

PRESENTED BY



Family Caregivers
of British Columbia

Alzheimer Society
BRITISH COLUMBIA

How You Say it Matters: Strategies for Strengthening Communication with Family Caregivers

Presenters:

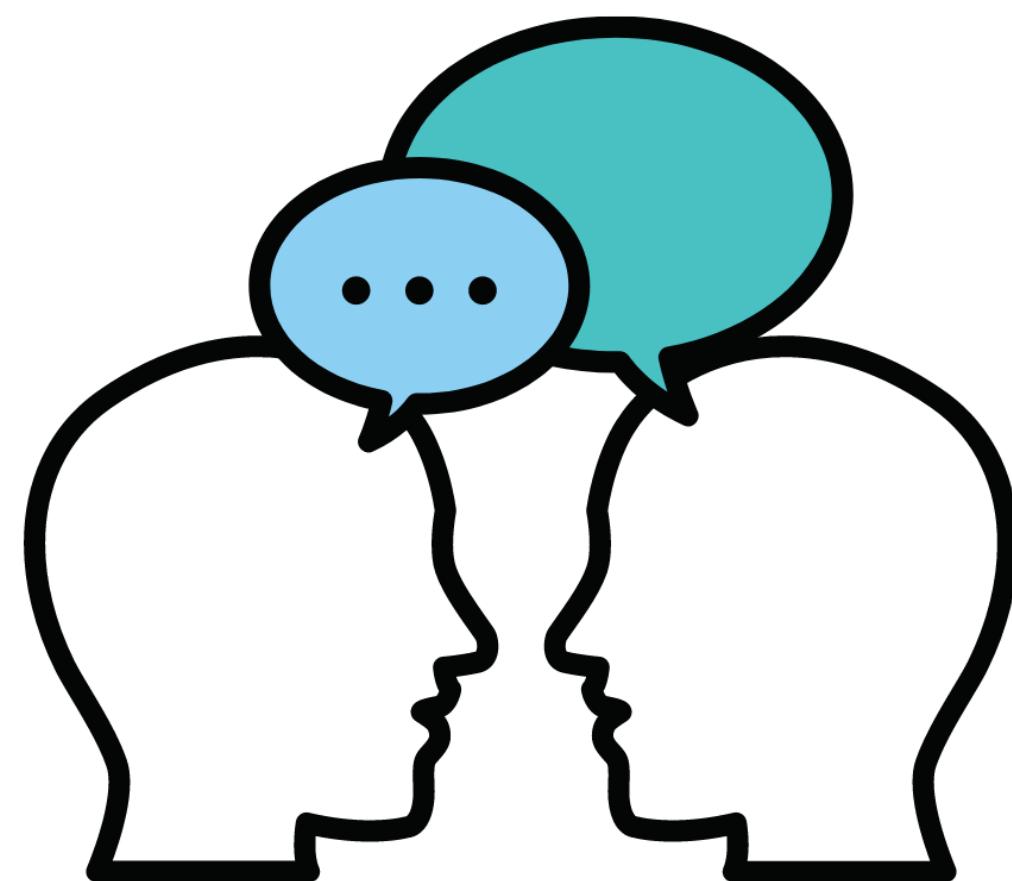
Wendy Johnstone, Gerontologist and Consultant, Family Caregivers of BC.

Mariana Hudson, Provincial Coordinator – Education, Alzheimer Society of B.C.

