800-445-8106
- Caring.com
caring.com/support-groups
1 800-973-1540
- HealthBoards
healthboard.com/boards/caregivers
- Family Caregiver.com
thefamilycaregiver.com
info@thefamilycaregiver.com

Roadside Assistance: Home Support

Roadside assistance is a vital part of any long drive and the caregiving journey is no exception. As a caregiver, you are entitled to help in many forms, depending on your needs and those of your loved one.

You must meet well-defined criteria to get homecare services. To complete its range of services, a CLSC can turn to house-keeping agencies, community organizations and volunteer groups. Below is an overview of services offered in the Quebec City area:

Homecare services can be organized through Jeffery Hale Community Services or your local CLSC. These services include:

- Personal care regarding hygiene, eating, getting up / going to bed, getting dressed, “Lifeline” personal response service;
- Help with housekeeping, preparing meals, laundry (see cooperatives listing);
- Support for the person in need of care, individual and group support.

Professional services are available under certain conditions and include:

- Nursing care: injections, treatment supervision, dressings, blood sample collection, etc.;
- Palliative care by a physician, nurse, psychologist, pastoral worker, etc.;
- Psychosocial assessment and follow-up with a social worker or psychologist
- Respiratory therapy;
- Occupational therapy: adapting the home to specific needs: grab bars, bath seat, etc.;
- Physiotherapy: rehabilitation for people with fractured bones, sprains, arthritis, recovering from knee or hip surgery, etc.;
- Nutrition advice.

Cooperatives, or social economy enterprises, seek to meet the growing need for home care and housekeeping services. Services include:

- Housekeeping, meal preparation, shopping, washing, general cleaning;
- Personal grooming, help with going to bed and getting up;
- Home maintenance, be it light, heavy, or seasonal;
- Respite services for caregivers.

There is an hourly charge depending on the service. Quebec’s public health insurance program (RAMQ) gives qualified people a reduction in the hourly rate based on income. This special lower rate may be available by filling out the required form with the selected co-op.

Here is a list of different cooperatives and the regions they serve:

- Coop Cap-Diamant (Ste-Foy/Sillery, Québec/ Haute-Ville, Cap-Rouge, St-Augustin-de-Desmaures, L’Ancienne-Lorette)
418 683-3552
- Coopérative de Services à domicile de Québec (Québec, Limoilou, Vanier, secteur Nord : Stoneham-Tewkesbury, Lac-Delage, Lac-Beauport)
418 624-4617
- Coop Orléans (Beauport, Ange-Gardien, Ile D’Orléans up to St-Tite-des-Caps)
418 664-2222
- Aide à la Communauté et Services à Domicile (areas of CLSC Haute-Ville, Ste-Foy-Sillery-Laurentien and Jacques-Cartier)
418 842-9791
- Halo Portneuf (offers services to Portneuf area except for St -Léonard, Ste-Christine, St-Raymond, Rivière-à-Pierre)
418 285-2935
- Comité Vas-y Portneuf (Portneuf area)
418 337-4454
- Coopérative de Solidarité de Santé de la MRC de Charlevoix (Charlevoix area)
418 435-6310

Equipment and technical aids such as raised toilet seat, grab bar, reaching aids, walker, bath bench, etc., may be loaned by your CLSC according to your loved one's needs. If you do not qualify for the lending program, your social worker can advise you on where these items can be rented or purchased.

Medication delivery can be simplified by asking your loved one's pharmacist to put all oral medications and over-the-counter supplements (such as vitamins and minerals) for your loved one into daily-dose blister packaging (pill calendar). Most pharmacies offer this service at no cost. Use one pharmacy for everything so that the pharmacist can help detect possible interactions between products and schedule the best time to take each medication.

Also, ask the pharmacist to make out a list of medications to take along if you have to go to a hospital emergency room, or visit a doctor or specialist. It comes in handy when having prescriptions renewed and should your loved one have to undergo a medical procedure.

Personal Response Services, such as Philips Lifeline, allows vulnerable English-speaking seniors and other people at risk to stay at home with a sense of security and autonomy. Through a wrist or neck band that transmits a signal, the wearer can easily signal the Lifeline service that help is needed, 24 / 7.

How it works:

- If a need arises, the wearer pushes the button on the band at any moment of the day or night. The new Lifeline with AutoAlert will place a call for help if it detects a fall and you are unable to push your button.
- The signal can be sent from anywhere in the house or even outside;
- The signal goes to an associate on duty at the call centre without the direct use of the telephone;
- A trained response associate consults the file of the person;

- The associate can reassure the caller, offer advice and, if necessary, notify a third person who has already agreed to be in the file (a neighbour, relative, or friend, for example);
- The associate can also call for an ambulance or the police if required;
- According to the need, the associate can stay on line with the caller until safety is restored.

There is a connection fee and a monthly service charge. For more information, contact Philips Lifeline: lifeline.ca or 1 866 784-1992. Forms are also available at Jeffery Hale Community Services.

