



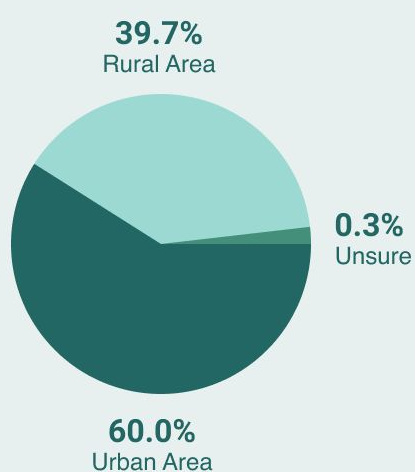
Caregiver Research Study & Results

ONLINE SURVEY RESULTS

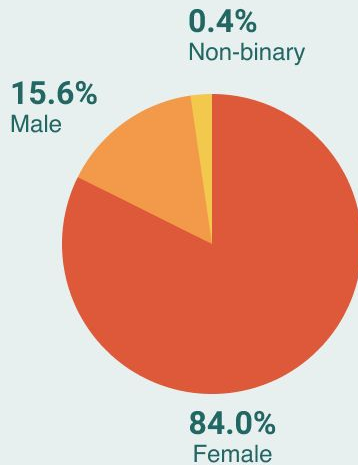
410 Survey Respondents



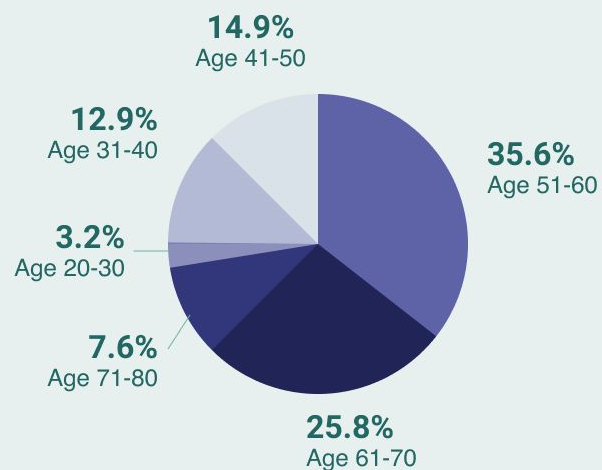
Caregiver Statistics



Geographical Info



Sexual Orientation



Age Info

Caregiver Statistics

How long have you provided care to your relative, friend, or neighbour?

Avg: 1-5 years



On average, how many hours do you dedicate to your caregiving responsibilities each week?

Avg: 10-20 Hours/week



Caregiver Statistics

Do You Live With The Person You Care For?



59.2%



40.8%

Please Select The Option That Applies To Your Relationship With The Person You Care For



38.0%



25.6%



36.4%

Caregiver Statistics

Are You Employed Outside Of Your Caregiving Role?

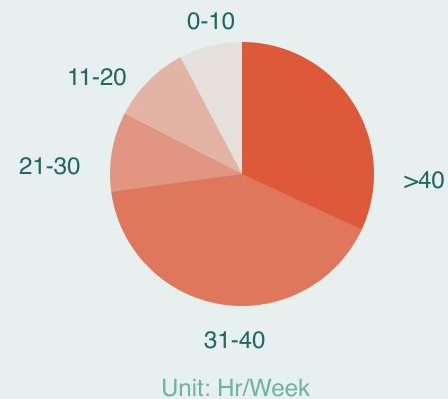
43%
No other job

57%
Have other job



What Is The Average Number Of Hours You Work Each Week Outside Of Caregiving?

