



## EAPO Webinar

# SUPPORTING ONTARIO'S CAREGIVERS

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TUESDAY, FEBRUARY 2, 2021

1:00 PM – 2:00PM



# WEBINAR HOUSEKEEPING

## Communication

All attendees will be muted during the webinar.

## ASL Interpreter:

Image and name of Interpreters will be visible during the webinar.

## Recording

A recorded version of this webinar will be available on EAPO's websites.

## Adjusting Speaker Image Size:

Drag the line between the video frame and slides to the left (adjust at beginning of the webinar).



# WEBINAR HOUSEKEEPING

## Speaker

Will be visible while presenting and for the Question/Answer session.

## Chat Box:

Post comments during the session.

## Questions

Type your questions in **Question/ Answer box**. A response will be posted during the webinar or asked to speaker after the presentation.

## Evaluation

After the session, a pop-up screen will appear to complete survey. Your feedback and suggestions for future webinars is appreciated.

A close-up photograph of two hands clasped together. The hands are weathered and have a reddish-brown skin tone. The person is wearing traditional jewelry, including a wide, colorful beaded bracelet on the left wrist and several necklaces with red, blue, and green beads. The hands are resting on a dark, patterned fabric with a fringed edge. The text "LAND ACKNOWLEDGEMENT" is overlaid at the bottom in white, serif, all-caps font.

LAND ACKNOWLEDGEMENT

# Presentation Flow

- **Opening Remarks**
- **The history of the Ontario Caregiver Organization (OCO)**
- **The Programs and Services they offer to support caregivers**
- **How to get involved with the OCO as a caregiver or community partner**
- **Questions & Answer Period**





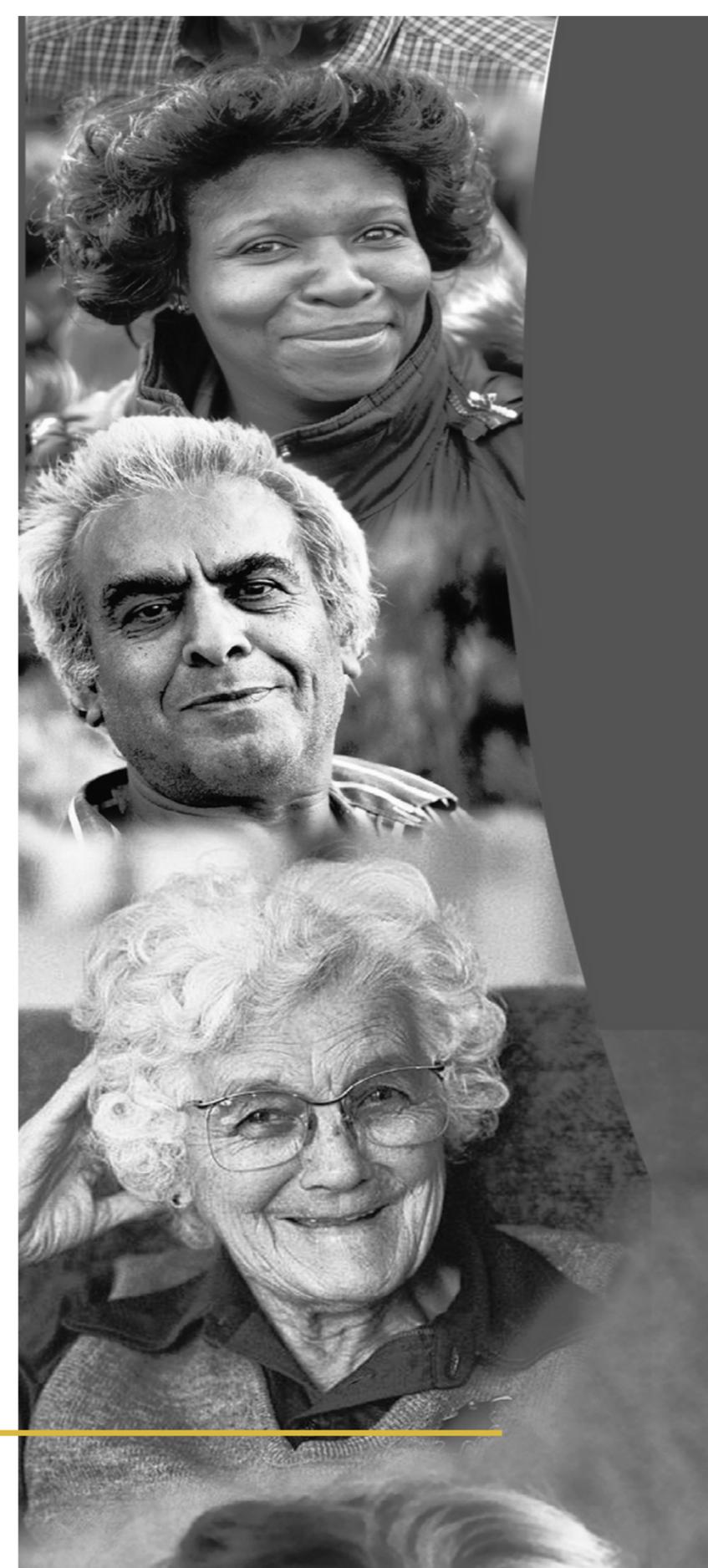
# Elder Abuse Prevention Ontario (EAPO)

## MISSION

EAPO envisions an Ontario where ALL seniors are free from abuse, have a strong voice, feel safe and respected.