MedicAlert is another helpful service that connects you and your loved one to a dependable emergency identification and medical information network. The MedicAlert 24-hour Emergency Hotline ensures that your critical medical information is available to paramedics in just five seconds. When seconds count, the right information at the right time can be crucial to saving lives.

Safely Home MedicAlert identity bracelets are also available to MedicAlert members upon request. Personal information and a hotline number are engraved on the unique MedicAlert blue bracelet that is worn at all times by a person with dementia. Should they go missing, police can quickly identify them by calling the MedicAlert 24-hour emergency hotline. MedicAlert bracelets may be purchased online and there is a monthly fee.

For more information, visit their website medicalert.ca/safely-home or 1 800 668-1507.

Ville de Quebec Missing Persons Form is a way to assist families with loved ones who have memory issues and who are at risk of wandering. Download the form, fill it out and attach a recent picture. Hopefully, you'll never need to use it but it will be ready just in case: ville.quebec.qc.ca/services/formulaires/docs/Police_PersonneDisparuefiche.pdf

CLSC Program Marche, Pied, ÉquiLIBRE (equal balance) and Viactive is a free program aimed at preventing falls and fractures in community members who are 65 or more and who live at home.

The 12-week program includes:

- Group exercises;
- Exercises to be done at home;
- Discussions about fall prevention.

This program will help participants to:

- Improve their balance and leg strength;
- Learn how to arrange their home to improve safety;
- Develop a healthier lifestyle and begin to exercise regularly;
- Improve their awareness of the danger of falls and how to prevent them

To learn more about these programs, please contact one of the following sites:

Centre intégré Universitaire de santé et services sociaux de la Capitale-Nationale CIUSSS-CN

Secteur de la Vieille-Capitale sites:

CLSC Basse-Ville-Limoilou	418 529-2572
CLSC Haute-Ville des Rivières	418 641-2572
CLSC Ste-Foy-Sillery	418 651-2572

Secteur de Québec-Nord sites:

CLSC de la Jacques-Cartier	418 843-2572
CLSC La Source Nord et sud	418 628-2572
CLSC Orléans Beauport	418 663-2572

Secteur de Portneuf sites:

CLSC Donnacona	418 285-2626
CLSC Pont-Rouge	418 873-6062
CLSC St-Marc-des-Carières	418 268-3571
CLSC St-Raymond	418 337-4611

CSSS de Charlevoix:

CLSC de Baie-St-Paul	418 435-5475
CLSC Baie-Ste-Catherine	418 237-4272
CLSC de L'Isle-aux-Coudres	418 438-2788
CLSC de la Malbaie	418 665-6413
CLSC de St-Siméon	418 638-2369

Day Centre Programs: The Day Centre at Jeffery Hale Community Services aims to improve and maintain the quality of life of English-speaking older adults through preventive, therapeutic and rehabilitative activities designed just for them. A nutritious lunch is provided and transportation to and from the centre may be possible. Caregivers benefit from time alone while their loved one enjoys a special weekly outing.

The Day Centre staff is made up of nurses, special care counsellors, an occupational therapist, and some very caring volunteers. There are a variety of Day Centre programs for French-speaking seniors in the Quebec City region and across the province. L'Appui can provide up-to-date information about these programs.

Support programs in a long-term care centre are designed to inform the friends and relatives of a person living in a long-term care centre about the centre's environment and to support them in their role as caregivers.

Help with Transportation

Seniors and their caregivers may face transportation challenges due to declining abilities and desires to own or drive a car. There are a number of local non-profit groups that provide relatively low cost transportation in various sectors of Quebec City for seniors travelling to and from medical and other important appointments. To find out more about services in your region, please contact 211.

The Réseau de Transport de la Capitale (RTC) offers special transportation services (STAC). Ask your health and social services professional if you qualify for an application.

Some **airlines** offer support for persons travelling with disabilities or medical conditions. Air Canada, for example, offers assistance with boarding and deplaning, stowing and retrieving baggage and mobility aids, wheelchair assistance and, in very specific cases, free travel for an attendant. Be sure to inquire weeks before travelling to provide all the completed forms and medical certificates required:

Check your airline's website.
aircanada.com/ca/en/aco/home/plan/medical-mobility.html

VIA Rail also offers support for clients with special needs including priority boarding, menus to suit dietary needs, mobility assistance and free travel for a companion in specific situations. Be sure to inquire prior to booking your trip to benefit from these offers:
viarail.ca/en/accessibility

Free **inter-city** bus transportation may be available for the travelling companions of people with special needs. There a special card for people accompanying handicapped people travelling by bus between urban centres in the province called the Carte québécoise à l'accompagnement des personnes handicapées en transport interurbain par autocar. This card permits the travelling companion to travel free of charge when accompanying a person who cannot manage alone: federationautobus.com/carte-a-laccompagnement

A **disabled parking permit** from the Société de l'assurance automobile Québec (SAAQ) can be issued for use by either a vehicle driver or passenger who is disabled. It can be moved from car to car with the disabled person. The permit must be displayed on the rear view mirror inside the vehicle. The permit is issued with a certificate that must be carried by the permit holder at all times as proof they are authorized to use it.



