



MANITOUWADGE
FAMILY HEALTH TEAM

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Dear Caregiver:

This survival kit was created by the Manitouwadge Family Health Team to assist family members and friends as they keep track of the immense amount of information required for healthcare, finances and other facets of life.

This kit was created with the realization that while there are resources available to individuals and their caregivers, they may not be well known and often times be confusing and overwhelming to seek out and make sense of the information.

Being a caregiver can be a challenging task, if we can be of assistance during this time, please give us a call at (807) 826-3251 ext 278 or 277.

Sincerely,

Manitouwadge Family Health Team

"Meeting the changing health care needs of our community with excellence."

WHAT IS A CAREGIVER?

A caregiver is someone who is responsible for the care of someone with health issues or needs help managing their day to day activities . To help caregivers understand the role they have taken on, here are some examples of what a caregiver may do:

- Take care of someone who has a chronic illness or disease.
- Manage medications or talk to doctors and nurses on someone's behalf.
- Help bathe or dress someone who is frail or disabled.
- Take care of household chores, meals, or bills for someone who cannot do these things alone.

WHAT IS CAREGIVER BURNOUT?

Caregiver burnout can be described as physical, emotional, and mental exhaustion that may follow a change in attitude -- from positive and caring to negative and unconcerned. Burnout can occur when caregivers don't get the help they require or if they try to do more than they are able.



"A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort."

-- Herm Albright

CAUSES OF CAREGIVER BURNOUT

Caregivers often are so busy caring for others that they tend to neglect their own health. The demands on a caregiver's body, mind, and emotions can easily seem overwhelming, leading to fatigue and hopelessness -- and, ultimately, burnout.

Some factors that can lead to caregiver burnout include:

Role confusion: It can be difficult for a person to separate their role as caregiver from their role as spouse, lover, child or friend.

Unrealistic expectations: Caregivers may expect their involvement to have a positive effect on the health and happiness of their loved one, however this may not always be realistic.

Lack of control: Caregivers may become frustrated by a lack of money, resources, and skills to effectively plan, manage, and organize their family member or friend's care.

Unreasonable demands: Some caregivers may place unreasonable burdens upon themselves, as they may see providing care as their exclusive responsibility.

SIGNS AND SYMPTOMS OF CAREGIVER BURNOUT

The symptoms of caregiver burnout are similar to the symptoms of stress and depression. They include:



Emotional and physical exhaustion



Changes in sleep patterns



Changes in appetite, weight, or both



Getting sick more often



Feeling blue, irritable, and hopeless



Loss of interest in previously enjoyed activities



Withdrawal from friends, family, and other loved ones

"Some days there won't be a song in your heart. Sing anyway."

- - Emory Austin

HERE ARE SOME STEPS YOU CAN TAKE TO HELP PREVENT CAREGIVER BURNOUT



Find someone you trust a friend, co-worker, neighbor, clergy or a professional to talk to about your feelings and frustrations.



Be realistic about your loved one's disease.



Educate yourself. The more you know about the illness, the more effective you will be in caring for the person with the illness.



Set realistic goals, accept that you may need help with caregiving, and turn to others for help with some tasks.



Don't forget about yourself because you're too busy caring for someone else. Stay healthy by eating right and getting plenty of exercise and sleep.



Take advantage of respite care services.



Know your limits and do a "reality-check" of your personal situation.



Accept your feelings. Having negative feelings -- such as frustration or anger -- about your responsibilities or the person for whom you are caring is normal.



Develop new tools for coping. Use humor to help deal with everyday stresses.



Join a caregiver support group. Sharing your feelings and experiences with others in the same situation can help you manage stress, locate helpful resources, and reduce feelings of frustration and isolation.



Talk to a professional. The Manitouwadge Family Health Team can help you deal with a wide range of physical and emotional issues.

"Physical strength is measured by what we can carry; spiritual by what we can bear."

