



# JURISDICTIONAL SCAN

---

**GOVERNMENT SUPPORTS FOR UNPAID CAREGIVERS**

**OCTOBER 2020**

Written by: Candice Pollack – Executive Director

### Acknowledgments

The AGE-WELL National Innovation Hub, APPTA wishes to acknowledge and thank the many individuals and organizations who contributed to the development of this report.

### FOR MORE INFORMATION

The AGE-WELL National Innovation Hub APPTA Inc. welcomes comments about this report and would like to know how we can better meet your information needs. If you have any questions about the work APPTA conducts, please contact us.

EMAIL: [info@appta.ca](mailto:info@appta.ca)

### DISCLAIMER

This publication is intended to highlight government policies, programs, and services related to unpaid caregivers and is based on information available as of January 2020. None of the information in this document should be construed as legal, accounting, or other professional advice.

The authors have made every effort to ensure the information included in this document is correct and up-to-date, however, none of the information included is intended to substitute more recent information available through government or program-specific resources. The authors make no other representations or warranties, whether expressed or implied, with respect to the information in this document, and are not liable for any loss or damage arising directly or indirectly from the use of, or any action taken on the reliance on, any information appearing in this publication or in any publication by a third party that is referenced or linked to this publication.

### How to cite this document

AGE-WELL National Innovation Hub. Government Supports for Unpaid Caregivers. 2020. Fredericton, NB: AGE-WELL National Innovation Hub, APPTA Inc.

## Table of Contents

<b>Introduction</b> .....	5
<b>Key Messages</b> .....	6
<b>Part 1: Government Strategies &amp; Action Plans</b> .....	8
Dementia .....	9
Continuing Care .....	10
Healthy Aging.....	11
<b>Part 2: Legislation, Policy &amp; Regulation</b> .....	13
Caregiver Recognition .....	13
Tax Benefits, Credits, and Subsidies .....	15
Employment Legislation & Regulation.....	16
<b>Part 3: Programs &amp; Service Delivery</b> .....	19
Respite Care .....	19
Continuing Care .....	23
<b>Part 4: Education &amp; Training Resources</b> .....	25
Guides for Seniors and Caregivers .....	26
Caregiver Training Programs & Resources.....	28
<b>Part 5: Grants &amp; Funding</b> .....	30
Caregiver Associations & Support Groups.....	30
Navigation Support Programs .....	32
Technologies .....	34
Equipment Loan Programs.....	35
Transportation .....	35
<b>Conclusion</b> .....	36
<b>References</b> .....	46
<b>ANNEX A. Compassionate Care Leave Legislation</b> .....	37
<b>ANNEX B. Self/ Family Managed Care Options</b> .....	42

*ANNEX C. Seniors & Caregivers Information Guides ..... Error! Bookmark not defined.*

*ANNEX D. Equipment Loan Programs..... 42*

# Jurisdictional Scan

## Government Supports for Unpaid Caregivers

### Introduction

In 2018, 25% of Canadians aged 15 or older reported that they had provided care to someone who had a long-term health condition, a physical or mental disability, or problems related to aging in the past year. Further, older adults represented the largest proportion of care receivers in the country, as adults aged 65 and over accounted for 39% of individuals receiving support. Caregivers are more likely to be women, and two-thirds of all caregivers are aged between 45 and 64 years old. However, unpaid caregiving can begin as early as 15 years old, with 27% of Canadians aged 15-19 providing on average over 6 hours per week of care. On average, caregivers of older adults are spending 8.5 hours per week on their care responsibilities, amounting to over 44 million hours/week collectively.

Although caregiving has been demonstrated to have several positive impacts on Canadians, many unpaid caregivers report significant unmet needs that affect their physical, financial, and emotional wellbeing, as well as their labour market participation. More specifically, unpaid caregivers reported a desire for additional financial support (68%), home care (40%), information or advice (39%), and help from medical professionals (36%). Given their vital roles as care partners, caregivers, and active members of their communities more broadly, unpaid caregivers require comprehensive supports that ensure their physical, emotional, and financial wellbeing.

The objective of this jurisdictional scan was to identify existing supports employed by governments to meet the physical, emotional, and financial needs of unpaid caregivers of older Canadians. Accordingly, the key inclusion criteria used throughout were: (1) all legislation, policies, programs, or services included must be provided by or funded by a government or regional health authority, and (2) all legislation, policies, programs, or services included must be available

for unpaid caregivers of adults aged 65 and over.

