

An abstract painting depicting a central figure, possibly a person, surrounded by vibrant, swirling colors like blue, yellow, and orange. The figure is surrounded by various celestial or microscopic-looking elements, including rings, spirals, and star-like shapes. The overall composition is dynamic and colorful, suggesting a cosmic or microscopic environment.

Qui-libre

A Guide for the
Prevention of
Caregiver Burnout



ROMAN

Regroupement des organismes
montréalais d'aïdants naturels

Research and writing:

Michel Thérout, Caregiver

Chantale Tremblay, Development and Mobilization Officer, L'Appui Montérégie

Sonia Lessard, Executive Director, L'Appui Montérégie

Anyela Vergara, Executive Director, Centre de soutien entr'Aidants

Gabrielle Patenaude, Director, Regroupement des organismes montréalais d'aidants naturels (ROMAN)

Graphic design:

Marie-Claude Marchand, Sylvain Bélanger and Bibiane Gauvin, Tandem Grafik

Printing:

Tandem Grafik

Correction:

Doris Boucher

Translation:

Jennifer Lalonde, trad. a., BA, M. Trad, Translator

Photo credit:

Claudia Boulet Photography

Comments and suggestions:

Regroupement des organismes montréalais d'aidants naturels (ROMAN)

640 Dorchester Street, Suite 301, Saint-Jean-sur-Richelieu, Québec, J3B 5A4

Telephone : 514 767-4511 | Email : roman@aidantsnaturels.org

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The Guide for the Prevention of Caregiver Burnout is also available in French.

The Guide is also available in digital format on the ROMAN website at www.aidantsnaturels.org

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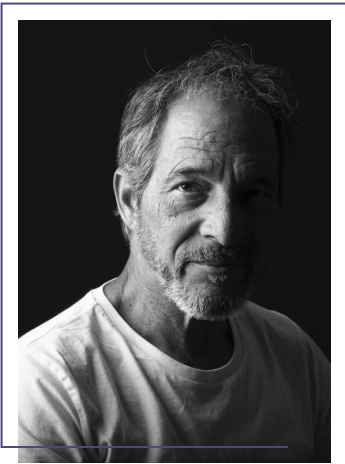
QUI-LIBRE

Guide for the Prevention of Caregiver Burnout



“Qui-libre” expresses the reality of a caregiver who has little freedom and juggles the different aspects of life daily, with a constant struggle to maintain balance.

Between 2002 and 2010, Sylvain Gadbois, a self-taught painter, worked with the Centre de soutien entr’Aidants to create a unique work of art each year as part of “É-MOI” (And Me), a day of recognition for caregivers in the Montérégie. “Qui-libre” was created in 2005.



Sylvain Gadbois, a passionate artist, is sensitive to others and to everything that surrounds him.

Born in Quebec and adopted by the city of Saint-Maximin in France, he likes to help people discover art outside of traditional galleries by exhibiting in back alleys, stores, and bars. He defines himself as an art explorer. He prefers to work with recycled and recovered materials from different art forms.

Painting, costume making and scenery, as well as sculpture, Sylvain Gadbois is endowed with extraordinary creativity.



MESSAGE FROM THE PRESIDENT

Anyela Vergara

The Regroupement des organismes montréalais d'aidants naturels (ROMAN) is pleased to present a **Guide for the Prevention of Burnout in Caregivers Caring for Seniors.**

This guide emphasizes the recognition of the caregiver's role in providing care and the prevention of burnout.

In Montréal, it is estimated that there are more than 150,000 caregivers.

You will read a testimonial from a caregiver, the definition of "caregiver," and the importance of self-recognition. Your readings will also allow you to learn various tips and tools and receive advice to prevent exhaustion. You will find an evaluation questionnaire, the resources available to you, including the ROMAN, in addition to your local resources. You will also discover various interesting statistics.

I would like to thank Chantale Tremblay, Development and Mobilization Officer at the Appui Montréal, Michel Thérout, Caregiver and Gabrielle Patenaude, Director of the ROMAN, for their participation in the production of this guide.

"There are four kinds of people in the world: those who are currently caregivers, those who have been caregivers, those who will be caregivers and those who will need caregivers."

Rosalynn Carter, Former First Lady of the United States

Anyela Vergara
President

¹Source : MSSS, Annually revised population estimates by territory, sex and year of age, as of July 1, 2011 to 2014; Statistics Canada, General Social Survey, cycle 26, 2012.



TESTIMONIAL

Michel Thérout, Caregiver

In 1998, my wife and I transformed our house into an intergenerational home to accommodate my mother, who had sold her house.