Guest Speaker:

Erin Beaudoin, CEO of Eden Gardens

Moderator: Kate Landreth, Education Lead with Family Caregivers of BC



Webinar Instructions

- Everyone will remain muted, and cameras will be off
- The poll feature will be used with an option to use the chat box. Please note the chat box is seen by the facilitators only
- Use the 'Q&A' feature to ask questions

Territory Acknowledgement

Family Caregivers of BC



Family Caregivers
of British Columbia

- Non-profit charity dedicated to the well-being of family caregivers.
- Serving across B.C. since 2010, with the past 5 years as part of the Ministry of Health's Patients as Partners Initiative.
- Three pillars: caregiver support, education and engagement and collaboration.

www.familycaregiversbc.ca

CAREGIVER SUPPORT

- Support Line: 1-877-520-3267
- Informational, referral & navigation
- Support groups
- Caregiver coaching
- Online resource centre
- Virtual support circle

EDUCATION

- Resource library: webinars and podcasts
- Newsletter publications, e-news, articles and blogs
- Support group facilitator training
- Outreach to community groups

ENGAGEMENT AND COLLABORATION

- Caregiver engagement quality improvement health policy
- Participation in health committees
- Collaborations: condition specific org, health authorities, Ministry of Health research, etc.

Alzheimer Society of B.C.



The Alzheimer Society of B.C. ensures people affected by dementia are not alone, by educating and mobilizing a broader community of care around them and supporting valuable research into the disease and people living with it.

www.alzheimerbc.org

HEALTH-CARE PROVIDERS

- Building a Strong Foundation for Dementia Care Education
- Resources
- First Link[®] Referrals

EDUCATION & SUPPORT

- Webinars for caregivers and people living with dementia
- Tele-Support Groups for caregivers
- Recorded videos posted on website

FIRST LINK[®] DEMENTIA HELPLINE

- Monday to Friday, 9 a.m. to 8 p.m.
- 1-800-936-6033
- Service in Cantonese, Mandarin and Punjabi also available

NEWSLETTERS

- First Link[®] bulletin
- Connections
- Insight

Eden Gardens

Eden Gardens is a non-profit long-term care home in Nanaimo, B.C. that supports elders living with dementia to live a full and abundant lives. With a focus on creating a diverse home environment where plants, art, music, children and pets are a natural part of everyday life. We affirm that care is not a one-way street, but rather a collaborative partnership.



www.edengardens.ca

PROGRAMS

- Private rooms for 130 residents
- Strong Family Council that meets monthly
- 3-day programs, serving over 160 clients/month

PURPOSE BUILT DESIGN

- Neighborhoods of 11 residents in private rooms
- 6 cats, 2 birds and countless fish also call this home
- Each neighborhood has outdoor/solarium access

THE EDEN PHILOSOPHY OF CARE

- Support the growth and well-being of all
- A focus on combating the plagues of the human spirit
 - Loneliness
 - Helplessness
 - Boredom

FIND MORE INFO

- www.edengardens.ca
- Facebook “Eden Gardens”
- Linked In “Eden Gardens”
- www.theedenalt.org

Your learning

WHAT WE'RE COVERING

- The importance of communication between health-care providers and family caregivers, especially during a pandemic.
- How to recognize burnout in yourself or your colleagues and in family caregivers.
- Tools to help you strengthen your communication skills.
- Self-care strategies that can support you in managing difficult conversations.