- - Unknown

COPING STRATEGIES



Do not be afraid to ask for or accept an offer of help. Many caregivers feel that they have to take care of all of their loved one's needs, as well as the needs of the rest of their family and friends -during the times when you feel that you need help, ask for it!



Say NO when you are stretched too thin. Many caregivers have families and full time jobs on top of their caregiving responsibilities. You don't have to feel as though you are letting others down—it is okay to say no.



Keep family members updated on the progress of your loved one. Family members, near or far, may want to know what is going on with their loved one. Keep them informed of healthcare, financial, and care decisions so that they feel included.



Talk to your family about your feelings. Many caregivers forget to take time for themselves while they are taking care of a loved one. When you are physically, mentally, and emotionally healthy, you will be a better caregiver for your loved one. Talk to your family members and be honest about how you feel.



"We make a living by what we get, but we make a life by what we give."

-- Sir Winston Churchill

TOP 10 TIPS FOR EFFECTIVE COMMUNICATION AS A CAREGIVER

1. Be calm and patient
2. Maintain eye contact
3. Speak clearly and slowly
4. Learn to listen
5. Observe non-verbal language (facial expressions, gestures)
6. Keep your instructions brief
7. Be aware of body language
8. Do not ask to “remember”
9. Be respectful of the other person’s opinions and beliefs
10. Reinforce the positive

“I’ve learned that people will forget what you said, people will forget what you did, but they will never forget how you made them feel.”

