

Learning how to Get the Help you Need – a webinar for caregivers on how to navigate the health and social care system

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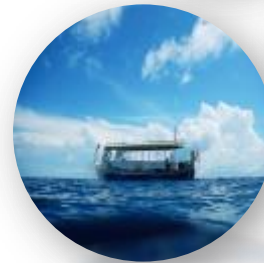
MS Navigator
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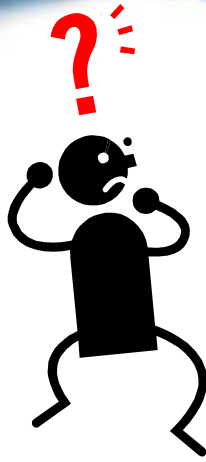
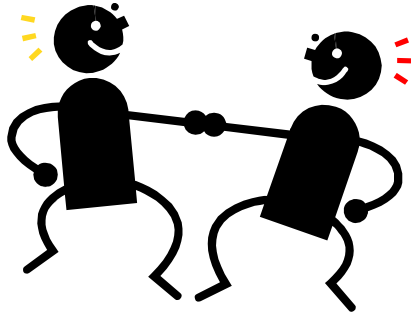


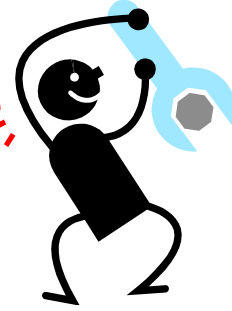
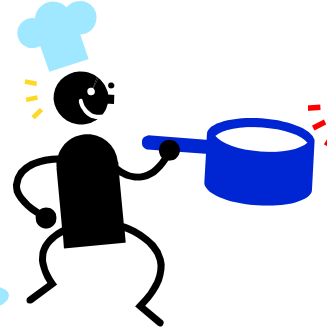
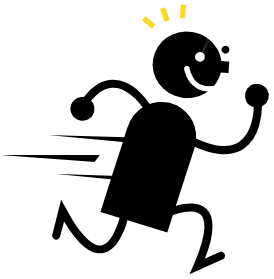
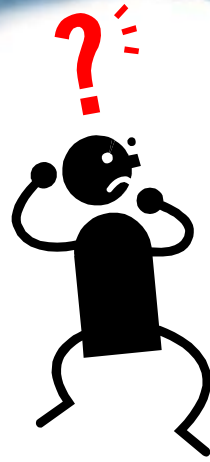
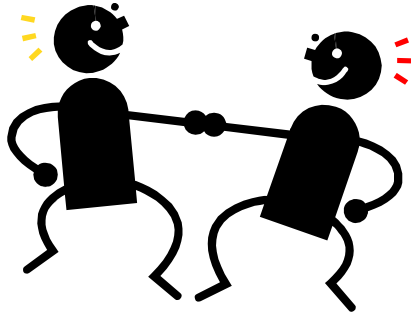
Sailing through Uncertain Sea: Navigating “The System”

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Care*PARTNER* vs. Care*GIVER* vs. Carer

- Our loved one may not be in need of a lot care-giving



Care*PARTNER* vs. Care*GIVER* vs. Carer

- Our loved one may not be in need of a lot care-giving
- What can your partner do for you?
 - Refocus that this is a Partnership



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- Understand that you can not do everything for your partner