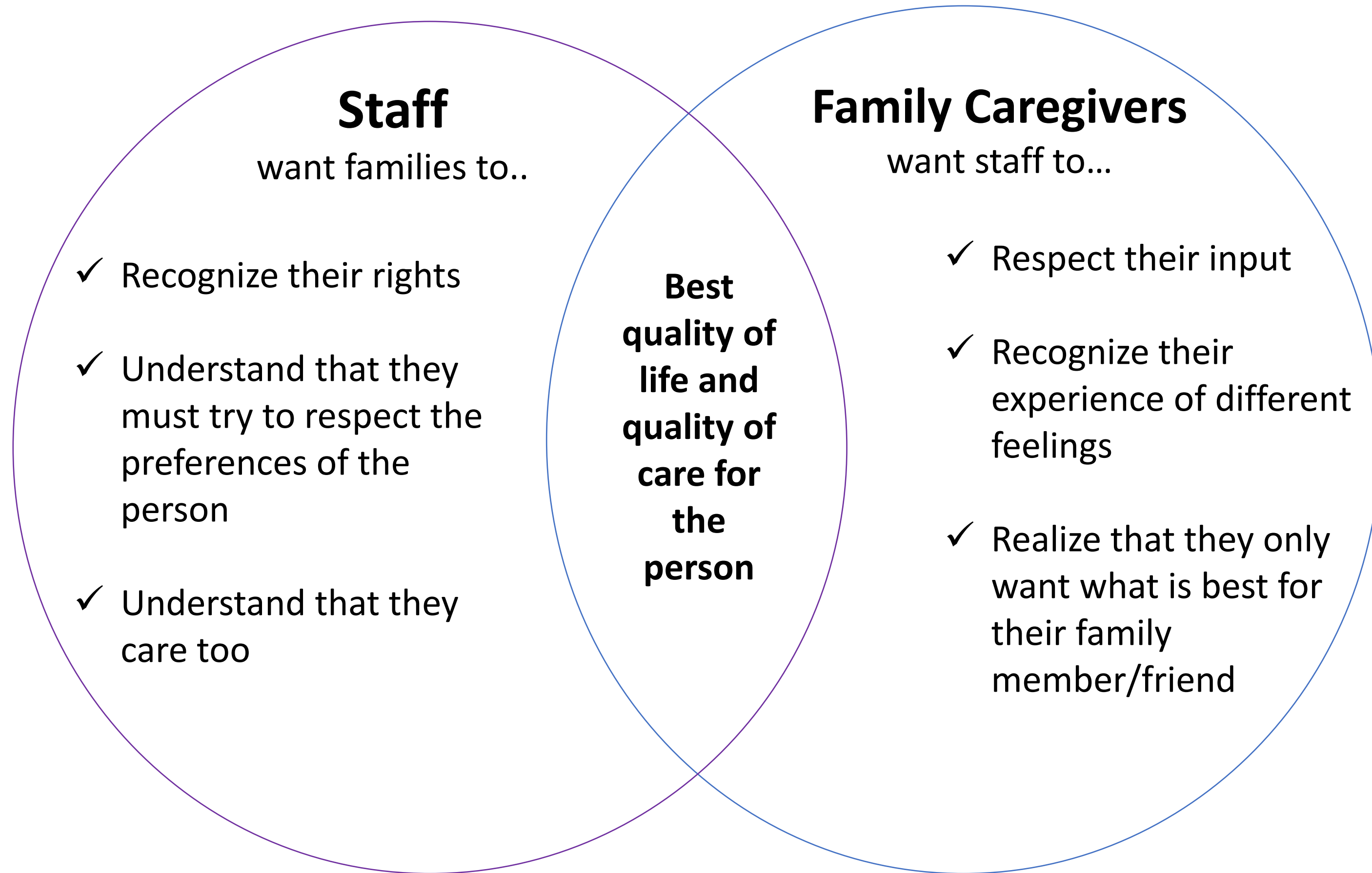


**Family Caregivers
of British Columbia**

— Let us help —

Alzheimer Society
BRITISH COLUMBIA

Working Together as a Care Team



“As a geriatrician, I’ve seen countless family caregivers struggle to cope while assisting their elderly parents. Common themes include unfamiliarity or confusion about community resources, frustration dealing with multiple health care practitioners with differing approaches, and uncertainty about how to cope with their loved one’s symptoms and increasing dependence. Caregivers are critically important for the success of today’s health care system, yet their contributions are sadly overlooked, under appreciated and under supported. **I am personally and professionally grateful to The Family Caregivers of BC for their unwavering support of caregivers.**”

“I wanted to say how I was so impressed with the staff and how professional and conscientious they were with implementing all the protocols that were put in place. Although it was a stressful, challenging time for everyone they remained friendly, positive and helpful throughout.” Family Member, Long-Term Care