Over time, I became a caregiver, a little more each day, from the moment my mother arrived. As an only child, I was the only one who could care for her. She has retinitis pigmentosa. Little by little, she lost her sight, and since then, she has become completely blind.

My wife also has chronic health problems. She was born with abdominal deformities and has to deal with all the complications that this implies. She has not been able to work since 2010 and requires more and more help year after year.

It was natural for me to do more and more. I had learned to be responsible and take charge of the needs that my loved ones could not take care of on their own. I didn't know I was a caregiver. I didn't even know that there was a name for people, who, like me, automatically take care of their loved ones. I consulted health care professionals. I participated in sharing groups and have read many writings to convince myself that I was in the right place.

In the fall of 2009, I saw an ad in the local newspaper about workshops for caregivers offered by a community organization in my area. It caught my attention. Then, days, weeks and months went by. In January 2011, I contacted this resource for caregivers. I participated in a series of workshops on the prevention of burnout. It allowed me time to reflect on myself and to better cope with my situation. It will not surprise you to know that I have been enjoying this organization's activities since then.

At this point in my life, I have come to think that I don't know enough about myself, the person I am, and how I relate to others and especially to my loved ones in need.

This is why I continue to participate in activities that are accessible to me (support groups, theme meetings, social gatherings between caregivers, a group kitchen, individual consultations, respite, etc.). I have access to information that helps me live in this situation. Information on the services available to the people I care for and to me: financial, legal and organizational information. You can't imagine how much I benefit from the material gathered during presentations and exchanges between caregivers.

AM I A CAREGIVER ?

A caregiver or family caregiver or natural caregiver is an individual who provides essential support, ongoing or occasional without remuneration, to a person close to them with a disability or vulnerability. The caregiver is most often a family member, but sometimes also a friend or neighbour, whether or not they live with the person being cared for. Regardless of the nature of the care and services provided, the caregiving relationship always includes a significant emotional component.



One in four Quebecers acts as a caregiver.

(Government du Canada, 2013)

You may not think of yourself as a caregiver, but rather as someone who is merely giving a helping hand to someone in need. Providing care may seem natural when you are doing it for someone who means a lot to you. However, recognizing yourself as a caregiver makes you realize the importance of the help you provide. It is equally important to know that there are resources that can help you.

DO :

I give support to a person who is beginning to lose their autonomy?

I live with a family member who could not live alone, given the extent of their needs for help and support?

I share my life with a spouse who has an illness that requires assistance?

I look after the well-being of a family member or spouse living in a residential setting?

I spend time supporting or caring for a family member or friend who is experiencing health problems or losing autonomy?



If you answered “yes” to any of these questions, you are indeed what we call a “caregiver” here in Quebec. It is important to recognize yourself in this role because it adds to all the other roles you play (father, mother, spouse, employee, etc.). And this new role can develop subtly and unpredictably, very quickly or very gradually. It should also be noted that being a caregiver is a role and not an identity. Although the role of caregiver brings advantages to the person who assumes it (self-esteem, closeness, sense of usefulness, etc.), it is still vital to benefit from moments of respite and adapted services to prevent exhaustion. Several negative consequences await exhausted caregivers, particularly in terms of physical and psychological health. It is therefore imperative to prevent burnout, to take care of oneself and to ask for help.



In Québec, 58 % of caregivers are women.

(Conseil du statut de la femme, 2018)

In the following few pages, you will be able to read a definition of “burnout” as well as a text specifying the possible consequences. You will also find tools and tips to prevent exhaustion. Finally, your readings will guide you to your local resources so that you can obtain services adapted to your needs.

RESISTANCE TO SEEKING HELP

Remember, “slow and steady wins the race.” This saying speaks loudly, and it is worth keeping in mind. It is essential to keep your strength if you want to continue to advance. Caregivers cannot escape burnout. Don’t hesitate to ask for help as soon as you start to feel exhausted.

Resistance to asking for help is common among many caregivers. Here are some of the reasons given for not seeking help:

I don’t want help.

I do what I have to do. I am not a caregiver.

I am in good shape, and I can handle the situation on my own.

I am not used to asking for help or giving myself breaks or respite.

I am not willing (or able) to pay for help;

My friends and family tell me I am doing things right.

Even if I apply, services will take time, and it will be difficult. I will have to explain my situation. It becomes more complicated than just doing it on my own.

No. I can’t leave the person I care for at home alone. So, I cannot participate in activities that are suggested to me.

I don’t want to disturb those around me for nothing. They all have a lot of work. They are busy, they have their own lives.

If I ask for help, I will be judged negatively by those around me about my role as a caregiver.

In any case, I won’t get the help I need.

I will never allow a stranger to come to the house, nor will the person I care for.