Three separate and complementary methods were used in preparation of this jurisdictional scan. First, a system mapping exercise was conducted in-person with government stakeholders at APPTA's Policy Stakeholder Meeting in October 2019. The exercise involved policy representatives from the Yukon, British Columbia, Alberta, Saskatchewan, Ontario, New Brunswick, Nova Scotia, Prince Edward Island, as well as Employment & Social Development Canada. Results were used to refine search terms for the gray literature research undertaken. Finally, a government questionnaire was prepared and shared with policy stakeholders in all jurisdictions across Canada, excluding Nunavut and the Northwest Territories. As of January 2020, responses have been received from Newfoundland & Labrador, Prince Edward Island, New Brunswick, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon, as well as a joint response from Employment & Social Development Canada, the Public Health Agency of Canada, and Health Canada.

Results of the scan have been separated into five parts. The first part examines caregiver supports from the perspective of government strategies, action plans, and frameworks. The second reviews existing legislation, policy and regulation impacting unpaid caregivers. The third part provides an overview of existing government programs and services that are intended to, or indirectly, benefit caregivers. The fourth highlights existing government-based education and training resources for unpaid caregivers, and the final section identifies caregiver support initiatives that are funded by the federal, provincial, or territorial governments.

## Key Messages

- The primary form of supports for unpaid caregivers employed by governments aim to mitigate the unmet financial needs of this population group. The federal, provincial, and

territorial governments have all instituted a range of tax incentives with the objective of acknowledging the financial contributions unpaid caregivers make toward supporting their care recipient. Further, all jurisdictions have legislated employment standards covering a variety of short and long-term leaves of absence from the workplace. These legislated leaves of absence offer flexibility and protection to unpaid caregivers in the event that they need time away from work to meet their caregiving responsibilities.

- Most provinces and territories offer relief services for caregivers' functional needs through respite and adult day programming. Additional continuing care programs for older adults may have ancillary benefits for their caregivers, such as home care, homemaking services, meal preparation, housekeeping, and other personal care supports.
- Education and training opportunities for caregivers focus primarily on their informational needs in the context of their caregiving responsibilities. The federal government, as well as all provinces and territories, regularly release information guides on government services available for older adults and their caregivers. Certain jurisdictions have also introduced or funded tailored education and training opportunities for caregivers. These programs span topics such as care tips, self-care, chronic disease management, age-friendly workspaces, and more.
- Government grants and funding are often oriented toward enhanced supports for older adults that have the additional result of providing relief to caregivers. More specifically, funded programs that aim to directly address caregiver needs are limited to Caregiver Associations and support groups, as well as system navigation supports. However, additional funded initiatives in the areas of medical equipment loans, technologies for healthy aging, and transportation services all offer important opportunities to lessen the caregiver burden.

## Part 1) Government Strategies & Action Plans

While the federal, provincial, and territorial governments of Canada currently do not have any strategies or action plans in place with the explicit purpose of supporting unpaid caregivers, the political agenda of recent years indicates that caregiving is on the rise as a policy priority for the public sector. The federal Budget in 2017 confirmed over \$6 billion in funding over the following 10 years to support provincial and territorial home and community care programming. Funding must be used to advance at least one of four priority actions in the Common Statement of Principles on Shared Health Priorities, one of which is caregiver support. At the provincial level, both the United Conservative Party of Alberta's 2019 platform and the Coalition Avenir Québec's 2018 platform included commitments to enhance supports for caregivers, with the Government of Québec even naming the first Minister Responsible for Seniors and Caregivers in the country.<sup>1</sup> Moreover, Québec has proceeded with the development of the first provincial caregiver policy in Canada as well as a legislative proposal to establish An Act to Recognize and Support Caregivers. The Act was introduced in the Assemblée Nationale du Québec in June 2020 and is currently proceeding through the process of legislative review. Both the Government of Alberta and the Government of Québec have also launched interdepartmental committees or working groups on the topic of caregivers. These working groups have been established to enhance collaborative efforts between departments who share responsibilities for providing supports and services to caregivers.