“It's heartbreaking to see the families experience so much pain and heartache. It's taking an emotional toll on the families and us as health care workers. **Our head understands what's going on but our heart aches.**” Social Worker, Long-Term Care

What we're
hearing from
family caregivers
and health-care
providers during
COVID-19



Importance of Communication between
Health-Care Providers and Family Caregivers

Communication Basics



Do

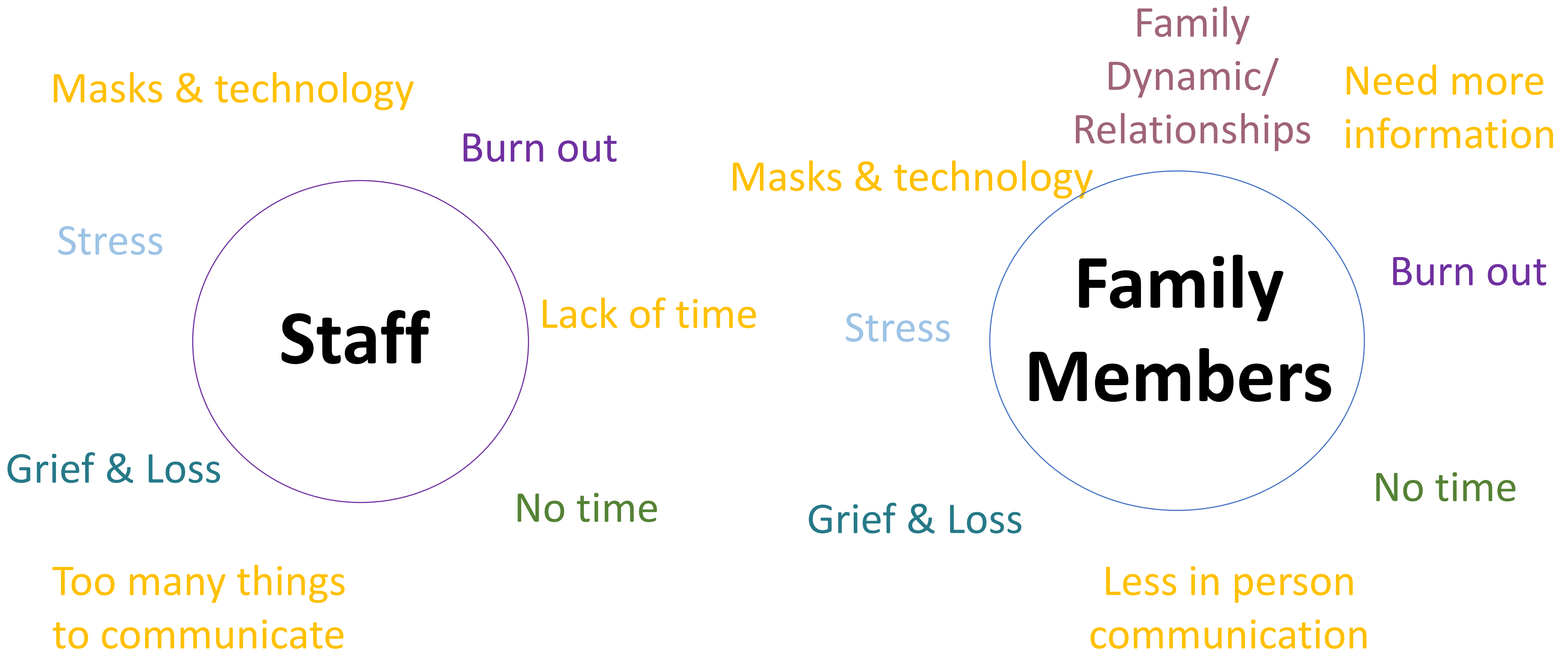
- Practice active listening
- Clarify statements you don't understand
- Ask for feedback

Avoid

- Rushing a conversation
- Making assumptions about the other person
- Not being present in the dialogue

**What makes communication with
family members difficult?**

Factors that Affect Communication with Family Members



Communication: Preparation, Procedure, Review

“In pondering the best way to improve my communication, I returned to the methods that served me so well as a surgical resident. Of course, the tools were different: in surgery, the tool is a scalpel; in communication, the tool is language. Yet both surgical and communication skills have 3 steps in common: preparation, procedure and review.”