## ACTION

Building that requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service coordination and advocacy.





**Katie Muirhead (she/her)**  
**Regional Lead,**  
**The Ontario Caregiver Organization**

**GUEST  
SPEAKER**

Working collaboratively with caregivers and community stakeholders, Katie aspires to develop and deliver meaningful information and supports to caregivers across Ontario.

Katie has diverse lived experience as a caregiver, which includes supporting loved ones with mental health and addictions, Autism Spectrum Disorders and other neurological conditions. As a Behaviour Therapist offering clinical supports to families across the province she has helped gain greater insight into the needs of caregivers and the increasingly important role they play in the community.

Katie possesses varied project leadership expertise, with a focus on innovative new projects, or scaling supports to benefit the needs of the people she serves and making a positive impact on their day to day lives



# The Ontario Caregiver Organization

# Who are Ontario's caregivers?

- 3.3 million strong, including young caregivers
- From every age group:
  - 30% Under age 35
  - 59% Age 36 – 65
  - 11% Age 65+



- Almost evenly split female/male (54%/ 46%)
- Majority are employed, married or partners, and parents (Sandwich Generation)

# Who they're caring for



- Half of caregivers are providing care to their own parents and also their in-laws
- About a quarter are caring for extended family members such as grandparents, siblings or other relatives
- One-in-ten are caring for their spouse or partner and one-in-twenty are caring for children

# Who they're caring for

- People living with old age or frailty, dementia/Alzheimer's
- Children with a mental illness, developmental or physical disability
- Adults dealing with health conditions such as back problems, chronic long-term pain, recovery from surgery, physical disability, cancer or mental illness



# Caregiving during COVID

- 54% of caregivers have said it has become more difficult to manage their caregiving responsibilities
- 31% of caregivers are providing more than 10 hrs of caregiving per week
- 77% of those with mental health issues find it difficult to access services due to COVID
- 4 in 10 caregivers are incurring higher costs



# A huge benefit to society

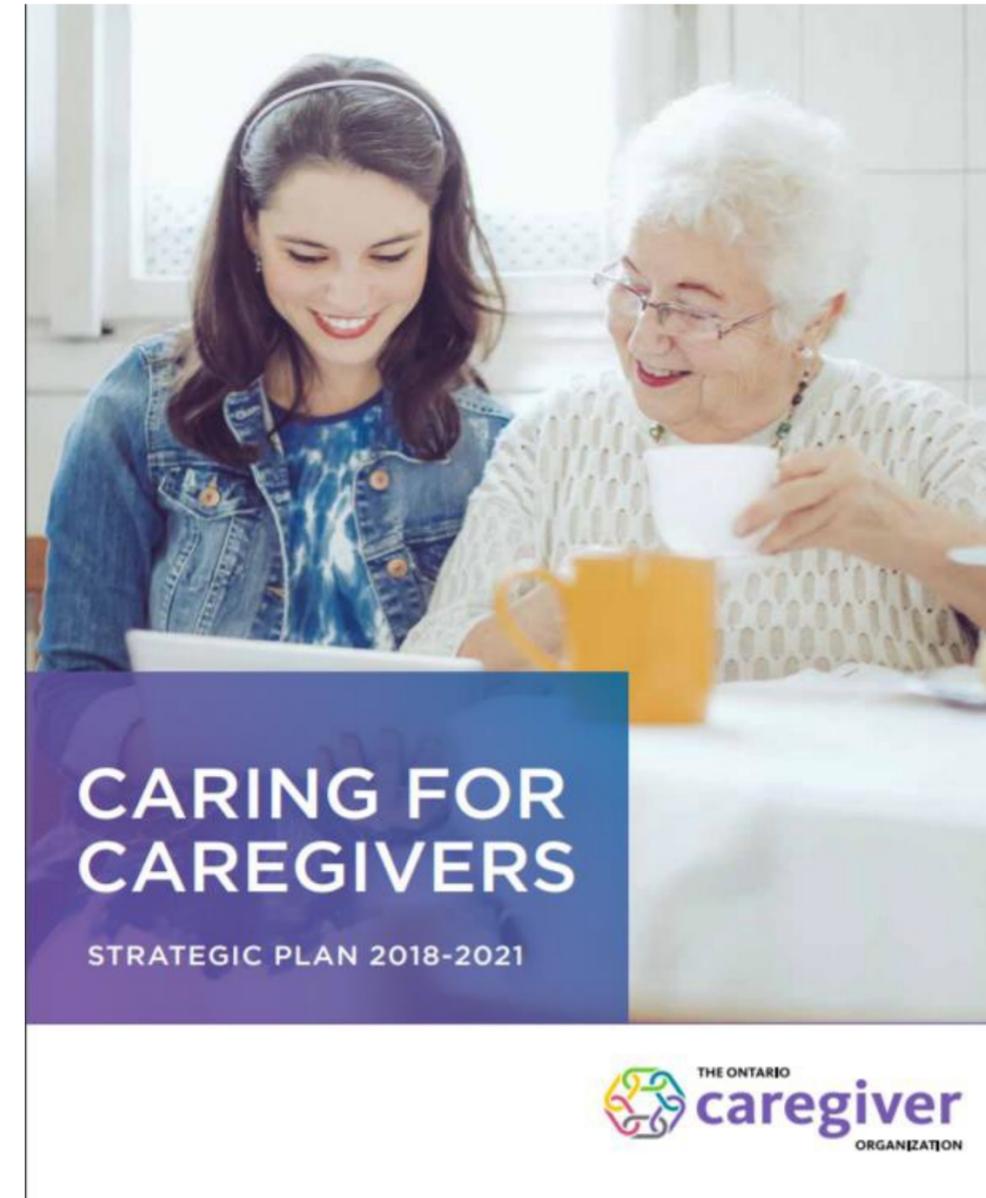
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If caregivers were paid the equivalent of Ontario's minimum wage (\$14/hour), their economic contributions would range from \$26 - \$72 billion a year.

