



CAREGIVING FROM A SOCIAL/PHYSICAL DISTANCE

LONG TERM CARE, RETIREMENT HOME AND PRIVATE RESIDENCE

Caregiving from a distance is hard. Caregiving from a distance during COVID-19 is even more daunting. Below are some tips that can help you help the person you are caring for from a social/physical distance.

GENERAL TIPS

- Focus on making sure that basic needs are being met
 - **Community Support Services** are a collection of agencies that provide health and wellness services that includes transportation, nutrition, education and support, safety and reassurance, health and wellness, support in the home, intensive support programs and adult day services. They also maintain an up-to-date list of food and meal delivery options for a variety of dietary needs. For one-stop access to the services in the person's community, call
 - **Golden Manor-Adult Day Program** 705-360-2644 ext. 4512
 - **Bayshore Home Health** 705-269-0289 or 1-866-223-3585
 - **Timmins Red Cross** 705-267-4900

North East Local Health Integration Network (LHIN) Home and Community Care

- Community health care services such as nursing, personal support workers, and various therapies. Anyone can make a referral: a family doctor, friend, family member, even you, yourself. To explore options and eligibility, call: 705-267-2334 or 1-888-668-2222.
- If you typically support the medication routine, speak to the **Local Pharmacist** about different kinds of medication packaging (e.g. dosette box, blister packaging), delivery options and strategies to keep everyone safe, reduce error and make this task easier.
- Once the basic needs are being met, you can look into what other needs may exist. The [Caregiving Checklist](#) can help you in this task.
- Stay informed.



Tips for Caregivers



- Local Public Health Agencies have local and up-to-date information
 - **Porcupine Health Unit** 705-267-1181
 - **Temiskaming Health Unit** 705-647-4305
- For those caring for someone in Retirement Home or Long Term Care, reach out to the specific home to find out how to receive updated information on an ongoing basis. Some [suggestions/tips on what to ask](#) have been developed for Long Term Care and shared by Family Councils Ontario, but may be helpful for Retirement Homes as well.
 - You can also reach out to the [Ministry of Long Term Care's Family Support and ACTION line](#) to receive information or raise concerns during COVID-19 at 1-866-434-0144
 - If you have already contacted the Long Term Care home directly and the above Ministry line and were not able to reach a satisfactory resolution, you can contact the [Patient Ombudsman](#) by calling 1-888-321-0339
 - [Family Councils Ontario](#) is a government funded organization that works with Family Councils in Long-Term Care Homes across Ontario in leading and supporting families in improving quality of life in long-term care. They have created a number of helpful resources.
- Above all else, the most important thing you can do is stay connected.
 - Regular phone calls and emails can go a long way in supporting someone
 - A drive by or window visit (if permitted) might also be helpful, especially when you cannot celebrate special occasions in person
 - Consider how you can use technology through use of a computer, smartphone or tablet, such as an iPad. Ontario Caregiver Organization has created a helpful [tip sheet](#) on this topic. Below are some apps/applications (computer software programs) that allow you to have video chats on your device of choice that can help you stay connected with the one you are caring for and a [Virtual Visits Toolkit](#) to help get you started.

[Skype](#)

[FaceTime](#)

[Zoom](#)

[WhatsApp](#)

“Caregivers should be focused on providing the basics to their loved ones ... I think caregivers need to understand that during this time they cannot expect to



Tips for Caregivers



be the perfect caregiver; don't feel guilty and make sure you are safe and healthy.”

- *Jeanne Bank, Caregiver*

WHERE ELSE CAN I GET UP-TO-DATE AND MORE INFORMATION?

- [Ontario Caregiver Organization](#)

Provincial website that has helpful resources, support programs, live Chat and bilingual helpline that provides 24/7 support to all caregivers looking for support or have care questions. Call: 1-833-416-2273.