

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

YOU ARE AN **INFORMAL AND 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, living environment or nature of their disability.¹*

What do you need to do?

- Go to the reception desk of the nursing station to identify yourself as an informal and family caregiver.
- Identify a **primary** informal and family caregiver and give their coordinates to the caregiving team. That person will facilitate communication between the members of the immediate circle of your loved one and staff.

Collaborate in sharing information between your loved one and the caregiving team

- Share information about their health status and any situation you find concerning (usual medication, specific precautions to be taken when administering care, changes in behaviour, etc.).
- Express their beliefs, values, and preferences.
- Help your loved one to ask their questions to the caregiving team and write down the answers.

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



¹ Adapted from section 2 of the *Act to recognize and support caregivers*.

Comply with the infections prevention and control guidelines

- Disinfect your hands.
- In your loved one's room, wear the personal protective equipment indicated on the door at all times.

CONSULT ALL SANITARY MEASURES IN EFFECT



Plan your loved one's hospital discharge

- Plan the location where your loved one will live and the transportation to get there once they have been discharged.
- Provide them with the necessary items for when they go back home (clothes, personal items, etc.).

How can you contribute to the well-being of your hospitalized loved one?

Above all, first confirm with the nurse what you can and are authorized to do to help your loved one.

Foster the maintenance of their abilities

- If possible, encourage them to keep up with basic personal hygiene independently, such as getting dressed and washing.
- Invite them to get up and exercise.
- Keep them company during meals to make the time agreeable and to open their appetite.
- Provide them with their favourite foods.
- Remind them to hydrate regularly.

Monitor their mental and cognitive health

- Provide them with meaningful objects (photos, blankets, etc.) and the means for entertainment.
- Help them use technology to communicate with friends and family. Electronic tablets are available at the care units. Request one from the caregiving staff.
- If their health condition requires full-time monitoring, confirm with the caregiving team whether you can monitor them as per your wishes and your availability.

Other Resources that Can Assist You

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

- For further information regarding your role as an informal and family caregiver, and on access to health care and social services living environments, leave a voice message at **819-780-2220, ext. 40444** or consult santeestrie.qc.ca/caregivers.
- To learn more about the role of informal and family caregivers in all environments, visit quebec.ca/en/family-and-support-for-individuals/informal-and-family-caregiver.

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