-- Maya Angelou

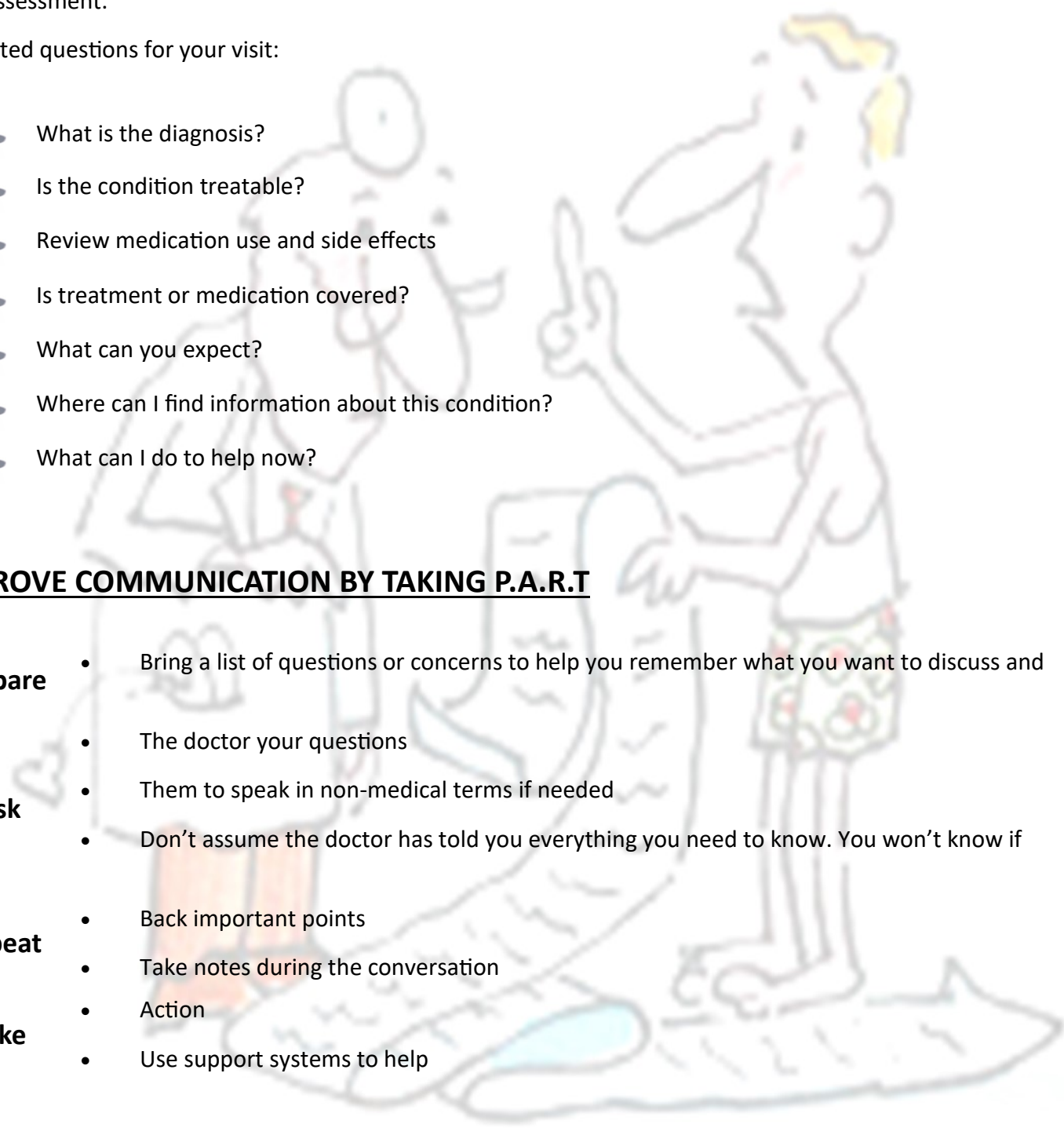


SUGESSTIONS FOR DOCTOR'S VISITS

Caregivers often may need to accompany a friend or family members to an appointment. Below are some suggestions for preparing for the visit.

Allow the doctor to speak to the individual directly as their responses or lack of, will help the doctor with their assessment.

Suggested questions for your visit:

- 
- ? What is the diagnosis?
 - ? Is the condition treatable?
 - ? Review medication use and side effects
 - ? Is treatment or medication covered?
 - ? What can you expect?
 - ? Where can I find information about this condition?
 - ? What can I do to help now?

IMPROVE COMMUNICATION BY TAKING P.A.R.T

- Prepare**
 - Bring a list of questions or concerns to help you remember what you want to discuss and
- Ask**
 - The doctor your questions
 - Them to speak in non-medical terms if needed
 - Don't assume the doctor has told you everything you need to know. You won't know if
- Repeat**
 - Back important points
 - Take notes during the conversation
- Take**
 - Action
 - Use support systems to help

MEDICATION MANAGEMENT

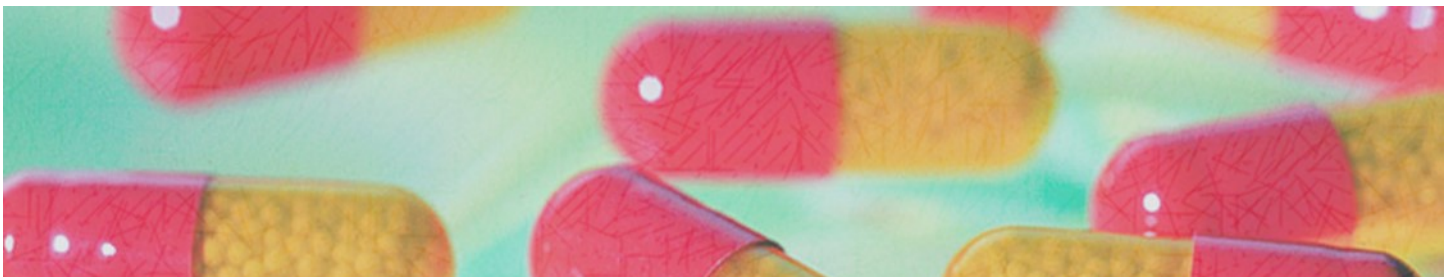
Review the medications, both prescription and over-the-counter, and dietary supplements your loved one is taking. At least once yearly, all current medications and supplements should be brought to the doctor for review. Inform the doctor of any side effects when new medications are started.

