

# Caregiver Newsletter

Outaouais

Design | l'Appui national Collaboration | l'Appui Outaouais

APRIL 2017

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## DID YOU KNOW?

National Volunteer Week will be held from April 23 to 29, 2017, with the theme "Volunteers: Wealth Creators." In Quebec, more than two million volunteers are involved in creating and providing access to social, community, cultural and human wealth. Let's take this opportunity to acknowledge and thank them. For more information: [www.fcabq.org](http://www.fcabq.org)

## TYPES OF LIVING ACCOMODATIONS



When you are a caregiver to a senior losing autonomy, the issue of living accommodations may need to be addressed. What is the best way to provide your loved one with a living environment adapted to his or her needs?

Depending on the nature and stage of your loved one's disease, health condition and level of autonomy, there are different types of accommodations. [Continued on p.2](#)



### A WORD FROM

L'Appui Outaouais

L'Appui Outaouais is thrilled to announce the arrival of new services for caregivers in Outaouais! The regional article this month provides a summary of these new services, but for all the information on these new services, visit the website of l'Appui Outaouais regularly at [www.lappuioutaouais.org](http://www.lappuioutaouais.org) or call the Caregiver Helpline at 1-855-852-7784.

Happy reading!

# TYPES OF LIVING ACCOMMODATIONS

## ACCOMMODATIONS IN THE PUBLIC NETWORK

- **Family-type resources (FTR):** Providing light supervision, FTR are designed to recreate the living conditions of a family environment. Arranged through a public institution, one or two people have up to nine seniors come to live with them.
- **Intermediate resources (IR):** For slight to moderate loss of autonomy, IR have a contract with a facility in the public network and provide an infrastructure and safe environment. The care and services are adapted and supervised by a multidisciplinary team from the public network. Costs are determined by the RAMQ based on various criteria.
- **Residential and long-term care centres (CHSLDs):** these centres are for people with severe loss of autonomy for whom staying at home has become impossible, even with external services such as those provided by the CLSC or family support. CHSLDs provide medical care, nurses, medication management and supervision. Care workers provide assistance in daily living and mobility activities.

You can see the costs and the services included in IR and CHSLDs on the Régie de l'assurance maladie du Québec website: [www.ramq.gouv.qc.ca/en](http://www.ramq.gouv.qc.ca/en) > Citizens > Aid programs

To apply for accommodations in the public network, you must contact your CLSC's reception office or your loved one's care navigator. This person will take the steps required for the accommodation application. If your loved one is hospitalized when the accommodations are required, you may contact the hospital's social service.

To find your CLSC: [www.sante.gouv.qc.ca/en](http://www.sante.gouv.qc.ca/en) > Finding a resource > CLSC



## ACCOMMODATIONS IN THE PRIVATE NETWORK

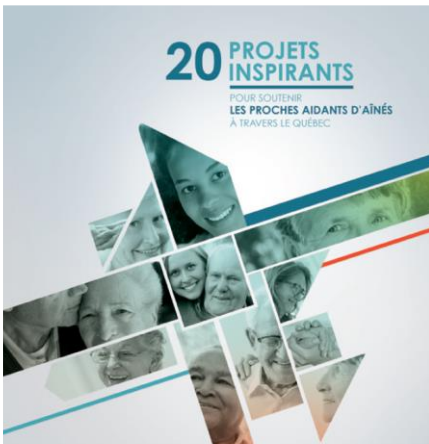
- **Private residences:** designed for people who are independent or have a slight loss of autonomy and are seeking security and a full range of services and activities on site. Amenities, services and costs vary from one residence to another. Services are generally "à la carte," in other words, their fees are added to the monthly rent. Rental units vary from a single room to an apartment. Some residences have a section for clients with a greater loss of autonomy. In these sections, the rent generally includes more services than in the regular section.
- **Private CHSLD:** for clients with significant loss of autonomy. The monthly payment is covered by the person and varies from one facility to another and based on the level of autonomy.