Several other provinces are increasing interdepartmental collaboration on policies relating to caregivers as well. New Brunswick's Senior Navigator Working Group brought together the Departments of Health and Social Development, as well as the regional health authorities, non-governmental organizations, and caregivers on the development of the Senior Navigator program. Further, the Seniors and Healthy Aging Joint Governance Committee was established as a three-tiered intergovernmental structure mandated with implementing the seniors and healthy aging agenda in the province. In Prince Edward Island, an Implementation Council for the Seniors

Health and Wellness Action Plan has been formed, which includes members from all of the government departments and agencies who have direct responsibility for action items under the Strategy. The federal government, as well as the provinces and territories, also participate in numerous other intergovernmental committees that conduct joint activities relating to caregiver supports. For example, the Federal/ Provincial/ Territorial Ministers Responsible for Seniors Forum has examined caregiving from the lens of care options and self-care, as well as balancing work and caregiving responsibilities.<sup>2</sup>

Additionally, resources and supports for unpaid caregivers have been discussed in several federal, provincial, or territorial strategies related to dementia, continuing care, and healthy aging more broadly. The following sections provide an overview of existing strategies and action plans by theme.

## Dementia

Nationally, A Dementia Strategy for Canada: Together We Aspire was released in June 2019. One of its three national objectives is to improve the quality of life of people living with dementia and their caregivers. The federal government has committed \$50 million over five years to support implementation of the Strategy, as well as launched the Dementia Community Investment, a \$20 million investment over five years for community-based projects that, among other objectives, focuses on optimizing the wellbeing of people living with dementia and their caregivers.<sup>2</sup> Several provinces have also released independent dementia strategies that include caregiver supports, such as:

- *British Columbia*: The Provincial Dementia Action Plan for British Columbia aims to deliver quality person-centered care to individuals with dementia and their caregivers. For caregivers in particular, the Action Plan focuses on access to information and community resources, and participation as an active care partner while maintaining their own physical and mental wellbeing.<sup>3</sup>

- Alberta: Alberta's Dementia Strategy and Action Plan outlines goals and steps to improve dementia diagnosis and care while enhancing supports for Albertans living with dementia and the families, caregivers, and communities who support them. It makes specific reference to the significant contributions of unpaid caregivers to the healthcare and social systems.<sup>4</sup> Relevant action items for caregivers include: (1) increasing access to flexible respite options,<sup>5</sup> (2) increasing the capacity for health and social organizations to provide meaningful services for caregivers,<sup>6</sup> and (3) a review of public policy options that reduce the negative financial impact experienced by caregivers.<sup>7</sup>
- Nova Scotia: The ultimate objective of the Towards Understanding: A Dementia Strategy for Nova Scotia is to enhance quality of life for persons living with dementia, their families, and caregivers.<sup>8</sup> The priority actions outlined in the Model for Change include the development of a caregiver assessment process and the provision of dementia education for families and caregivers. The intended outcomes of these actions are: improved recognition of caregiver needs, increased understanding of dementia by caregivers, and timely, appropriate interventions and support for caregivers of persons living with dementia.

The provinces of New Brunswick and Newfoundland & Labrador will also be releasing their own dementia strategies in 2020, and both are expected to include key elements for supporting caregivers.

## Continuing Care

The role of unpaid caregivers is embedded throughout many federal, provincial, and territorial strategies, action plans, and policies in continuing care. In Saskatchewan and Newfoundland, components for caregiver supports can be found in the Home Care Policy Manual and Home Support Action Plan respectively.<sup>9</sup>

Manitoba, New Brunswick, and the Northwest Territories have incorporated caregiver supports in their strategies and action plans for continuing care more broadly as well. Manitoba's Clinical and Preventative Services Plan includes provisions focused on enhancing support structures for patients and their caregivers to support individuals with care needs in remaining close to home. In

New Brunswick, the Long-Term Care Strategy and Home First Strategy each include a theme for unpaid caregivers. The strategic directions recognize the essential role of caregivers in the healthcare system, and identify action items for reducing caregiver burden and enhancing education and respite-related supports.<sup>10, 11</sup> Lastly, the Northwest Territories' Continuing Care Services Action Plan includes objectives such as implementing a paid family/ community caregiver program, conducting a caregiver needs assessment, implementing leading practices on caregiver supports, increasing hours of respite services, and enhancing access to culturally appropriate information for family and community caregivers.<sup>12</sup>

In the realm of end-of-life care, the federal government included caregivers as key stakeholders in consultations for the development of the Palliative Care Framework & Action Plan.<sup>13</sup> As such, the role of caregivers is embedded throughout the two documents. Proposed actions reflect the guiding principle that caregivers are both providers and recipients of care, that they make unique contributions to those in their care, and that they need resources and supports that enable them to carry out their caregiving roles.