- *Spotlight on Ontario's Caregivers Report*

# Who we are

- OCO was established in Spring 2018, in response to the recommendations in “Expanding Caregiver Support in Ontario” by Janet Beed
- Independent non-profit organization, with Board of Directors funded by the Ministry of Health
- Supports all Caregivers in Ontario regardless of where they live, diagnosis or age



# What we do

- Improve awareness and recognition of the contributions and importance of caregivers
- Connect all caregivers to information and support regardless of age, condition or location
- Avoid duplication of services that already exist and develop partnerships
- Work with caregivers to identify gaps and service needs, and to design and build new programs in response



# The Ontario Caregiver Helpline



THE ONTARIO  
**caregiver**  
ORGANIZATION

24/7 Helpline 1 833 416 2273  
[ontariocaregiver.ca](http://ontariocaregiver.ca)

The Ontario Caregiver Helpline provides caregivers with a 24/7 resource for information and support by **phone** or 7am-9pm weekday **live chat**.



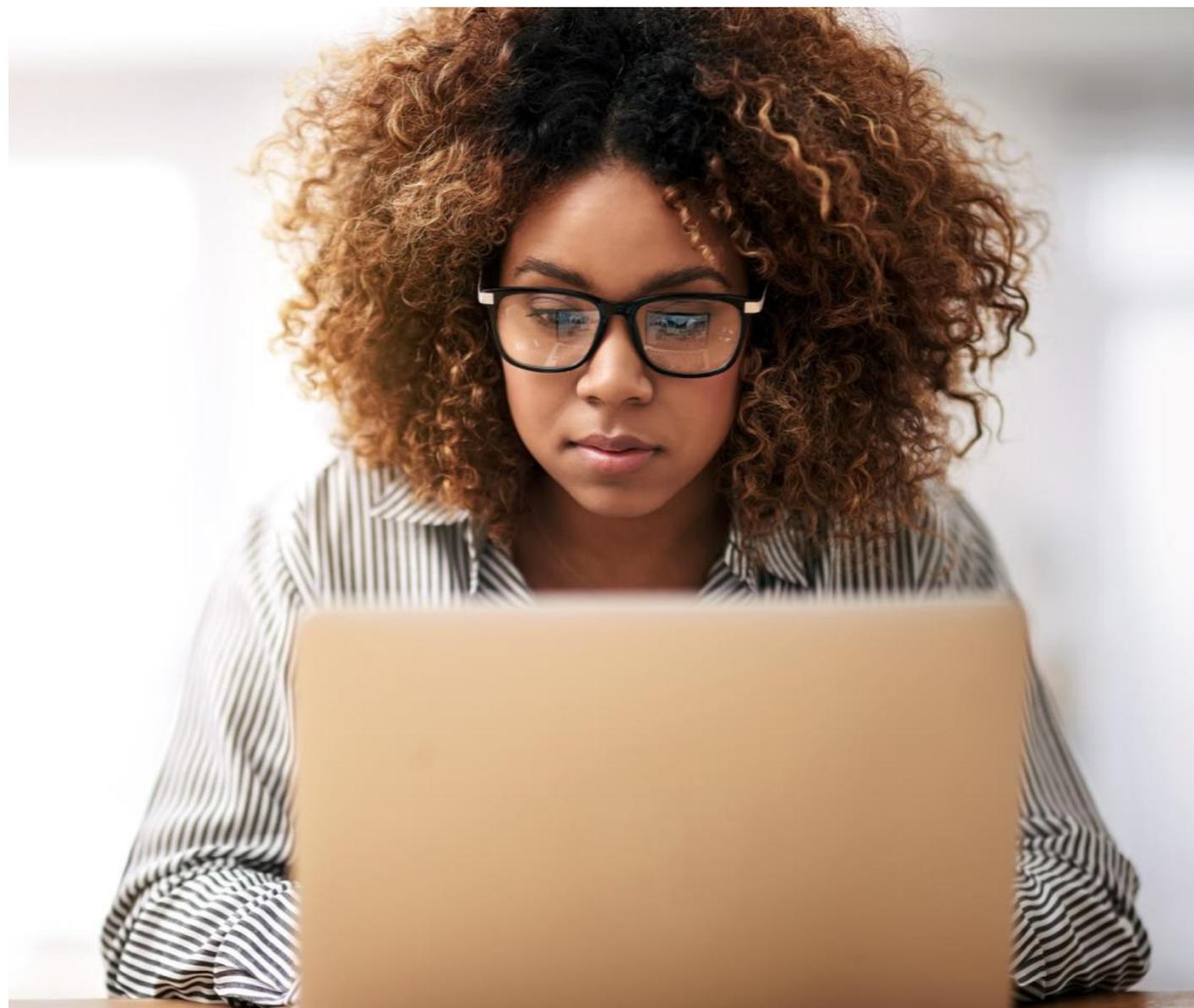
# SCALE Program

## SCALE topics:

- Your Caregiving Journey
- How Caregiving Stress Affects You
- Becoming a Mindful Caregiver
- The Self-Compassionate Caregiver
- How Caregivers Can Overcome Sadness & Guilt
- How Caregivers Can Overcome Anxiety & Anger
- Find Your Caregiving Strengths
- Time for Self-Care While Caregiving

Register: <https://ontariocaregiver.ca/scale-program/>

# Online Caregiver Support Groups



## **Online Support Group**

Wednesdays 10:30– 11:30 a.m. **FULL**

Thursdays 2:30– 3:30 p.m. **FULL**

Tuesdays 10:00-11:00 a.m

## **Young Caregivers Online Support Group**

Wednesday 7:30-8:30p.m.

Register here:

<https://www.eventbrite.com/e/100295998030>

# Peer Support

## 1:1 Peer Support Program

- Connect with a trained Peer Mentor over the phone
- Provide/receive peer to peer emotional support
- Partnerships last up to one year

For more information email:

[peersupport@ontariocaregiver.ca](mailto:peersupport@ontariocaregiver.ca)



# Webinars



OCO hosts webinars every month on a wide variety of caregiving topics. All webinars are recorded and can be watched at any time.

For more information on our events:  
<https://ontariocaregiver.ca/events/>

View recordings of previous webinars here:

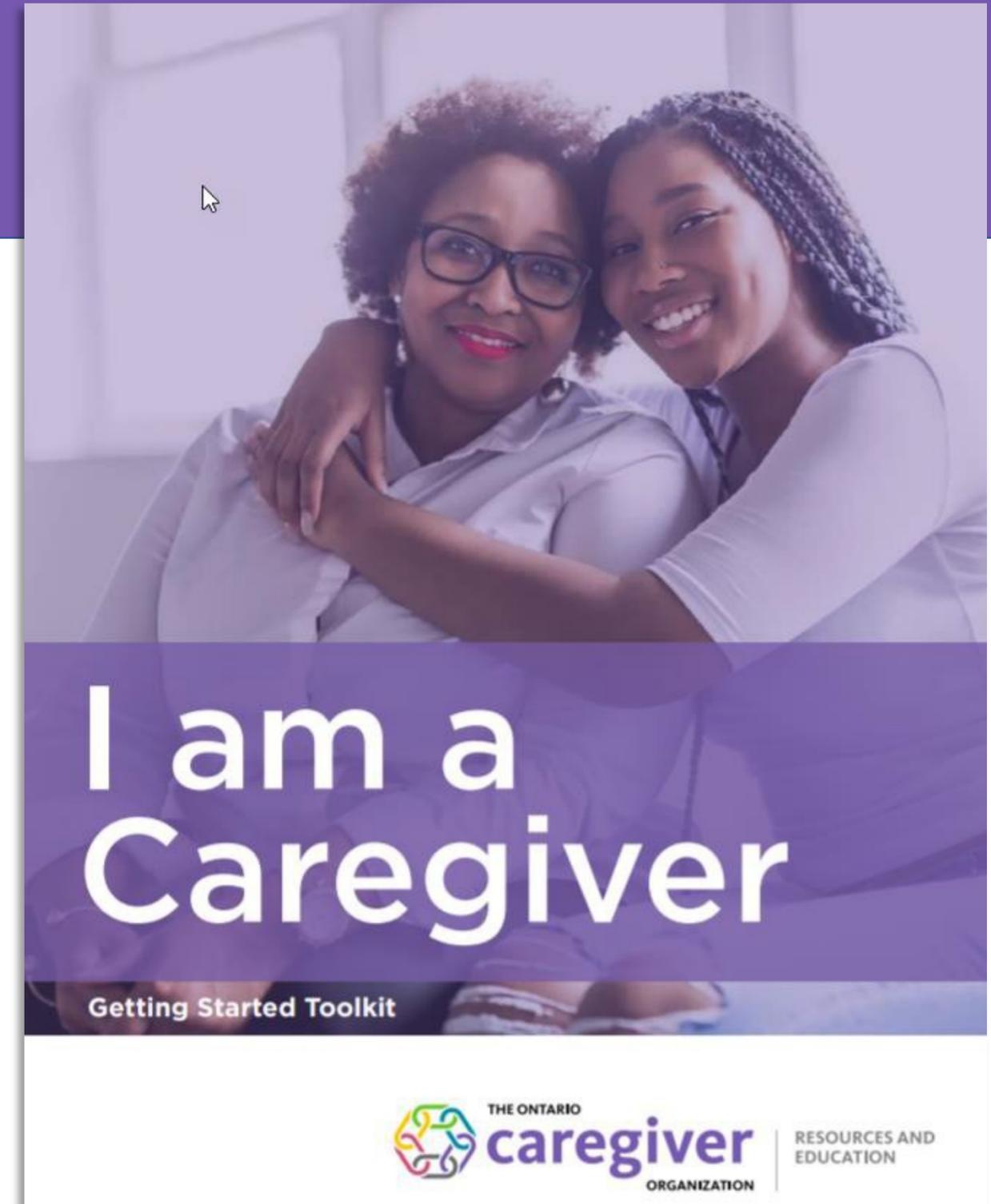
<https://vimeo.com/ontariocaregiver>

# Caregiver Starter Kit

**Step 1:** Build Your Support Team

**Step 2:** Reflect on Your Needs

**Step 3:** Attend to your own needs and add self-care to your routine



# Working Caregiver Toolkit



UNITE DE SOUTIEN AUX

**lants naturels**

DE L'ONTARIO

# Caregivers as Partners



## CO-DESIGNED

Developed with  
caregivers, patient  
& healthcare  
providers



## PRACTICAL

Provides  
practical and  
tangible tips for  
healthcare providers



## TIMELY

Each module takes  
~20 minutes to  
complete



## ACCREDITED

By the Canadian  
Nurses Association  
and the Ontario  
College of Family  
Physicians

# Caregiver ID

What is Caregiver ID?

Caregiver Identification (ID) is a tool that can be used to foster family presence policies and principles of family inclusion and patient and family-centered care. The tool helps to promote a culture that embraces caregivers as partners in care.



# Partners in care: Pandemic Tool Kit

The Partners in Care: Pandemic Tool Kit provides hospitals and long term care facilities with a framework for engaging caregivers as partners in care. The Tool Kit, which is already being used in select hospitals across the province, has been successful in being adopted across many health care and residential settings.

The tool kit includes: Caregiver ID, Partners in Care Pledge and What Caregivers Can Do (to be completed by caregivers). Each tool is available to download and customize.