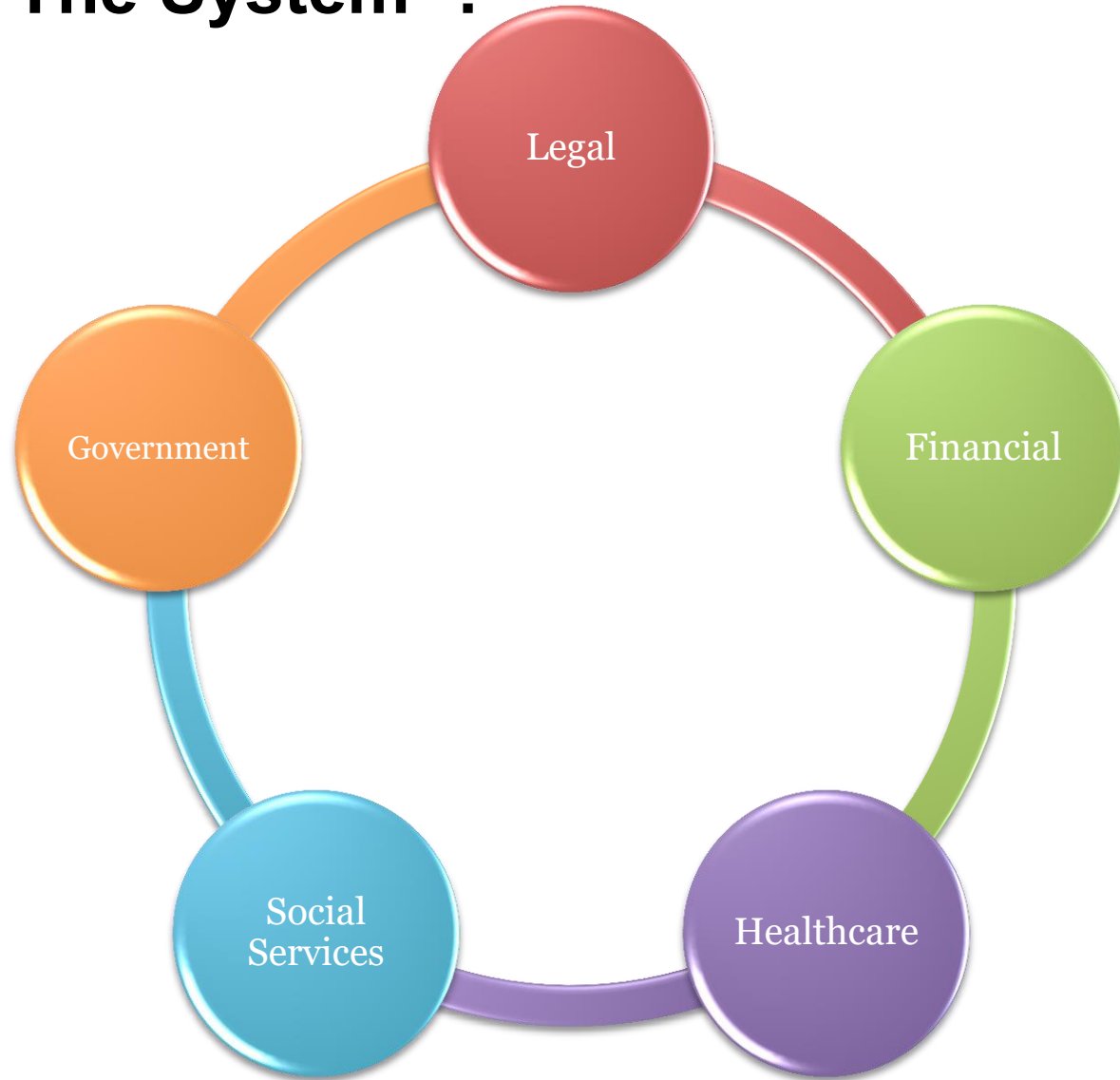


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- Our loved one may not be in need of a lot care-giving
- What can your partner do for you?
 - Refocus that this is a Partnership
- Where are you along this journey together?
- Understand that you can not do everything for your partner
- You can do anything...but not everything...
 - What kind of supports do you need?