It is important to ask and write down the answers to the following questions before leaving the doctors office. If you are unable to receive all the answers your pharmacist may be able to answer some of them.

- The brand and generic name of the medication
- The condition being treated and how the medication treats the condition
- When and how often should it be taken?
- How should it be taken?
- Are there any foods or drinks to avoid while taking the medication?
- How long will it take to work?
- If the medication is missed, what should your loved one do?
- What are the expected side effects?
- How long will your loved one have to take the medication?
- Are there any possible interactions with other medicines/ supplements?
- Can the medication be chewed, crushed or mixed with food or drinks?

“The most wasted of all days is one without laughter.”

-- E.E. Cummings



TOP TEN IDEAS FOR HOME SAFETY IMPROVEMENT

Here are some improvements that can enhance your loved one's comfort, safety, and independence:



Change door and faucet handles to lever type that operates easily with a push



Put a night light in the bathroom and hallways



Remove throw rugs and other loose carpeting; use slip resistant rugs or other no slip flooring



Place handrails on both sides of staircases and outside steps



Make sure bathtub/shower has non skid surface



Install grab bars by the toilet and tub/shower



Widen/clear pathways within each room by rearranging furniture



Provide a specially equipped telephone or emergency call device that signals help in emergency (Life Line)



Place fire extinguishers on each floor



Post emergency phone numbers near the most used telephone

“Most of the important things in the world have been accomplished by people who kept on trying when there seemed to be no hope at all.”

- - Dale Carnegie

ADDITIONAL RESOURCES

FINANCIAL ASSISTANCE

Employment Insurance Compassionate Care Benefits

For those who have to be away from work temporarily to provide care or support to a family member who is gravely ill and who has significant risk of death within 6 months. Max of 6 weeks may be paid.

Website: http://www.servicecanada.gc.ca/eng/ei/types/compassionate_care.shtml

Ontario Works

Can provide you with money and help you find a job if you are in temporary financial need.

Phone: 826-4809

Fax: 826-4592

Website: <http://www.tbdssab.ca/>

Manitouwadge Food Bank

Provides non-perishable food items to individuals and families of lower income.

Location: Our Lady of Lourdes Basement

Hours: Wed: 1:30-3:30 excluding last Wed of the month.

Phone: 826-4326

Manitouwadge Family Health Team Social Worker

Can help find funding for various devices if needed

Phone: 826-3251 ext: 277

Ontario Trillium

Can help pay for prescription medications, if you qualify.

Phone: 1-800-575-5386

Website: http://www.health.gov.on.ca/en/public/programs/drugs/opdp_forms.aspx

Manitouwadge Cancer Assistance Group

Phone: 826-3586

Service Canada—Canada Pension Plan (CPP) Disability

Provides disability benefits to people who have made enough contributions to the CPP and who are disabled and cannot work at any job on a regular basis.

Website: <http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/index.shtml>

Ontario Disability Support Program (ODSP)

Helps people with disabilities who are in financial need pay for living expenses like food and housing.

Phone: 1-800-465-5561

Website: <http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/>



“The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart.”

-- Helen Keller

CANCER CARE

Manitouwadge Cancer Assistance Group

Phone: 826-3586

Canadian Cancer Society

Phone: 1-888-939-3333

Website: www.cancer.ca

Cancer Connection

People living with cancer and their caregivers can call the toll free number and be matched with someone to talk to within 48hrs.

Phone: 1-800-263-6750

Tamarack House

Is a lodge for regional cancer patients in Thunder Bay at low rates.

Phone: 1-807-684-7799 or toll free: 1-877-696-7223



COUNSELLING/MENTAL HEALTH CARE/SOCIAL SERVICES

North of Superior Counselling Programs

Provides counselling and education along with partnerships with specialized services to enhance the emotional well-being of people in the community.