I don’t know what services are available for people in my situation.

Do you recognize yourself when reading these words? It’s important to know that resisting asking for help means putting your own needs on the back burner. It means seeing the person being cared for at the centre of all aspects of your life and making choices based only on the other person. Burnout can occur if you continue to believe that you are capable of doing everything by yourself.



40 % of family caregivers report problems of depression or despair

(InterActions, Centre for Research and Knowledge Sharing, 2015)



Seven out of ten family caregivers experience some stress.

(Institut de la Statistique du Québec ISQ, 2015)

BURNOUT BAROMETER

“Burnout” means a considerable loss of strength and vital energy. Burnout can also be translated as a more or less pronounced state of physical and/or psychological fatigue, resulting from effort, illness or aggression. It manifests itself as irritation, stress, anxiety or depression.

Taking care of a loved one can lead to exhaustion if you do not take the time to listen to yourself, to feel what you are going through (stress, anxiety, physical fatigue, psychological fatigue, etc.), if you don’t ask for help or if you don’t use the resources available to you. There are many consequences to burnout, and these are sometimes felt slowly and subtly.

To help you find out how exhausted you are, we have created a test for you. It is essential to complete it honestly and fairly so as not to distort the results.

MAIN CONSEQUENCES OF BURNOUT

- Isolation
- Increased emotional burden (increased stress)
- Increased instability and anxiety
- Increased risk of developing diseases and illnesses
- Increased risk of developing a dependency on alcohol, drugs, medication, etc.
- Increased risk of developing depressive and suicidal symptoms
- Increased risk of abuse (being a victim or an executioner)



32 % of family caregivers say their health is compromised.
(InterActions, Centre for Research and Knowledge Sharing, 2015)



Here is a list of statements that reflect how you may feel when caring for another person. For each statement, indicate how often you feel this way: **NEVER, RARELY, SOMETIMES, QUITE FREQUENTLY or NEARLY ALWAYS.** There are no right or wrong answers.

In this questionnaire, the word “relative” refers to the person you are caring for.

	NEVER 0	RARELY 1	SOMETIMES 2	QUITE FREQUENTLY 3	NEARLY ALWAYS 4
I feel that my relative is asking for more help than they really need.	☐	☐	☐	☐	☐
I feel that I don't have enough time for myself because of the time spent with my relative.	☐	☐	☐	☐	☐
I feel stressed between caring for my relative and my other family or work responsibilities.	☐	☐	☐	☐	☐
I feel embarrassed by my relative's behaviour.	☐	☐	☐	☐	☐
I feel angry when I am in the presence of my relative.	☐	☐	☐	☐	☐
I feel that my relative currently affects our relationships with other family members or friends negatively.	☐	☐	☐	☐	☐
I am afraid of what the future holds for my relative.	☐	☐	☐	☐	☐
I feel that my relative is dependent on me.	☐	☐	☐	☐	☐
I feel tense when I'm with my relative.	☐	☐	☐	☐	☐
I feel that my health has suffered because of my involvement with my relative.	☐	☐	☐	☐	☐
I feel that I don't have as much privacy as I would like because of my relative.	☐	☐	☐	☐	☐
I feel that my social life has suffered as a result of caring for my relative.	☐	☐	☐	☐	☐
I feel uncomfortable having friends or family over because of my relative.	☐	☐	☐	☐	☐
I feel that my relative seems to expect me to take care of them as if I am the only person they could depend on.	☐	☐	☐	☐	☐
I feel that I could give better care to my relative.	☐	☐	☐	☐	☐
I feel that I don't have enough money to take care of my relative and my other expenses.	☐	☐	☐	☐	☐
I feel that I won't be able to take care of my relative for much longer.	☐	☐	☐	☐	☐
I feel that I have lost control of my life since I have been supporting my relative.	☐	☐	☐	☐	☐
I would like to be able to leave the care of my relative to someone else.	☐	☐	☐	☐	☐
I feel uncertain about what to do about my relative.	☐	☐	☐	☐	☐
I feel that I will have to do more for my relative.	☐	☐	☐	☐	☐
In the end, I feel that the care of my relative is a burden, a load.	☐	☐	☐	☐	☐

INTERPRETATION OF RESULTS	
00 - 20	Little or no risk of burnout
21 - 40	Low risk of burnout
41 - 60	Average risk of burnout
61 - 81	High risk of burnout

If your result is between 0 and 20, there is no risk of exhaustion. Congratulations! What you do, you do well. You can be proud of yourself.

If your result is between 21 and 40, the risk of exhaustion is low. This is the best time to find out about the services and resources available in your area. We invite you to consult your local resources (see contact information on page 22).