Dr. Nakagawa (Department of Medicine, Columbia University Medical Center)
JAMA Internal Medicine, 2015

Communication Strategies

1. Preparation- Before the Conversation

- check in with yourself,
- get the person's attention, and
- know the person.



Communication Strategies

2. Procedure- During the Conversation

Verbal &
Non-Verbal

How you say it matters. Pay attention to your words, tone, pace and body language.

Active Listening

Acknowledge the person's concerns and questions.
"Can you tell me more about that"
"Let me repeat what I heard"

Empathy

Show you understand the person's feelings or perspective.
"This sounds very challenging and stressful"

Communication Strategies: Procedure

Partnership
Empathy
Apology
Respect
Legitimation
Support

Acknowledge
Introduce
Duration
Explain
Thank

Situation
Background
Assessment
Recommendation

STOP!
Take a step back.
Observe
Proceed mindfully

Goal
Current
Reality
Options
Will

WHAT MATTERS TO YOU?
Ask What Matters. Listen to What Matters. Do What Matters.

Communication Strategies

3. Review- After the Conversation

- Reflection
- Follow up



Communication Strategies – Summary

Preparation:

- Read chart.
- Check in with yourself.
- Script – what options are currently available (e.g. new ways to connect with mom)

Procedure:

Acknowledge the family member

Introduce yourself, role and purpose

Duration – set time expectations

Explain – provide update and answer questions.

Thank you

STOP!

Take a step back

Observe

Proceed Mindfully

Review:

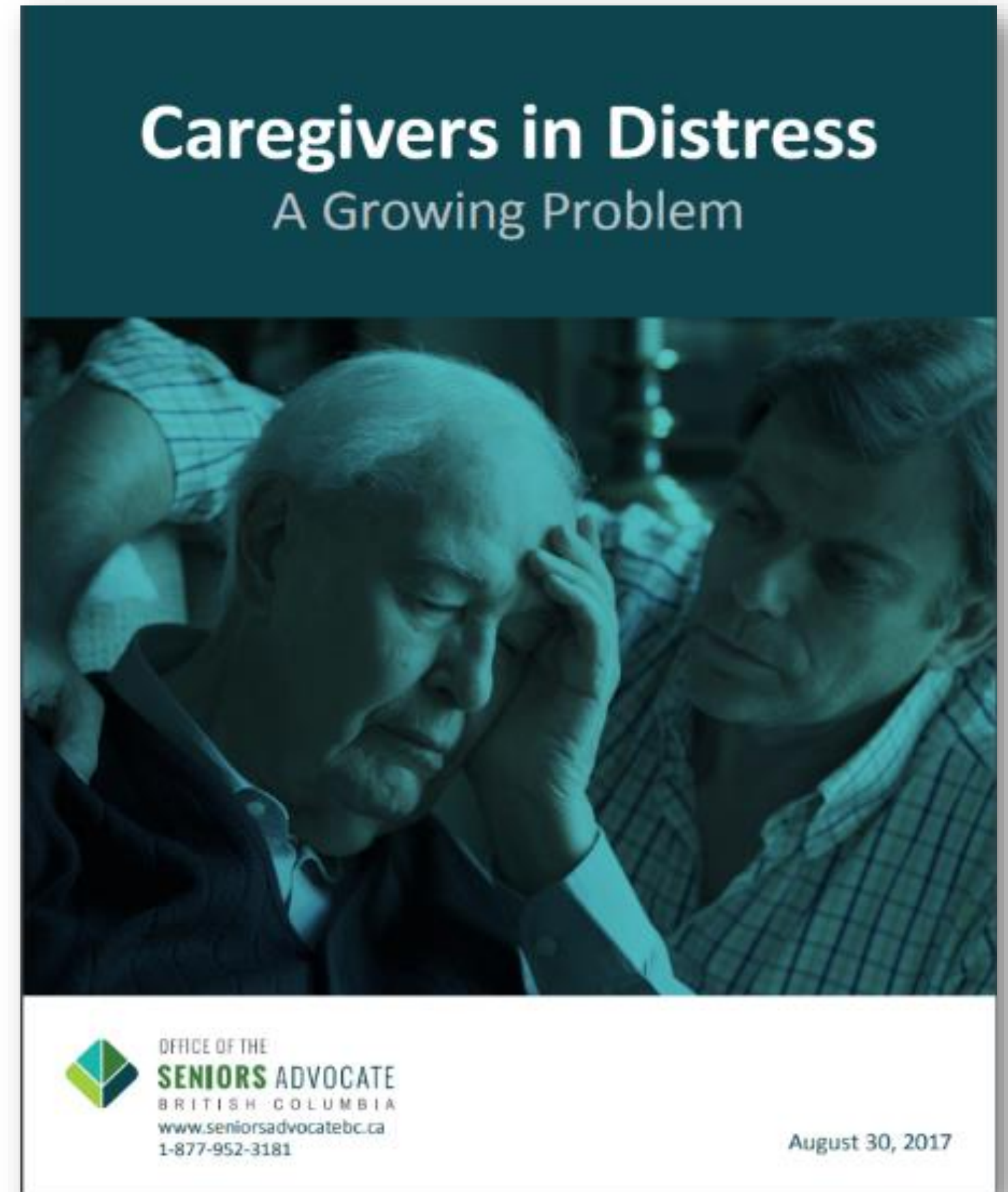
- 5 mins reflection
- Chart
- Debrief with colleague