33.5 Hrs/Week



Caregiver Experience

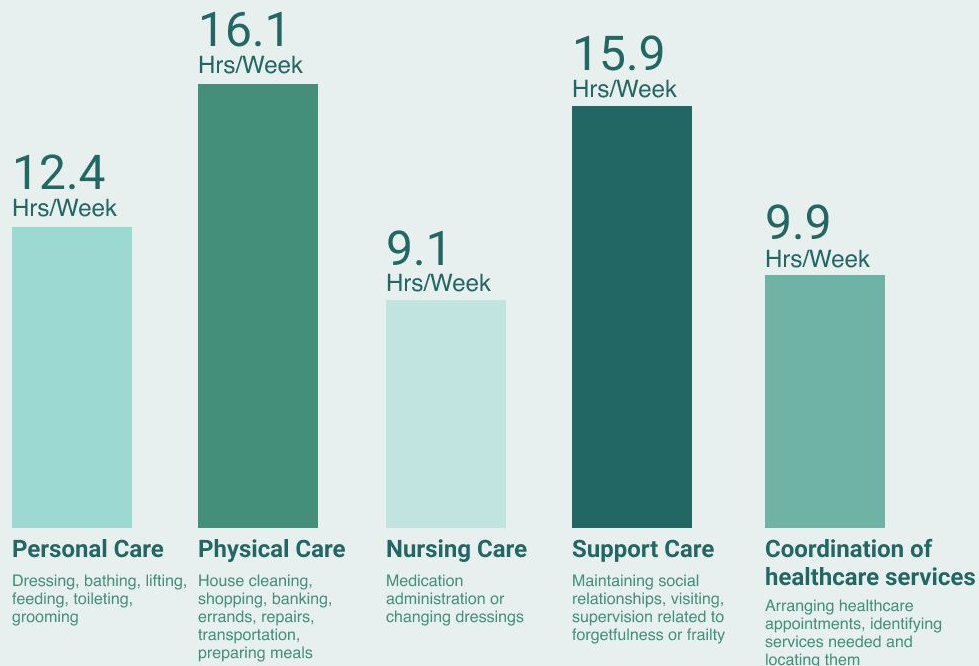
Caregiver Stressors

How often do any of the following apply to you?

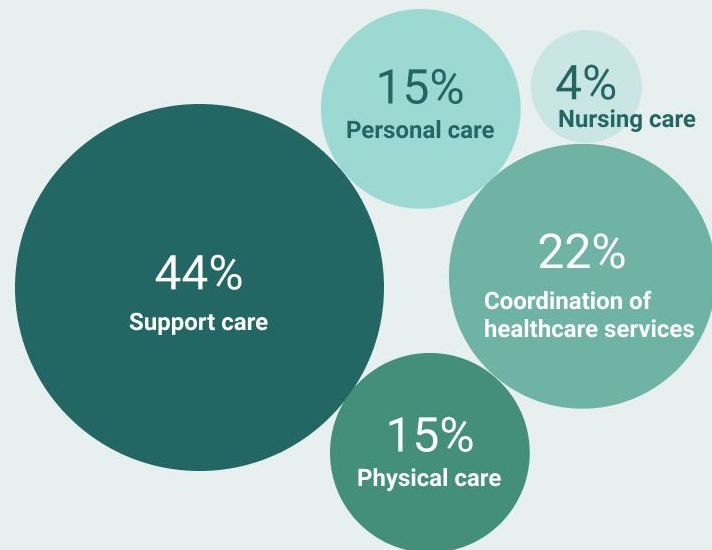


Caregiver Experience

Roles & Time Spent As A Caregiver



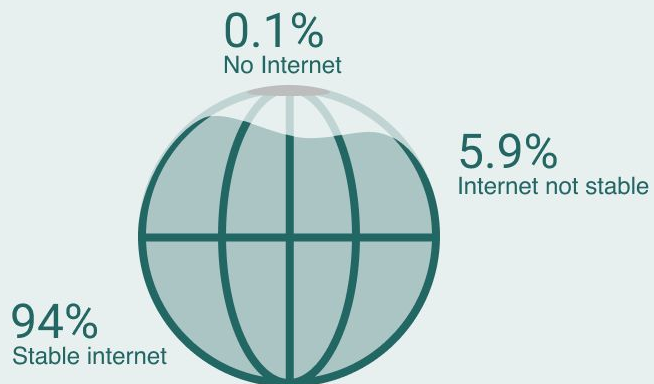
Most Challenging Aspects Of Care



Virtual Care

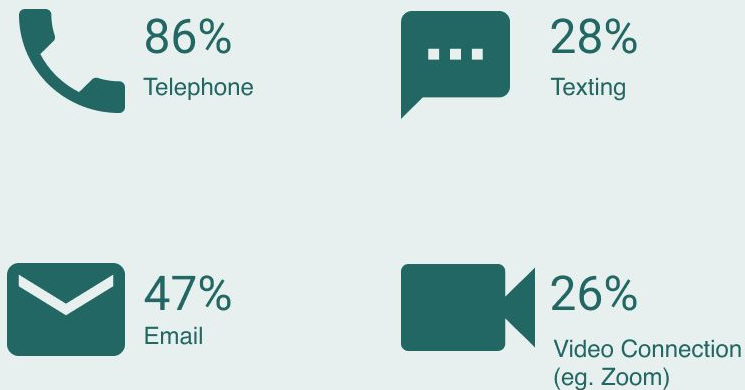
Internet

Do you have access to the internet?



