

Using Emotional Intelligence Skills to Support Caregivers During COVID-19







A QUICK STEP GUIDE

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. By using emotionally intelligent¹ skills and behaviours, such as actively listening, reframing, problem-solving and coaching, home health care providers can help caregiver cope more effectively.



What caregivers think, feel and do

A quick step guide to help recognize understand, and address caregivers challenges

	 QUESTIONS TO ASK	 INFORMATION TO GAIN	 WAYS TO EMPOWER CAREGIVERS
 Knowledge Help caregivers understand the big picture and plan for uncertainties	<input type="checkbox"/> What is your understanding of the COVID-19 situation and your concerns? <input type="checkbox"/> Has your caregiving role changed because of COVID-19 – how? <input type="checkbox"/> Do you have a back-up plan if you are not available?	<input type="checkbox"/> Does the caregiver understand the COVID-19 situation and how to be safe? <input type="checkbox"/> Has the caregiver recognized how their role has change? Are they planning for unexpected events?	<input type="radio"/> Explain safety procedures and the caregiver's role. Provide links to information. <input type="radio"/> Help caregiver see things objectively, the way they are vs the way they wish or fear them to be. <input type="radio"/> Be an ongoing contact and resource for the caregiver.
 Motivation Help caregivers feel motivated and committed	<input type="checkbox"/> How do you feel about your caregiving situation? <input type="checkbox"/> What did you enjoy about caregiving? <input type="checkbox"/> Do you feel confident as a caregiver?	<input type="checkbox"/> Is the caregiver feeling frustrated, helplessness or afraid? Why? <input type="checkbox"/> What makes caregiving good? <input type="checkbox"/> What can you provide to help the caregiver be more confident?	<input type="radio"/> Encourage the caregiver to speak openly about their feelings and frustrations. <input type="radio"/> Acknowledge the caregiver's feelings and situation. <input type="radio"/> Help the caregiver connect with other caregivers.
 Skills Help caregivers increase their skills and ability to perform tasks	<input type="checkbox"/> How has COVID-19 impacted your ability to provide care and support? <input type="checkbox"/> Does anyone help you with these activities? <input type="checkbox"/> Do you want more information or training?	<input type="checkbox"/> Does the caregiver have the supports and resources they need? <input type="checkbox"/> Does the caregiver know how to get resources?	<input type="radio"/> Technology can help caregiver stay connected – does caregiver know how to use it? <input type="radio"/> On-line videos and information guides can help with confidence in performing ADLs.

¹ Emotional intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way. [D. Goleman 1995]

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

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. Production of this document has been made possible through a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.