

CAREGIVER TELE-CONNECT (CTC)

PARTICIPANT INFORMATION



Caregiver Tele-Connect (CTC)

- CTC is a program supporting caregivers of someone with a life-limiting illness who is likely to pass away within the next year.
- A life-limiting illness includes, but is not limited to, cancer, heart disease, COPD, kidney disease, liver disease, dementia or other neurodegenerative disease.
- Using teleconferencing, Caregivers Nova Scotia facilitators lead weekly groups providing information, educational resources, and support. Groups meet twice a week for 4 weeks.

Caregivers Nova Scotia Staff



Brenda Sangster
Admin Support



Angus Campbell
Executive Director



Carlye Stein
Intake & Operations

All of our staff are or have been caregivers, with experience
and training in palliative caregiving

Caregivers Nova Scotia Staff



Lynn Butler
Facilitator




Jennifer Briand
Facilitator



Cindie Smith
Facilitator



Maggie Roach-Ganaway
Facilitator



Caregiver TeleGroup Support (CTGS) Pilot Program

- CTC is modelled after Caregiver Tele-Group Support -- a successful telephone support program piloted in 2014/2015
- Groups met via teleconference for about 2 hours for six sessions
- Individual caregiving situations were different
- Discussions included information sharing, resources, emotional support for one another, healthcare system navigation, etc.

CTGS participants' comments

- “When you’re speaking with other caregivers there’s almost a level of understanding that comes naturally and you don’t have to explain to them, the way you would to friends or family, sort of the different logistics of your day, or the effect it’s having.”

CTGS participants' comments

- “I learned that there are things you can get help from that I hadn't known about before, and I have a list of all these things now, and if and when I need these things I can utilize them.”
- “There was a lot of time for people to share and you never felt like you were being rushed or, you know, shut out or ignored or anything.”

CTGS participants' comments

- “Although we know our first names, the telephone provided a certain confidence through anonymity. Sometimes things are easier to say on the telephone than they are in a group setting. I feel like I made four new friends, though I could pass them on the street and not even know who they are.”

CTGS Summary

- A teleconferencing support program can be effective in reducing caregiver stress and isolation, and can also increase caregiver knowledge and confidence
- Evaluation report by Dr. Grace Warner and Shelagh Abriel available on our website

The New Program: Caregiver Tele-Connect

- We have developed the CTC program:
 - especially for caregivers looking after someone with a life-limiting illness who will likely pass away within the next year
 - to help caregivers:
 - learn to prepare for transitions in the road ahead
 - discover useful resources
 - feel more confident
 - to help reduce caregiver stress

CTC Process

1. Self-referral to Caregivers Nova Scotia
2. Intake Coordinator interviews caregiver
3. Selection of group, and mail-out of materials
4. Participation in 4-week program
5. Facilitator final follow-up
6. Post-program evaluation interview

1 – Referral to Caregivers Nova Scotia

- A healthcare provider may refer a caregiver or a caregiver may call directly
- All caregivers are encouraged to participate, especially if they:
 - Feel unprepared for what lies ahead
 - May be experiencing caregiver distress

2 – Program Intake

- Completed by Intake Coordinator
- Program is fully explained to caregiver
- Caregiver is willing to try to attend all 8 meetings
- Caregiver is willing to complete evaluation survey at the end of the program

2 – Program Intake (cont'd)

- Caregivers are asked a series of questions related to caregiver stress & preparedness for caregiving
- Information gathered from intake questions will:
 - Remain confidential and only accessible to Caregivers Nova Scotia staff
 - Ensure that participants understand potential benefits and program expectations
 - Help caregivers prepare for the program
 - Allow Caregivers Nova Scotia to become familiar with each caregiver

3 – Group Selection & Materials Mail-out

- Caregiver will be assigned to a group based on their day & time preferences
- Caregiver will be mailed a Welcome Kit that includes:
 - Info package (name & picture of facilitator, schedule, calling instructions, etc.)
 - *Preparing for Death and Dying* booklet
 - *Living Lessons – A Guide for Caregivers*
 - *Special Patient Program* (EHS) brochure
 - *What you have to do after someone has passed away* (Access Nova Scotia) booklet

** many resources are available online **

Potential Days and Times

- Mondays and Thursdays
- 7 – 9 pm or 2 – 4 pm
- A new group is expected to begin every 2-3 weeks with 5 participants per group
- Intake & info line open
Monday to Friday from 9 am to 4:30 pm

4 – Participation in 4-week program

- Facilitator reminds each caregiver the day before the meeting via email or phone
- Discussion topics will be available if needed
- Facilitator researches any info as requested by the group or individuals
- Facilitator keeps notes log in a **confidential** database

5 – Facilitator's follow-up

- After the 4-week program, the facilitator will follow up to see how each caregiver is doing, if they require any additional information or support, etc.
- We want participants to know that they can call Caregivers Nova Scotia at any time.

6 – Post-program Evaluation

- Intake & Operations Coordinator will contact caregiver for post-evaluation survey

CTC Management

- At any time during the program, all concerns can be directed to:

Angus Campbell

CNS Executive Director

Director@CaregiversNS.org

1.877.488.7390



QUESTIONS?

PLEASE REFER TO

FREQUENTLY ASKED QUESTIONS (FAQ)

ON OUR WEBSITE AT

[HTTP://CAREGIVERSNS.ORG/HOW-WE-HELP/CTC/FAQ](http://caregiversns.org/how-we-help/ctc/faq)