

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

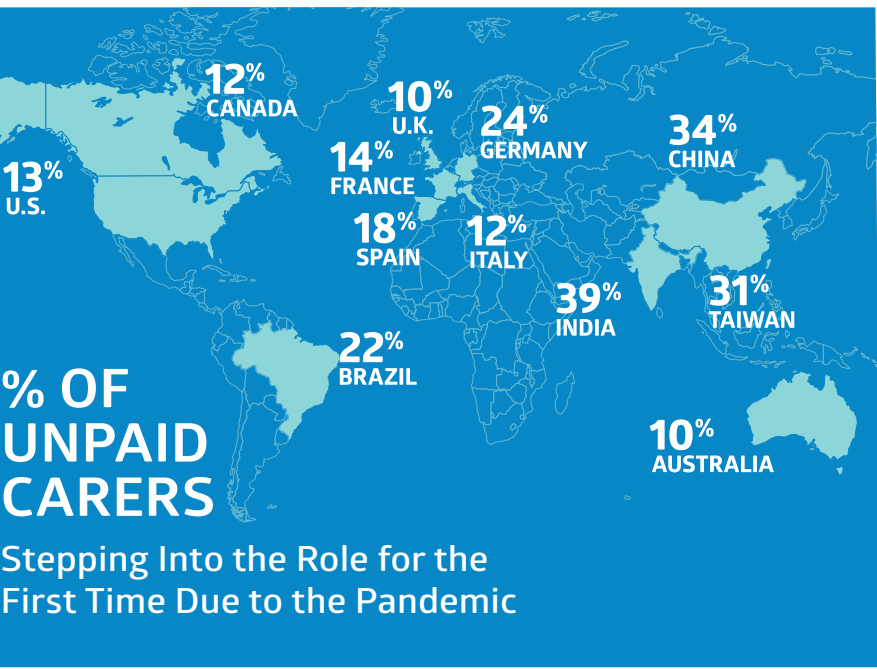
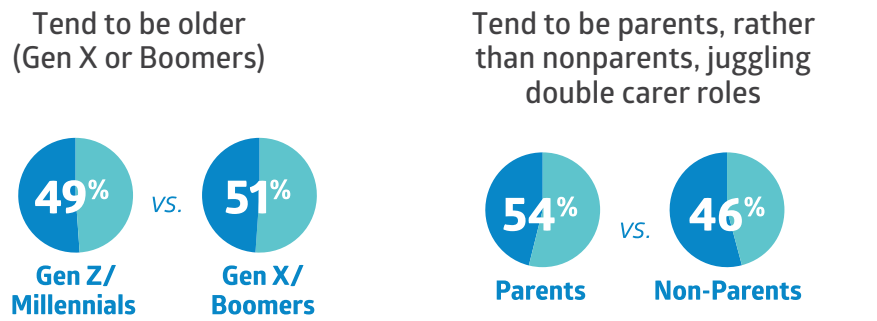
# Understanding the Impact of COVID-19 on Caregivers

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

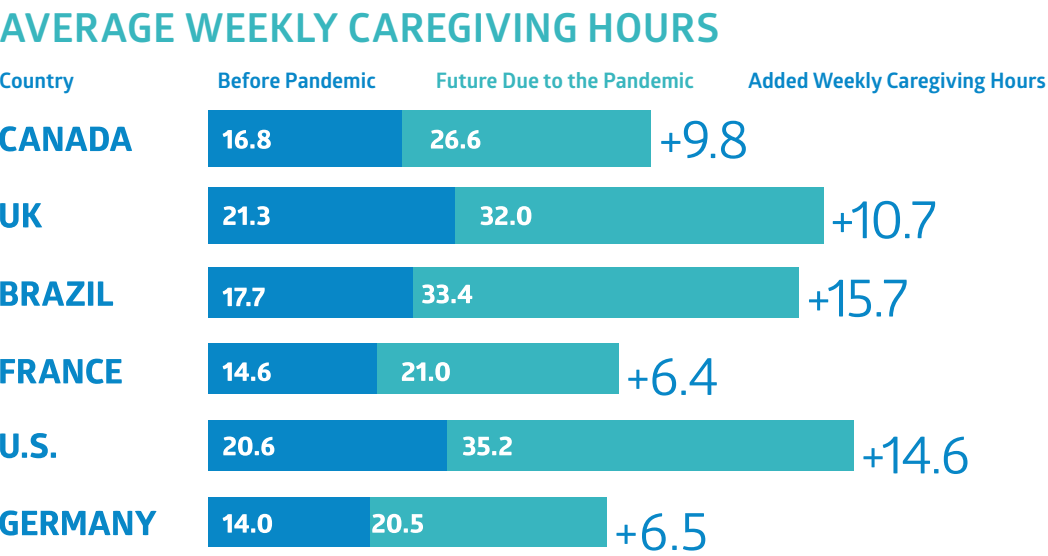
The pandemic has thrust family members and others into the caregiver role for the first time; **one in five caregivers across the globe started their responsibilities as a result of the pandemic.**

