

## Be prepared for an emergency

Know the risks. Make a plan. Get a kit. Visit [www.halton.ca](http://www.halton.ca) to help you make a plan for emergencies. Keep a copy with you and give the information to others involved.

- List all contacts (physician, family, pharmacist and friends).
- Use an Emergency Information Vial (go to [www.halton.ca](http://www.halton.ca) for more information) and Wallet Card to record and store your up-to-date medical information. For a vial, call 311 and get a copy of your medications from your pharmacist.
- Call 911 in an emergency. Paramedics provide emergency medical services 24 hours a day, seven days a week.

### Crisis Outreach and Support Team (COAST)

1-877-825-9011

You can contact the COAST team for risk intervention when dealing with difficult behaviours due to dementia/mental health issues.

## Community resources

Community resources can play an important role in providing care to residents in need. Do not be afraid to ask for help.

Home and Community Care Services  
Burlington

.....905-639-5228 or 1-800-810-0000

[www.healthcareathome.ca/hnhb](http://www.healthcareathome.ca/hnhb)

Halton Hills, Milton and Oakville

.....905 855-9090 or 1-877-336-9090

[www.healthcareathome.ca/mh](http://www.healthcareathome.ca/mh)

Your link to:

- in-home nursing and personal support;
- long-term care homes;
- adult day programs;
- respite services and
- crisis care.

## Caregiver resources

Health Connect Ontario (formerly Telehealth Ontario)

Call 811

[www.healthconnectontario.health.gov.on.ca/static/guest/home](http://www.healthconnectontario.health.gov.on.ca/static/guest/home)

The Ontario Caregiver Association

<https://ontariocaregiver.ca/>

Helpline 1-833-416-2273 (CARE)

Acclaim Health

1-800-387-7127

Halton Dementia Guide for Caregivers

Halton Regional Police Services

Older Adult Support Team

905 825-4747

Home and Community Care Support Services Mississauga Halton - Regional Learning Centre

2030 Bristol Circle, Suite 202, Oakville, ON L6H 0H2 .....

905-829-7006

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

Ontario Long Term Care Association

<https://www.oltca.com/>

Ministry of Long-Term Care

Long-Term Care Hotline 1-866-434-0144

For more information, visit [www.halton.ca](http://www.halton.ca) or call 311.



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[halton.ca](http://halton.ca) 311

# Information for Caregivers



2022

## Fast Facts

Older Adult Advisory Committee (OAAC)



## Be informed and develop a care plan

- Keeping up friendships and family connections will provide good support. Talk openly with others and develop a care plan.
- Aging and illness can change people. Learning more can help everyone understand these changes.
- Develop a caregiving plan with family, friends and the person who needs care. Include all needed information (contacts, emergency plan, medical information and so on).
- Encourage daily activities and foster as much independence as possible.
- Discuss any concerns or problems with the person needing care.
- Get to know everyone providing services (physicians, nurses, pharmacists, and so on). Before appointments, make a list of any questions/concerns. Write down the name of the person you are speaking with and ask who to call for further assistance.
- Work together to find creative solutions.

## Keep track of important documents and information

Information should be easily accessible (notebook, calendars).

### Key information

- Ontario health card
- Additional health coverage card
- Medical history including allergies and immunizations
- Current medications and/or medications in original bottles
- Contact information for community resources such as physicians and service providers
- Phone numbers of family members and friends

### Important documents

- Release of information (authorization to release private information to a third party)
- \* Power of Attorney for property (for all financial matters)
- \* Power of Attorney for personal care
- \* Legal will
- Funeral arrangements (pre-planned)
- Know whether the person has a "Do Not Resuscitate" order (DNR)

\* Documents above are discussed in the Fast Facts "Will/Powers of Attorney"

## Caregiving is demanding

It is easy to get so involved in the duties of "caregiving" that the well-being of the caregiver is neglected.

- Talking with someone you can trust can work wonders. Anger, guilt and obligation are all natural responses to daily challenges. So are smiles, conversations and achievements. Share your feelings, frustrations and triumphs.
- Include personal time off in your daily schedule. Use caregiving options to provide a break (such as day programs or respite care).
- Look for ways to relax, such as reading or listening to music.
- Maintain your health: eat balanced healthy meals, exercise regularly and get enough sleep.
- Join a caregiver support group to share ideas with others in a similar situation.
- Set realistic goals for yourself – learn to recognize and accept them. Accept help when it is offered.
- Set your own priorities. It's okay to say "no".

## Helpful tips for when a caregiver is not there

- Set up a landline phone:
  - Make it easily accessible
  - Connect an answering machine so no messages are missed
  - Increase the number of rings, ringer volume or add a light
  - Large numbers or pictures on pre-programmed buttons (arranged in order of need)
  - Simple phone list with large clear writing kept close to phone
- Set up a schedule of regular care, visits/calls, services, medication and so on.
- Use an emergency medical response system (for example: ConnectCARE).
- Consider using an internet based camera system.

Project Lifesaver may help protect family members who may wander, using a personalized wristband  
.....905-825-4810

