

### Caregiver Support & Education

- Service Description:** The Caregiver Support & Education Program supports caregivers through personal consultations/counselling, support groups, workshops and information and referral services. The Caregiver Support & Education Program promotes caregivers' health and well-being, enhancing caregivers' coping capacity, helping to prevent caregiver burnout.
- Service Provider(s):** Individual Counselling and Support Groups are provided by Caregiver Education Counsellors (CECs), who are Social Workers or Social Service Workers, registered with the College of Social Workers and Social Service Workers. Workshops and education sessions are provided by CHATS staff including CECs and Program Coordinators as well as local partners who are subject matter experts.
- Persons Served:** Unpaid caregivers who provide direct or indirect care to a care recipient who is an individual 55 years or older, needing assistance to ensure well-being or younger than 55 with an age-related condition. Caregivers may or may not have formal training in caring for a senior and may or may not live with the care recipient.
- Eligibility:**
1. Any unpaid individual, including a spouse, relative, friend or neighbor, who provides direct and/or indirect care to a care recipient and who lives in York Region or South Simcoe is eligible for all Caregiver Support and Education Services.
  2. Caregivers living outside of York Region or South Simcoe are only eligible for Information and Referral services.
- Limitations:** Full services are available to residents of York Region and South Simcoe only. Information and Referral services are available to all. Virtual services may be available to those living outside of York Region and South Simcoe.
- Program location(s):** Service is primarily provided via virtual platforms including OTN, Teams and Zoom and by telephone. In-person programming may be available in a range of community settings, including CHATS administrative centres and in client homes.
- Availability:** Caregiver Support & Education Services are generally available Monday through Friday, 8:30 a.m. to 4:30 p.m. Evening support group meetings and workshops may be available. A waiting period could result if support groups, and individual counselling space is not available.
- Frequency of Service:** Varies based on client needs as expressed through the care planning process (counselling / support groups).
- Cost:** CHATS Caregiver Support & Education Program is provided free of charge to caregivers.
- Contact:** Southern York Region Caregiver Education Counsellor Tel: 905 713-3373 x. 6527  
Northern York Region and South Simcoe Caregiver Education Counsellor Tel 905 713 3373 x. 6226
- Referral Source(s):** None required, individuals may contact CHATS directly or be referred by any source.
- Funded by:** Ontario Health
- Stakeholders** Community partners, municipalities, CHATS Adult Day Programs, Persons served and Caregivers