Location: Manitouwadge General Hospital

Phone: 826-4517

Social Worker at Manitouwadge Family Health Team

Trena Roberts, RSSW

Location: Manitouwadge General Hospital

Phone: 826-3251 ext 277

Crisis Response Service

Assists individuals to alleviate and resolve emotional distress or situational disturbances that affect their ability to cope.

Phone: 1-888-269-3100

Superior North Victim Services

Provides emotional support and practical assistance to victims of crime and tragic circumstances.

Phone: 229-8877

People Advocating for Change through Empowerment (PACE)

PACE is run by and for people with lived experiences of a mental health issue or addiction issue who are now living well and able to support others experiencing similar issues to resolve problems and promote recovery.

Phone: 826-4442



RESPITE CARE

Manitouwadge General Hospital

Phone: 826-3251 ext 203 Laurie Isaacs Nurse Manager

Wesway

Offers short-term care which gives family caregivers some time to renew their energy.

Phone: 1-807-623-2353

Toll Free: 1-888-623-2353

Website: www.wesway.com

Email: respite@wesway.com



Hospice Northwest Thunder Bay

Assist people living with a life limiting or chronic illness to experience a sense of connection, community and support through companionship.

Phone 1-807-626-5570

Northwest Community Care Access Centre

Delivers individualized care and quality health care.

Phone: 229-8627

END OF LIFE CARE

Manitouwadge General Hospital

Phone: 826-3251 ext 203 Laurie Isaacs Nurse Manager

Wesway

Offers short-term care which gives family caregivers some time to renew their energy.

Phone: 1-807-623-2353

Toll Free: 1-888-623-2353

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LEGAL MATTERS

Erickson and Partners Law Firm

Phone: 1-807-345-1213 (Thunder Bay)

Phone: 826-3314 (Manitouwadge)

Rene Larson Law Office

Hours: Monday – Friday 9:00 am – 5:00 pm

Phone: 229-2777

Shaffer Jobbitt Law Office

Keith Jobbitt

Phone: 1-807-229-3111 (Marathon)



Power of Attorney Documents <http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.pdf>

PASTORAL CARE

Bethany Pentecostal Church

Phone: 826-3358

Sunday Service: 10:30 am

Bible Study: Wednesday 7:00 pm

Youth Friday Night Flame: 7:00 pm

Our Lady of Lourdes Church

Phone: 826-3751

Sunday Mass: 9:30 am

Monday, Tuesday, Friday Mass: 7:00 pm

Bilingual Mass: Saturday 7:00 pm

St. Paul's United Church

Phone: 826-3897

Sunday Service/Sunday School: 11:00 am



“Never underestimate your problem or your ability to deal with it.”

-- Robert H. Schuller

FUNERAL HOMES IN AREA

Kerry Funeral Home Ltd (Wawa)
1-707-856-7340 or 1-800-439-4937
kerryfuneralhome@shaw.ca

Fawcett (Geraldton)
Phone: 1-877-437-1212

King's (Schreiber)
Phone: 1-807-824-2261



Northwest Funeral Alternative Inc. (Thunder Bay)
Phone: (807) 623-2025 or 1-800-305-7912

MEDICAL PHONE NUMBERS

Manitouwadge General Hospital
Phone: 826-3251

Manitouwadge Family Health Team
Hours: Monday – Friday 8:00 am – 4:30 pm
Phone: 826-3251 ext: 301

Manitouwadge Medical Clinic
Hours: Monday – Thursday 9:00 am – 5:00 pm
Friday 9:00 pm – 1:00 pm
Phone: 826-3251 ext: 301

Urgent Care Clinic
Phone: 825-3429
Call between 8-9am on Monday, Tuesday, Thursday, Friday