The disabled person must meet the following three conditions:

- Have a disability resulting in a loss of independence or a risk to health and safety with respect to travelling distances that do not usually require the use of transportation;
- Fill out the application form: saaq.gouv.qc.ca/en/persons-mobility-impairment
- Submit an assessment, if required, showing a disability lasting at least six months.

The permit is valid for five years and entitles you to park in designated handicapped parking places, to stop in a normally prohibited zone to allow a disabled person to get into or out of a vehicle as long as it is safe to do so, and to park in metered parking spots in Quebec City for free. If you live in another town or city, be sure to check with local authorities to see if these rules apply there.

To learn more, please view these helpful links:

- saaq.gouv.qc.ca/en/persons-mobility-impairment
- ville.quebec.qc.ca/citoyens/accessibilite/stationnement.aspx

Public adapted transportation is available across the Greater Quebec City region for those living with a handicap or limited mobility. To learn if you or your loved one is eligible for this service and how to apply, please consult the following websites:

Quebec City	STAC 418 687-6327 or rtcquebec.ca/en/paratransit-stac
Lévis (South Shore)	418 837-9552 or stlevis.ca/transport-adapte
Charlevoix	418 400-8080 or mrccharlevoix.ca/services-aux-citoyens/transport-collectif
Portneuf	1 877 329-3686 / 418 337-3686 or transportportneuf.com/transport-adapte,3
Valcartier	418 844-3719 or mrc.jacques-cartier.com/services-aux-citoyens/transport-adapte/nous-joindre

Private Adapted Transportation helps handi-capped people get to work, social outings and other appointments. This service is for people living with a significant and ongoing handicap which prevents them from easily carrying out everyday tasks and restricts mobility. This includes physical, intellectual, visual, or psychological handicaps.

Service is available by reservation only from specially-equipped buses or taxis, as well as by regular taxi. The schedule varies according to the days of the week. The driver helps the client to get in and out of the vehicle at stops that are decided ahead of time.

- Minibus Paquin 418 663-4316
- Taxi Laurier (Sillery, L'Ancienne-Lorette, St-Augustin) 418 651-2727
- Taxi Adapté Auger 418 833-3339
- Taxi Coop Québec 418 525-5191
- Taxi Coop Ste-Foy 418 653-7777
- Taxi Coop Beauport 418 661-7711

Respite Care At Home

Respite is a service to care for you, the care-giver. It is a period of time when someone else cares for your loved one so you can be off duty for a while. It allows you a few worry-free hours to do whatever you like while your loved one is cared for by a qualified person you can trust.

The aim of respite services at home is to encourage, enable or prolong your loved one's stay at home even as their autonomy declines. A few hours of respite care may be available free of charge each year, depending on your situation.

You can learn more about the respite resources available in your region by speaking with your social worker or contacting these local organizations:

Association des proches aidants Capitale-Nationale
apacn.org or 418-688-1511, ext. 2

Baluchon Alzheimer
baluchonalzheimer.com or 1 855 762-2930

L'Appui Capitale-Nationale
lappui.org/en or 581 742-1110

Temporary Convalescent Accommodation

At some point on your caregiving journey, you may need to arrange temporary accommodation for your loved one for convalescence, or due to a moment of crisis or other unforeseen event. A convalescence of no more than 21 days is available to those who have a serious loss of autonomy which prevents them from taking care of themselves or using resources in the community for that purpose.

To access convalescence, a social worker must evaluate your situation. The service can vary from place to place and depends on the availability of a bed. Please contact Jeffery Hale Community Services or your local CLSC for more information.

Road Map for Your Replacement

You can help make a respite care (or convalescence) experience go more smoothly for everyone involved by giving the respite provider a clear picture of your loved one's needs.

Using the forms provided at the end of this guide, specify any particular health issues; give a typical daily schedule; and list important telephone numbers. Provide a copy of this road map to each person who replaces you. Be sure to update the information regularly. It can also come in handy when and if you are looking to change your loved one's place of residence.

If you own a smart phone or tablet, you may wish to download the Health Passport App which will enable you to carry important health information with you wherever you go and give French vocabulary for common health terms. To download the app, look for this symbol at: veq.ca/hp



When Language Matters

Please complete the section **All About** at the end of this guide on page 31.



Finding the Right Place to Stay

As time goes by, your loved one may need more help with activities of daily living. Despite your best intentions, the situation may simply become too much for you. In that case, a change in living place may be required.

You and your loved one may feel a wide range of emotions and questions as you face this reality.

- What is the best choice?
- Whose choice is it anyway?
- Could I have kept on caring for my loved one in their home or mine?

In the process of making this hard choice, you need to know that you and your loved one are not alone. You can get support and counsel from a social worker at Jeffery Hale Community Services or your local CLSC.

The social worker's role is to welcome you, listen to your wishes, worries and questions, and help you make the best possible choice of a future residence for your loved one. The support of a social worker helps you to see the various aspects of your family situation more objectively, looking at both your needs and those of your loved one. Even if your loved one is moving to a new place, your relationship is

not over and neither is your role as a caregiver. A social worker can also help you to identify the type of support that you can continue to offer your loved one, no matter where they live.