The Palliative Care in New Brunswick Framework also emphasizes caregivers as both providers and recipients of care. The framework concentrates on the education and support needs of caregivers, discussing the importance of appropriate care training and relief services to prevent caregiver burden.<sup>14</sup>

## Healthy Aging

A number of provincial and territorial strategies on the topic of healthy aging include components on unpaid caregiving. The key themes that emerge across jurisdictions include navigation and educational supports for unpaid caregivers, as well as respite and home support services. The

following list highlights existing strategies related to healthy aging and their caregiver components:

- Yukon: The Yukon Mental Wellness Strategy includes several strategic priorities that impact caregivers through a focus on health promotion and engagement in healthcare decision-making. Strategic actions include providing materials that promote positive living to caregivers, raising awareness about health promotion initiatives and substance abuse, and engaging caregivers in a Community Advisory Committee.
- Northwest Territories: A key priority of the Northwest Territories' Our Elders: Our Communities Strategy is caregiver supports. The main objectives of the strategy that relate to caregivers are the development of standards for assessing caregiver needs, enhanced respite services, and greater system navigation by increased communication on available supports and services.<sup>15</sup>
- New Brunswick: We are all in this together: An Aging Strategy for New Brunswick includes directed actions for enhancing caregiver supports. Actions range from the development of a caregiver toolkit, the creation of financial incentives for caregivers, and the promotion of best practices related to quality respite care, among others.<sup>16</sup>
- Prince Edward Island: [Promoting Wellness, Preserving Health Action Plan](#) contains several recommendations on supports for caregivers, which includes: additional respite services, information and resources for caregivers of individuals with dementia, health system navigation, and consideration of new initiatives.<sup>17</sup>
- Québec : The caregiver component of the « Un Québec pour tous les âges » strategy centers on the importance of recognition. Acknowledging the key role that caregivers play in both the healthcare system and the social environment of older adults, the strategy discusses actions relating to enhanced resources for caregivers, as well as increasing awareness of existing supports.<sup>18</sup>

In sum, although there are no government strategies, action plans, or frameworks with the explicit objective of addressing caregivers' needs, a significant number of jurisdictions have considered the importance of unpaid caregivers and explored actions for enhancing available supports.

Through dementia strategies, continuing care plans, and frameworks for healthy aging, governments have expressed their intentions to explore additional supports related to the physical, financial, mental health, and system navigation needs of unpaid caregivers.

## Part 2) Legislation, Policy & Regulation

The primary caregiving supports offered in Canada aim to address the financial needs of caregivers. Through policy and legislation, the federal, provincial, and territorial governments have focused on establishing tax incentives and employment protections to offset the financial burden associated with providing unpaid care to a family member or friend. Some jurisdictions have also used legislative and policy-based tools to provide recognition to unpaid caregivers as well, although this approach is less common across the country.

The following sections discuss the legislative and policy initiatives taken by some jurisdictions to recognize the important contributions of caregivers, examine the tax credits, benefits, and subsidies available for caregivers of older adults across Canadian jurisdictions, and review existing employment legislation surrounding short and long-term leaves for caregiving.

### Caregiver Recognition

As of January 2020, Manitoba and Québec are the only Canadian jurisdictions with legislation recognizing the contributions of caregivers. The Manitoba Caregiver Recognition Act (2011) acknowledges the important role caregivers play and aims to guide the development of a framework of supports and resources for caregivers in the province. Further, under the Act, the first Tuesday of April each year has been proclaimed as Caregiver Recognition Day. Québec introduced legislation establishing a caregiver support fund in 2009. The fund is administered by

the Minister responsible for Seniors with the objective of “supporting caregivers who provide unpaid in-home care and regular assistance to seniors with a significant or persistent disability that may compromise their ability to continue living at home,<sup>19</sup> and has been used to support the not-for-profit organization L’Appui national since its inception.<sup>20</sup>

In June 2020, the Government of Québec’s Minister of Seniors and Caregivers brought forward Bill 56: An Act to Recognize and Support Caregivers in their legislative assembly. The Act defines its purpose as guiding the Government in “planning and implementing actions to foster awareness and recognition of the contribution of caregivers and to support them in their role”. It introduces several new obligations for the government, such as the creation of a caregiver policy and action plan and the obligation to report on and renew the action plan on a five-year basis. The Act also sets out the roles of the various Ministers and government ministries as they relate to recognizing and supporting caregivers, and establishes a committee of partners concerned by caregiver support as well as a provincial observatory for caregiving. The Bill passed its first reading unanimously and is proceeding through the stages of adoption at this time.

