

Partners in Restorative Care **Empowering Caregivers-Enabling Patients**

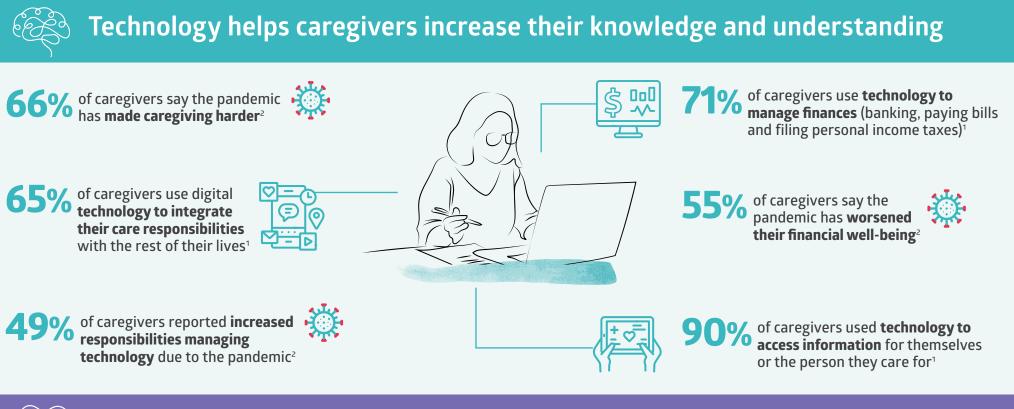
Partners in Restorative Care (PiRC) is a CHCA capacity-building initiative for home and community care providers to enhance their abilities to recognize, understand and address the physical and emotional challenges experienced by caregivers.

Using Emotional Intelligence Skills to Empower Caregivers During COVID-19 Caregivers' Experiences with Technology and COVID-19

Providing care for a loved-one, friend or family members 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 on caregivers and asked caregivers to take on more responsibilities. Using technology care help caregivers stay informed and get information, build relationships, and keep in touch, access supports, and connect with health and social care providers.



What caregivers think, feel and do



Technology supports caregivers' emotional and mental well-being

during the pandemic²

caregivers

are not using

technology³



of caregivers used technology to **keep** in touch with friends and family¹

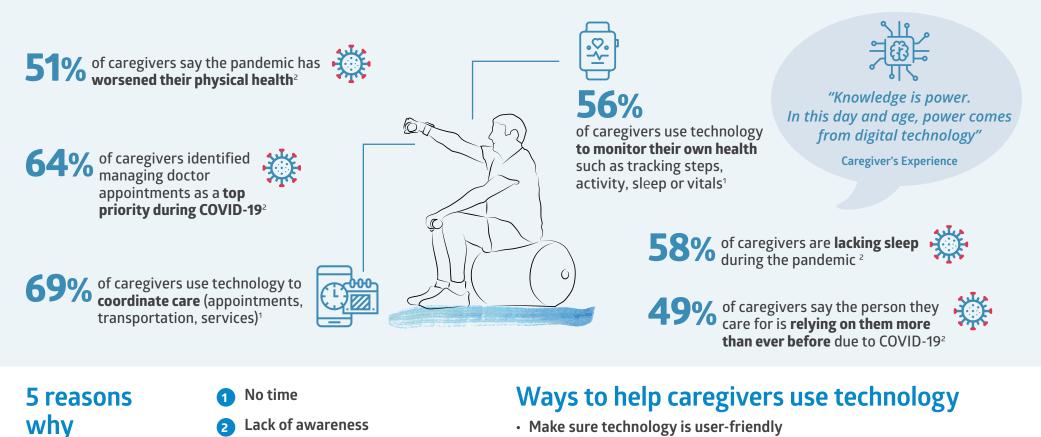


"My biggest worry was his safety— I installed cameras in the house so



of caregivers say physical distancing and sequestering orders have made them feel isolated and alone²

Technology helps caregivers provide care and look after themselves



- Make sure technology is user-friendly
 - Provide education and training
 - Suggestion different options (e.g. facebook, websites, chat groups)
 - Make technology part of the care plan
 - Provide ongoing support through helplines

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

¹ Source: Magnaye et al (2020) Improving lives through digital technology (Nearly 600 caregivers surveyed) ² Embracing Carers (2021) Canada Carer Well-Being Index, Who Cares for Carers? Perspectives on COVID-19 Pressures and Lack of Support (A survey of 755 caregivers in Canada as part of a global survey of over

Lack of awareness

Inadequate skills

Limited internet access

Not affordable

9,000 caregivers). <u>wwwcarerscanada.ca</u> ³ Source: Eales et al (2019) <u>Designing technology that cares: Barriers to Carers' Technology adoption</u>

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.