

EPISODIC CAREGIVERS SUPPORT INITIATIVE ENVIRONMENTAL SCAN INVENTORY

NATIONAL & INTERNATIONAL AGENCIES & ON-LINE RESOURCES

International Organizations

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Type of client served (disability specific)</i>	<i>Additional Information</i>
Blog: Carepages “Life of a well spouse” Richard Anderson	http://www.carepages.com/blogs/lifeofwellspouse/posts	Online support via sharing of personal experiences		
Blog: “In sickness as in health: Helping couples cope with illness	http://www.insicknessinhealth.blogspot.ca/	Online support via sharing personal story		Book available Feb 2013
Caring.com	www.caring.com	Web resource with general information caregiving <ul style="list-style-type: none"> ▪ Included article on male caregiving see http://www.caring.com/articles/the-male-caregiver 		
Caregiving in the Comfort of Home	http://www.comfortofhome.com/	Series of books (including some disease specific) and tool kits for both professional/paid caregivers and family caregivers		

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Caregiving Today Website of Resources (US)	http://www.caringtoday.com/	On line blogs, resources, articles to help orient individuals doing caregiving US based There was a survey on caregiving that could be accessed orchestrated by NY Presbyterian Weill Cornell Medical Center: "Attitudes on Aging & Personal Plans for Aging in Adult Child Caregivers"		
Family Caregiver Alliance (National Center on Caregiving)	https://www.caregiver.org	US based organization		
Male Caregiver Community	http://www.malecaregivercommunity.com/	Articles Discussion forums		"Because men care too"
Psychology Today	http://www.psychologytoday.com/search/query?page=1&keys=caregiver&x=0&y=0 (searched Sept 24/13)	Search "caregiver" and multiple blogs, articles are available		
Tyze	http://tyze.com/	On-line Internet tool to allow family caregivers to privately organize tasks and family and friend support in signing up for care.		
The Well Spouse Association: Support for Spousal Caregivers	http://www.wellspouse.org			Slogan: "When one is sick....Two need help."

National Organizations

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Alzheimer Society	http://www.alzheimer.ca/en	On memory: A caregiver's guide to Alzheimer's disease		
Arthritis Society	http://www.arthritis.ca/	Focus on patient care and well-being		
Canada Cares	http://www.canadacares.org	Canada wide support via phone and web for caregivers to locate resources		Caregiver Support Line 1-855-619-5021
Canadian Caregiver Coalition <ul style="list-style-type: none"> ▪ Advocacy ▪ Education ▪ Research ▪ Informing Policy <p>NB: links to Ontario Caregiver Coalition (OCC) chapter</p>	http://www.ccc-ccan.ca/index.php Partners with Canadian Home Care Association	<ul style="list-style-type: none"> ▪ Developed 2008 "Framework for a Canadian Caregiving Strategy" ▪ Essential Elements: <i>Safeguarding the health and wellbeing of family caregivers and increasing the flexibility and availability of respite care</i> <ul style="list-style-type: none"> • <i>Minimizing excessive financial burden placed on family caregivers</i> • <i>Enabling access to user friendly information and education</i> • <i>Creating flexible workplace environments that respect caregiving obligations</i> • <i>Investing in research on family caregiving as a foundation for evidence-informed</i> <ul style="list-style-type: none"> ▪ <i>Decision making</i> 		
Canadian Home Care Association – Knowledge Network Partners Canadian Caregivers Coalition and BC Psychogeriatric Assoc.	http://www.cdnhomecare.ca/index.php Focus on Family Caregivers http://www.cdnhomecare.ca/content.php?doc=223			

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Caregiver's Guide for Canadians By Rick Lauber	http://www.caregiversguideforcanadians.com/	Book focuses on eldercare/seniors	Eldercare & Seniors	Purchase through traditional booksellers
Episodic Disabilities Network (CWGHR affiliate)	http://episodicdisabilities.ca/	<ul style="list-style-type: none"> No current resources info re caregiving issues 	Episodic disabilities	
The Family Caregiver Website	http://www.thefamilycaregiver.com/	<ul style="list-style-type: none"> On-line links to every province 		
Health Charities Coalition of Canada	http://www.healthcharities.ca/ ***Position paper on access to homecare http://www.healthcharities.ca/media/2720/HomeCarePos_statmnt_Sep22_11_Final_EN.pdf (paper recognizes that usually tailored to elderly, but need to broaden access to those with chronic illness, other age groups)	On-line "How to" Health Guide (2011) to assist patients, caregivers and family in navigating health re medical care, drugs, clinical trials etc.	Membership includes key health groups: E.g., Diabetes, Cancer Society, Heart & Stroke etc	Very general guidance information not related to any specific type of illness/disability Advocacy focused on health RESEARCH funding
Health Gateway (CWGHR affiliate)	http://www.healthgateway.ca/	"CARING FOR OTHERS" Tab: *Information on Caregiving *Support *Planning for the future	On-line resources on wide variety of topics	Info on: *Living Wills *Advance Care Planning
Mental Health Commission of Canada: Family Caregivers Coalition	http://www.mentalhealthcommission.ca/English/family-caregivers-guidelines?routetoken=594a9972a692dd85f77790086a6904af&terminal=91	National Guidelines for a Comprehensive Service System to Support Family Caregivers of Adults with Mental Health Problems and Illnesses		

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MS Society of Canada ▪ Under Heading “Living with MS” Designated <i>Care-giver Support Section</i>	http://mssociety.ca/en/default.htm	<ul style="list-style-type: none"> ▪ Caregiver Network (join on-line for newsletters & resources) ▪ A Guide for Caregivers (36 page downloadable PDF) ▪ Caring for the Caregiver Newsletter ▪ Advocating for making Caregiver and Family Caregiver tax credits refundable ▪ Numerous POSITION papers re tax/EI reforms for caregivers and patients ▪ http://mssociety.ca/en/involved/advocacy/gr_a_docs.htm ▪ Resource Library 	MS patients and caregivers	<ul style="list-style-type: none"> ▪ Advocacy: “1 Day in May Campaign to support secure jobs & incomes” ▪ Links to coalitions and alliances (e.g., CCC below)
Persons with Disabilities Online (via Government of Canada)	http://www.pwd-online.gc.ca/pwdh.4m.2@.jsp?lang=eng			Disability Benefits Finder that guides user through a series of questions to ascertain availability and qualifications SEE http://www.canadabenefits.gc.ca/f.1.2cw.3z.1rdq.5.2st.3.4ns@.jsp?lang=eng
Saint Elizabeth: Family	http://www.saintelizabeth.com/family <i>Caregiver Compass: Tips and tools to help you manage your caregiving responsibilities</i> http://www.saintelizabeth.com/Caring-for-Family/Caregiver-Compass.aspx	Rich source of information for caregivers (including Podcasts for free download) *List of resources with drop down of where they are available with contact info	All clients with need	

Provincial Organizations: British Columbia

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Family Caregivers' Network Society (Victoria, BC)	http://www.fcns-caregiving.org/			
Family Caregivers' Network Society (Victoria, BC)	Barbara MacLean (Ex. Dir.) exdir@fcns.ca Tel: 250-384-0408 Glendora Scarfone, Caregiver Support & Admin caregiversupport@fcns.ca Barbara Small, Program Development Coordinator programs@fcns.ca	Focus on Internet based services Webinars ***Toolkit for Employers: Resources for supporting family caregivers in the workplace http://www.fcns-caregiving.org/wp-content/uploads/2013/11/Employer-Toolkit-Digital-Version-FINAL.pdf		