Although no other jurisdictions have introduced legislation to recognize the contributions of caregivers, several provinces have incorporated statements or provisions relating to the role of caregivers in their continuing care policies. In British Columbia, the Home & Community Care Policy recognizes the caregiver as part of a client’s care team.<sup>21</sup> The policy requires healthcare professionals collaborate with the patient and their caregiver in the development of care plans, and allows health authorities to approve respite for caregivers after a clinical assessment of need. The Home Care Policy in Saskatchewan and the Home Support Services Standards & Long Term Care Program in New Brunswick also include recognition of caregivers as integral to a client’s care and support system.<sup>22, 3</sup> Both jurisdictions’ policies incorporate directives to consider the needs of caregivers in client case management and support planning.

Finally, the home care policy in Québec, *Chez soi : Le premier choix*, recognizes caregivers simultaneously as clients and partners of the healthcare system, as well as active citizens of their communities more broadly. The policy requires that caregivers have access to an array of services to meet their own support needs, while also being provided with the information, training and supervision needed to support their care recipient. Further, the policy suggests measures be taken to meet the financial and employment needs of caregivers, in acknowledgment of their broader role as active citizens of the province.<sup>24</sup>

## Tax Benefits, Credits, and Subsidies

Canadians who are providing unpaid care may have access to a variety of tax measures depending on the jurisdiction in which they reside. There are currently three measures in place that are accessible across Canada, namely, the Spouse or Common Law Partner Amount, the Caregiver Amount, and the Canada Caregiver Credit.

- The Spouse or Common Law Partner Amount is a non-refundable tax credit for individuals residing in the same household where one spouse is providing financial support to the other.
- The Caregiver Amount is available in every province and territory, with the exception of Québec. The primary criterion for this tax deduction is the provision of care for a dependent who co-resides with the individual claiming the credit, though further eligibility criteria varies by jurisdiction.
- The [Canada Caregiver Credit](#) is a non-refundable tax credit available to eligible individuals providing care to infirm family members. In 2019, the credit provided tax relief on an amount of \$7,140 for the care of dependent relatives (parents, brothers and sisters, adult children, and other specific relatives) with infirmities or \$2,230 for the care of a dependent spouse/ common-law partner or minor child with an infirmity.<sup>25</sup> The maximum income threshold is \$23,906 and both the credit and income threshold amount are indexed annually to inflation.

Certain jurisdictions have put in place additional tax measures for caregivers. In British Columbia and Saskatchewan, the [Caregiver Credit](#) and [Caregiver Tax Credit](#) respectively, offer a tax credit

for residents who are providing in-home care to a relative.<sup>26, 27</sup> In Manitoba, the [Primary Caregiver Tax Credit](#) is a refundable tax credit with the objective of providing recognition and financial support to individuals such as spouses, relatives, neighbours, or friends, who serve as primary caregivers for more than 90 days without remuneration.<sup>28</sup> While Québec also has a specific refundable [Tax Credit for Caregivers](#) (available for individuals who cared for a spouse aged 65 and over that cannot live alone, housed a relative that cannot live alone, or regularly supported a relative with activities of daily living), the province has introduced several additional tax credits relative to caregiving as well. First, the [Tax Credit for Respite of Caregivers](#) provides a refundable tax credit for unpaid caregivers who paid expenses to obtain specialized respite services for the care and supervision of a person with a significant disability. Second, the [Tax Credit for Home Support Services for Seniors](#) is a refundable tax credit available for residents aged 70 or older for expenses relating to home support services. And finally, the province has a [Tax Credit for Volunteer Respite Services](#), a refundable tax credit for providing volunteer respite services to the caregiver of a person with a significant long-term disability.

Nova Scotia and Newfoundland & Labrador have followed a different route and elected to establish benefits or subsidies for caregivers instead. The Nova Scotia [Caregiver Benefit](#) is provided to caregivers of low-income adults who have a high level of disability or impairment. The benefit amount is \$400 per month given directly to eligible caregivers. In Newfoundland & Labrador, the [Paid Family Caregiver Option](#) is a subsidy that allows for payment of funds to caregivers, excluding spouses, who are providing home support to a family member. For additional details regarding income thresholds, credit amounts, and other eligibility criteria for the tax measures identified in this section, please see the references below.