- 
- **A**-lways
 - **S**-eek
 - **K**-nowledge

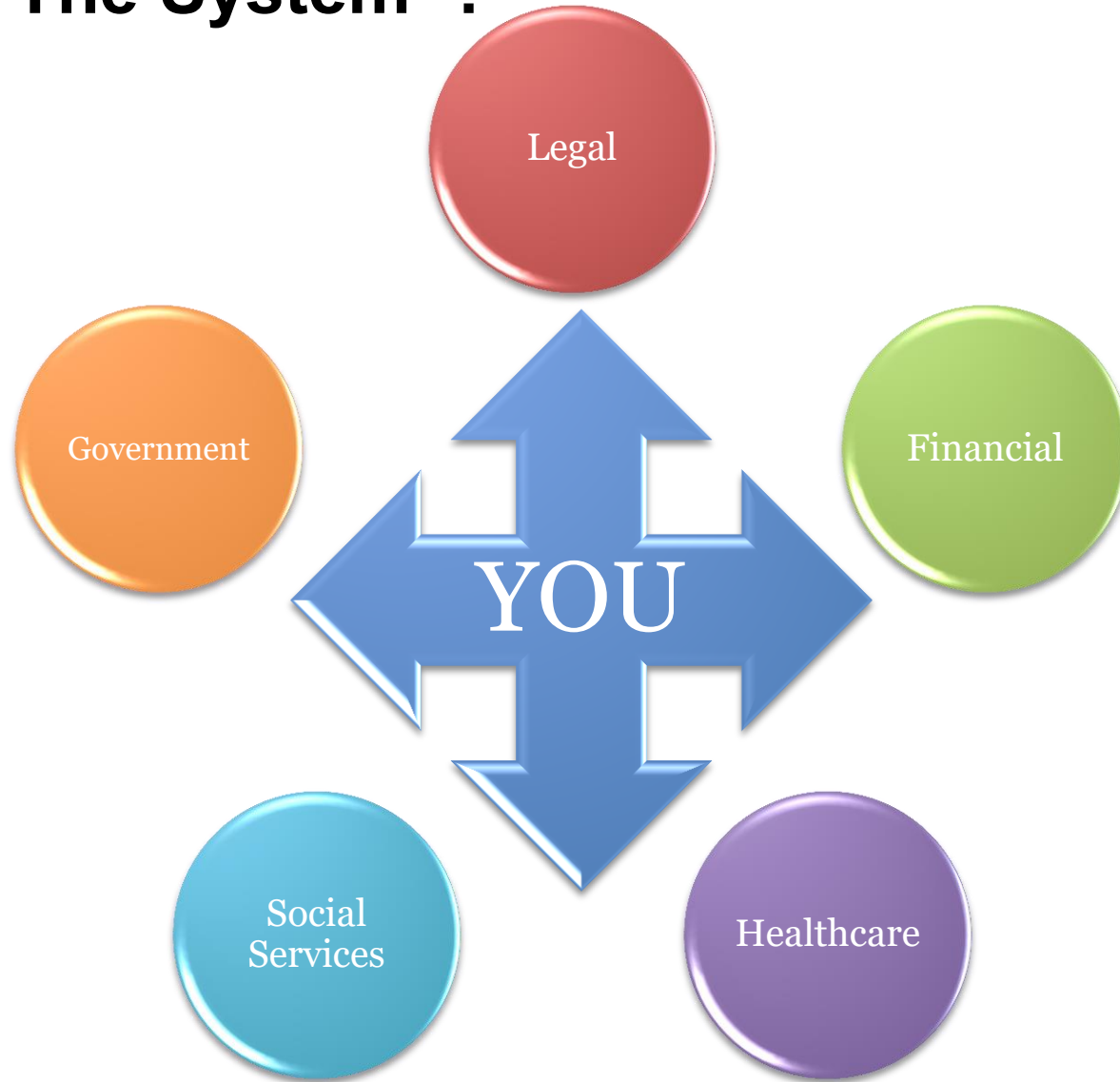
Parts of “The System”?



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Beginning to take charge



Beginning to take charge

- Identify stressors
 - What is really stressing you?



Beginning to take charge

- Identify stressors
 - What is really stressing you?
- Prioritize: Is this really important?
 - Who is this important to?



Beginning to take charge

- Identify stressors
 - What is really stressing you?
- Prioritize: Is this really important?
 - Who is this important to?
- Plan ahead
 - What's coming up?
 - What do you need help with?
 - Who can help you with it?
 - What resources are available?