Provincial Organizations: Nova Scotia

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Caregivers Nova Scotia	http://www.caregiversns.org/	Caregiver Handbook (includes a workbook component with questions to guide reflections re needs and wants) http://www.caregiversns.org/resources/handbook/ Legal Resources http://www.caregiversns.org/resources/legal-resources/		

Provincial Organizations: Ontario

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Caregiving Matters	http://www.caregivingmatters.ca/	Caregiver Resource section that is primarily about finding products and services as they directly relate to caregiving		
Community Care Access Centres	*Publically funded by gov't of Ontario *14 Catchments (including one designated to each of three research catchments) *Purchase services on a competitive basis from profit and not-for-profit providers	Mandate: Information, referrals, care coordination, equipment and supplies		http://www.health.gov.on.ca/en/public/contact/ccac/
Lupus Ontario	http://www.lupusontario.org/support-groups1.aspx	Resources targeted to individual with Lupus *Network of support groups throughout Ontario focused on person with Lupus (not oriented to Caregivers, although caregivers can attend, particularly for the groups oriented at young people with the disease).		Support Groups in: *Toronto (various locations and includes group for Young People with Lupus) *Kitchener/Waterloo (nearest Guelph location) *Thunder Bay
ONTARIO 211	http://www.211ontario.ca/	Centralized phone and internet service to facilitate location of services and programs by type of requirement/community E.g., disabilities training programs, housing, older adults (including services for people with disabilities), government/legal services	Links to organizations provide location, contact info, eligibility criteria	*Requires that an individual be able and willing to navigate the multi-tiered web-links and assess whether their needs are included/serviced

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Episodic Caregivers Support Initiative: Environmental Scan Inventory

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Ontario Caregiver Coalition	http://www.ccc-ccan.ca/content.php?doc=48	<ul style="list-style-type: none"> ▪ Provincial chapter of larger Canadian Caregiver Coalition outlined above ▪ Advocacy ▪ No actual programs/services for caregivers 		http://www.ccc-ccan.ca/content.php?doc=48
Ontario Home Care Association	https://www.homecareontario.ca/public/	Advocacy and support on behalf of member organizations that directly provide home health care services		
Ontario Seniors' Secretariat - <i>A guide to advance care planning</i>	http://www.seniors.gov.on.ca/en/advancedcare/	A Guide to Advance Care Planning		

Provincial Organizations: Quebec

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Type of client served (disability specific)</i>	<i>Additional Information</i>
Care-ring Voice Network CSSS Cavendish 5800 Cavendish Blvd., 6th floor Montreal, Quebec H4W 2T5	http://www.careringvoice.com/contact.php	Seminars through tele-learning and webinars to support caregivers		

YOUNG CARERS

Organization	Website	Programs/Services offered	Additional Information
2013 Young Carers Action Canada Task Force	http://www.scribd.com/doc/124089317/Who-Cares-About-Young-Carers-Raising-Awareness-for-an-Invisible-Population	Research Publication: <i>Who cares about young carers: Raising awareness for an invisible population</i>	Recommendations for addressing the needs of young carers
Free to be me! (BC Schizophrenia Society, Victoria Branch)	http://bcssvictoria.ca/programs-for-people-with-family-or-friends-with-a-mental-illness/free-to-be-me	Information, Education & Support for children 8 to 13 years who have a parent with a serious mental illness	
Hospice Toronto – Young Carers Natalie Wilson, MA, CCLS Manager of Programs, Young Carers Program Phone: 416 364 1666 Ext. 231 Email: natalie.wilson@hospicetoronto.ca	Operated by Hospice Toronto at http://www.hospicetoronto.ca/Page.asp?IdPage=9791&WebAddress=hospice New Web Page at http://ycptoronto.weebly.com/	Programs include drop-in nights, weekly activities and special events across the city to provide recreational, social, educational and skill development opportunities for young carers. Young carers are given the opportunity to meet new friends, gain practical and social skills, and be recognized for their caregiving role and respite.	Oriented to YCs who care for aging relatives, parents with mental issues, EDs like MS, or siblings with health issues
Kids Help Phone	1-800-668-6868	24/7 staffed help line for children across Canada to access support and information	Well publicized phone access line Not specific to be a young carer
Youth Caregivers Project (Cowichan Family Caregivers Support Society) Vancouver, BC	www.youthcaregivers.org	Creators of Documentary “Ending the Silence” Focus on Advocacy and Support	
Young Carers Canada	http://www.youngcarers.ca/	<ul style="list-style-type: none"> ▪ Links to Young Carer groups Information	

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Additional Information</i>
Young Carers Club (Based in New South Wales Australia)	http://www.youngcarersnsw.asn.au/SiteUserDetails.aspx?PageID=316	International sign-up for young carers<25 years <ul style="list-style-type: none"> ▪ *programs and resources targeted for YCs in the NSW area, but some information helpful for YCs anywhere (re characteristics of disease, what it means to be a YC) 	*Potential Best Practice model

GUELPH-WELLINGTON-KITCHENER/WATERLOO SERVICES

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
East Wellington Community Services	http://www.eastwellingtoncommunityservices.com/#!	<ul style="list-style-type: none"> ▪ Senior's Services ▪ Community Supports ▪ Volunteer drivers for medical /therapeutic appts. ▪ Food Bank 	Focus on Seniors but also serving clients with disabilities	Charity serving Rockwood, Erin, Hillsburgh and surrounding areas
Easy Coordinated Access for Waterloo-Wellington	http://www.easyreferral.net/	Through contact person, fill out sheet with request of services. Fax to central number (CCAC) and they coordinate access to services amongst 100+ service providers See website for list of typical services	Focus on seniors, but available to those with chronic conditions	Takes the guess work out locating the 'right' agency for services
Friends of the Family - Senior Care Owned by Kelli Arppe Kelli@FamilyFriend.ca 519-837-3723 Colleen Alberts Colleen@FamilyFriend.ca 519-836-4728	http://www.familyfriend.ca/senior-care-services General email SeniorCare@FamilyFriend.ca	<ul style="list-style-type: none"> *Support to social activities *Home care (meal prep, shopping, light housekeeping, laundry) *Personal Care, escort to appts., exercise 	Focus on SENIORS/ Dementia	Work with federal government to provide supports through Veteran Affairs
Hope for Families (note located in Kitchener) Holly Mathers holly@hopeforfamilies.net 825 King Street W Kitchener, ON N2G 1E3 519-513-9216	www.hopeforfamilies.net	For families and individuals dealing with chronic illness, disability, mental illness, grief and loss, postpartum depression, past abuse issues <ul style="list-style-type: none"> * individual, couple and family counseling * caregiver support group * public education 		

