

Family Caregiver Guidelines

Recommendations for Integrating Family Support into Mental Health Services: Acute Care Services

1. What is your understanding of each recommendation?
2. Consider the questions below, discuss with others if possible, and record responses.
3. Which recommendations and actions will be a priority for you?

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Designate, and make available at all times, an emergency room-based staff member who can assess the person who may have a mental illness and provide guidance to family members.</p> <p>R 19.1 (p.28 of <i>Guidelines</i>)</p>		
<p>Provide up-to-date information in all emergency rooms in various formats describing support resources for both the person living with mental illness and their family caregivers.</p> <p>R 19.2 (p.28 of <i>Guidelines</i>)</p>		
<p>Create and assign family peer navigator positions for admission and emergency areas with the role of providing direct guidance and information to family caregivers.</p> <p>R 20.1 (p.29 of <i>Guidelines</i>)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Implement strategies to facilitate system navigation inside hospital-based services such as written guides, designated contact persons, and family peer support workers. R 20.2 (p.29 of Guidelines)</p>		
<p>Establish protocols in hospitals for a clear process of involving family caregivers in discharge and follow-up care plans, including guidance about relapse, crisis prevention, and a recovery plan for both the person with the mental illness and the family caregiver(s). R 24 (p.30 of Guidelines)</p>		
<p>Engage families, where applicable, in the discussion around using a Community Treatment Order. R 25.1 (p.32 of Guidelines)</p>		

YOUR PRIORITIES:

Family Caregiver Guidelines

Recommendations for Integrating Family Support into Mental Health Services: Community/Ongoing Care

1. What is your understanding of each recommendation?
2. Consider the questions below, discuss with others if possible, and record responses.
3. Which recommendations and actions will be a priority for you?

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Provide telephone and online services to support family caregivers in rural and remote geographic areas, or wherever local service capacity is limited.</p> <p>R 4 (p.16 of the <i>Guidelines</i>)</p>		
<p>Encourage and facilitate the development and use of advance directives by the person living with mental illness, in collaboration wherever possible with their family caregivers.</p> <p>R 15 (p.25 of the <i>Guidelines</i>)</p>		
<p>Provide a variety of respite options in the community that can be tailored to family caregiver preferences.</p> <p>R 26 (p.33 of the <i>Guidelines</i>)</p>		

YOUR PRIORITIES:

Family Caregiver Guidelines

Recommendations for Integrating Family Support into Government and Policy

1. What is your understanding of each recommendation?
2. Consider the questions below, discuss with others if possible, and record responses.
3. Which recommendations and actions will be a priority for you?

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Design policies and programs that encompass the values and needs of family caregivers with the help of available tools such as the Caregiver Policy Lens.</p> <p>R 1 (p.12 of the <i>Guidelines</i>)</p>		
<p>Undertake a systematic review of all existing government financial supports across jurisdictions to assess gaps for caregivers and to develop policy options for closing these gaps in consultation with family caregivers.</p> <p>R 28 (p.35 of the <i>Guidelines</i>)</p>		
<p>Encourage employers to better address caregiver needs by implementing psychological health and safety policies, such as flexible workplace policies, and adopting the <i>National Standard on Psychological Health and Safety in the Workplace</i>.</p> <p>R 29 (p.36 of the <i>Guidelines</i>)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Invite family caregivers to participate in reviewing existing mental health services, identifying gaps and designing plans to address these gaps with policy designers and mental health service administrators.</p> <p>R 31 (p.37 of the <i>Guidelines</i>)</p>		
<p>Facilitate the meaningful participation of family caregivers in planning and evaluating services by providing orientation, education, and encouragement as needed.</p> <p>R 32 (p.37 of the <i>Guidelines</i>)</p>		
<p>Develop caregiver recognition legislation in all provinces and territories.</p> <p>R 33 (p.38 of the <i>Guidelines</i>)</p>		
<p>Allocate appropriate resources through governmental and non-governmental organizations and agencies to allow family caregivers to participate in the planning of policies related to the development of mental health practice standards and programs.</p> <p>R 34 (p.39 of the <i>Guidelines</i>)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Explicitly recognize the value of caregiving in provincial, territorial, and regional mental health services through strategic plans and adequate resource allocations to family caregiver support programs.</p> <p>R 35 (p.39 of the <i>Guidelines</i>)</p>		

YOUR PRIORITIES:

Family Caregiver Guidelines

Recommendations for Intersectoral Partnerships

1. What is your understanding of each recommendation?
2. Consider the questions below, discuss with others if possible, and record responses.
3. Which recommendations and actions will be a priority for you?