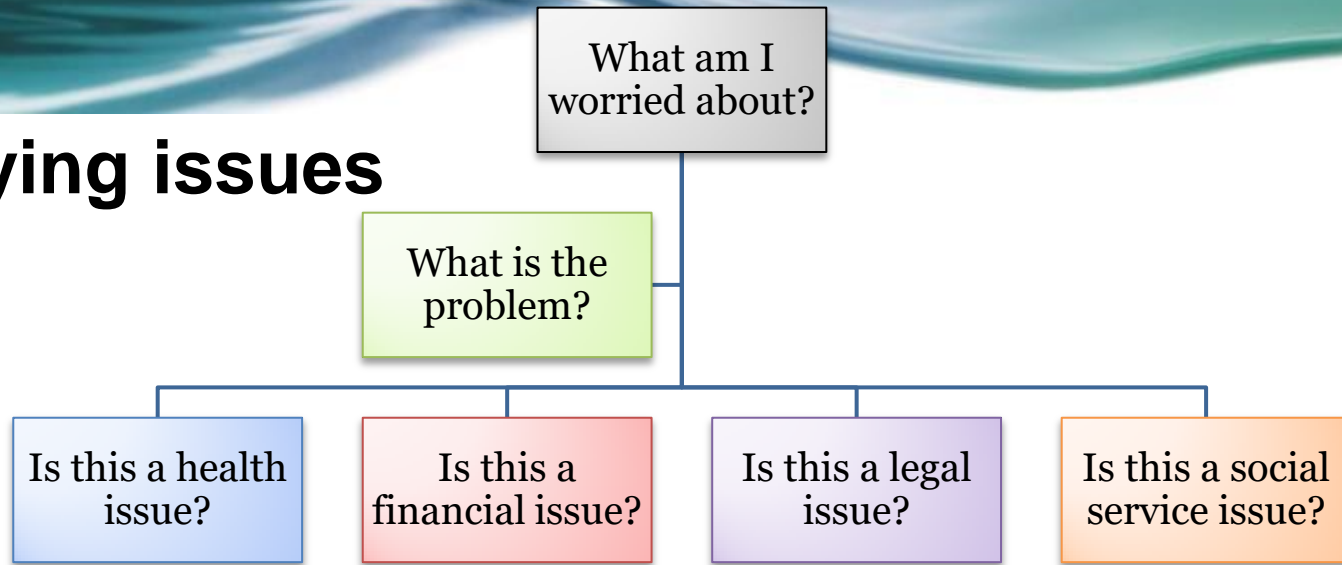


Identifying issues

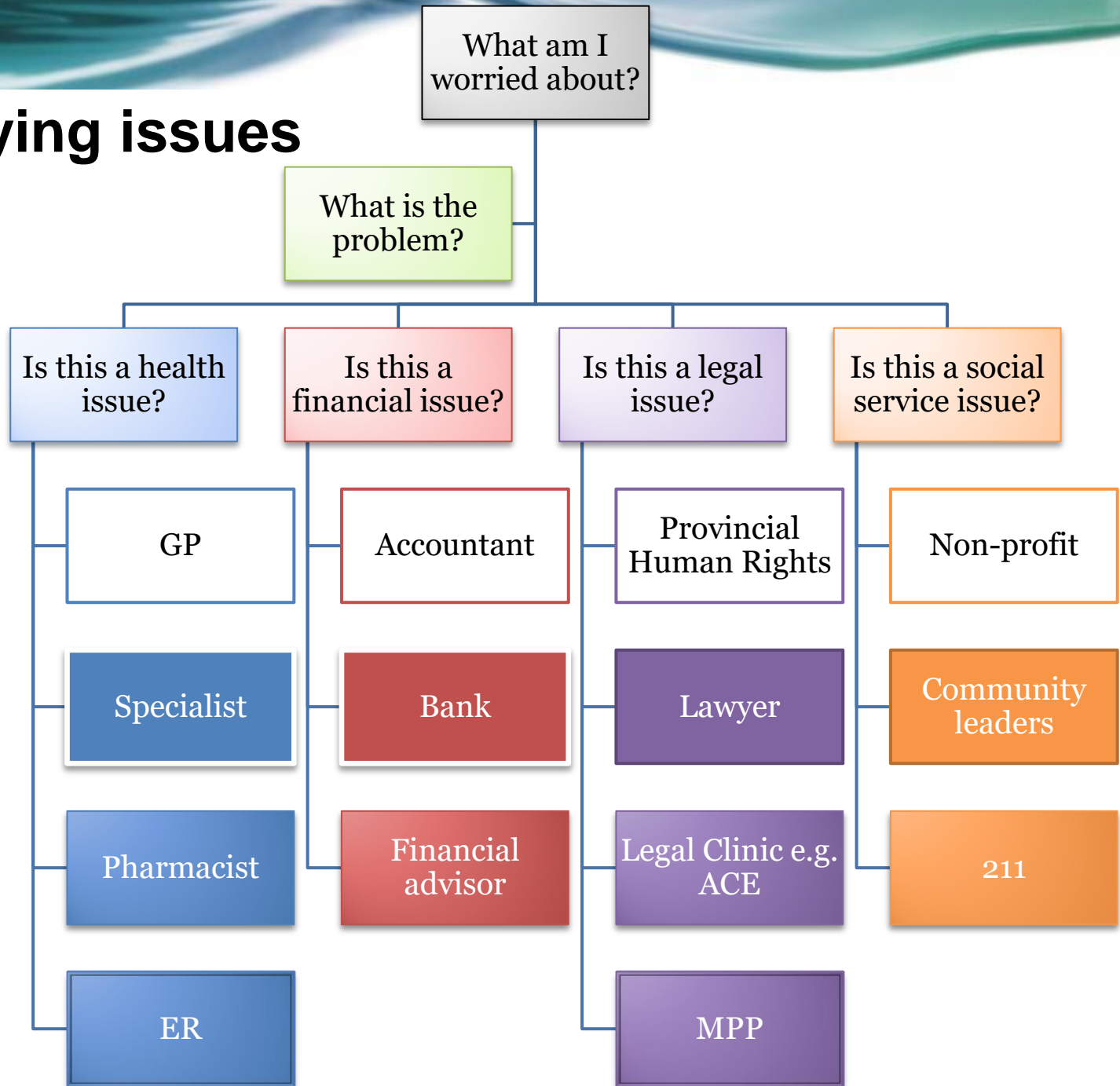
What am I worried about?

What is the problem?