Virtual Service

Have you used any virtual healthcare services with your healthcare providers?

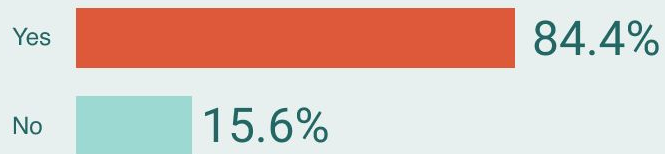


Social Media

Do you use any forms of social media such as Facebook, Instagram, Twitter, and/or YouTube?



Have you used social media to help keep the person you care for feel connected to others through the pandemic such as Facetime or Zoom?



Additional feedback

Out of the **410** survey respondents, **43.41%** wanted to share more about their caregiving experiences and accessing healthcare services.



Emotional Impact of Caregiving

Stress | Diminished | Isolated | Overwhelmed | Exhausted Awful | Guilt | Burned out

“Feeling exhausted - pandemic made it worse”

“Feeling burdened and challenged with care when there is no help from other family members”

“Affected work life - needing to have a flexible work environment which is not easy”

“Burden of non-stop emotional responsibility is exhausting”



Changes | Ups & Downs

“Change of lifestyle”

“Constant ups and downs”



Appreciated | Comfort

“Support from friends is wonderful”

“Providing care awakens positive emotions”

“Providing care makes me feel appreciated, knowing that it makes a difference”



Access to Healthcare Services

“Accessing care by phone and email has been convenient, life changing”

“Home visits from healthcare providers when needed have made a huge difference. Pharmacists were helpful”

“System is great once you identify the right person and right questions to ask”

“Home care is wonderful once the right fit is found”



Access to Healthcare Service

Difficulty to get an appointment, especially during pandemic
Some healthcare providers cancel the appointments, hard to reschedule

During the pandemic, it was difficult for Caregivers to accompany patients to the hospital, which as resulted in:

- Breakdown in communication that is not evident to the staff
 - Patients left with embarrassment, fear and other negative feelings
 - Caregivers left feeling unappreciated; not being able to provide support
-

Virtual appointments are confusing for elderly patients, people with hearing loss

Support is not in place after discharge, referral process is difficult to navigate and be completed

No service transparency, long waiting time

Difficulty in finding information on available resources and accessing them

Too many specifics to be eligible for programs, especially for elderly with long distance

Process is unclear & not understandable, no appropriate person to talk to, complicated forms

Disconnection between the services, lack of coordination, frequent gaps and cancelations

Home care workers change often, inadequately paid, and not highly valued in our society



Things identified to make a Caregiver's life easier...



Healthcare Navigator

to help access required services



Mental Health Support



Caregiver Support Groups

to share experiences of similar concerns



Streamlined communications

within health disciplines



Marketplace

as a central source to find resources and equipment required



Government Agencies

Centralized client information

Caregivers had lots to say ...



A HUGE financial burden,
caregiving cost me a fortune



Family members who provide
caregiving should be eligible for
pay, it is financially overwhelming
for caregivers.



Government should provide more
financial help for people who
wish to stay in their homes



Support care workers pay
should be increased

What Caregivers think would help their family member's mental health

“ Family doctors educating the patients and explaining the medical requirements gives patients and Caregivers piece of mind ”

“ Socializing and emotional support (via social media in times of pandemic) ”

“ Family members being informed on the health situation with the help of chats, messages, phone calls etc. ”

“ Healthcare practitioners/Caregivers paying attention to the patient's mood and emotional wellness ”

“ Homecare services: A central agency (private or public) with the capacity to pool regional resources is needed ”



In Closing

The information contained within this document is a summary of relevant data collected from the 410 online surveys of family Caregivers in New Brunswick, June 2021.

We thank all Caregivers for their time and sharing their personal experiences.



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- **Amy McLeod**, BN, RN, MHS, ENCC, GNC; **Project Lead**
- **Karen Lake**, BN, RN Caregiving Consultant and Care Navigator; **Research Assistant**
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- **Dr. Hanif Chatur**, ERP, Co-founder eVisitNB; **Project Advisor**



Contributors

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