# How We Partner

- Joint webinars or events
- Building referral pathways between OCO and other organizations
- Connecting Caregiver Helpline callers to community-based services
- Sharing insights on caregiver needs and solutions
- Delivering programs/supports like 1:1 Peer Support Program together to enhance your organizations capacity



# Caregiver Engagement

## Caregiver Advisory Panel

### Working groups

- Young Caregivers
- Working Caregivers
- Mental health

### Volunteer engagement



# Regional Contact

Katie Muirhead

Regional Lead

[katiem@ontariocaregiver.ca](mailto:katiem@ontariocaregiver.ca)

(289) 407-4618

[www.ontariocaregiver.ca](http://www.ontariocaregiver.ca)

# Questions?

[ontariocaregiver.ca](http://ontariocaregiver.ca)

[@CaregiverON](https://www.instagram.com/CaregiverON)





SENIORS  
SAFETY LINE

# 1-866-299-1011



Anonymous, Confidential  
24/7, 365 days of the year



Live counsellors,  
over 200 languages



**[awhl.org/online-chat](https://awhl.org/online-chat)**  
Monday to Friday 11am-8pm

[awhl.org/seniors](https://awhl.org/seniors)

ASSAULTED  
WOMEN'S  
HELPLINE



# Provincial Supports POLICE and Services

**Call local Police Service**  
**LEAPS/Seniors Support Officers**

**Ontario Provincial Police**  
[www.opp.ca](http://www.opp.ca)

**Senior Crime Stoppers**  
[www.canadiancrimestoppers.org](http://www.canadiancrimestoppers.org)  
1-800-222-TIPS (8477)