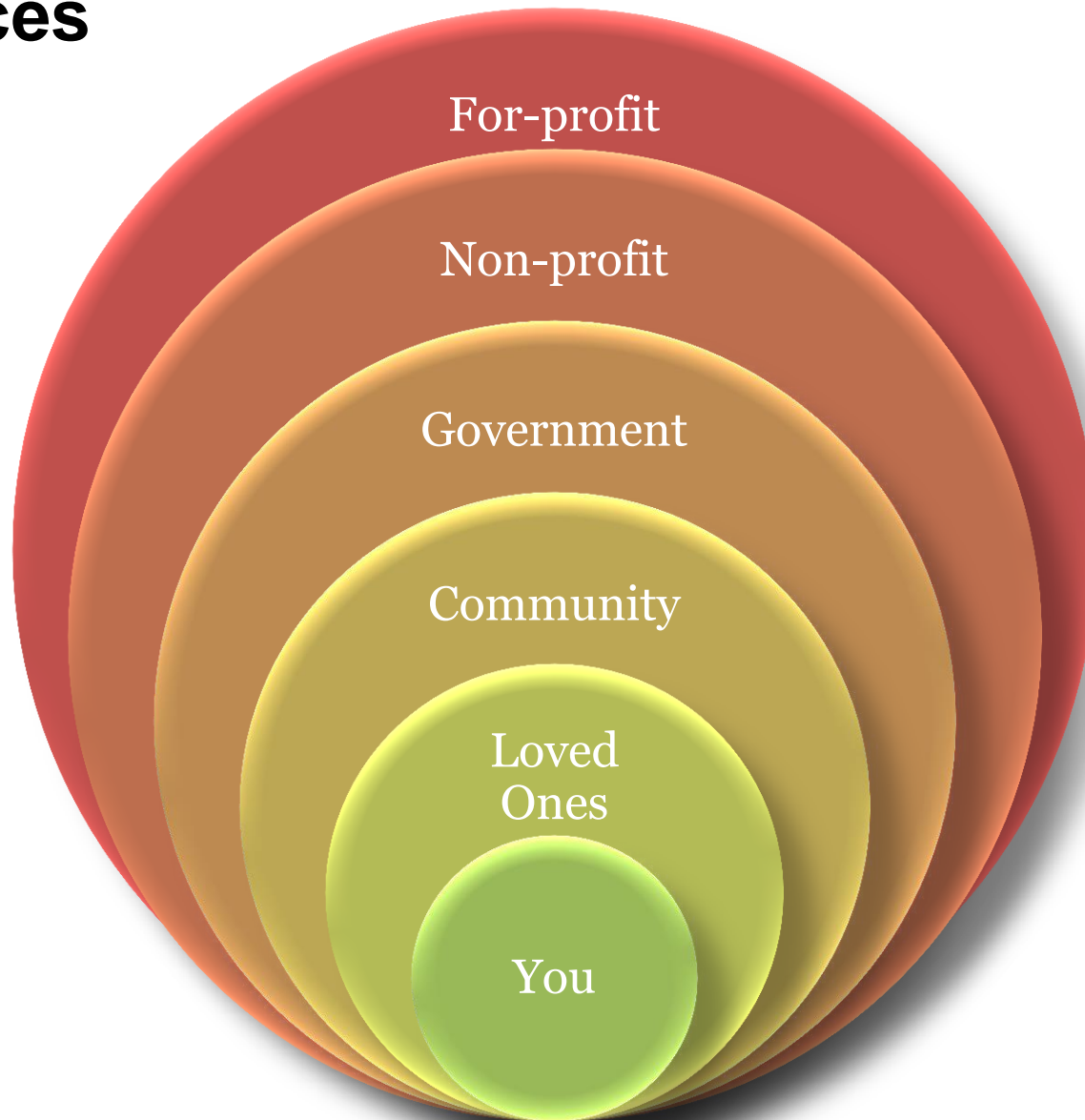
Identifying issues



Identifying issues



Resources





National, Provincial, Regional, Community

- Medicare
 - No single national plan
 - Province to province



National, Provincial, Regional, Community

- Medicare
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 - Province to province
- Financial Support
 - CPP–Disability Benefits, EI–Sickness Benefits
 - Provincial Disability Support Programs
 - Tax Credits <http://www.cra-arc.gc.ca/disability/>

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- Social services
 - Provincial programs – in-home support
 - Local programs
 - Sliding scale programs
 - Day programs

Line in the sand

- What are your limits?