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Facilitate mental health service providers taking more time to share up-to-date information about the range of community, social, and mental health services available for adults with mental illness, including their eligibility requirements, making referrals to other services as needed and supporting family caregivers in accessing these services when and as they are needed.</p> <p><i>R 2.3 (p.14 of Guidelines)</i></p>		
<p>Put in place partnerships between mental health service providers and schools and child welfare agencies to determine and coordinate the support needs of young carers and the adult living with mental illness.</p> <p><i>R 6 (p.17 of Guidelines)</i></p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Increase the availability of prevention and early intervention programs that recognize and appropriately involve families.</p> <p>R 23 (p.30 of <i>Guidelines</i>)</p>		
<p>Develop or enhance mental health training programs for police officers that emphasize working with and responding to family caregivers.</p> <p>R 25.2 (p.32 of <i>Guidelines</i>)</p>		
<p>Support police services to develop protocols for offering support to family caregivers who witness their relative being apprehended such as referral to victim services.</p> <p>R 25.3 (p.32 of <i>Guidelines</i>)</p>		
<p>Increase awareness about financial support programs, eligibility criteria, and appeal processes provided by government agencies through public education aimed specifically at caregivers and health care providers.</p> <p>R 27 (p.34 of <i>Guidelines</i>)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Increase community capacity to support family caregivers by sharing knowledge, skills, and educational opportunities among family caregiver organizations and community organizations that serve those living with mental illness.</p> <p>R 37.2 (p.41 of <i>Guidelines</i>)</p>		
<p>Routinely refer family caregivers to family caregiver organizations and partner with them in coordinating care to maximize the potential benefits of all available support services.</p> <p>R 39 (p.42 of <i>Guidelines</i>)</p>		
<p>Develop partnerships with academic and research centres and collaborate in the development of a research agenda that can generate further evidence on the effectiveness of family caregiver support and services.</p> <p>R 40 (p.42 of <i>Guidelines</i>)</p>		
<p>Strike a multi-and cross-sectoral task force to translate these <i>Guidelines</i> into an action plan to support Canadian family caregivers of adults living with mental illness.</p> <p>R 41 (p.43 of <i>Guidelines</i>)</p>		

YOUR PRIORITIES:

Family Caregiver Guidelines

Recommendations for Training and Support for Mental Health Service Providers

1. What is your understanding of each recommendation?
2. Consider the questions below, discuss with others if possible, and record responses.
3. Which recommendations and actions will be a priority for you?

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Make current information related to mental illness available in a range of formats (e.g. online, print, face-to-face) that takes into account diversity (e.g. level of education, mental health literacy, geographic location, language, culture).</p> <p>R 2.2 (p.14 of Guidelines)</p>		
<p>Facilitate mental health service providers taking more time to share up-to-date information about the range of community, social, and mental health services available for adults with mental illness, including their eligibility requirements, making referrals to other services as needed, and supporting family caregivers in accessing these services when and as they are needed.</p> <p>R 2.3 (p.14 of Guidelines)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Provide education and tools to support mental health clinicians in practicing culturally competent care and provide access to cultural consultations when assessing or providing support to family caregivers in other ethnocultural groups.</p> <p>R 3 (p.15 of <i>Guidelines</i>)</p>		
<p>Assist and train mental health service providers in becoming knowledgeable about and sensitive to the range of relationships and associated challenges, roles, and support needs of all family caregivers.</p> <p>R 5 (p.17 of <i>Guidelines</i>)</p>		
<p>Make expert consultation available to mental health service providers when required.</p> <p>R 10 (p.21 of <i>Guidelines</i>)</p>		
<p>Develop and implement clear protocols for providing necessary information to family caregivers and require mental health service providers to follow them.</p> <p>R 14.1 (p.24 of <i>Guidelines</i>)</p>		

Recommendation	How are we already meeting this recommendation?	What else could we be doing?
<p>Support mental health service providers in increasing their knowledge about mental health service provider privacy, confidentiality, access to information legislation, and related institutional and professional policies.</p> <p>R 14.2 (p.24 of <i>Guidelines</i>)</p>		
<p>Require mental health service providers to routinely encourage the involvement of families, while respecting the confidentiality and privacy of the relative living with mental illness.</p> <p>R 14.3 (p.24 of <i>Guidelines</i>)</p>		

YOUR PRIORITIES