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Huntington Society of Canada- Caregiver Support Group 151 Frederick St, Ste 400 Kitchener, ON N2H 2M2	www.huntingtonsociety.ca Contact: Maike Zinabou, West Central Ontario Resource Director mzinabou@huntingtonsociety.ca	Family Services Program Provides support to individuals, families, and professionals as they face the progressive course of Huntington disease (HD). *support caregivers and those living at-risk *strives to maximize quality of life and to assist with meeting urgent needs. *Services are provided through a Director of Family Services, Resource Centre Directors, and Family Services Workers. The Director of Family Services manages the program across Canada. *Family Service Workers are contract staff that provide priority services of the program within specific geographical areas.	Huntington's Disease	
Nurse Next Door 226-400-1341	http://www.nursenextdoor.com/home-care/guelph-on/	Three levels of care 1. Taking Care (Meals, light housekeeping, errand, groceries) 2. Enriched Care (Personal care, live-in, dementia) Vital Care (dementia, end-of-life, wound care, post-operative care)	Focus on seniors but services applicable to many needing care	*Note this is a purchasable Franchise operation
Qualicare Family Homecare	http://qualicareguelph.com/ Phone: 226-780-0387	*360° Case Management *Parent Care (Geriatric Case Management, Companionship & Light Housekeeping, Accompaniment to Dr's appts Management of daily activities 24hr Nurse Monitored support) *Palliative Care *Respite Care (in-home) *Live-in Care *Hospital Support *In-home care		Website and profiles about services written from perspective of addressing the needs and burdens on family members/caregivers

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Senior Home Service Inro@seniorhomeservice.ca B-6 Delhi St. Guelph, ON	http://www.seniorhomeservice.ca/	*Alzheimer/Dementia Care *Brain Injury *Palliative Care *Companionship & Conversation *Nursing Homes and Long-term care *Personal Care *Home care	Oriented to care for seniors	
Waterloo-Wellington CCAC	http://www.ccac-ont.ca/Content.aspx?EnterpriseID=3&LanguageID=1&MenuID=1			
Waterloo-Wellington Community Support Services	https://www.caredove.com/wwcss	Interactive search engine that allows individuals to select type of service required and geographical area to ascertain availability	Seniors/Individuals with disabilities *Available to people 55+, no employment or receiving disability pension	Connects people to care, transportation, services, counseling etc
Waterloo/Wellington Thehealthline (NOTE: Ontario wide initiative that organizes info by LHIN geographical divides)	http://www.wwhealthline.ca/library.aspx?region=WaterlooWellington	On line information service to direct care recipients and caregivers to appropriate resources in their community		

TORONTO CENTRAL: AGENCY AND COMMUNITY SUPPORTS

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Type of client served (disability specific)</i>	<i>Additional Information</i>
211Toronto On-line and by phone: Dial 211 Extensive listing of programs, supports and services for GTA	http://www.211toronto.ca	Centralized information centre connecting Toronto citizens to a wide variety of supports and services in 19 areas and 7 languages. Food Gov't/legal (Community legal aid services) Mental Health Seniors/Indi individuals with Disabilities		211Toronto On-line and by phone: Dial 211 Extensive listing of programs, supports and services for GTA
Alzheimer's Society Toronto	http://www.alzheimertoronto.org/ FIRST Link: A health link resource portal for families to receive support throughout the course of the disease	Counselling services to deal with caregiver stress and adaptations Webinars for caregivers on topics such as caregiver stress and "When a Teenager becomes a caregiver" Support Programs, including: *Early Onset Family Support Group (before 65) *Fronttemporal Dementia Family Support Group *Lewy Body Dementia Family Support Group *Living with Ambiguous Loss *Men's Cooking Group *Saturday Caregiver Retreat *Vascular Dementia Family Support Group *Youth Caregiver Support Group (13-18 years of age)	Alzheimer's and other dementias	Prominent focus on resources that support CAREGIVERS, including young carers, Men

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Baycrest: Innovations in Aging 3560 Bathurst Street Toronto, Ontario Canada M6A 2E1 Phone: 416-785-2500	http://www.baycrest.org	<p style="text-align: center;">Care programs</p> Seniors Counselling and Referral Services Community programs Behavioural Support for Seniors Program (BSSP) Koschitzky Centre for Innovations in Family Caregiving (SEE separate description in BEST PRACTICES) Outpatient care and clinics Inpatient care Rehabilitation Centre for Memory and Neurotherapeutics Centre for Mental Health	Focus on Seniors with special focus on Jewish clients	Focus on Judaism and supporting seniors of Jewish faith. Special programs for Holocaust Survivors
Bernard Betel Centre	http://www.betelcentre.org/services/community-outreach	Community Centre with activities, recreation, and cafeteria Community Outreach At Home Respite Care — A program offering caregivers (55+) volunteer relief from looking after a loved one at home. No nursing or physical care is provided Client Intervention — Short-term counseling, referrals and financial, legal, health and social information. Kosher Meals on Wheels	Seniors 55+	

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Caregiver Connections Education and Support Organization (CCESO) Contact: Vicky or Genie 416-656-5778 Mailing Address: CCESO 1-1843 Dufferin Street Toronto, Ontario M6E 3P5 CANADA	http://caregiverconnections.tumblr.com/	Information on immigration and labour issues concerning caregivers and newcomers Leadership and Advocacy Trainings Educational & information Sessions Individual and Group Support Socializations / Events Newsletters (NOT up to date: last newsletter dated 2011)		Does not have a full service office
Chai Tikvah Housing and services for persons with mental health challenges	http://www.chaitikvah.org/index.php	24hr Housing for up to 16 adults Community Based Services Club Simcha: Social, recreational outreach meets once a week, from 12:00 pm to 2:00 pm. The club services 20 to 30 people, and operates all year round Groups for seniors who are caregivers for loved ones with mental health issues. Telephone line opened 24/7 to Chai-Tikvah clients to call in about current issues on which they may need guidance; and to provide support to those who seek it.	16+	

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Circle of Care *One of the primary partners of the Family Caregivers Connection described above (note Patricia Wendy of Circle of Care serves as project coordinator for FCC)	https://www.circleofcare.com 4211 Yonge Street, 4th Floor Toronto, Ontario M2P 2A9 Telephone:(416) 635-2860 Fax: (416) 635-1692 Email: info@circleofcare.com	"Caregiving is a balancing act. Let us help you." How we can help: Identify your needs Provide service recommendations Individual counseling Family caregiving support groups Short-term respite care, to prevent burn out Education sessions Other services (Personal care, transportation, meals on wheels for care receiver)	Free services at CofC (managing care, counseling & support) Some services paid for via CCAC and City of Toronto FEES Transportation: 5-10km=\$10; 20-25km=\$21.75 Day care for senior \$36/day Meals \$8.95 (dinner) Personal Support & Homemakeing \$23/hr to \$25.50/hr	*Russian speaking services *Supportive housing at Habayit Shelanu (59 unit rent-geared-to-income seniors residence) *Info about gov't services (drug plans, income support, legal aid)
Community Care Access Centre (CCAC) – Toronto Central Main office: 250 Dundas Street West, Suite 305, Toronto, ON Phone: 416-506-9888 Toll free: 1-866-243-0061	http://healthcareathome.ca/torontocentral/en			

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Community Legal Education Ontario (CLEO)	http://www.cleo.on.ca/en	Extensive on-line resources/publications on topics: family law, employment & work, housing		Directory of Community Legal Aid clinics
Comfort Keepers - Toronto Location (Canada wide network)	http://comfortkeepers.ca/office-3006/	<ul style="list-style-type: none"> *Personal Care Services *Companionship *Meal preparation *Transportation to doctor appointments or other commitments *Light housekeeping *In-home safety technology *Dementia Care *Alzheimer Care 		