**Toronto Police Service**  
*Vulnerable Persons Coordinator,  
Community Partnerships and Engagement Unit*

**SENIORS  
CRIME   
STOPPERS**

**To anonymously report  
crimes against seniors.**

**1-800-222-TIPS (8477)**



# Provincial LEGAL Supports and Services

## **Advocacy Centre for the Elderly**

1-855-598-2656

[www.advocacycentreelderly.org](http://www.advocacycentreelderly.org)

## **Law Society Referral Service**

[www.lsuc.on.ca/lsrcs/](http://www.lsuc.on.ca/lsrcs/)

## **South Asian Legal Clinic**

416-487-6371

<https://salc.on.ca>

## **Human Rights Tribunal of Ontario**

1 866 598 0322

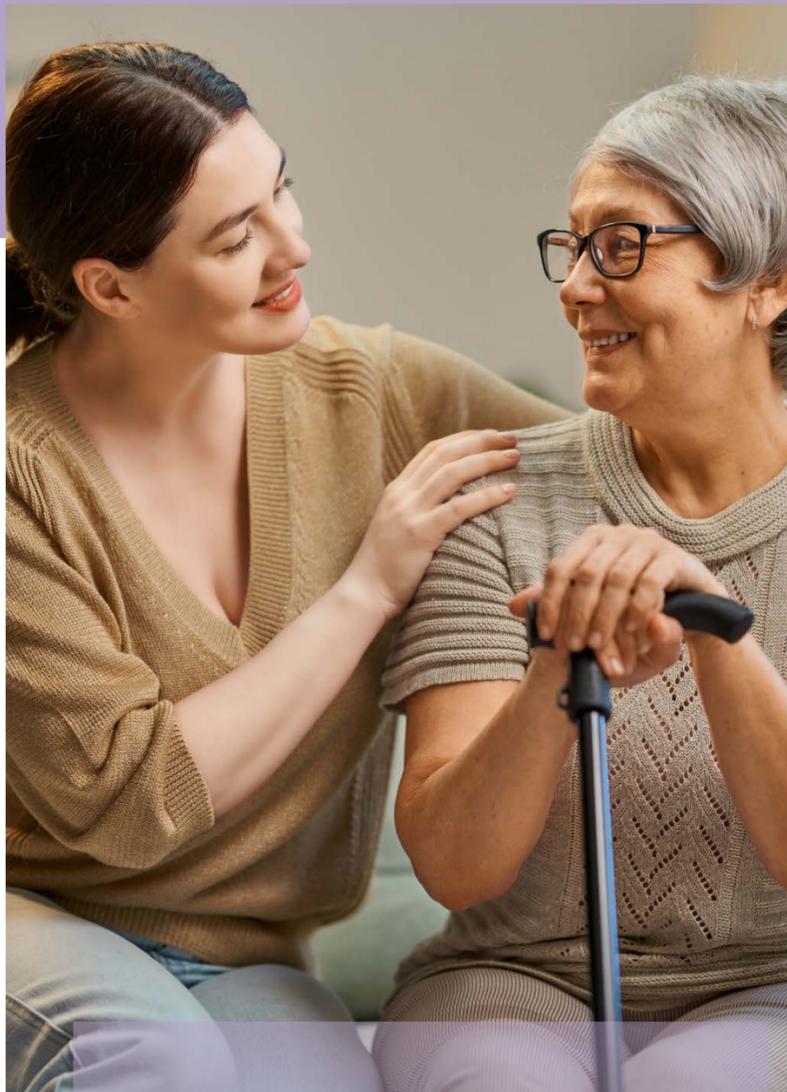
[www.hrto.ca](http://www.hrto.ca)

## **Office of the Public Guardian and Trustee**

1-800-366-0335

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

# Supports and Services



## **LHIN Home and Community Care**

<http://healthcareathome.ca/>

## **Alzheimer Society of Ontario**

[www.alzheimer.ca/en/on](http://www.alzheimer.ca/en/on)

1-800-879-4226

## **Family Services Toronto**

416.595.9618

<https://familyservicetoronto.org/>

## **The 519**

1-416-392-6874

[www.the519.org](http://www.the519.org)



# Reporting



MINISTRY MANDATED REPORTING  
**HOW DO I REPORT  
ABUSE?**



## Long -Term Care Homes Act s.24(1)

Any person who has reasonable grounds to suspect that abuse has occurred, or may occur, shall immediately report the suspicion and the information upon which it was based to the Director under the LTCHA.

**Long -Term Care ACTION Line  
1-866 -434-0144**

## Retirement Homes Acts.67

Anyone who sees or suspects a situation that harms or puts a resident at risk of harm must report it to the RHRA.