The prospect of moving can be very stressful for anyone, whatever their age:

- What does the future hold for me?
- Where will I live?
- Who will be my new neighbours?

In the later years of life, however, it is even harder to deal with the idea of a change in a familiar home and neighbourhood and daily habits and lifestyle. Involve your loved one as much as possible to help ease their mind and allow the idea to sink in slowly. We may all have to face such questions sooner or later and a social worker can be of great support.

Selecting the Best Housing Solution

The main question to ask when looking for a new living place is whether it can meet your loved one's current and future needs. Use the "All About..." section on page 31 to get a good picture of your loved one's needs when it comes to meals, hygiene, mobility and any other help they may require.

Housing choices include a seniors' residence in the private sector or a long-term care residence in the private or public sector. Social workers at Jeffery Hale Community Services or your local CLSC know a lot about both public and private resources. For a good overview of the various options, visit:

residences-quebec.ca/en/homes/ville-de-quebec-rive-nord

Private Seniors' Residences

A private residence is most often called "seniors' homes" or "independent or assisted living facilities". This choice is possible only if your loved one is autonomous or semi-autonomous: in other words, they can still do most things without any help. A private residence is like an apartment with services where, for a monthly rent, lodging and a variety of service are offered mainly in terms of personal safety and help with daily life and social activities. Life can get easier in a residence that tends to certain daily chores, such as housecleaning and meals, helps with health care and medical appointments, and offers an enriched social life. Having access to activities and being around more people can often help to keep the mind sharp.

Take your time when choosing a future residence. Gather information, visit residences and ask questions. Verify the layout of the facilities, the services in the residence and nearby. Take in the warmth of the welcome, as well as the overall atmosphere, including sights and smells. Is there security, staff present, and one-on-one care?

Ask for details about the services offered and any possible extra charges. Beware of services offered "à la carte". Certain residences offer the possibility of increasing services, thus avoiding a second move due to growing loss of autonomy. Some can care for patients with Alzheimer's disease, at an early or even an advanced stage. Social workers

are familiar with the private resources and can accompany caregivers in choosing a residence for their loved one.

Remember that even when your loved one moves to a new home better suited to their needs, your duties may change but your role as caregiver remains.

You can search online for government recognized private seniors residences by region: k10.pub.msss.rtss.qc.ca/public/k10Form-Recherche.asp

Public Seniors' Residences

A publicly-funded long-term care facility (or CHSLD in French) may be the best place to meet all of your loved one's needs. Admission is based on a well-defined criteria. A bio-psycho-social needs assessment is required to determine if your loved one is eligible. A social worker from Jeffery Hale Community Services or your CLSC can help you through this process, which can be long and somewhat complex. As a caregiver, you will be invited to take part.

According to your loved one's needs, there are different types of public care facilities:

- Intermediate: for people who require one to three hours of care a day
- Long-term (CHSLD): for people who require more than three hours of care a day
- Palliative: when the end of life is near due to a terminal illness

Your loved one will be directed to a facility within the region according not only to your loved one's needs, but also to the resources available. For example, it is possible that a care facility right close by cannot receive your loved one because of certain care required, the admission criteria of the establishment, or because of a lack of space.

Saint Brigid's Home is the only publicly funded long-term care facility in the Quebec City region that offers service in English, with 80 beds reserved for English-speakers. There is usually a delay between the application and the availability of the room. Your social worker can work with you to arrange homecare services until such time as a place becomes available in the desired care facility.

To make the change easier for your loved one, your social worker will accompany them for a short period after admission into a public care facility. Later, the team at the care facility will take up the work. Nevertheless, your role as a caregiver continues after placing your loved one. Give yourself time to adapt to the new situation.

Regional Commissioner for Complaints and Service Quality

The Regional Commissioner's mandate is to ensure that all users of seniors' residences in the region receive courteous, equal and respectful treatment in terms of dignity, independence, needs, and safety.

A resident, or their caregiver, who feels that their rights have not been respected can lodge a complaint. For more information your rights and about the complaint examination system, call Services Québec at 1 877 644-4545 or 418 644-4545

Health and Social Services Complaint Examination System
quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints/the-health-and-social-services-network-complaint-examination-system

La commissaire aux plaintes et à la qualité des services (CIUSSS-CN)
ciuss-capitalenationale.gouv.qc.ca/services/commentaire-plainte/satisfaction-insatisfaction-plaintes/plaintes/commissaire

If you are not satisfied with the responses or conclusions of the local or regional service quality and complaints commissioner, you can apply to the office of the Québec Ombudsman. 418 643-2688 or 1 800 463-5070
protecteurducitoyen.qc.ca/en

Ending a Lease for Health Reasons

Seniors moving to a residence with nursing care or personal assistance services for health reasons can end a rental lease at any time. The senior is responsible for paying two full months of rent left on their lease unless someone else takes it over. This is true whether the senior is going into a private residence for the first time or moving to a different residence.