If your score is between 41 and 60, exhaustion is a serious concern. The consequences of exhaustion will soon be felt. You must stop and become aware of your situation. You need help, and your local resources can assist you. Consult your local resources now (see contact information on page 22).

If your score is between 61 and 81, there is an urgency to act. You need to consult a health care professional. Your psychological health is greatly affected. Depression is certainly on the horizon if it is not already present. If you do not act, you will not be able to fulfill your role as a caregiver for much longer.

** The results of this test are dynamic and, therefore, subject to change. We invite you to do it again regularly.*



43.2 % of caregivers feel they had no choice in taking on this role.

(Regroupement des aidants naturels du Québec, 2018)



The questionnaire was adapted from: The Zarit Burden Interview—Steven H. Zarit, Ph.D., Professor of Human Development, University of Chicago, 1980.

WAYS TO PREVENT BURNOUT

To help a loved one, it is imperative to take care of yourself and listen to your needs. The instructions are the same as when you travel by plane and an incident occurs. It is crucial to put on your oxygen mask first before helping others. We cannot help effectively if we run out of oxygen.

Keeping a balance between your needs and the care recipient's needs is an important challenge in preventing burnout. If you don't take your needs into account, you increase your risk of becoming exhausted. Here are some tips to help you prevent burnout:

Choose your battles

You have to make choices and accept that everything can't be done perfectly. Be gentle with yourself. Even if a task you have accomplished is not done as you would have liked, ask yourself if it really changes anything in your situation. Prioritize your tasks, set limits and respect them.

You also need to delegate and to let go of your ways of doing things. Things may be done differently if they are done by someone else. Here is a concrete example: you do housework every week, but you give yourself a break from this task once a month. Then the cooperative in your community takes care of

the housework. It is possible that afterwards, you will notice that it has not been done your way. You should be prepared for this and focus instead on the benefits of taking a break from the job.

Don't fight your emotions

You learn to accept and experience your emotions, whether they are positive or not. This allows you to take a moment to reflect on your situation. Often, experiencing a negative emotion is poorly regarded by yourself and those around you. In fact, it is merely a sign that you are a completely normal human being. Remember that you have to be gentle with yourself. You must treat yourself as you would treat your best friend. Your reactions, your emotions do not take anything away from your value and your abilities.

Also, why not use humour? Don't underestimate the virtues of laughter and humour, even in the most challenging times. It can help to lighten the circumstances and take the emotion out of the situation.

 **60 % of caregivers of seniors who are themselves elderly, in poor health and living with their spouses die within the first four years of caring for their spouse.**

(Schulz, Richard and Scott R. Beach, *Caregiving as a Risk Factor for Mortality, The Caregiver Health Effects Study, JAMA, vol. 282, No. 23, December 15, 1999.*)



Understand that feelings of guilt are not the same as feelings of responsibility

The feeling of guilt is born from the contradiction between what we want to be and the actions we take. It is easy to feel guilty and to blame yourself for all sorts of reasons. However, guilt is “an unnecessary burden on top of the caregiver’s already heavy load.” This feeling is normal, but you need to find the balance between guilt and responsibility.

By sense of responsibility, we mean taking full responsibility for your actions and reactions and leaving the responsibility to others for their actions and reactions. It is important to shift away from guilt as much as possible and towards responsibility because this feeling results from personal choice. It means saying, “I am responsible for myself at all times. I can be responsible for others, but only for certain things and only for a certain period of time.”

What about your health?

Taking care of your health is essential in all of this. Yes, it’s easier said than done! When you’re in good shape, it’s easier to get through the tough times. Taking care of yourself doesn’t need to be complicated or burdensome. There are many simple ways to do it.

You can also share what you are experiencing with other caregivers. Don’t remain isolated. All of this helps you to recharge your batteries. It is essential to take time for yourself.

FOR YOUR PHYSICAL HEALTH

Good night’s sleep

Naps when possible

Drink plenty of water

Get some exercise, either at home or outside (choose to go up the stairs instead of taking the elevator, for example)

Eat well-balanced meals and, above all, allow yourself an occasional treat

FOR YOUR PSYCHOLOGICAL HEALTH

Relax, do nothing for a few moments

Read a book, take your mind off things to clear your head

Go birdwatching

Doing activities that are very different from your everyday life

Surround yourself with positive people

Watch a funny movie

Indulge in a passion

¹ <https://www.accroc.qc.ca/wordpress/culpabilite-ou-responsabilite/>.

² M. Arcand et L. Brissette « Prévenir l’épuisement en relation d’aide », 1994.

³ <https://www.accroc.qc.ca/wordpress/culpabilite-ou-responsabilite/>.