**Retirement Homes Regulatory  
Authority (RHRA)  
1-855 -275-7472**

# Tools and Resources

## SAFETY PLANNING FOR OLDER ADULTS KEEPING SAFE IN UNHEALTHY RELATIONSHIPS



**TOOLKIT FOR SERVICE PROVIDERS**

2021

Elder Abuse Ontario  
Prévention de la maltraitance envers les aînés (ON)  
Arrêtez les mauvais traitements - Restaurez le respect

## WASH YOUR HANDS of COVID-19 SCAMS!

### Be AWARE of people offering or selling you things....

-  Vaccines or miracle cures - currently there is NO vaccine or cure.
-  Coronavirus Testing Kits- Official site are Ministry of Health [www.health.gov.on.ca](http://www.health.gov.on.ca) or Public Health [www.canada.ca/en/public-health](http://www.canada.ca/en/public-health)
-  Overpriced or fake goods- Before you buy anything do your homework to ensure you are dealing with a reputable company.
-  Home cleaning/disinfecting services- Before you buy anything do your homework to ensure you are dealing with a reputable company.
-  Medication/shopping services- Use only trusted, reputable companies that provide and are known for their services.

### Protect Yourself & Others

- Don't be rushed into making a decision, "if it sounds to good to be true, it probably is".
- Don't assume everyone is genuine. It is okay to reject, refuse or ignore someone who approaches you for money. Only criminals will try to rush & panic YOU.
- Only purchase items from legitimate businesses, take a moment to think before parting with your money or personal information.
- If someone claims to represent a charity, ask for ID, do your research. If they attempt to pressure you to accept a service they are unlikely to be genuine.

### Be a good friend, help protect your family, friends & neighbours from frauds & scams

- Read it.
- Share it.
- Prevent it.

### Take care of your emotional and mental well-being

COVID-19 pandemic is a stressful and anxious time for everyone.

If you need HELP now 24 hrs a day  
Please **CALL Seniors Safety Line**  
**1-866-299-1011**



Elder Abuse Prevention (ON)  
Stop Abuse - Restore Respect  
Prévention de la maltraitance envers les aînés (ON)  
Arrêtez les mauvais traitements - Restaurez le respect




## Restez vigilants et repérez les signes de fraude et escroquerie liées à la Covid-19

### PROTÉGEZ – VOUS ET LES PERSONNES VULNÉRABLES DE VOS COMMUNAUTÉS

-  N'ayez pas peur de dire Non
-  Faites vos recherches
-  Ne cédez pas vos informations personnelles
-  Méfiez-vous des demandes de frais initiaux ou à avancer
-  Méfiez-vous des courriels non sollicités – ne cliquez pas sur leurs liens ou leurs pièces jointes
-  Attention aux produits frauduleux qui prétendent traiter ou guérir du Virus

**RECONNAITRE, REJETER, SIGNALER**

[www.farfo.ca](http://www.farfo.ca) [www.eapon.ca](http://www.eapon.ca)





## Watch for signs of COVID-19 Fraud & Scams

### PROTECT YOURSELF AND THOSE VULNERABLE IN OUR COMMUNITY

-  Don't be afraid to say no
-  Do your research
-  Don't give out personal information
-  Beware of upfront fees
-  Beware of unsolicited emails – don't click on links or open attachments
-  Protect your computer

**View EAPO's Webinar Recording**  
**COVID-19 FRAUD AND SCAMS:**  
**HOW TO RECOGNIZE, REJECT AND REPORT**  
[www.eapon.ca](http://www.eapon.ca)



### COVID19 Specific Frauds and Scams

Here is a list of the top 10 scams and frauds currently being used to prey on vulnerable seniors during the COVID19 crisis\*

#### Government Focused

- Emails, phone calls and text messages encouraging seniors to apply for COVID-related government benefits by clicking on a link.
- A version of the CRA scam where fraudsters threaten that your "provincial medical benefits" have run out (or are running out) and you need to send money either to reinstate them or to buy private medical insurance.
- A phone call from someone posing as a representative from the provincial or municipal health authority saying that you have been found to have COVID - or you have been found to have been exposed to COVID - and to give them your credit card to pay for testing or results.
- Canada Post / UPS - delivery frauds - a telephone call saying that you have an (often international) package which has been attempted to be delivered, but you need to call them to pay duty or shipping first.

#### Family, Friends & Community Focused

- Deceptive websites asking you to help purchase Personal Protective Equipment for front line health care providers by donating (paying by credit card).
- Community helping scams where callers say that they are trying to connect with Socially Isolated seniors so that they can "help them". In some instances, these callers are predators who are actually trying to identify vulnerable seniors so that they can get into their house, sell them things, or steal their personal information.

**IMPORTANT NOTE:** There are legitimate organizations reaching out to vulnerable seniors during the COVID19 crisis. To ensure that you are speaking with a reputable organization, ask them for their phone number and then call them back before providing any personal information. And NEVER give out financial information.