To identify private network resources and find out more about them, you must contact the facilities directly. You may also contact a housing advisor to help you in your search. The Ministère de la Santé et des Services sociaux has a directory of accredited private residences that it makes available to the public.

When the time comes to consider these living accommodations, take the time to discuss your loved one's short- and long-term needs with him or her and to choose the option best-suited to his or her needs and level of autonomy.

Don't hesitate to call the Caregiver Helpline at 1-855-852-7784 (1-855-8LAPPUI). One of our qualified professional counsellors will guide you throughout your caregiving journey and direct you to the right resources for your needs. ■

## APPUI NEWS FLASH



**593.** That is the number of projects funded by l'Appui pour les proches aidants between 2011 and 2016. Would you like to know more about these projects? We invite you to read "20 projets inspirants pour soutenir les proches aidants d'aînés au Québec" [in French]. Issued in November 2016, this document provides an overview of 20 projects that have been carried out in various regions of Quebec. For each project, a summary is provided with key information, a full description, the results achieved and the impact and outcomes. Various types of services available in different areas such as information, training, respite or psychosocial support services are listed in the document. ■

### REGIONAL ACTIVITY

L'Appui Outaouais is pleased to announce that new services will be available for caregivers in Outaouais. Here is a summary.

#### CITY OF GATINEAU

- **Support groups for caregivers** (Gatineau sector). For more information, contact the Centre d'entraide aux aînés (CEA) at 819-771-6609 or [centredentraideauxaines@videotron.ca](mailto:centredentraideauxaines@videotron.ca).
- The Société de l'Alzheimer de l'Outaouais québécois (SAOQ) will offer new time slots for its **day respite centre**, new **training workshops** and a **home respite service for 8 to 48 hours**.

#### PAPINEAU RCM

- **Home respite service**. For more details, contact the Coop. 1001 Corvées, 819-427-5252
- **Many support groups for caregivers as well as training workshops** will be available in the Petite-Nation area. For more information, contact the Comité régional 3<sup>ème</sup> âge Papineau at 819-983-1565.

#### PONTIAC RCM

- A community worker will work on creating volunteer support networks in the Pontiac area.
- **Respite service** (day centre) for people with Alzheimer's disease or other dementias in Shawville. For more information, contact the SAOQ at 819-777-4232.

#### VALLEE-DE-LA-GATINEAU RCM

- **Respite service** (day centre) for people with Alzheimer's disease or other dementias in Maniwaki. For more information, contact the SAOQ at 819-777-4232.

#### LES COLLINES RCM

- **Training workshops** and **home respite service** for 8 to 48 hours will be provided. For more information, contact the SAOQ at 819-777-4232.

# IS YOUR LOVED ONE REFUSING HOME CARE SERVICES?

Caregiver counsellors

Many caregivers will say that they would like to receive home care services (care for their loved one, respite, housekeeping, etc.). So, what do you do when the person receiving care refuses outside help?

Many seniors with loss of autonomy are uncomfortable, for various reasons, with the idea of having strangers in their home to help them. For example, they may feel like their privacy is being invaded or fear the loss of independence.

Before giving up when your loved one refuses to have care services, you could try the following tactics:



- Listen to what is behind his or her resistance and reassure your loved one about his or her fears.
- Preserve your loved one's dignity and independence by telling him or her that the help is for you, instead of for him or her. For example, tell your loved one "I need help with the housekeeping" or "I worry about you less when you are not alone in the house."
- Tell your loved one that the home care is a recommendation from the physician, nurse or social worker.
- Help your loved one understand that the home care will help you reduce your level of exhaustion and that you will be able to take better care of him or her in the long term.
- Present the service to your loved one as a trial instead of a commitment.
- Start gradually with simple tasks for a few hours a week.
- Introduce help slowly. For example, you could check with the person who will provide the service whether it is possible to introduce this person as an acquaintance who is passing through the area, instead of a person who has come to look after your loved one.