Your inner self, a place to replenish yourself

Taking care of another person can become an opportunity to get to know yourself and discover your own resources. Here are some tools to help you do this:

Keep a journal and write whatever comes to mind without censoring

The aim is to get in touch with what you think and feel. If nothing comes to mind, write about that “nothing.” It is recommended that you only reread it one or two months after to see how far you have come.

Determine a specific time for an appointment with yourself

For example, it could be half an hour a day. Find the formula that suits you. For this time, identify what interests you, what relaxes you, what nourishes you and what makes you feel good.

Breathe well

There are a variety of breathing and relaxation techniques. Find the one you feel at ease with. All of these techniques have one ultimate goal: to provide you with considerable benefits for your physical and psychological health. You will be more relaxed and breathe better!

Raise the awareness of those around you

First, stop and write a description of everything you do as a caregiver. List all the tasks to be accomplished, indicating who does what for each one. This activity will help you become aware of the scope of your role. It will also allow you to “negotiate” a better sharing of tasks with those around you.

With the help of a counsellor, you can organize a family meeting. Open a dialogue on your role, the reality of what you are experiencing, and



a more equitable sharing of tasks. Present them with an outline of your responsibilities. During this meeting, the counsellor can act as a mediator and, as a result, facilitate the process of finding common ground. What if the process doesn't work? Then you need to know that at least your voice was heard

Be informed in order to help better

Another way to prevent burnout is, without hesitation, to call on the services offered by your local resources. There are even specific resources for family/informal caregivers. Don't be afraid to ask for help and offer yourself some well-deserved respite. Find out what's available. You may be surprised.

Other ways to take care of yourself

Be realistic about your abilities and limitations.

Be upbeat. Your attitude influences your emotions and the way you approach your role.

There are positive aspects to taking care of the other person, and these should be identified and noted for you to refer to regularly.

Put your energy into the parts of the situation where you have control.

THE IMPORTANCE OF ASKING FOR HELP

I am a caregiver
who is taking care of a person with a loss of autonomy.
I communicated with a local resource, and they offered me...

SERVICES

Evaluation, information and referral activities

- Individual consultations
- Conferences
- Coffee-meetings
- Newsletters and information bulletins
- Information and referrals

Psychological support activities

- Support and self-help groups
- Telephone support
- Accompaniment
- Psychosocial consultations

Training activities

- Workshops (stress management, burnout prevention, grief, etc.)
- Conferences
- Coffee-meetings

Services activities

- In-home respite
- Drop-in respite
- Accompaniment in processes and procedures
- Transportation

Social integration activities

- Special events
- Leisure activities
- Friendly visits

IMPROVING MY QUALITY OF LIFE

- Acquisition of skills and knowledge
- Prevention of abuse-related behaviours

- Providing emotional support
- Improving the caregiver-care receiver relationship
- Development of skills to facilitate daily life with the person being cared for
- Strengthening self-esteem

- Reduction of the number of tasks related to the caregiving role

- Reduction of social isolation

These services allowed me to prevent exhaustion,
improve my sleep, and preserve my physical and
psychological health (depression and anxiety).

RESOURCES

Here is an overview of community and government resources in Montréal. However, this list is only an overview and not a complete directory. The Montréal region is a unique region in that it is home to many organizations for caregivers of seniors. Thus, the Regroupement des organismes montréalais d'aidants naturels (ROMAN) brings together, assists and accompanies organizations that support caregivers of seniors in Montréal. Do not hesitate to contact them if you are looking for specific resources or need references (514-767-4511 / www.aidantsnaturels.org). Finally, your local resource is the best place to answer your questions and meet your needs.

HEALTH SERVICES

IN-HOME SUPPORT

The CLSC in your neighbourhood is a gateway to a range of health services, including daily living activities, domestic life activities, equipment loans, etc. The professionals working there can help you assess your situation and offer services according to your needs.

CISSS Montréal-Centre :
www.santemonteregie.qc.ca/centre

CISSS Montréal-East :
www.santemonteregie.qc.ca/est

CISSS Montréal-West:
www.santemonteregie.qc.ca/ouest

INFO-SOCIAL 811

The Info-Social 811 service is a free and confidential telephone consultation service. By dialling 811, you can reach a professional in psychosocial intervention. The professionals in this service provide advice and can answer your questions. If necessary, they can also refer you to an appropriate resource in the health network or a community resource.

For more information on this service, visit <https://www.quebec.ca/en/health/finding-a-resource/info-social-811/>.

DAY-TO-DAY NEEDS

SHOPPING AND ERRANDS

Some community organizations can help you with your shopping and errands.