- Romance Scams through social media and on-line dating sites focused on seniors who may be feeling lonely as a result of being isolated because of COVID, and are spending more time socializing online.
- A version of the Grandparent Scam - but this time the "grandchild" is stuck overseas and can't get home because of COVID restrictions but with enough money can get a "special flight" - and "don't tell mom or dad".

#### For More Information

 The Canadian Anti-Fraud Centre collects information on fraud and identity theft.

For more information, visit <https://www.antifraudcentre-centreantifraude.ca/>

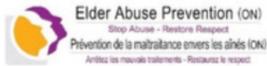
#### Reporting to Canadian Anti-Fraud Centre

 **By phone:** 1-888-495-8501 (toll free)  
Calls are answered **Mon to Fri, from 10am to 4:45pm EST**

 **Online:** [bit.ly/CanAge-report-fraud](http://bit.ly/CanAge-report-fraud)

Log into the tool using one of the following options:

- GC Key (user ID / password)
- Sign-In Partners (banking credentials)




\*Information adapted from Canadian Anti-Fraud Centre, Released April 8, 2020.




## ELDER ABUSE AND KNOWING YOUR LEGAL RIGHTS



# Upcoming Webinar

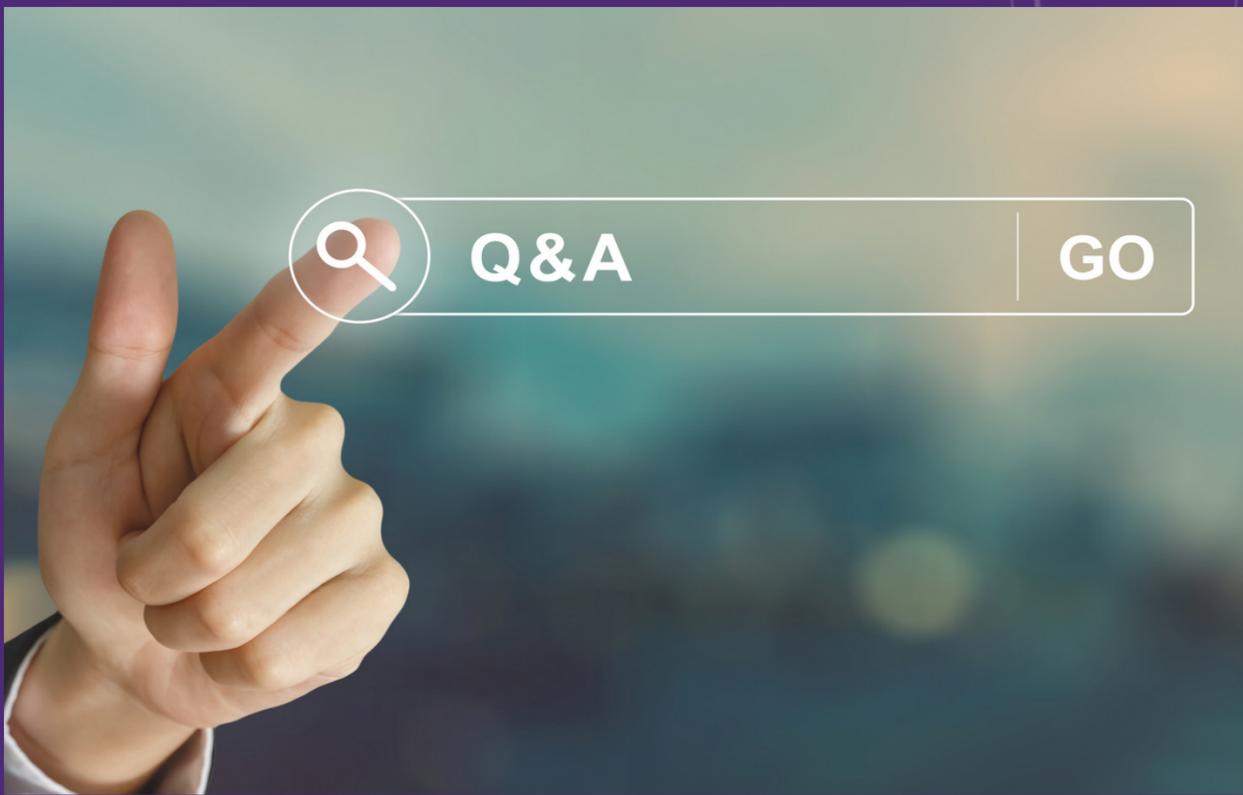
## Decisions

### **CONSENT CAPACITY IN THE COVID CONTEXT**

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**THURSDAY, FEBRUARY 4, 2021**

**1:00 PM – 2:00PM**



# Contact Us

Comments? Questions?  
Keep in Touch

Laura Proctor

Consultant/Communications Lead

Elder Abuse Prevention Ontario

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[www.eapon.ca](http://www.eapon.ca)

@EApventionON