### THESE FIRST TIME CAREGIVERS IN CANADA

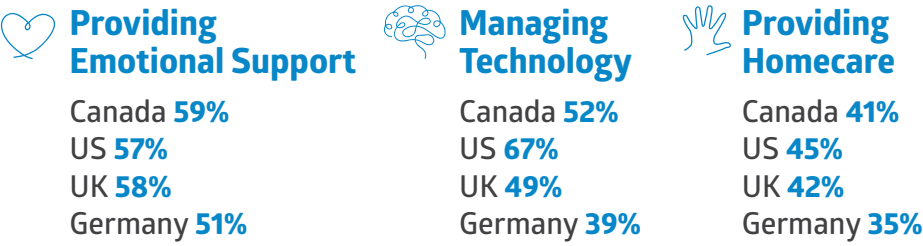


### INCREASED RESPONSIBILITIES

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

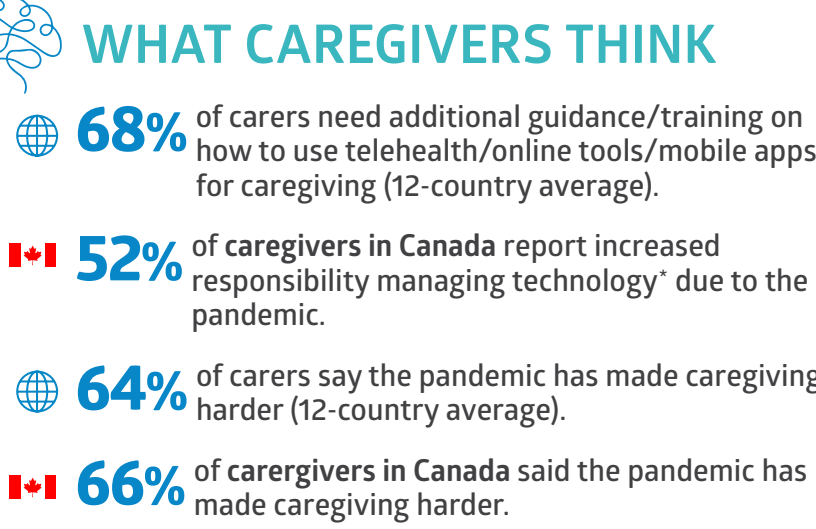
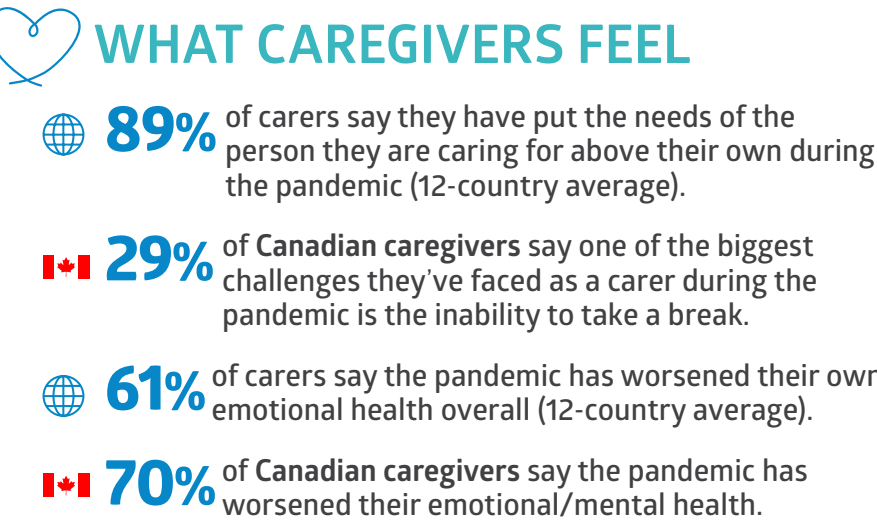


### GREATER RESPONSIBILITIES

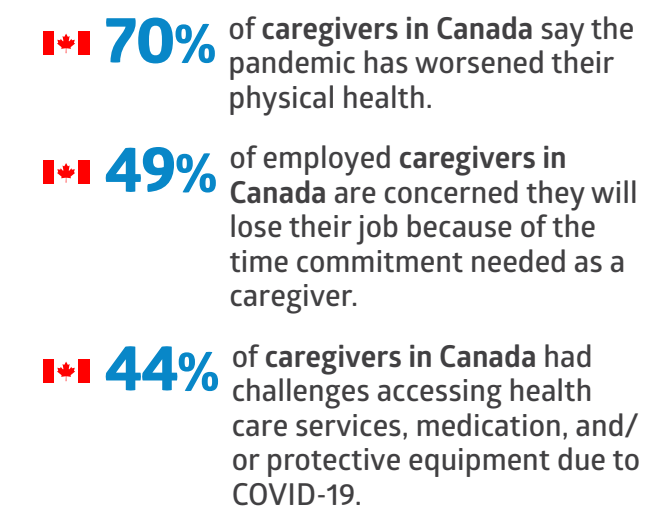


### A SIGNIFICANT TOLL

In particular, the pandemic has created three pressure points:



### WHAT CAREGIVERS DO



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.

What caregivers think, feel and do

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](http://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.

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