Grocery stores and pharmacies usually have a home delivery service. Do not hesitate to contact them for more information.

HELP WITH DOMESTIC AND DAILY LIFE

The CLSC in your neighbourhood can offer you services regarding your loved one's personal hygiene. Contact them for more information.

Some social economy companies offer home help services for hygiene care. You can find the social economy company serving your region here: <https://chantier.qc.ca/discover-social-economy/company-directory/?lang=en>. You can also contact them at 514-899-9916 or 1-888-251-3255.



In 87 % of cases, the caregiver does not live with the person they are caring for.

(L'Appui pour les proches aidants d'âinés, 2016)

MEALS

Volunteer centres offer a meals-on-wheels service. To find the volunteer centre nearest you, visit the Fédération des centres d'action bénévole du Québec website (in French only) (www.fcabq.org) or contact them at 1 800 715-7515.

Social economy enterprises can also help you with meals. You can find the social economy enterprise serving your area here: <https://chantier.qc.ca/discover-social-economy/company-directory/?lang=en>. You can also contact them at 514-899-9916 or 1-888-251-3255.

TRANSPORTATION

Paratransit offers you the possibility to travel at a low cost. There is a paratransit service program in all regional county municipalities (MRCs). To find out more about these services, contact your MRC. You will find a list of all Montérégie MRCs at <http://marigot.ca/monteregie/mrc.htm>.

Some community organizations can help you with transportation. Several private companies also offer this type of service.

HOUSE CLEANING

Some social economy companies offer home support services for house cleaning. You can find the social economy company serving your region here: <https://chantier.qc.ca/discover-social-economy/company-directory/?lang=en>. You can also contact them at 514-899-9916 or 1-888-251-3255.

LEGAL MATTERS

LEGAL AID

Legal Aid is a public legal service offered free of charge, or with a contribution, to financially eligible persons who apply for it. Every year, Legal Aid provides thousands of Quebecers with access to justice and recognition of their rights. Legal services are provided by lawyers and less frequently by notaries. Lawyers are mandated to advise their clients and represent them in court. You can contact Legal Aid at 1-800-842-2213. For more information, visit <https://boussolejuridique.ca/en/>.

JURIPOP

Juripop, first of all, campaigns to improve access to justice for all and the defence of social, economic and human rights. Thus, the Juripop Legal Clinic offers, among other things, access to legal services at a very low cost. These services are provided for people who are excluded from government legal aid and who are financially unable to pay for the defence of their rights. Juripop is also a social economy company with innovative initiatives to raise legal awareness. You can contact Juripop by calling 1-855-JURIPOP (1-855-587-4767). For more information, visit <https://juripop.org/en/>.

COMMUNITY JUSTICE CENTRE

The Montérégie Community Justice Centre (CJPM) aims to provide an accessible and human gateway to the justice system. The CJPM's staff strives to ensure that citizens feel supported and assisted when faced with a situation involving legal issues by offering them a unique and personalized information service. You can contact the Montérégie Community Justice Centre by calling 1-844-723-3700. For more information, visit <https://www.justicedeproximite.qc.ca/en/centres/monteregie/>.

EDUCALOI

Educaloi is a charitable organization that has played a leading role in improving access to justice since its founding in 2000. Its mission is to inform the public about the law, their rights, and their responsibilities. To achieve this, it invests in three main areas of action : legal information, legal education, and the development of expertise in clear communication of the law. For more information or to contact Educaloi, visit www.educaloi.qc.ca.

FINANCIAL ASSISTANCE

There are tax credits and tax benefits for caregivers to help financially. Since the eligibility criteria change regularly, they are not included in this document. Rather, our goal is to let you know of their existence. Talk to your accountant when you file your annual tax return.

PROVINCIAL

The following are the major tax credits and other tax benefits provided by the provincial government. For any additional information, please contact Revenu Québec at 514-864-6299 or visit <https://www.revenuquebec.ca/en/>.

Dependant amount

You can claim an amount that will reduce your tax liability if you had a dependant or dependants (other than a child in full-time post-secondary education) during the year.



3.2 % of caregivers obtain a tax credit for an average amount of \$559.

(Revenu Québec Data, 2017)

Financial assistance for domestic help services

The Financial Assistance Program for Domestic Help Services allows people who use a social economy company's domestic help services to benefit from a reduction in the hourly rate charged. The reduction is a financial aid fixed rate and, if applicable, a variable financial aid applied according to the person's income and family situation.

Tax credit for caregivers

You can claim a refundable tax credit for caregivers if you are in one of the following situations:

You take care of your elderly spouse who is unable to live alone:

This is a refundable tax credit. You or your spouse must have owned, rented or sublet the dwelling where you cohabited. The dwelling must not be located in a private seniors' residence or a facility in the public system.

