

Partners in Restorative Care

Empowering Caregivers-Enabling Patients

Partners in Restorative Care (PiRC) is a CHCA capacity-building initiative for home and community care providers to enhance their abilities to recognize, understand and address the physical and emotional challenges experienced by caregivers.

Using Emotional Intelligence Skills to Empower Caregivers

Understanding the Impact of COVID-19 on Caregivers

Providing care for a loved-one, friend or family member can be challenging. What caregivers' think, feel and do make up their unique experiences. COVID-19 has increased the demand for caregivers, added new strains and asked caregivers to take on more responsibilities.

NEW CAREGIVERS

The pandemic has thrust family members and others into the caregiver role for the first time; one in five caregivers across the globe started their responsibilities as a result of the pandemic.

THESE FIRST TIME **CAREGIVERS IN CANADA**

Tend to be older (Gen X or Boomers)

Gen Z/ Gen X/ **Millennials Boomers** Tend to be parents, rather than nonparents, juggling double carer roles





10% JAUSTRALIA



UNPAID

Stepping Into the Role for the First Time Due to the Pandemic

Parents Non-Parents



COVID-19 dramatically increased the burden placed on all carers:

AVERAGE WEEKLY CAREGIVING HOURS

"Due to COVID-19

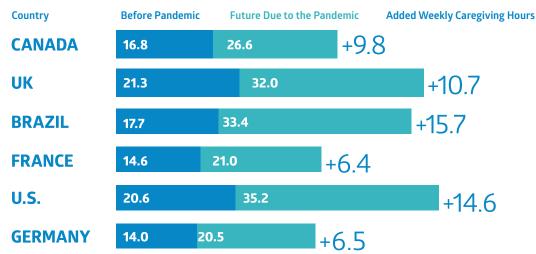
all their activities have stopped and they [my parents] have been confined to their

apartments. This has limited

their mobility and causing them

to lose their physical strength."

Debbie, caring for her father and mother



GREATER RESPONSIBILI

Providing Emotional Support

Canada 59% **US 57% UK 58%** Germany 51%

Managing **Technology**

Canada 52% **US 67% UK 49%** Germany 39%

Providing Homecare

Canada 41% US **45% UK 42%** Germany 35%

A SIGNIFICANT TOLL

In particular, the pandemic has created three pressure points:

WHAT CAREGIVERS FEEL

- 89% of carers say they have put the needs of the person they are caring for above their own during the pandemic (12-country average).
- of Canadian caregivers say one of the biggest challenges they've faced as a carer during the pandemic is the inability to take a break.
- 61% of carers say the pandemic has worsened their own emotional health overall (12-country average).
- 70% of Canadian caregivers say the pandemic has worsened their emotional/mental health.

WHAT CAREGIVERS THINK

- **68%** of carers need additional guidance/training on how to use telehealth/online tools/mobile apps for caregiving (12-country average).
- 52% of caregivers in Canada report increased responsibility managing technology* due to the pandemic.
- **64%** of carers say the pandemic has made caregiving harder (12-country average).
- **141 66%** of **carergivers in Canada** said the pandemic has made caregiving harder.



WHAT CAREGIVERS DO

70% of caregivers in Canada say the pandemic has worsened their physical health.

••• 49% of employed caregivers in Canada are concerned they will lose their job because of the time commitment needed as a caregiver.

of caregivers in Canada had challenges accessing health care services, medication, and/ or protective equipment due to COVID-19.



Using emotional intelligence skills, such as active listening, empathy, problem-solving, coaching and flexibility; a health care provider can help caregiver cope more effectively with unexpected challenges and new issues resulting from COVID-19.



The Canadian Home Care Association (CHCA) is a national not-for-profit membership association representing home and community care funders, administrators, and providers. Through Carers Canada, a priority program of the CHCA, we increase recognition and support for caregivers and vital partners in care. www. cdnhomecare.ca

Global Carer Well-Being Index

The 12-country global survey, fielded Sept. 3-Oct. 27, 2020, was commissioned by Merck KGaA, Darmstadt, Germany as part of their Embracing Carers™ initiative. The study surveyed a total of over 9,000 unpaid carers across U.S., Canada, U.K., France, Germany, Italy, Spain, Australia, Brazil, Taiwan, India and China (n=750 surveyed in each country). Unpaid carers were defined as: those who care for someone with a long-term illness, physical disability, or cognitive mental condition. At the 95% confidence level, the total for the unpaid global, 12-country average carer population has an estimated margin of error of +/- 1.03 percentage points and each individual country has an estimated margin of error of +/- 3.6 percentage points.