Manitouwadge Pharmacy
Hours: Monday – Friday 9:30 am – 5:30 pm
Saturday: 10:00 am – 3:00 pm
Phone: 826-3888

Thunder Bay Regional Health Sciences Centre
Phone: 1-807-684-6000

Emergency (Fire, Ambulance, Police)
Phone: 911

Shopper's Home Health Care (call for equipment purchases or rentals)
Hours: Monday – Friday 9:00 am – 5:30 pm
Saturday 10:00 am – 4:00 pm
Phone: 1-807-345-6564

Northwest Community Access Centre
Hours: Monday – Friday 8:30 am – 4:30 pm
Phone: 229-8627 (Marathon)
Toll-Free: 866-449-3313

DEMENTIA/ALZHEIMER'S CARE

Alzheimer's Society

Thunder Bay, ON P7B 6J4

Phone: 1 (807) 345-1518 or 1-888-887-5140

Email: info@alzheimerthunderbay.ca

Website: www.alzheimer.ca/thunderbay



SERVICES IN MANITOUWADGE

Handi-Action

Can assist with financial hardship, subsidies for medical transportation, home modification for mobility needs, food bank, Christmas hampers.

Hours: 24-Hours

Phone: 826-4326

Meals on Wheels

Hot meals delivered to your house at lunch 5 days a week at \$7/meal

Phone: 826-3251 ext: 301

Northern Delivery Service

Phone: 228-0545

A Caregiver's Guide

A Handbook about End of Life Care by: Karen Macmillan, Jacquie Peden, Jane Hopkinson, Dennie Hycha

http://www.virtualhospice.ca/en_US/Main+Site+Navigation/Home/Support/Resources/Books_+Links_+and+More/Caregiver+and+caregiving/Books/A+Caregiver_s+Guide_+A+Handbook+About+End_of_Life+Care.aspx

MANITOUWADGE FAMILY HEALTH TEAM

The Manitouwadge Family Health Team is your liaison to services that are provided in town.

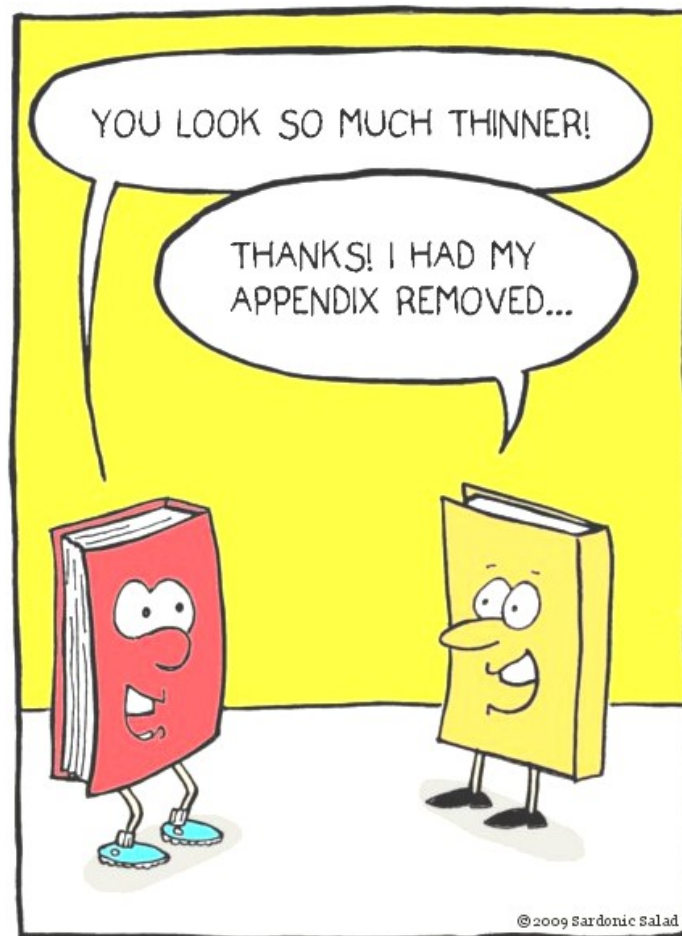
Registered Nurses at the Family Health Team can provide you:

- Clinical Nursing Services arranged through CCAC
- Answer health related question you may have
- Coordinate services that are needed
- Caring and compassionate care

The Registered Social Services Worker at the Family Health Team can provide you:

- Palliative care support
 - Respite Care
- Service Navigation – assisting with forms, providing information regarding programs and funding
- Counselling
- Caring and compassionate care
- Depression and anxiety screening

APPENDIX



"When you're a caregiver, you need to realize that you've got to take care of yourself, because , not only are you going to have to rise to the occasion and help someone else, but you have to model for the next generation."

-- Naomi Judd

PERSONAL INFORMATION

Full Name _____ Nickname _____

Previous Legal Names Used _____

Spouse/Significant Other _____ Mother's Maiden Name _____

Address _____ City _____ Prov. _____ Postal Code _____

Home phone _____ Cell Phone _____ Email _____

Date of Birth _____ Location of Birth Certificate _____ SIN # _____

Religious Denomination _____ Phone # _____

DAILY ROUTINE

| | | |
|------------------|-------------|--------------|
| Time Awakens | Nap Times | Bedtimes |
| Bathing Schedule | | |
| Breakfast Times | Lunch Times | Supper Times |
| Food Allergies | | |

PERSONAL PREFERENCES

| | |
|-------------------------|--|
| Favorite TV Shows and | |
| Favorite Radio Stations | |
| Favorite Books | |
| Hobbies | |
| Likes/Dislikes | |

EMERGENCY CONTACTS

CONTACT IN CASE OF EMERGENCY

| | | |
|----------|----------|--------------|
| Name | | Relationship |
| Address | | |
| Home No. | Work No. | Cell No. |

| | | |
|----------|----------|--------------|
| Name | | Relationship |
| Address | | |
| Home No. | Work No. | Cell No. |

| | | |
|----------|----------|--------------|
| Name | | Relationship |
| Address | | |
| Home No. | Work No. | Cell No. |

RELATIVES/FRIENDS

| Name | Relationship | Address | Phone | Email |
|------|--------------|---------|-------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

MEDICAL INFORMATION

DOCTORS (PRIMARY CARE AND SPECIALISTS)

| Name | Speciality | Address | Phone |
|------|------------|---------|-------|
| | | | |
| | | | |
| | | | |
| | | | |

PHARMACY

| Name | Address | Phone |
|------|---------|-------|
| | | |

HOSPITAL

| Name | Address | Phone |
|------|---------|-------|
| | | |

MEDICAL HISTORY

| Date | Operation/Hospitalization |
|------|---------------------------|
| | |
| | |
| | |
| | |

CURRENT MEDICAL CONDITIONS

| Disease/Disorder | Date Diagnosed | Treatment |
|------------------|----------------|-----------|
| | | |
| | | |
| | | |

BLOOD TYPE _____

ALLERGIES _____

LIST OF MEDICATIONS


Name: _____ Last Updated: _____

Allergies: _____

| Medication Name | Dosage & Instructions | Reason | Date | |
|-----------------|-----------------------|--------|-------|------|
| | | | Start | Stop |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Please fill out this form and bring it to Manitouwadge General Hospital and they will process all the information on a laminated wallet sized card for you free of charge

- Stress and Coping program

|  Medical Information Card | |
|---|--|
| Name: | Date of Birth: _____ Day/ Month / Year |
| Street Address: | Emergency Contacts: Name: Phone number: Relationship |
| Home phone number: | |
| Family Physician Name: Phone Number: Other Physician Name: Phone Number: | Name: Phone Number: Relationship: |
| Conditions/History: | |
| Medications: | |
| Allergies: | |