You are housing an eligible relative:

You can claim a refundable tax credit for each eligible relative you housed in a dwelling that you or your spouse owned, rented or sublet. The eligible senior relative must not be an owner, tenant or subtenant of your home.

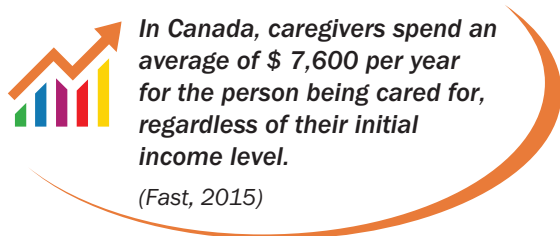
You live with an eligible relative who is unable to live alone:

You can claim a refundable tax credit for each eligible relative who cohabited with you in a dwelling that the eligible relative or his or their spouse owned, rented or sublet. Only the person who is the primary caregiver of the eligible relative can claim this tax credit.

You support an eligible relative and provide regular and ongoing assistance to that relative who needs help with basic everyday living:

You can claim a refundable tax credit for each eligible relative you support regularly and constantly by helping them perform the

basic activity of daily living, free of charge. You cannot claim this tax credit as a caregiver supporting an eligible family member if you or another person is claiming, in respect of the same family member, a tax credit as a caregiver caring for their spouse, lodging an eligible family member or cohabiting with an eligible family member.



Tax credit for expenses incurred by a senior to maintain their autonomy

You may be entitled to a refundable tax credit if you meet all of the necessary conditions.

Tax credit for reimbursement of benefits

You may be entitled to a refundable tax credit if, in a year, you have refunded amounts received more than what you were entitled to in a previous year under:

- the Quebec Pension Plan
- the Canada Pension Plan
- the Quebec Parental Insurance Plan
- the Unemployment Insurance Act
- the Employment Insurance Act

Tax credit for caregivers

You can claim a refundable tax credit if you meet all the necessary conditions.

Tax credit for respite of caregivers

You can claim a refundable tax credit if you meet all of the necessary conditions.

Experienced worker tax credit

You can claim this non-refundable tax credit if you meet all of the necessary conditions.

Refundable tax credit for medical expenses

You can apply for a refundable tax credit if you meet the necessary conditions.

Medical expenses

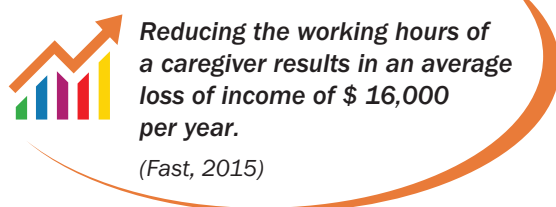
You can claim a non-refundable tax credit if you have paid medical expenses. You must ask Revenu Québec about the criteria for this tax credit.

Expenses for medical care not provided in your region

You can claim this non-refundable tax credit if you have paid expenses in a year to obtain medical care that is not provided in your region.

Work premium tax credits

To be entitled to the tax credits relating to the work premium, you must meet all the necessary conditions. If you are eligible for the work premium, you may also be entitled to a supplement to the work premium. Furthermore, if you or your spouse are severely limited in your employment, it may be more advantageous for you to receive the adapted work premium. Find out more from Revenu Québec.



RRSP Withdrawals for a Person with a Functional Impairment

When withdrawals are made from an RRSP to benefit a person with functional impairment, certain flexibilities in the rules relating to the Home Buyers' Plan (HBP) and the Lifelong Learning Plan (LLP) are applicable. For more information, contact Revenu Québec.

PROVINCIAL SENIOR'S TAX CREDITS :

Seniors' activity tax credit

Tax credit for expenses incurred by a senior to maintain independence

Tax credit for home support for seniors

Tax credit for benefit repayment

Refundable tax credit for medical expenses

Medical expenses

Deduction for amount already included in income (RRSP or RRIF)

Deduction for amount transferred to an RPP, RRSP, RRIF, PRPP/RVER or annuity

Deduction for return of unused RRSP or PRPP contributions

Deduction for retirement income transferred to your spouse

Age, single or retirement income deduction

Amount for severe and prolonged impairment in mental or physical functions

Shelter Allowance Program

Surviving spouse's pension

Municipal Tax Increment Grant for Seniors

Canada Caregiver Credit

You can apply for the Canada Caregiver Credit if you support certain people. Please contact the Canada Revenue Agency to find out the eligibility requirements.

Eligible medical expenses you can claim on your tax return

You can only claim eligible medical expenses on your tax return.