Seniors can also end a lease if they are moving to any other facility that offers these services, no matter what it is called. A senior must send all of these documents to the owner:

- Written notice telling the owner that the senior is leaving and ending the lease;
- Proof from an authorized person that the senior has been admitted to the residence;
- A certificate from an authorized person confirming that the senior meets the conditions for admission.

The authorized person must be a health and social services professional, such as a doctor, nurse or social worker who works in a CLSC, CHSLD, hospital or private office.

The documents must be sent to the owner within these deadlines:

LENGTH OF LEASE SENIOR WANTS TO END	DEADLINE FOR SENDING DOCUMENTS
12 months or more	2 months before leaving
Less than 12 months	1 month before leaving
No set length	1 month before leaving

For more information, contact the Régie du logement:

1 800 683-2245
rdl.gouv.qc.ca/en

Covering the Costs of your Journey

As a caregiver, you may be eligible for various forms of government aid from various agencies, including tax credits. A tax credit can reduce the amount of tax you owe (non-refundable) or make your tax refund bigger (refundable).

For information, contact the each agency directly or call Services Québec, the gateway to all Québec government services: 1 877 644-4545, or visit quebec.ca/en

Quebec Programs and Services for Seniors Guide

cdn-contenu.quebec.ca/cdn-contenu/services-quebec/Guide-ENG-ProgramsServicesSeniors2019_2018-12_v5_01.pdf

For federal services call 1 800 622-6232, or visit servicecanada.gc.ca

Provincial Tax Deductions and Credits

- Revenu Quebec- tax credits for family caregivers
revenuquebec.ca/en/citizens/your-situation/caregivers

- Revenu Quebec- tax credits for seniors
revenuquebec.ca/en/citizens/your-situation/seniors

Tax Credit for Home Support Services for Seniors

This refundable tax credit helps with the cost of staying in your home, delaying or preventing the need to seek housing within the health and social services network. To be eligible, you must be 70 years or more and have been living in Quebec on December 31st of the year services were received.

Expenses covered are home support services such as personal care services - hygiene, eating, getting dressed, meal preparation, night supervision, nursing, and remote monitoring and GPS tracking. Housekeeping, laundry services and minor maintenance and yard work are also admissible.

For more information, call Revenu Québec at 1 800 267-6299, or visit revenuquebec.ca/en

Tax Credit for Housing a Relative

You are eligible for this refundable tax credit for each eligible relative living in Canada in a building that you owned, rented, or sub-let separately or with your spouse. You can claim a refundable tax credit for caregivers if you are in one of the following situations:

- You are the caregiver of your elderly spouse who is unable to live alone;
- You provide housing for an eligible relative;
- You live with an eligible relative who is unable to live alone.

To claim the credit, you must meet certain conditions, including both of the following:

- You were resident of Québec on December 31st in the year covered by the claim;
- No one, other than your spouse, is claiming any of the following with respect to you, an amount:
 - For a child under 18 enrolled in post-secondary studies, an amount transferred by a child 18 or over enrolled in post-secondary studies or an amount for dependants;
 - For expenses for medical services not available in your area;
 - For medical expenses.

For more information, see the pages dealing with each of the conditions or consult the instructions for item two of line 462 in the Guide to the Income Tax Return (TP-1.G-V).

Eligible relatives include:

- Father, mother, grandfather, grandmother or any other direct ascendant of the caregiver or the caregiver's spouse;
- Child or grandchild of the caregiver or the caregiver's spouse;
- Brother, sister, nephew or niece of the caregiver or the caregiver's spouse;
- Uncle, aunt, great-uncle or great-aunt of the caregiver or the caregiver's spouse.

Independent Living Tax Credit for Seniors

This refundable tax credit is for seniors who have bought, rented or installed certain eligible equipment to help them stay autonomous at home. It may also be granted to seniors who, after a hospital stay, have stayed in a facility for re-education and rehabilitation.

To be entitled to the credit, a senior must meet the following two requirements:

- Be living in Quebec on December 31st of the tax year;
- Be 70 or older on December 31st of the tax year.

Expenses entitling you to the living tax credit include the following:

- Remote monitoring devices, such as:
 - Personal response device (panic button);
 - Device for taking various physical readings;
 - Device for supervising the taking of medication;
- GPS device for tracking a person;
- A device designed to assist a person in getting on or off a toilet;
- A device designed to assist a person in getting into or out of a bathtub or shower;
- Walk-in bathtub or shower;
- Mechanized, rail-mounted chair lift designed to carry a person;
- Hospital bed.

Tax Credit for Volunteer Respite Services

If you provided, as an unpaid volunteer, respite services to a caregiver of a person with a significant long-term disability, you may be entitled to a refundable tax credit. To claim the tax credit for volunteer respite services, a person must:

- Have been resident in Québec on December 31st of the taxation year;
- Have provided volunteer respite services at the home of the caregiver;
- Have provided home respite services for the same care recipient for at least 400 hours during the year;
- Have NOT been:
 - The care recipient's spouse,
 - The care recipient's father, child, brother, sister, or;
 - The spouse of any of these persons.