Caregiver Trajectory



Impact of Caregiver Distress

- Caregiver gets sick and/or burns out
- Caregiver is unable to continue supporting their care recipient
- Already strained community services are required to fill the gap
- Care recipient loses out by not having the value added a family/friend caregiver provides
- May lead to increased utilization of acute care and facility-based resources



Flags for Caregiver Burnout

MEDICAL NOTES

- Loss of weight
- Poor nutrition
- Loss of appetite
- Cannot get rest (no overnight care)
- Health starts to be compromised

SOCIAL

- Changes in social life, caregiver's "normal" life
- Isolation
- Not able to leave person they are caring for

PHYSICAL CHANGES

- Fatigue/Exhaustion
- Inactivity

COGNITIVE CHANGES

- Overwhelmed; not knowing where to turn
- Anxiety
- Mood/mental health

Caregiver Burnout Flags



OTHER CONSIDERATIONS

- Length of time as a caregiver
- Care recipient needs increasing
- Multiple caring or work responsibilities



How We Speak To Ourselves Matters

I promised her
I would...

I just can't
handle this

One step at a
time.

I don't
have time

It's ok.
She will
understand.

I'll try my best.
Tomorrow is
another day.



Know Your Limits

Set your Boundary

- Non-negotiables – what is most important to you?
 - Make a list
 - Daily self-care activities




What are your non-negotiables?

Practice Makes Perfect

- Daily check-in
- Words of affirmation
- Expectation exercise
- Gratitude journaling



A close-up photograph of a person's hand holding a silver pen, writing on a checklist in a notebook. The checklist is on a grid-lined page and contains several items, each preceded by a small square box. The items are: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday, Drive to work, Drive home, and Make a list. The background is a blurred pattern of blue and white. The overall lighting is soft and focused on the hand and pen.

What is one strategy that you would like to try this week?

Useful resources



Resources



Evaluation



How to contact us

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www.familycaregiversbc.ca

1-877-520-3267



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Alzheimer *Society*
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Questions

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