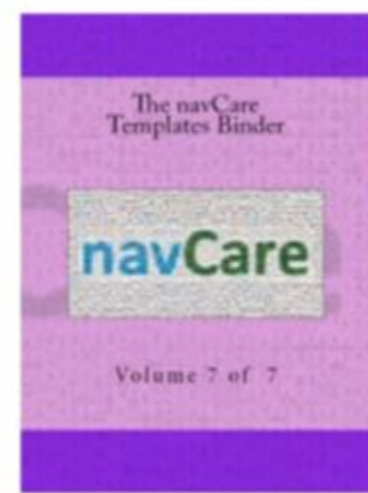
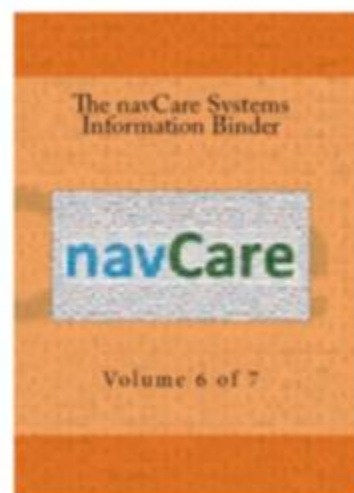
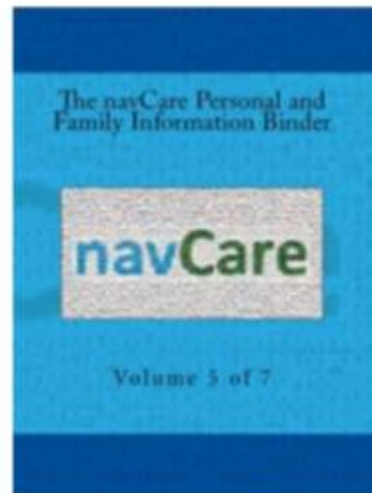
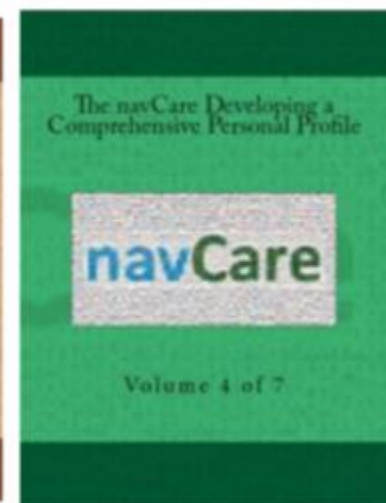
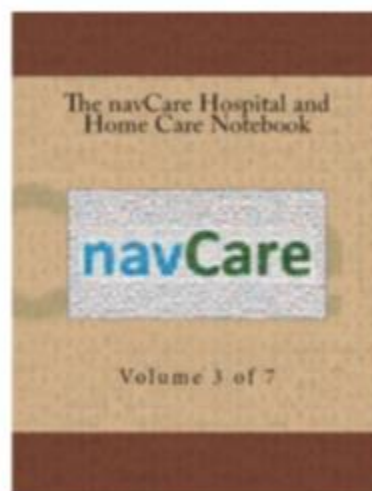
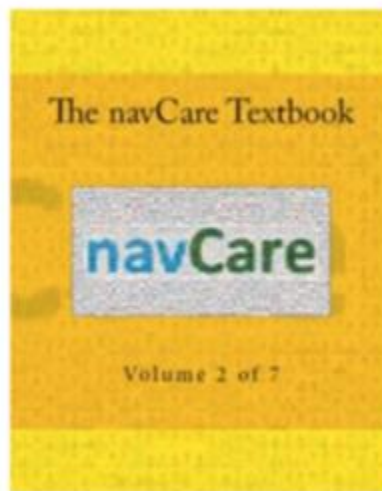
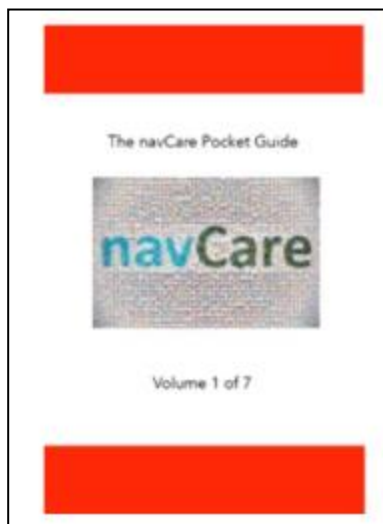


Line in the sand

- What are your limits?
- Plan Ahead
 - Medical
 - Legal
 - Financial
 - Physical
 - Emotional



www.navcare.org



Practical tips & tools

Communication Journal				
Key Issue				
This is a	Health Issue	Financial Issue	Legal Issue	Social Service Issue
Name of Program/Service: <i>(Only one program/service per page)</i>				
Date	Who did I speak to	What did we talk about?	Next steps?	Completed