Tax Credit for Medical Expenses

If you have paid medical expenses for yourself, your spouse or dependants, you can, under certain conditions, claim a tax credit for any number of medical expenses — including prescription drugs, eyeglasses, health-related home renovations, dental work. Keep all your receipts. You could be very surprised to learn what items are covered. The full list is available on the Canada Revenue Agency site:

canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses.html

canada.ca/disability-tax-credit

canada.ca/en/revenue-agency/news/cra-multimedia-library/individuals-video-gallery/series-tax-measures-persons-disabilities.html

The Solidarity Tax Credit

This refundable credit is for people whose family income is less than the maximum family income amount for their family situation, or who live in a northern village, or who are owners, tenants or subtenants. This credit replaces the former QST credit, the property tax refund and the credit for individuals living in northern villages.

You can claim the solidarity tax credit if, at the beginning of a month included in the period from July 1st of one year to June 30th of the following year, and you meet following requirements:

- You are 18 or older, or you are under 18 and you:
 - Have a spouse;
 - You are the father or mother of a child and live with the child;
 - Are recognized as an emancipated minor by a competent authority such as a court.
- You reside in the province of Québec;
- You or your spouse is:
 - A Canadian citizen,
 - A permanent resident or protected person within the meaning of the Immigration and Refugee Protection Act,
 - A temporary resident or holder of a temporary resident permit within the meaning of the Immigration and Refugee Protection Act who has been resident in Canada for the preceding 18 months;
- You are registered for direct deposit with Revenu Québec.

Tax Credit for Respite of Caregivers

Caregivers may be entitled to a refundable tax credit for expenses related to specialized respite services. To claim this tax credit, you must:

- Have been resident in Québec on December 31st of the taxation year;
- Have paid expenses to obtain specialized respite services for the care and supervision of a person with a significant disability.

To be eligible, the services must have been provided by a person who holds a diploma, such as a vocational diploma (DEP) in health, assistance and nursing, a college diploma (DEC) in nursing, a Bachelor of Science in Nursing or any other diploma qualifying that person to work as a visiting homemaker, home support worker, family and social auxiliary, nursing attendant, healthcare aide, beneficiary care attendant, nursing assistant or nurse.

Housing Subsidies

The Société d'habitation du Québec offers various housing subsidies.

Shelter Allowance Program (Programme Allocation-Logement)

You may be eligible for the shelter allowance program if you spend too much of your budget on rent and you are in any of the following situations:

- You are 51 or older and live alone;
- You are a member of a couple and you or your spouse is 51 or older;
- You are a member of a low-income household (made up of workers, students or income-security recipients, for example) with at least one dependent child.

The age restriction only applies to people who live alone and to couples without children. The eligibility age will be lowered from age 51 to age 50 as of October 1st, 2015.

The shelter allowance program applies to homeowners, tenants, rooming house occupants, or any person who shares a dwelling with one or more other people. It takes into account the number of persons in your household, the type of household you live in, your income and your monthly rent.

You may receive a monthly allowance of up to \$80, paid monthly by cheque or direct deposit. As a rule, you will begin receiving the allowance one month after you file your application. The amount of the allowance is reviewed once a year.

You are NOT eligible for the shelter allowance program if:

- You live in a low rental housing unit (HLM) or a government funded health and social services centre;
- You receive a rent supplement or another housing subsidy;
- You or your spouse, where applicable, have belongings or cash amounts that exceed \$50,000 in value (excluding the value of your residence, land, furniture and car)

If you think you qualify for the shelter allowance program, contact a Revenu Québec office to request a Shelter Allowance Application or Renewal Form (form LEX-165-V). Please note that this form is not available online.

For more information, consult the leaflet "Shelter Allowance Program" (IN-165-V) revenuquebec.ca/en/sepf/publications/in/in-165.aspx or visit the website of the Société d'habitation du Québec at habitation.gouv.qc.ca/english

Residential Adaptation Assistance Program

The Residential Adaptation Assistance Program helps people with disabilities to perform their everyday activities and remain in their homes for longer. It offers financial assistance to homeowners, covering certain work carried out to meet the needs of a disabled person.

This includes building an access ramp outside the home, re-doing a bathroom or making doorways wider. You must submit a report from an occupational therapist, showing that the impairment is significant and ongoing, and that the disability requires changes to the home.

To find out more, contact:

- Your municipality (MRC): mamh.gouv.qc.ca
- Your CLSC: To find your local CLSC, please visit: sante.gouv.qc.ca/en/repertoire-ressources/clsc
Enter your postal code once you are on that page

Low-rental Housing

If you are an independent senior with a low income, you could be eligible for subsidized housing under the low rental housing program (habitation à loyer modique). It allows tenants to pay rent equal to 25% of their income. The Société d'habitation du Québec provides partial funding for the Program, in cooperation with its partners. To take advantage of the program, apply to a housing bureau, cooperative or non-profit organization in your region.