Survivor's Pension

The Canada Pension Plan survivor's pension is paid to a deceased contributor's spouse or common-law partner. Check with the Canada Revenue Agency for other conditions.

Compassionate Care Benefit

Employment Insurance Compassionate Care Benefits are paid to people who need to take a temporary absence from work to care for a family member who is gravely ill with a significant risk of death within the next few weeks. Eligible individuals can then receive compassionate care benefits. If you are out of work and already receiving Employment Insurance benefits, you can also apply for Compassionate Care Benefits.

You can also receive Compassionate Care Benefits to care for a seriously ill person who considers you a family member.

FEDERAL

Here are the main tax credits and other tax benefits from the federal government. For more information, please contact the Canada Revenue Agency at 1-800-959-7383.

Allowance for the survivor

The survivor's allowance is a benefit available to persons of a certain age, living in Canada, who have a low income and whose spouse or common-law partner has died.



20 % of caregivers live in financial insecurity.

(Fast, 2015)

Adult Caregiver Benefit

The Adult Caregiver Benefit provides eligible family caregivers with financial assistance to provide care or support to a seriously ill or injured adult. Caregivers must be a family member or be considered a family member by the person who needs care or support.

Death Benefit

The Canada Pension Plan (CPP) Death Benefit is a one-time lump-sum payment to a deceased CPP contributor's estate.

FEDERAL SENIOR'S TAX CREDIT :

Survivor's Allowance

Eligible medical expenses you can claim on your tax return

Survivor's Pension

HELPLINES

INFO-AIDANT

The Info-Aidant service is a professional, confidential and free telephone service for listening, information and referrals. It is intended for caregivers and their families. Professional counsellors are there to listen to you with attention and compassion, provide you with clear, accurate and up-to-date information and refer you to resources and services near you and adapted to your needs. You can contact the Info-Aidant service by calling 1-855-852-7784. For more information, visit <https://www.lappui.org/en>.

ELDER MISTREATMENT HOTLINE

The Help Line for Elder Abuse (AAA Line) is a province-wide telephone crisis and referral line specializing in elder abuse. It offers services to various clienteles and is specifically intended for seniors experiencing abuse, their loved ones, and anyone concerned about a situation in which a senior appears to be suffering abuse. You can contact the AAA Line at 1-888-489-2287. For more information, visit the <https://www.aideabusaines.ca/en/>.

SUICIDE PREVENTION CENTRE

Crisis and suicide prevention centre provides listening and support to suicidal people, their loved ones and people who have experienced the suicide of a loved one. It is a free and confidential telephone counselling service. You can contact the Suicide Prevention Centre at 1-866-APPELLE (277-3553). For more information, visit www.centredecrise.ca (in French only).

SOS CONJUGAL VIOLENCE

An organization that offers intake, assessment, information, awareness, support and referral services to domestic violence victims and all persons concerned by this problem. Free and confidential telephone helpline that you can reach by dialling 1-800-363-9010. For more information, visit <https://sosviolenceconjugale.ca/en>.

TEL-AIDE

Telephone counselling centre for anyone suffering from loneliness, stress, psychological distress or anger, or simply needs to confide in someone who will listen to them without judging them. Free and confidential telephone listening service, you can reach Tel-Aide at 514-935-1101. For more information, visit <http://www.telaide.org/en/>.

We're here to help you

In Montérégie, many organizations are available to support you in your role as a caregiver caring for an elderly person:

Regroupement des organismes montréalais d'aidants naturels (ROMAN)

The ROMAN was founded in 1994 and its mission is to unite, support and accompany organizations that support caregivers of seniors in Montérégie. For more information and to find out more about the ROMAN's member organizations, please visit www.aidantsnaturels.org (in French only).

L'Appui pour les proches aidants

Founded in 2009, l'Appui's mission is to improve the quality of life of caregivers in Québec and raise awareness of their role in all its complexity. L'Appui finances services for caregivers throughout Québec. For more information, visit <https://www.lappui.org/en>.

And your local resource

Here is the contact information for the caregiver support organization in your community. We strongly encourage you to contact them. They will offer you services adapted to help you in your role.



«We thank the Appui Montérégie
for its contribution to the production of this guide. »

L'APPUÏ POUR LES
PROCHES AIDANTS

Vous êtes là pour ***eux***,
nous sommes là pour ***vous***.



ROMAN

Regroupement des organismes
montréalais d'aidants naturels



640 Dorchester Street, Suite 301, Saint-Jean-sur-Richelieu, Quebec, J3B 5A4
514 767-4511

www.aidantsnaturels.org
roman@aidantsnaturels.org