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Type of client served (disability specific)</i>	<i>Additional Information</i>
<p>Family Caregiver Connections ***BEST practice model*** Caregiver Information Line 416-373-4093 Project Coordinator: Patricia Wendy pwendy@circleofcare.com 416-635-2900 x 499</p> <p>Info: care@supportingfamilycare.com 416-635-1692</p>	<p>http://www.supportingfamilycare.com/</p> <p>Partnership of 7 organizations: Circle of Care Baycrest Bernard Betel Centre Chai Tikvah Foundation Jewish Family & Child Services Toronto Reena (serves those w/ Developmental disabilities)</p>	<p>Caregiver Services for Russian speaking clients Educational Workshops related to seniors and caregiving Educational Materials Group Education and Support involving multiple caregiver support and education groups, spousal caregiver support groups, bereavement groups as well as other support groups for families Transportation Services such as door-to-door services for medical appointments, grocery shopping and even social outings In-Home Respite Care that is designed to give caregivers a break Individual Counseling and Support Information and Referral Services through The Caregiver Information Telephone Line</p> <p>PLUS LINKS to other services via its partners Day Programs (Recreation Programs, Fitness and Health Classes, Creative Arts, Computer Education, Dance, Movies, Lectures, Concerts) Financial Assistance (subsidies for short or long-term supplementary financial assistance) Health, Wellness and Fitness Services Holocaust Survivor Services (The Café Europa Program, Holocaust survivor groups, Home Care assistance, Meals on Wheels and transportation services) Social Programming (Let's Get Together Monthly Program, Diner's Club Weekly Program, Lunch and Learn Program) Wellness Services (Wellness Clinics, Wellness Lectures and Fitness Classes) The Friendly Visitors and Phone Pals Programs</p>		<p>Est. 2008 through Central LHIN funding for Aging at home initiative</p> <p>**Resources for IMMIGRANT families: b/c seniors may be dependent for years until they are eligible for government assistance/access to services</p> <p>**"Caregiver Corner" link on website for members to post idea of what works for them in providing aspects of care</p>

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Health Care 365 Matt King, our Baycrest HealthCare 365 representative, at 647-478-4050, or via email at matt.king@healthcare365.org.	https://healthcare365.org/you/	KEY FEATURES: Nurse coordinated program Proactive check-ins and reminders 24/7 Nurse hotline Medication and Referral management Monitoring, reminders, and condition specific care plans for Chronic conditions Medical questions answered by medical professionals that know you Bi-directional communication and coordination with Doctors and Specialists	Not specified	
Hospice Toronto Dena Maule, Executive Director Dena.maule@hospicetoronto.ca 2221 Yonge Street Suite 400 Toronto, Ontario M4S 2B4 Tel: 416 364 1666 X225	http://www.hospicetoronto.ca/Default.asp	Support for those in the last year of life facing death Includes: Respite for caregivers One-on-one bereavement counseling Advocacy and Consultation on options Wide range of personal care and homemaking services		Serve those with AIDS, ALS, neurological disorders, cancer etc
Jewish Child & Family Central Office & Intake: 4600 Bathurst St., 1st Fl Toronto, ON M2R 3V3 T: 416-638-7800	https://www.jfandcs.com/	Serving as the Jewish Children's Aid Society of Toronto they also support services such as *Family and Individual Counselling *Jewish Hospice *Bagel Club: Socialization and support club for adults with Mental Health challenges	Primary focus is for children <16 years and their families BUT network of supports also available for wider population, with focus on Jewish community	Has information support line to connect people to other community resources

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Jewish Immigrant Aid Services (JIAS) Toronto	http://www.jiastoronto.org	Outreach Support Counseling Training Referral services English language programs	Funded by: Citizenship and Immigration Canada, UJA Federation, and the Ministry of Citizenship and Immigration -- and by working in partnership with our network of government funded agencies	Services are NOT oriented to CAREGIVERS but for new immigrants the JIAS may act as an entry point for information
Parkinson's Society of Central & Northern Ontario	http://www.cno.parkinson.ca/site/c.jf1JKUODJqG/b.4466573/k.2733/Highlights.html	*Education for PwP, families and CAREPARTNERS (e.g., conferences, workshops) *Consultations for PwP, and Caregivers (phone, in person) *Support Groups (incl. specific group for Young and Early on-set PwP) *Buddy Program (match PwP and care partners with others based on similar interests and experiences)		
Toronto Central Health Line	torontocentralhealthline.ca	Internet based resources for connecting clients to community based health and in-home care services		

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
<p>UNISON Links: Health and Community Services Lawrence Heights 12 Flemington Road, Toronto, ON M6A 2N4, Tel:416-787-1661</p> <p>Keele-Rogers 1651 Keele Street, Toronto, ON M6M 3W2, Tel: 416-653-5400</p> <p>Bathurst-Finch 540 Finch Avenue West, Toronto, ON M2R 1N7, Tel: 647-436-0385</p> <p>Jane-Trethewey 1541 Jane Street Toronto, ON M9N 2R3 Tel: 416-645-7575</p>	<p>http://unisonhcs.org/</p>	<p>Servicing the community from conception to seniors: *Primary health care *Counseling & Case Management *Diabetes care *Dieticians *Foot Care *Seniors health care and activities/programming *Links to other service providers</p>	<p>Entire life span</p>	<p>No programming with a specific focus on caregiving.</p> <p>**Undertook environmental scan 2011 available at http://unisonhcs.org/fileadmin/doc/scan/communityscan-final-web.pdf</p>
<p>When Dementia is in the House</p>	<p>http://lifeandminds.ca/whendementiaisinthehouse/</p>	<p>Information and insights but no programs/services are offered</p>		<p>Section for teens, parents of teens and partners</p>
<p>Your Legal Rights</p>	<p>www.yourlegalrights.on.ca</p>	<p>Wide variety of topics including Health & disability (e.g., HIV/AIDS,</p>		

THUNDER BAY: AGENCY AND COMMUNITY SUPPORTS

<i>Organization</i>	<i>Website</i>	<i>Programs/Services offered</i>	<i>Type of client served (disability specific)</i>	<i>Additional Information</i>
Bay Regional Health Sciences Centre	http://www.tbrhsc.net/	Acute care centre for the region		
Bayshore Home Health (TB branch)	http://www.bayshore.ca/locations/thunder-bay-home-care.aspx	<ul style="list-style-type: none"> *24/7 Services *Companionship (visiting/outings) *Companionship PLUS (daily help, caregiver relief) *Free Care Assessments *Funding investigations (insurance eligibility) *Home Support *Nursing *Personal Care ****Respite for Caregivers 	Not disability/illness specific	Comprehensive range of homecare supports
Canadian Mental Health Association (TB branch)	http://thunderbay.cmha.ca/program-s-and-services/	<p>Family Education & Support Modules</p> <p><i>Family Mental Health Recovery Series</i> Trained facilitators provide information and education on the concepts of mental health recovery, barriers to recovery, the power of hope, the role of the family, relationship and communication building, creating a nurturing environment and self care for the caregiver. This has both an education and support group component (10wks – 20hrs - \$50/person)</p> <p><i>Living Life To The Full (LLTTF)</i> is an interactive course designed to help individuals deal more effectively with everyday life challenges. Developed by psychiatrist Dr. Chris Williams and based on the cognitive-behavioural model, LLTTF provides practical strategies that can help people to better manage their thoughts, feelings and emotions and begin to live healthier, happier, more fulfilling lives. LLTTF is <u>also a great resource for those supporting friends or family members who are dealing with mental health problems</u>. LLTTF is for adults aged 19 and over. (8 wks – 12 hrs; \$185/person)</p>		