For more information about most of the above housing and renovation programs, visit the Société d'habitation du Québec: habitation.gouv.qc.ca/English

Federal Help for Caregivers

As a caregiver, you may be eligible for certain federal government programs. Visit these websites:

- Caring for someone who is ill: canada.ca/en/financial-consumer-agency/services/caring-someone-ill
- Canada Revenue Agency - Tax credits for Family Caregivers: canada.ca/en/financial-consumer-agency/services/caring-someone-ill/tax-credit-care-giver

Caregiver Tax Credit

You can claim the Caregiver Tax Credit if you lived with a dependent who was one of the following:

- You or your spouse or common-law partner's child or grandchild; or
- You or your spouse or common-law partner's brother, sister, niece, nephew, aunt, uncle, parent, or grandparent who resided in Canada;
- Other criteria may apply.

Employment Insurance Compassionate Care Benefits

Employment Insurance (EI) provides Compassionate Care Benefits to people who have to take a leave from work for a period of time to provide care or support to a family member who is gravely ill with a significant risk of death. To benefit from EI on compassionate grounds, the caregiver must make a request which shows that:

- The normal weekly salary is reduced by more than 40% due to the time taken in caring for a dependent person;
- They have worked at least 600 hours over the previous 52 weeks or since the beginning of the last period of employment.

You can apply for EI benefits online or in person at a Service Canada Centre. You should apply as soon as you stop working, even if you receive or will receive money when you become unemployed.

Live-in Caregiver Program

This program for employers and foreign caregivers allows professional caregivers to work in Canada. Caregivers are people who are qualified to work without supervision in a private household providing care for children, elderly persons or people who have disabilities.

Application information for the program is available on the Citizenship and Immigration Canada website:

canada.ca/en/immigration-refugees-citizenship/services/work-canada/permit/care-giver-program

Preparing for the End of the Road

Unlike a real road trip, as we accompany an ill or aging loved one, the final stop is not something to which we look forward with happiness or even want to think about. The caregiving journey does not last forever; the time will come when your loved one will leave this world.

Your gift of accompaniment along the way is priceless. Being available is one of the most precious treasures we can offer a loved one as the end of life nears. It is important to know your loved one's wishes about end-of-life care. There is a helpful free guide for this part of the journey called "A Caregiver's Guide: A Handbook about End-of-Life Care" available online:

hospicetoronto.ca/PDF/Hand_book_about_End_of_Life_Care_CHPCA.pdf

Once your loved one has died, the next part of your journey will involve letting go, grieving and moving forward. The document "What to do in the Event of Death" by the Régie des rentes du Québec may be useful as you navigate the final steps of the caregiving highway: [cdn-contenu.quebec.ca/cdn-contenu/services_quebec/WebGuide-Death_2019_Edition_2019-02-07 .pdf](http://cdn-contenu.quebec.ca/cdn-contenu/services_quebec/WebGuide-Death_2019_Edition_2019-02-07.pdf)

A funeral or memorial service is an important rite of passage where everyone can say good-bye and comfort one another. Your loved one may have arranged their own funeral ahead of time, allowing them to specify all their wishes, such as the viewing, service details, burial or cremation. By law, only the holder of a funeral director's permit is allowed to offer pre-arranged funeral services and burial contracts. They must deposit the funds they receive in a trust account with a financial institution. For more information on this subject, contact the Office de la protection du consommateur at

418 643-1484 or 1 888 672-2556 or visit their website: opc.gouv.qc.ca/en

You may find yourself tired out at the end of your journey as a caregiver. Take the time you need to process everything you are feeling. The life lessons you have learned on this path are likely to change you forever. The grieving process takes time. Continue being kind and loving to yourself.

It is never too late to take part in a caregivers support group. The experience you acquired along the road may be a great help to other caregivers who are still on this journey. You may find that, in reaching out to others, you also find healing and joy.

Telephone numbers for Road Side Assistance

211 Directory of Community Services

811 Health Information Santé

911 Emergency: Police, Fire, Ambulance

Crisis Centre (Centre de crise de Québec)
418 688-4240

Elder Abuse Help Line **1 888-489-ABUS (2287)**
or aideabusaines.ca/en

Jeffery Hale Community Services
418 684-5333, ext. 1580

L'Appui pour les proches aidants
de la Capitale-Nationale **1 855-852-7784**

L'Association des proches aidants de
la Capitale-Nationale **418 688-1511 Ext. 2** or
info-aidant@lappui.org

Société Alzheimer de Québec **418 527-4294** or
1 866 350-4294

SOS Conjugal Violence **1 800-363-9010**

Suicide Prevention Centre (Centre de prévention du suicide de Québec) **418 683-4588**

Quebec Poison Control Centre **1 800-463-5060**

Voice of English-speaking Québec **418 683-2366**



Insert
recent photo

All About _____
(full name of your loved one)

Date : _____

Home address : _____

Phone _____ Date of birth: _____ / _____ / _____ /
(day) (month) (year)

Public health insurance number (RAMQ): _____

Private health insurance details (if any): _____

Name of main hospital: _____

Main hospital card number: _____

Name of second hospital: _____

Second hospital card number: _____

Place where health insurance card is stored (RAMQ) _____

Place where hospital cards are stored: _____

Place where medications are stored: _____

This information was last updated on : _____

By : _____ (Insert your name as primary caregiver)

Caregivers Phone : _____ (Insert your phone number)

Caregivers Cell : _____ (Insert your cell)

Caregivers address : _____

Name of another emergency contact : _____

Emergency contact phone number : _____

Health and Medication Overview

Brief description of health condition (example: heart condition, diabetes, Alzheimer's disease, macular degeneration, etc.)