Taking things slow will help your loved one develop a relationship of trust with the person who will provide the help and facilitate his or her adjustment to the service.

Don't hesitate to find out more about the home care services available. ■

Are you searching for resources in your area that **will make your task easier** or do you simply want to **make the most of the time spent with the senior you are caring for?**

■ Call Caregiver Helpline

■ Visit [lappui.org](http://lappui.org)

CAREGIVER SUPPORT

1 855 852-7784

LISTENING-INFORMATION-REFERRALS

[LAPPUI.ORG](http://LAPPUI.ORG)

## BOUNCING BACK

*Since it's Parkinson Awareness Month, we are including this story from H el ene Tousignant, a caregiver to her husband who, like more than 25,000 people in Quebec, has this disease.*

A good friend of mine recently told me that he has always been amazed by my ability to bounce back in the face of hardship. "You've got to be kidding me!" I thought. He told me that just after I had lived through quite a difficult time!

My dear husband was wasting away, we went from one specialist to the next, physiotherapist, nutritionist, speech therapist, chiropractor, neurologist, and exercise and dance as well. He was suffering more, he lost his beautiful smile, which really broke my heart, he was much slower, we were constantly having to adjust every day, and I was getting burnt out.

In the end, I guess it's true that I do have an ability to bounce back. I had ended up extremely anxious, always worrying about him and having difficulty sleeping and turning my brain off; I felt the need to talk to my doctor about it.

My doctor helped me understand that the "journey" with Marc and Parkinson's disease was a long one and that if I wanted to stay the course, I needed to recharge my batteries and, most importantly, sleep well! I said okay, and one month later, I landed back on my feet. I took the time to do little things I enjoyed each day: reading, doing puzzles, knitting, putting music on in the house, writing, painting, looking after my plants, buying body creams that smell nice (I have always loved scents, colours, the pleasant things in life and sweet things... oh the calories!), and I started to take note of these little pleasures every day, so I could see my progress in taking care of myself.

Marc and I are lucky to have met a care worker who is a good listener and who helps us realize the extent of our love and the importance of staying in and really enjoying the present moment.



I noticed that our love was a good springboard for rebuilding our life, not like it was before, but with the strengths we have today. I had been able to seek out resources to help Marc, but over time I had lost touch with myself and I was rebelling against what our life was in the process of becoming.

Now, I am trying to build a fulfilling and successful life for myself, to use my creativity and connections, to review what I was good at before and adapt to what is achievable now, and especially to channel my emotions.

I decided to continue moving forward on the path in front of me by surrounding myself with respectful and positive people, trusting in life and injecting humour into the love. Some call that resilience. ■



## JANVIER

### City of Gatineau

#### Société Alzheimer de l'Outaouais québécois (SAOQ)

**Training for caregivers:** A series of eight three-hour workshops.

Every Wednesday from April 12 to May 31, 2017, 6:30 p.m. to 9:30 p.m. Cost: \$35  
440 Maloney Blvd. West (Gatineau sector)

**Information:** Mélanie Marcotte, 819-777-4232, ext. 4232, or [mmarcotte@saog.org](mailto:mmarcotte@saog.org)

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#### Centre d'entraide aux Aînés (CEA)

**Support group for caregivers**

April 12, 2017 | 1 p.m. to 3 p.m. and April 15, 2017 | 9:30 a.m. to 11:30 a.m.

Cabane en bois rond, 331 De la Cité-des-Jeunes Blvd. (Gatineau sector)

**Information:** Nadine Gagnon, 819-771-6609, ext. 25, or [nadinegagnoncea@videotron.ca](mailto:nadinegagnoncea@videotron.ca)

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#### Centre d'action bénévole Accès (CAB Accès)

**Tax clinic**

Every Monday and Friday in April, 9:30 a.m. to 11:30 a.m. and 1:30 p.m. to 3:30 p.m.

