

# YOUR ROLE AS AN INFORMAL AND FAMILY CAREGIVER AT THE HOSPITAL

**FAMILY MEMBERS ARE WELCOME AT ALL TIMES if their presence is safe and beneficial to users.**

1. Visit alone or in a small group.
2. Encourage the rest and recovery of the user.
3. Comply with hygiene and infections prevention and control guidelines.
4. Maintain a calm and safe environment.
5. First confirm with staff what you can do to favour the well-being of your loved one.

## WHAT DO YOU NEED TO DO?

- Introduce yourself at the reception desk of the nursing station as an informal or family caregiver.
- Choose a primary informal or family caregiver and give their contact information to the caregiving team. That person will facilitate communication between your loved one's circle and the team.

## COLLABORATE IN SHARING INFORMATION BETWEEN YOUR LOVED ONE AND THE CAREGIVING TEAM

- Share information about your loved one's health status and any situation you find concerning (e.g., usual medication, special precautions when administering care, changes in behaviour).
- Express their beliefs, values, and preferences.
- Help your loved one formulate questions and note the answers.

To facilitate your contribution in sharing information, consult the checklist available at: [santeestrie.qc.ca/caregivers](https://santeestrie.qc.ca/caregivers).



**TOOLS TO SUPPORT YOU**  
(e.g., information videos, FAQs)



## PLAN THEIR HOSPITAL DISCHARGE

- Identify the destination and plan for transportation to get there after the discharge.
- Provide the necessary items for the loved one to return home (e.g., clothes, personal belongings).



## HOW CAN YOU CONTRIBUTE TO THE WELL-BEING OF YOUR LOVED ONE?

### FOSTER THE MAINTENANCE OF THEIR ABILITIES

- If possible, encourage them to perform basic personal hygiene tasks, such as washing and getting dressed, independently.
- Encourage them to get up and exercise.
- Keep them company during meals to make the moment pleasant and to stimulate their appetite.
- Bring them their favourite foods.
- Remind them to hydrate regularly.

### MONITOR THEIR MENTAL AND COGNITIVE HEALTH

- Bring them meaningful items (e.g., photos, blanket) and equipment to entertain themselves.
- Help them use technology to communicate with their loved ones.
- If their condition requires full-time observation, confirm with the caregiving team whether you can monitor them in accordance with your wishes and availability.

## YOU ARE AN INFORMAL OR FAMILY CAREGIVER IF:

- Your loved one is temporarily or permanently incapacitated (e.g., limited mobility, difficulty understanding or remembering information, anxiety);
- You provide significant or occasional support to your loved one (e.g., help with personal care, emotional support).

*\*And this, regardless of their age, their living environment or the nature of their disabilities.*

## RESOURCES TO ASSIST YOU

Your own well-being also matters. Resources are available to support you in your role as an informal and family caregiver.

- > For further information about your role as an informal or family caregiver in a hospital centre and access to care and services: **leave a voice message at 819-780-2220, ext. 40444, or visit [santeestrie.qc.ca/caregivers](http://santeestrie.qc.ca/caregivers).**
- > To learn more about the role of informal and family caregivers across all settings, visit **[quebec.ca/en/family-and-support-for-individuals/informal-and-family-caregiver](http://quebec.ca/en/family-and-support-for-individuals/informal-and-family-caregiver)**.

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ÉCOUTE • INFORMATION • RÉFÉRENCES

[appui.org](http://appui.org)

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