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Caregiver Support Committee Kathy Gibson - Coordinator City of Thunder Bay, Support Services Programs 807-684-3471 * kgibson@thunderbay.ca	**Note: NOT a support group for caregivers, this is a Committee comprised of agencies who provide services (see list to rights) (cross-listed with possible key informant contacts)	*Alzheimer Society *Bayshore Home Health *Centre for Education and Research in Aging and Health *Comcare Health Services *Community Information and Referral Centre *Comfort Keepers *Hilldale Gardens *Retirement Living *Hospice Northwest *Lutheran Community Care Centre *The Manor House (St. Joseph's Care Group) *Meals on Wheels (City of Thunder Bay) *Nor'West Community Health Centres *North West Community Care Access Centre *Thunder Bay 55+ Centre *Thunder Bay Regional Health Sciences Centre *Victorian Order of Nurses (VON) *Wesway		
CCAC OF THE DISTRICT OF THUNDER BAY 961 Alloy Drive, Thunder Bay, ON P7B 5Z8 (807) 345-7339	http://healthcareathome.ca/northwest/en	To access services for long-term care, nursing services etc.	Assessment conducted to determine eligibility according to degree of illness/ functional capacity	Largely OHIP funded, but may be co-pays for services

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Comfort Keepers 101 N. Syndicate Ave Suite 400 Thunder Bay, ON, P7C 3V4 Canada Phone: 807-628-8022 Email: Thunderbay@comfortkeepers.ca	http://comfortkeepers.ca/office-3004/profile/thunder-bay.html (Note: this company provides local services across Canada. Also serving Toronto Central)	*Personal Care Services *Companionship *Meal preparation *Transportation to doctor appointments or other commitments *Light housekeeping *In-home safety technology *Dementia Care *Alzheimer Care		
Meals on Wheels	http://www.thunderbay.ca/Living/Older_Adults/Meals_on_Wheels.htm	Nutritious meals delivered to home (\$6.50 /meal) Eligibility: *Homebound with disabilities/chronic illness *Age 65+ and have difficulty preparing meals *18+ who have disability that prevent from preparing meal *Are not preparing nutritious, adequate meals because they are ill, recovering from surgery or a broken limb, or dealing with mental health issues		
North West Community Care Access Centre	http://healthcareathome.ca/northwest/en/Care/patient	Link takes you to "Patient and Caregiver Resources" page Focus on patient services with no identifiable services to specifically serve the unique needs of caregivers		
North West Local Health Integration Network	http://www.northwestlhin.on.ca/	North West LHIN is responsible for planning, integrating and funding many local health services, including hospitals, the Community Care Access Centre, community health centres, long-term care homes, community support service agencies and community mental health and addiction services		

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
North West St. Elizabeth's 920 Tungsten Street, Suite 103, Thunder Bay, ON Canada P7B 5Z6 Tel: 807-344-2002 Fax: 807-344-1999 ThunderBaySDC@saintelizabeth.com	http://www.saintelizabeth.com/Services-and-Programs/Services-for-Families-and-Individuals.aspx	Highlighted St. Elizabeth's for Thunder bay because at this link one can click on the service to see if it is offered in your area. Thunder Bay office offers services such as: Nursing (wound & ostomy care), Diabetes care, companionship, footcare, home support, personal care	Not disability specific	Fee for services
North West Thehealthline	http://www.northwesthealthline.ca/	Extensive lists of links to information related to <ol style="list-style-type: none"> 1. Housing 2. Financial Assistance (e.g. OW, CPP-D) ➤ Housing referral & rights (Toronto based)		Some links more specific than others – some merely taking someone to gov't ministry, others connecting to service providers
Revera Home Health (formerly Comcare Health Services)	http://www.reveraliving.com/	*Revera Home Health (Caregiver relief, incl. overnights & Companion Services) *Nursing (incl. Complex Care, post hospital care) *Personal & Home Support (daily livings/personal needs) *Therapy & Rehab (OT, PT, Social Work, Speech, Nutritional) *RESOURCE Centre (includes section on Support for Families & Caregivers)	Centred on the AGING adult, and focus on caregiving skews towards Adults caring for AGING PARENT	Wide range of services.

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
St. Joseph's Care Group & Ambulatory care	www.sjcg.net	Operates: Bethammi Nursing Home: 5/110 beds for RESPITE (organized via CCAC): 90 day max/year; max 30 day stay at one time Manor House: Adult Day program for those with Dementia	Ambulatory Care (Focus on Medical services) including: Multiple Sclerosis (MS) MS care/ opportunity for patients to take part in research projects Therapy Supervises and administers injectable medications for the treatment of rheumatoid arthritis and systemic lupus	
Thunder Bay Counselling Centre	http://www.tbaycounselling.com/	➤ Family Services Employee Assistance Program (FSEAP) (focusing on family, stress, work and family) ➤ Budget & Debt Management counseling Individual, Couple and family counseling services		
Thunder Bay District Health Unit	http://www.tbdhu.com/	➤ No programs/services for Caregivers		
VON District Office Contact: Joan Wekner (Exec Dir)	http://www.von.ca/en/locations/branch.aspx?BranchId=43	Respite services focusing on in-home/overnight stays and Adult day programs	Targeted to Seniors and children with severe disabilities	Likely funded via Community Care Access Centre

Organization	Website	Programs/Services offered	Type of client served (disability specific)	Additional Information
Wesway Respite Care Daniel McGoey - Executive Director 807-625-6688 * dmcgoey@wesway.com 1703 Victoria Ave E, Ste 210 Thunder Bay, ON P7C 1C8	http://www.wesway.com/	Respite care for <ul style="list-style-type: none"> ➤ Adults with disabilities/chronic health conditions ➤ Children with disabilities ➤ Seniors Serviced by staff and volunteers		Services provided both IN home and OUT of home

GOVERNMENT INCOME SUPPORTS & TAX CREDITS FOR CAREGIVERS/FAMILIES

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Assistive Devices Program	Ontario	This program provides financial assistance to help Ontario residents with long-term physical disabilities obtain basic, competitively priced, personalized assistive devices essential for independent living.	Has valid Ontario Health Card and Has Physical disability of six months or longer	http://www.health.gov.on.ca/en/public/programs/adp/default.aspx
Bill 21: Ontario Family Caregivers Bill (Employment Standards Amendment Act (Leaves to Help Families) (Royal Assent April 30, 2014)	Ontario: Ministry of Labour		Section 2.1 states that serious medical illness may include illness that is chronic or episodic	Build on Family Medical leave and create three new job protected leaves: <ol style="list-style-type: none"> 1. Family Caregiver Leave: up to 8 wks unpaid, job protected leave 2. Critically Ill Child Care Leave: up to 37 wks unpaid, job protected leave Crime-related Child death and disappearance leave: up to 52 wks of unpaid, job protected leave (104 weeks for parents of a child that dies as a result of crime)
Canada Child Tax Benefit + low income National Child Benefit Supplement	Federal	Income tested Max payable under <\$25,536 (1 child 304.50/month; 3 children \$871.08/month)	Designed to reduce child poverty and depth of poverty	http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Canada Education Savings Grant	Federal	<p>Basic Canada Education Savings Grant: Contributes 20% on every dollar of the first \$2,500 saved in child's RESP each year.</p> <p>Additional Canada Education Savings Grant : Depending on your net family income, an extra 10% or 20% on every dollar of the first \$500 saved in child's RESP each year</p>	<p>Max grant is \$7,200 in child's lifetime</p> <p>Can be used for full-time or part-time studies at CEGEP, Trade School, College, Apprenticeship or University</p>	http://www.servicecanada.gc.ca/eng/goc/cesg.shtml
Canada Learning Bond	Federal	For low income families up to \$2,000 to put into child's RESP (no personal contribution required as for CESG)	<p>Could include:</p> <ul style="list-style-type: none"> \$25 to help cover the cost of opening the RESP; \$500 to add to the RESP now, \$100 each year until the calendar year child turns 15 <p>*For same educational purposes as CESG</p>	http://www.canlearn.ca/eng/savings/clb.shtml
Canada Pension Plan – CHILDREN's BENEFIT	Federal	Flat monthly (2014) rate \$230.72.	Dependent children of parent receiving a CPP disability benefit may be eligible (<18 years or <25 years and full-time student)	http://www.servicecanada.gc.ca/eng/services/pensions/cpp/child.shtml