Practical tips & tools

Communication Journal				
Key Issue				
This is a	Health Issue	Financial Issue	Legal Issue	Social Service Issue
Name of Program/Service: <i>(Only one program/service per page)</i>				
Date	Who did I speak to	What did we talk about?	Next steps?	Completed

Communication Journal				
Key Issue	<i>Income support</i>			
This is a	Health Issue	Financial Issue	Legal Issue	Social Service Issue
Name of Program/Service: <i>(Only one program/service per page)</i>	<i>Canada Pension Plan</i>			
Date	Who did I speak to	What did we talk about?	Next steps?	Completed
<i>Jan 5</i>	<i>Jon Smith</i>	<i>She has received the application. They still need a Form 1 from specialist.</i>	<i>I will call Dr. Brown's office to get a Form 1 filled out.</i>	<i>Jan 8 - couriered the form</i>
<i>Jan 18</i>	<i>Mimi Zang</i>	<i>The form arrived and is being processed.</i>	<i>If I haven't received a notice in 2 weeks, call back.</i>	

“Honey Do” List! for those ‘if there’s anything I can do’ moments

Things I need help with

Sit with my loved one, so I can go for groceries; get to place of worship

Mow the lawn or shovel the driveway

Drive to big specialist’s appointment

Come over for dinner....but bring the dinner!

Light housekeeping

Take my loved one for a walk, so I can have some “me” time

Call XYZ agency, as I don’t know what they want

Help filling out paperwork

“No miss” days

Planning for When I Will Need Help (Appointments, Drives, and other 'no miss' days)

January	February	March	April	May	June
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9
10	10	10	10	10	10
11	11	11	11	11	11
12	12	12	12	12	12
13	13	13	13	13	13
14	14	14	14	14	14
15	15	15	15	15	15
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19	19	19	19	19	19
20	20	20	20	20	20
21	21	21	21	21	21
22	22	22	22	22	22
23	23	23	23	23	23
24	24	24	24	24	24
25	25	25	25	25	25
26	26	26	26	26	26
27	27	27	27	27	27
28	28	28	28	28	28
29	29 (2016, 2020)	29	29	29	29
30		30	30	30	30
31		31		31	

How to Determine Key Issue

Brainstorm

Long list of
all issues

Identify

Main Issues

Sub issues
(to be
worked on
after main
issue is
resolved)

Complete
“Reality”
Check

What
Issues are
most likely
to be
resolved?

What issues
are least
likely to be
resolved

Complete
Resource
Check

Issues with
reasonable
community
support

Issues with
less
community
support

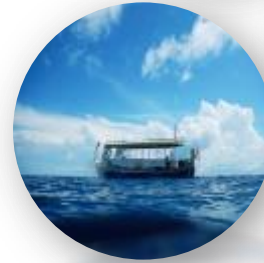
Identify

Key Issue!