For the medical condition(s) listed above, the following medications are prescribed:

Medication (name)	Morning	Noon	Evening	With meal(s)

Please ✓ the boxes () that apply

Needs help:

- Remembering to take medication
- Taking medications
- Applying bandages
- Testing blood sugar levels
- With injections (example: insulin)

Medications are stored _____

Other items are stored (bandages, ointments, syringes, etc.)

Particular Challenges

Please ✓ the boxes () that apply

Wears:

- Glasses
- Hearing aids right ear left ear
- Denture(s) or partial
- Support stockings
- Other _____

Uses:

- A cane
- A walker
- A wheelchair
- Other _____

Has difficulty recognizing:

- Places
- Dates
- People
- Things (example: how to use household equipment)

Environment:

- Cannot stay alone (needs constant surveillance)
- Cannot go out alone
- Tends to wander off

Memory loss:

- Since yesterday
- Over last month
- Over past year

Personality:

- Gentle
- Passive
- Aggressive
- Other _____

Personal Care Needs

Please ✓ the boxes () that apply

Mobility – Needs help:

- Transferring from one spot to another (e.g. chair to bed);
- Going up and down stairs
- All the time to move around
- Other _____

Sleeping and bedtime – Needs help:

- Getting into bed at night _____
- Getting out of bed in the morning

Knows day from night Yes No Sometimes _____

Sleeps well at night Yes No Sometimes _____

Takes a nap Yes No
Where _____ When _____

Bed linens are stored _____

Dressing – Needs help:

- Dressing and undressing
- With only certain articles of clothing _____
- Other _____

Bathing:

- Takes a bath or shower (specify) _____
- Needs supervision only (reassurance)

Needs help:

- Getting in and out of bathtub
- Using a bath seat or other special equipment
- Adjusting the water temperature
- Using soap
- Washing hair
- Towel drying

Personal grooming – Needs help:

- Brushing hair
- Shaving
- Cutting fingernails or toenails
- Brushing teeth or dentures
- Applying cream or body lotion
- Other _____

Personal grooming articles are stored _____

Toileting – Needs help:

- Getting on and off the toilet
- Cleaning after urinating
- Cleaning after a bowel movement

Incontinence:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> During the day | <input type="checkbox"/> At night |
| <input type="checkbox"/> Urinary | <input type="checkbox"/> Fecal |
| <input type="checkbox"/> Uses pads | <input type="checkbox"/> Uses diapers |

Incontinence products are stored _____

Food – Needs help:

- Making meals Yes No

If yes, which meals? Breakfast Lunch Supper

- Cutting food
- Eating

Usually eats meals:

- | | | |
|--|---|---|
| <input type="checkbox"/> In the dining room | <input type="checkbox"/> In the kitchen | <input type="checkbox"/> In the bedroom |
| <input type="checkbox"/> Eats with a good appetite | <input type="checkbox"/> Some appetite | <input type="checkbox"/> No appetite |

Favourite foods: _____

Food allergies or intolerances: _____

Diet: On a special diet Yes No

If yes, specify: _____

Snacks: _____

What _____

When _____

Lifestyle: Smokes Yes No How often _____

Other habits _____

Leisure

Please ✓ the appropriate (s)

Likes to:

Read

Fiction, biography, mystery, newspapers _____

Use the computer

Shopping, Facebook, games, YouTube _____

Listen to music

Classic, pop, rock, jazz _____

Watch TV

Specific programs or series _____

Talk

Politics, the weather, sports, family, career _____

Going out

Movies, shopping, bingo, car rides _____

Other activities

Cards, scrabble, chess _____

Puzzles, crosswords, Sudoku, memory games _____

Painting, sketching, crafts _____

Typical Daily Schedule

MORNING	
6:00 a.m.	
7:00 a.m.	
8:00 a.m.	
9:00 a.m.	
10:00 a.m.	
11:00 a.m.	
12:00 p.m.	

AFTERNOON	
1:00 p.m.	
2:00 p.m.	
3:00 p.m.	
4:00 p.m.	
5:00 p.m.	

EVENING	
6:00 p.m.	
7:00 p.m.	
8:00 p.m.	
9:00 p.m.	
10:00 p.m.	



Partenaires communautaires
Jeffery Hale
Community Partners

Une communauté de soins
A Community of Care

Jeffery Hale Pavillon
1270, chemin Sainte-Foy, Suite 2000
Québec Qc G1S 2M4
Canada

418 684-5333 or toll-free **1 888 984-5333**
jhsb.ca