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Canada Pension Plan - Disability	Federal	<p>Average monthly benefit is \$841.95</p> <p>Maximum monthly amount is \$1,212.90.</p> <p>Calculation of benefit is basic monthly amount fixed for all recipients (\$453.52), plus an amount based on how much recipient contributed to the CPP during entire working career.</p>	<p>*Available to those who have contributed to CPP</p> <p>*Under age 65</p> <p>*Severe prolonged disability</p>	http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml
Canadian Pension Plan-Disability (CPP-D)	Federal/provincial		<p>-3 month waiting period</p> <p>-Can be paid until age 65/retirement</p> <p>-Must make sufficient contributions in previous 6 years</p>	For severe disability (not employable) or prolonged disability (lasting 12 months or likely to result in death)
Caregiver Amount	Federal	Non-refundable tax credit of \$673.50	<p>For caregiver who maintained a dwelling with care recipient 65 years+ (parent or grandparent)</p> <p>*The amount is reduced dollar by dollar by your dependant's net income (line 236 of his or her tax return) excess of \$15,334. It expires where the dependant's income is \$19,824 (\$4,490+\$15,334). Each of these amounts is indexed.</p>	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/315/menu-eng.html

Name of Program	Level of Gov't.	Type of Income/Benefit	Eligibility/Misc	Website
Caregiver Benefit	Nova Scotia	\$400/month to caregivers	Care recipient must be low-income adult who have a high level of disability or impairment.	http://novascotia.ca/dhw/ccs/caregiver-benefit.asp
The Caregiver Recognition Act (In Effect Dec 5, 2013; Assent June 16, 2011)	Manitoba (Prov.)	Every two years, the minister must prepare a report that includes <ul style="list-style-type: none"> (a) a review of the progress being made in furthering the purposes of this Act; (b) a description and analysis of caregivers' needs and existing government and other caregiver supports; and (c) an inventory of caregiver supports available to Manitobans 	The purposes of this Act are <ul style="list-style-type: none"> (a) to increase recognition and awareness of caregivers; (b) to acknowledge the valuable contribution they make to society; and (c) to help guide the development of a framework for caregiver recognition and caregiver supports. <p>The first Tuesday of April in each year is proclaimed as Caregiver Recognition Day.</p>	https://web2.gov.mb.ca/laws/statutes/ccsm/c024e.php
Child Care Subsidies	Municipal	Income tested (not asset tested) *off-set or cover full cost of child care services for children under 6 (not yet in school full-time) or with after school care for school-aged children		

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Disability Supports Deduction	Federal	Claim for paid expenses associated with disability (where no one has claimed as medical expenses)		http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns206-236/215/menu-eng.html
Disability Tax Credit (for Self) (DTC) + Supplement for those <18 years	Federal	Individual has a severe and prolonged impairment in physical or mental functions that lasts longer than 12 months. **Requires completion and submission of <i>Disability Tax Credit Certificate</i> completed by health professional	Non-refundable tax credit can be transferred to claimant where DTC is for a DEPENDANT or SPOUSE/CL Partner	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/316/menu-eng.html
Employment Insurance (Sickness Benefits)	Federal -2wk waiting period -Benefits for 15 wks	-55% of insurable earnings to max of \$501/wk (taxable)	-weekly earnings decreased by 40% -Accumulated 600 of insurable work in 52 wks to qualify -Can't work b/c of sickness or injury, but otherwise would be available for work	http://www.servicecanada.gc.ca/eng/ei/types/sickness.shtml#l_ong See also Prince 2008 for how coverage is most likely lacking for ED since often doesn't cover permanent disability, and recipients often "temporarily" ill with most returning to work
Family Caregiver Amount (FCA)	Federal	Additional \$2040 (2013 rate) – for those who claim *spouse or common-law partner amount; *amount for an eligible dependant *amount for children born in 1996 or later *caregiver amount	Started January 2012	http://www.cra-arc.gc.ca/familycaregiver/

Name of Program	Level of Gov't.	Type of Income/Benefit	Eligibility/Misc	Website
GST/HST Credit	Federal	Tax-free quarterly payment that helps individuals and families with low or modest incomes offset all or part of the GST or HST that they pay	*Eligibility assessed based on annual tax return *must be 19years (or parent/married/Common-law)	http://www.cra-arc.gc.ca/bnfts/gsthst/menu-eng.html
Infirm Dependant Deduction (for age 18+)	Federal	Claim for \$6,530 (includes the \$2,040 FCA) for dependant children over 18 years	For your child/grandchild dependents or spouse's/common-law partner's child/grandchild	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/306/menu-eng.html
Medical Expenses Credit	Federal	Claimed by self, spouse or dependent	Non-refundable tax credit	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/330/menu-eng.html
Ontario Disability Support Program EMPLOYMENT Support	Ontario			
Ontario Disability Support Program (ODSP) INCOME Support	Ontario	Housing/living expenses Plus drug coverage dental coverage vision care hearing aids diabetic supplies help with transportation costs to medical appts wheelchair/mobility device repairs and batteries help to support your guide dog help with work-related expenses	*18 years of age or older *live in Ontario * in financial need, and ** have a substantial physical or mental disability that: is expected to last a year or more, and makes it hard for you to take part in community life or work	http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/income_support/what.aspx ***Prince (2008) has written extensively about this program often fails to address the gaps associated with partial disability, typically associated with Episodic Disabilities. See Literature Review for this discussion.

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Registered Disability Savings Plan (RDSP) For low income families: 1. Canada Disability Savings Grant (CDSG) Canada Disability Savings Bond (CDSB)	Federal	*Available to those who qualify for Disability Tax Credit *Max lifetime contribution limit \$200,000 *No contributions for recipient past age 59 *Max matching grant \$70,000 (up to <49 years)	NB: Intention of this program was probably not to address people living with episodic disabilities. *Conceived to help support a disabled child through adulthood	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html <i>Canada Disability Savings Grant</i> Amount of CDSG grant when family income is \$85,414 or less: on the first \$500 contribution—\$3 grant for every dollar contributed, up to \$1,500 a year. on the next \$1,000 contribution—\$2 grant for every dollar contributed, up to \$2,000 a year. Amount of CDSG grant when family income is greater than \$85,414: on the first \$1,000 contribution—\$1 grant for every dollar contributed, up to \$1,000. <i>Canada Disability Savings Bond</i> \$1,000 a year to low-income Canadians with disabilities. No contributions have to be made to get the bond. The lifetime bond limit is \$20,000. A bond can be paid into an RDSP until the year in which the beneficiary turns 49.
Spousal Transfer Credit	Federal	Unused portion of Disability Amount (for self) can be transferred to spouse or common-law partner	Non-refundable tax credit	http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/326/lgbl-eng.html
Tax Credit for Caregivers (since 2011)	Quebec	\$775/year refundable tax credit	For caregivers living with an spouse or eligible relative who is unable to live by themselves due to severe mental or physical impairment	http://www4.gouv.qc.ca/EN/portail/citoyens/evenements/aines/pages/credit-impot-aidant-naturel.aspx