Courtesy of Manitouwadge General Hospital



FINANCIAL INFORMATION

LOCATION OF DOCUMENTS/PROPERTY

| ITEM | LOCATION |
|---|----------|
| Check book and check book registers | |
| Income tax returns | |
| Certificates for Stocks, bonds etc. | |
| Contracts for pension, retirement account | |
| Deeds | |
| Lease or loans | |
| Marriage license | |
| Divorce/separation papers | |
| Jewellery | |
| Legal Documents (power of attorney) | |
| Will | |
| | |
| | |
| | |



LEGAL INFORMATION

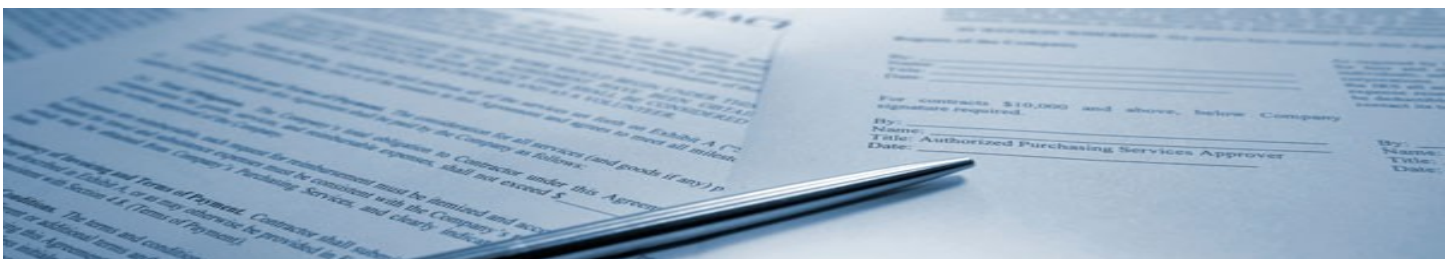
LEGAL DOCUMENTS EXECUTED (Wills, trust, power of attorney, healthcare declaration, living will, advanced directives, do not resuscitate orders)

| Document Type | Location of Original Document | Copies of Document Given to |
|---------------|-------------------------------|-----------------------------|
| | | |
| | | |
| | | |
| | | |

| Power of Attorney | Address | Phone |
|-------------------|---------|-------|
| | | |
| | | |
| | | |

| Executor | Address | Phone |
|----------|---------|-------|
| | | |
| | | |
| | | |

| Name of Attorney | Firm | Address | Phone |
|------------------|------|---------|-------|
| | | | |
| | | | |



END OF LIFE PLANNING

LOVED ONES WISHES

FUNERAL SERVICE

INSTRUCTIONS

FUNERAL HOME

| Name | Address | Phone |
|------|---------|-------|
| | | |

PALLBEARERS

| Name | Address | Phone |
|------|---------|-------|
| | | |
| | | |
| | | |

CEMETARY

| Address | Plot Location | Deed Location |
|---------|---------------|---------------|
| | | |

PREPAID FUNERAL ARRANGEMENTS ☐



REFERENCES

Caregiver Cards. (2012). Caregiver tips for effective communication. Retrieved from <http://caregivercards.biz/caregiver-tips/>

Community Hospice. (2012). Caregiver toolkit. Hospice Heart. Modesto, CA.

Horne, Jo. (1985). Caregiving: Helping an aging loved one. American Association of Retired Persons. Washington: DC.

LivHOME. (2013). Tips for communicating effectively with family members as a caregiver. Retrieved from; <http://livhomeblog.com/tips-for-communicating-effectively-with-family-members-as-a-caregiver/#sthash.Y1AReFif.gbKjlbuK.dpbs>

Macmillan, K., Hopkinson, J., Peden, J. & Hycha, D. (2010). A caregiver's guide: A handbook about end-of-life care. Canadian Hospice Palliative Care Association. Ottawa: ON.