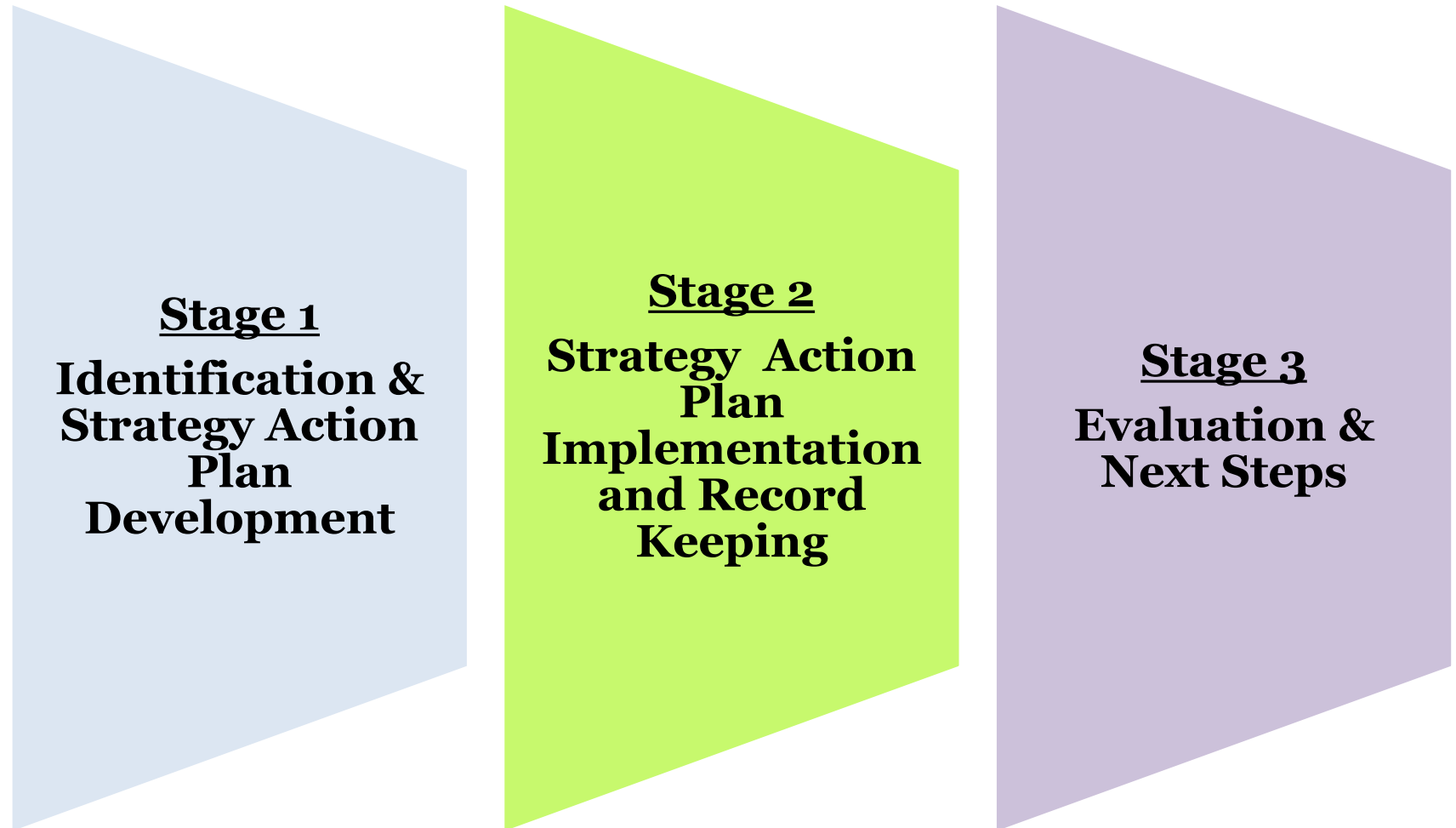
Individual Advocacy

Valerie Borggard, RSW

MS Knowledge Network Navigator MS Society of Canada



Self-Advocacy Planning Flowchart: 3 Stages:



- What is the concern(s)?
- Medical, legal, financial, housing, equipment needs, employment relationships, transportation, etc.

- Tangible & Measureable

Step 1
Identify
issue

Step 2
Set
specific
goal

Step 4
Determine
criteria
for
success

Step 3
Develop
strategy
action
plan

- How will you know when you have achieved the goal?

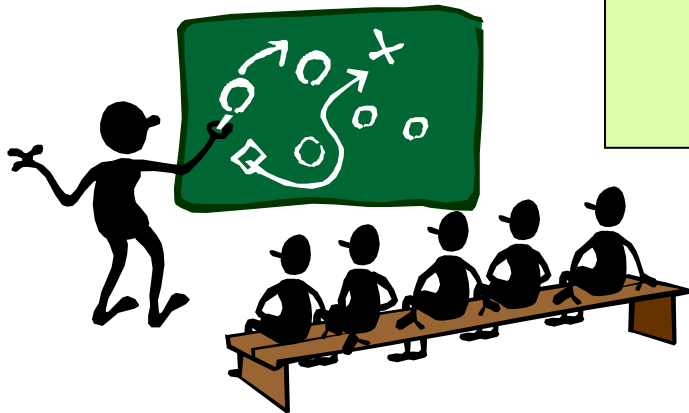
- Write down steps you will take to resolve the concern.
- Who, when, why, method and follow-up
 - Gather information/Research process

Stage 1
Identification &
Strategy Action
Plan
Development

Stage 2
Strategy
Action Plan
Implementa
tion and
Record
Keeping



- Put into motion the steps included in the strategy action plan
- Review processes, criteria, requirements
- Research potential asks
- Gather information & documentation
- Complete and send correspondence as needed
- Communicate with the people identified
- Adjust time lines as needed



Stage 3
**Evaluation &
Next Steps**

**Evaluate
the
process**

- **Take time compare the outcome with the criteria identified in STAGE I**
- Criteria is met. Check it off!
- Criteria is NOT met or it is felt that it needs more work review the goal, strategy and action from Stage 1
- Revise as needed and continue with Stage 2 Implementation

**Identify
potential
sources
of
assistance**

- At times everyone needs assistance and support advocating.
- People with disabilities can get this support from partner organizations or other community groups



Questions?

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Please contact us for handouts!