<i>Name of Program</i>	<i>Level of Gov't.</i>	<i>Type of Income/Benefit</i>	<i>Eligibility/Misc</i>	<i>Website</i>
Universal Child Care Benefit	Federal	\$100/month for every Canadian child <6 years (not income tested, but is taxable)	Extremely modest amount designed to facilitate "choice in childcare"	http://www.esdc.gc.ca/eng/child_family/child_care/index.shtml
Vocational Rehabilitation Program	Federal	Vocational counseling Financial support for training Job-search services	<ol style="list-style-type: none"> 1. receiving a CPP disability benefit 2. willing and able to participate in the program 3. motivated 4. likely to return to work through the assistance of this program 5. medical condition is stable <p>***If disability recurs within two years and you can't continue working, you can ask to have benefits automatically restarted. Children are still eligible, their benefits will also be restarted.</p>	http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/voc-rehab.shtml
Working Income Tax Benefit (WITB) + WITB Disability Supplement	Fed gov't	For low income working individuals and families *50% of refund available as ADVANCE payments 4X/yr	Max Benefit paid: Single: \$998 (b/w \$6992-11,332) Family: \$1813 (b/w \$10,252-15649) Disability Supplement Benefit (Ontario): \$499	http://www.cra-arc.gc.ca/bnfts/wtb/menu-eng.html

BEST PRACTICES: Canadian & International

<i>Organization</i>	<i>Programs/Services offered</i>	<i>Website</i>	<i>Type of client served</i>
AARP – Home & Family -> Caregiving (Strength for Caring is sponsored by Johnsons & Johnsons and accessible via the AARP website)	Internet based information on important topics: Planning & Resources Benefits & Insurance Legal & Money Matters Care for Yourself Providing Care Senior Housing End of Life Care Grief & Loss	http://www.aarp.org/home-family/caregiving/	Oriented to seniors
Alzheimer Society of Toronto	Caregiver Support Project: Formative Evaluation (April 19, 2013)	http://www.alheimertoronto.org/documents/evaluations/csp_evaluation_report_2013.pdf	The Caregiver Support Project (CSP) is a groundbreaking initiative aimed at assisting “at risk” informal caregivers – family, friends and neighbours – of older persons with high needs.
BC Psychogeriatric Association	www.bcpga.bc.ca Developed: <i>The Caregiver Policy Lens</i> (an analytical framework informed by literature and key informant interviews to assess planned and current programs for caregivers and identify unintended negative effects. Available at http://www.msvu.ca/site/media/msvu/Documents/Caregiver%20Policy%20Lens.pdf Citation: MacCourt, P. & Krawczyk, M. (2012). Supporting the caregivers of seniors through policy: The caregiver policy lens. Vancouver, BC: British Columbia Psychogeriatric Association.		

<p>Building Respite Knowledge (2005, Feb) Sustaining the Care Renewal projects as creators of respite knowledge</p>	<p>As part of <i>Care Renewal: Reaching out to Caregivers</i>, numerous projects funded over 3 yrs JW McConnell Foundation started in 1999 to understand respite and how support is provided</p>	<p>Key ideas: *valuing caregiving *information is necessary, care recipient must be well supported *Choice of respite *Respite to address physical, emotional, psychological, social and spiritual need for caregiver health and balance *MS Society of Canada used funding for the “The caregiver wellness funding pilot project”: Caregivers applied for money to use for their “choice” – theatre tickets, inflatable backyard pool, plants *Inuit Family Caregivers Strategy: time for fishing, sewing, church *Schizophrenia Society developed strategies for caregivers – created survey to identify need</p>	<p>•http://www.von.ca/carer renewal/eng/pdfs/CareRenewalBuildingRespiteKnowledge.pdf</p>
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Canadian Centre for Elder Law (part of the British Columbia Law Institute)	FAMILY CAREGIVING PROJECT Funded by the Law Foundation of B.C., the Family Caregiving Research Project reviewed the current legal framework governing leave, accommodation and other entitlements available to employees who are providing care for family members, elderly parents and grandparents and disabled adult children, addressing the care needs of adults living with mental health issues, physical and developmental disabilities and long terms illnesses, as well as the corresponding challenge of their caregivers to balance work and domestic responsibilities. The project involved an inter-jurisdictional analysis of family care leave provisions including human rights law, labour law, employment law, constitutional law, taxation law and pensions and benefits entitlements, and the work culminated in a published B.C. Law Institute study paper containing directions for law reform.	http://www.bcli.org/project/family-caregiving-2	
Canadian Home Care Association	Home care lens for policy & program: Facilitation collaboration and integrated care (User Guide) (July 2013) http://www.homecarelens.ca/wp-content/uploads/2013/09/HomeCareLens-EN_web_FINAL.pdf	This User Guide provides an overview of how the Home Care Lens works using six core components that frame the content: 1. Client and Family-Centred Care 2. Accessible Care 3. Accountable Care 4. Evidence-Based Care 5. Integrated Care 6. Sustainable Care	“right care in the right place at the right time” *issue: role of home care in dealing with acute care and primary care sectors
Caregiver Toolkit		http://caregivertoolkit.ca/?page_id=2	

<p>Children’s Treatment Network (Serving Simcoe County and York Region)</p> <p>Est. 2005</p>	<ul style="list-style-type: none"> • Develop coordinated Single Plan of Care via shared <u>electronic records</u> and <u>common assessments</u> to establish the operational nexus for inter-professional and inter-organizational team focused on the needs of the child and family ('circle of care') • Facilitated by a designated care coordinator who serves as the link between the family and the provider team • Care plans are built around the family's vision and goals – e.g. as simple as "my child wants to go to a birthday party," The job of the team is to put in needed services and supports to achieve these goals <p>OUTCOMES: Several positive outcomes have been demonstrated:</p> <p>For families</p> <ul style="list-style-type: none"> • 91% family satisfaction • 89% of families who felt their most important issues were addressed • 77% who reported improved communication with providers and quality of services • 58% who reported their child's participation at school improved • 50% who experienced hope and an improved ability to cope <p>Stronger networks of families who share experiences and knowledge with other families to help them meet the day-to-day challenges</p> <p>For providers and system Development of a strong network of partners spanning health, education, and community sectors.</p>	<p>http://www.ctn-simcoeyork.ca/index.php</p>	<p>Children and Youth with multiple special needs</p>
<p>Employer Elder Care Toolkit</p>	<p>Families & Work Institute</p>	<p>http://familiesandwork.fgmmedia.com/</p>	<p>Tabs outline -Benefits for employers -Benefit for employees -Tools & Resources</p>

