

Caregiver Tele-Connect (CTC)

Frequently Asked Questions (FAQ)

1. *What is Caregiver Tele-Connect?*

- CTC is an initiative supporting family and friend caregivers of people with life-limiting illnesses who are likely to pass away within the next year. Illnesses may include, but are not limited to, cancer, heart disease, COPD, kidney disease, liver disease, dementia or other neurodegenerative diseases.
- Using a teleconferencing format, Caregivers Nova Scotia facilitators lead weekly groups providing emotional support, information, and educational resources.
- A group of five caregivers and one facilitator meet twice a week for four weeks. Each meeting lasts a maximum of two hours.
- All Caregivers Nova Scotia staff are or have been caregivers, including in palliative situations. We have also received palliative care educational training designed specifically for the CTC project.

2. *How can I participate?*

- Call us at 1.877.488.7390 and a member of staff will give you a brief introduction to CTC. If you wish to participate, you will then speak to our intake coordinator who will explain the program in more detail and ask you a series of questions to help us learn more about you and your caregiving situation.
- The intake line is open Monday to Friday, 9:00 am to 4:30 pm. A confidential voicemail can be left outside of these hours on any extension. You can also send a confidential email to Info@CaregiversNS.org.
- The intake process will last about 20-30 minutes. It will help you, as well as us, to decide if this program is right for you, or if another program or resource would better suit your needs.

3. *How will my information be used?*

All information we gather will be used for reporting purposes and will be kept **strictly confidential** within Caregivers Nova Scotia. You will not be personally identified in any report, and your data will not be shared with third parties or distributed in any way.

4. Are there any requirements to participate?

- We understand that you may not be able to attend all 8 meetings, but we ask that you try to attend as many as possible.
- At the end of the four weeks, you will be asked to complete a short program evaluation survey over the phone. This will take about 15-20 minutes.

5. Is there a cost to participate?

No. All Caregivers Nova Scotia programs and services are free.

6. Do I need a computer or internet access to participate?

No. But some resources are available online if you do have access. We will also send you resources by post.

7. What happens after the intake?

- A support group will be set up as soon as five participants with the same date and time preferences have been identified. The facilitator will then call each participant to introduce herself and talk about the group in more detail.
- A Welcome Kit containing an information package and educational resources will be posted to you. Your facilitator will discuss the contents of the kit with you.

8. If I am not able to participate, can I still receive support?

Yes. The intake coordinator will refer you to one of our facilitators who will talk to you about what other supports are available.

9. What if my loved one passes away before the four weeks are finished?

If your loved one passes away, you can speak to your facilitator privately about whether you wish to continue in the group. Your facilitator will tell you what options are available based on what you decide.

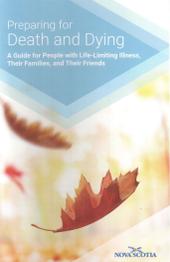
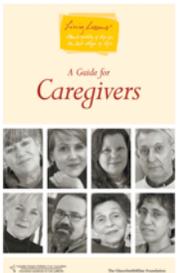
10. What will happen after my support group ends?

Your facilitator will contact you at the end of the four weeks to ensure you are coping, answer any last questions, and discuss how Caregivers Nova Scotia can continue to support you.

Still have questions? Please contact us.

1.877.488.7390 | Info@CaregiversNS.org | www.CaregiversNS.org/How-We-Help/CTC

Sample Welcome Kit – Summary of Contents

<p>The following will be mailed to you once you are assigned to a group.</p>	
	<p>CTC Support Group Information Sheet (Caregivers Nova Scotia)</p> <p>Here you will find the contact details for your facilitator, as well as the guidelines, dial-in instructions, and schedule for your group.</p>
	<p><i>Preparing for Death and Dying</i> (Nova Scotia Department of Health and Wellness 2015)</p> <p>This 58-page booklet is an excellent resource to help patients, families, and caregivers plan for a death at home or in another setting. It lists many resources and explains the changes to expect near the end of life.</p>
	<p><i>Special Patient Program</i> (Emergency Health Services)</p> <p>Paramedics have received training to increase their skills and resources to manage palliative care symptoms. Registering in EHS Nova Scotia's special patient program will make it simpler for paramedics to provide care that is consistent with patients' wishes.</p>
	<p><i>Living Lessons – A Guide For Caregivers</i> (Glaxo-Smith-Kline)</p> <p>This 65 page booklet is an excellent, easy-to-read resource. It was created with the help of other palliative caregivers to provide their shared stories and practical information to help support you care for your dying loved one.</p>
	<p><i>What you have to do after someone has passed away</i> (Access Nova Scotia)</p> <p>This 28 page booklet gives practical information about the organizations that should be contacted and the affairs that should be dealt with following a death. It contains an excellent Frequently Asked Questions section and a glossary of Legal Words terminology.</p>