67 Principale Street, Gatineau (Aylmer sector)

**Information:** Claudia Beaumont, 819-684-2242 or [claudiabeaumont@videotron.ca](mailto:claudiabeaumont@videotron.ca)

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### Les Collines RCM

#### Table autonome des aînés des Collines

**Coffee Talk**

#### La Pêche, Masham (French)

Thursday, April 13, 2017 | 1:30 p.m. to 3:30 p.m.

CLSC, 9 Passe-Partout Rd., Sainte-Cécile-de-Masham

#### Val-des-Monts, Perkins (French):

Tuesday, April 11, 2017 | 1 p.m. to 3 p.m.

Édifice J.A. Perkins, 17 du Manoir Rd., Val-des-Monts (Marcel-Périard room)

**Information:** 819-457-9191, ext. 242, or [sosprochesaidants@gmail.com](mailto:sosprochesaidants@gmail.com)

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## **Papineau RCM**

### **Centre Action Générations des Aînés de la Vallée-de-la-Lièvre**

**Caregiver support group:** April 20, 2017 | 9:30 a.m. to 11:30 a.m.  
390 Buckingham Ave., Buckingham (basement, activity room)

**Information:** 819-281-4343, ext. 102, or [cooroactivitescaga@videotron.ca](mailto:cooroactivitescaga@videotron.ca)

### **Comité 3<sup>e</sup> âge Papineau (CR3A)**

**Support group (emotions experienced by caregivers):** April 27, 2017 | 1:30 p.m. to 3:30 p.m.  
**Coffee Talk** April 13, 2017 | 10 a.m. to 12 noon  
134 Principale Street, Saint-André-Avellin

**Information:** 819-983-1565 or <http://cr3a.org/contact-us.php>

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## **Vallée-de-la-Gatineau RCM**

### **Voix et Solidarité pour les aidants naturels de la Vallée-de-la-Gatineau**

#### **Maniwaki**

**Ageing in our region [in French]:** (short film) Thursday, April 27, 2017 | 6:30 p.m. to 9:30 p.m. and talk, kiosk and information: Friday, April 28, 2017 | 9:30 a.m. 4:00 p.m.  
85 Principale Street North, Maniwaki  
**Information:** Danielle Beaudy (ASEC), 819-449-6779

#### **Maniwaki and Low**

**Coffee Talk:** Contact Nancy for the schedule of activities.  
**Information:** Nancy Boudrias, 819-441-1001, 1-855-448-1818, or [voix.solidarite.VG@hotmail.com](mailto:voix.solidarite.VG@hotmail.com)

#### **Société Alzheimer de l'Outaouais québécois (SAOQ)**

**Day and respite centre in Maniwaki:**  
**Information:** 819-777-4232 or [saoq@saoq.org](mailto:saoq@saoq.org)

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## **Pontiac RCM**

### **Société Alzheimer de l'Outaouais québécois (SAOQ)**

**Day and respite centre in Shawville**  
**Information:** 819-777-4232 or [saoq@saoq.org](mailto:saoq@saoq.org)

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If you would like to register, return this form to: **L'APPUI OUTAOUAIS, 180 BOUL. DU MONT-BLEU, GATINEAU (QUEBEC) J8Z 3J5** or go to our website: **WWW.LAPPUI.ORG**

LAST NAME: \_\_\_\_\_

ENG \_\_\_\_ FR \_\_\_\_

FIRST NAME: \_\_\_\_\_

YES, I WOULD LIKE TO RECEIVE *THE CAREGIVER NEWSLETTER OUTAOUAIS*:

BY EMAIL: \_\_\_\_\_

BY MAIL: \_\_\_\_\_

I NO LONGER WISH TO RECEIVE *THE CAREGIVER NEWSLETTER OUTAOUAIS*