Family Caregivers Network Society	Toolkit for employer resources for support family caregivers in the workplace	http://www.fcns-caregiving.org/education/supporting-family-caregivers-in-the-workplace/toolkit-for-employers-resources-for-supporting-family-caregivers-in-the-workplace/	
Federal (Canada) Disability Reference Guide	systematically assess and address the impacts of all initiatives (policies, programs, services or decisions) on people with disabilities; obtain a more nuanced understanding of the multi-dimensional challenges that impact people with disabilities; build partnerships across government departments, and with NGOs and other stakeholders that work with and represent people with disabilities; and, act as a resource in the creation of policies and programs that reflect of the rights and needs of people with disabilities.	http://www.esdc.gc.ca/en/disability/arc/reference_guide.shtml	Each section of the Guide contains a set of questions and resources. The questions are designed to raise awareness of the diverse needs of people with disabilities and assist in the development of policies, programs and services that are inclusive of people with disabilities from the outset.
Government of Ireland	Northern Ireland Carers Strategy	www.dhsspsni.gov.uk/index/hss/ec-community-care/ec-carers.htm	
Hamilton-Wentworth Hamilton-Wentworth Caregiver Respite and Support (CaReS) Project	*Developed tools for caregivers and service providers to improve respite and support services for caregivers *Can be adapted for other communities across Canada	Funded through initial grants from J W McConnell Foundation	

<p>Koschitzky Centre for Innovations in Family Caregiving (Toronto)</p> <p>(part of BAYCREST Centre above)</p>	<p>Single point contact to navigate services and resources for spousal caregivers, adult child caregivers, bereaved spouses, Holocaust survivors</p> <p>Open to the community and health professionals, our unique and tailored services include:</p> <ul style="list-style-type: none"> *All-inclusive intake process for caregivers to identify their individual needs *Caregiver counseling *Caregiver education and access to information and resources *Connections to the appropriate Baycrest resources as well as community agencies and services *Support groups offered both in-person and on-line *Educational seminars and speaker series *Information on programs and services that offer respite for caregivers 	<p>www.baycrest.org/care/care-programs/koschitzky-centre-for-inn</p> <p>For items related to Caregivers see: http://www.baycrest.org/care/care-programs/koschitzky-centre-for-innovations-in-family-caregiving</p>	<p>Elder Care: range of supports and services to meet CHANGING needs of caregiver</p>
<p>Manitoba Caregiver Coalition & Caregiver Toolkit and Policy Lens</p>	<p>Sutton, W. & Krawczyk, M. (2012, June). Developing supports for employed caregivers</p>	<p>https://docs.google.com/file/d/0Bzo7bRmrjZuEN2wtMDZvNnFQOFU/edit?pli=1</p>	
<p>Mount Sinai Hospital, Toronto</p>	<p>Reitman Centre CARERS Program (coaching, advocacy, respite, education, relationship, & stimulation)</p> <p>Offered through the Reitman Centre for Alzheimer's Support & Training</p>	<p>http://www.mountsinai.on.ca/about_us/news/2013-news/supporting-family-members-who-are-caring-for-their-loved-ones-at-home</p> <p>https://www.mountsinai.on.ca/care/reitman</p>	<p>Unique, targeted and tailored skill building intervention to help CAREGIVERS manage caring for someone with dementia</p>

Research Article On Caregiver Education	Toseland, R. W. (2004). Caregiver education and support programs: Best practice models	Available at http://www.caregiver.org/sites/fca.huang.radicaldesigns.org/files/pdfs/Education_Monograph_01-20-05.pdf	
Rosalynn Carter Institute for Caregiving (RCI) (based in Georgia, US)	Focus on EVIDENCED based practice in terms of counseling and TAILORED support programs for caregivers (both family & professional)	http://www.rosalynncarter.org/	*Links to National and State programs *Professional training: The Caregiving Issues and Management Certificate Program
San Francisco: Family Friendly Workplace Ordinance (effective Jan. 1, 2014)	“Right to request” predictable and flexible workplace schedule *Prohibit discrimination on basis being parent/caretaker *Applies to employers with 20+ employees	http://www.sfbos.org/Modules/ShowDocument.aspx?documentid=45824	
The Scottish Government	Caring Together: The Carers Strategy for Scotland 2010-2015 <i>Getting it Right for Young Carers</i> <i>Getting it Right for Young Carers: The young carers strategy for Scotland 2010-2015 Summary</i> (designed to be accessible for young people and family to read) <i>Equality Act 2010</i> Scotland Community Care Benchmarking Network	Available at: http://www.scotland.gov.uk/Resource/Doc/319441/0102104.pdf Available at: Available at: http://www.scotland.gov.uk/Resource/Doc/321549/0103378.pdf	Follow-up: Discussion that developing “Carers Rights Charter” Scottish Young Carer Services Alliance (SYCSA) (meet 4x/yr) -Emotional support & Counselling -Group Activities -“time out” from caring/holiday Princess Royal Trust for Carers runs: www.youngcarers.net (on-line support for info, support, chats)

<p>UK Department of Health: 1999: Caring about carers: A national strategy for carers</p> <p>2008: Carers at the heart of 21st century families and communities: A caring system on your side, a life of your own</p> <p>2010: Recognized, valued and supported: Next steps for carers strategy</p>	<p>Publications/PublicationsPolicyAndGuidance/DH_4006522</p> <p>The strategy identifies the actions that the Government will take over the next four years to support its priorities to ensure the best possible outcomes for carers and those they support, including:</p> <ol style="list-style-type: none"> 1. supporting those with caring responsibilities to identify themselves as carers at an early stage, recognizing the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages 2. enabling those with caring responsibilities to fulfill their educational and employment potential 3. personalized support both for carers and those they support, enabling them to have a family and community life 4. supporting carers to remain mentally and physically well 	<p>Trio of docs available at http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/en/Publicationsandstatistics/</p>	<ul style="list-style-type: none"> • Focus on multi-sectoral alignment (gov't, private, voluntary) Right to Request Accommodation Legislation
<p>UK: Carer's Allowance (formerly Invalid Care Allowance)</p>	<p>Taxable benefit for people of working age (16-65) caring for min 35/hrs/wk</p>	<p>https://www.gov.uk/carers-allowance/eligibility</p>	<ul style="list-style-type: none"> •

Vermont, US: National Family Caregiver Support Program (NFCSP)	Legislated under the <i>Older Americans Act Title III E</i> funding and administered by the Vermont Department of Disabilities, Aging and Independent Living and local Area Agencies on Aging	http://www.ddas.vermont.gov/ddas-programs/programs-oaa/programs-oaa-nfcsp	*Provides Funds for respite (adult day, overnight, in home) *Supplemental services (limited availability) for services such as legal assistance, financial consultation and home safety interventions *Limited to care for individuals 60+ who have two functional limitations of daily living or cognitive impairment (or children <18yrs) * Financial need considered
VON Canada Caregiver Best Practice Team	<ol style="list-style-type: none"> 1. CARE Tool Kit (Caregivers' Aspirations, Realities, and Expectations Tool) 2. Caregiver-Connect.ca Online access to tools and templates for caregivers to use to 3. Caregiver Risk Screen (assess items related to the care recipient as well and assess caregivers' needs) 4. SMILE (<i>Seniors Managing Independent Living Easily</i>) (currently in South East LHIN) *coordinates access to home supports that are individualized to the senior's specific needs 	<p>Psychosocial assessment tool that treats caregiver needs equal to care receiver needs</p> <p>http://www.von.ca/en/caregiverconnect/caregiving_tools/default.aspx</p> <p>http://www.von.ca/en/special_projects/smile.aspx</p>	<ul style="list-style-type: none"> • Focus only on seniors
Welsh Government	Welsh Assembly Government's Carers Strategy Action Plan	http://wales.gov.uk/topics/health/socialcare/carers/?lang=en	