## Employment Legislation & Regulation

Compassionate Care Leave is available for employees across all provinces and territories in Canada. While the leave is unpaid at the provincial and territorial level, the federal government

offers a Family Caregiver Benefit and a Compassionate Care Benefit through the *Employment Insurance Act*, SC 1996, c 23.<sup>29</sup> The Family Caregiver Benefit provides caregivers with up to 15 weeks of temporary leave to care for a critically ill or injured adult.<sup>30</sup> The Compassionate Care benefit provides financial assistance to employees who are required to take leave from work temporarily to provide end-of-life care or support to a family member. In order to qualify for the EI Compassionate Care and Family Caregiver benefits, the caregiver must have accumulated 600 hours of insurable employment income in the year preceding the claim. Both benefits are paid at 55% of average insurable weekly earnings, up to a maximum amount of \$573 a week.

For Canadian provinces and territories, the eligibility criteria for Compassionate Care Leave is relatively the same across jurisdictions. An employee may take leave if they are providing care to a seriously ill family member who has been certified by a medical practitioner as at significant risk of death within the next 26 weeks. Where the eligibility criteria differ is in the amount of time the employee must have been employed before they may request leave, which ranges from 30 days to 90 days in most cases, as well as the definition of who is included in the term “family member”. For all three territories and Saskatchewan, the definition of family member used in the *Canada Employment Insurance Act*, *supra*, has been adopted. In the other jurisdictions, the definition of family member has been set independently in their Act or its Regulations, and can include a wide array of relationships such as spouses, common-law partners, children, parents, nieces and nephews, siblings, or other individuals who are considered to have a close family relationship with the employee.

In most jurisdictions, the period of unpaid Compassionate Care Leave is between 26 to 28 weeks long, with the exceptions of Nunavut and the Northwest Territories, where employees are only eligible for 8 weeks of unpaid leave. For references and additional information on Compassionate Care Leave by jurisdiction, see **ANNEX A**.

Additional forms of both long-term and short-term leaves are available in some provinces and territories. Other forms of long-term leave include Critical Illness of an Adult Leave, which is an unpaid leave available to employees who have a seriously ill family member who is not certified at significant risk of death, as well as the Ontario Family Caregiver Leave, which provides up to 8 weeks of unpaid leave to care for a family member with a serious medical condition.<sup>31</sup> Critical Illness of an Adult Leave is currently offered in Alberta, New Brunswick, and Québec for a period of up to 16 weeks, and in the Yukon and Newfoundland & Labrador for a period of up to 17 weeks.<sup>32, 33, 34, 35, 36</sup>

Short-term leaves, typically styled as Family Responsibility Leave, are 3 to 5 days of unpaid leave for caregiving responsibilities related to a family member's health or education. This form of leave is currently offered in British Columbia and Alberta for periods of up to 5 days, and Manitoba, New Brunswick, and Prince Edward Island for periods of up to 3 days.<sup>37, 38, 39, 40, 41</sup> In Québec, the short-term leave period extends to 10 days of absence for the fulfillment of care obligations, the first two days of which are partially remunerated by the government.

The federal government and the Government of Alberta have both implemented employment supports beyond legislated periods of leave. Nationally, the *Canada Labour Code* has recently been revised to include rights for employees to request changes to certain terms and conditions of their employment, such as number of hours of work, schedule, work location, etc.<sup>42</sup> Moreover, the Code now includes a provision for personal leave of up to five days for family emergencies, three days of which must be paid.<sup>43</sup> These changes are expected to benefit employees who are also balancing caregiving responsibilities by providing enhanced flexibility and predictability in working conditions. Employment & Social Development Canada and the Canadian Human Rights Commission have also released toolkits for employers, providing information and tips on supporting employees with caregiving responsibilities to remain in the workplace.<sup>44, 45</sup> For their

part, Alberta has established Averaging Agreements, allowing the government to average an employee's hours of work over a period of time to determine overtime pay or time off with pay.

## Part 3) Programs & Service Delivery

Government programs that include service delivery for caregivers traditionally fall within the realm of continuing care. The main form of services delivered to caregivers is relief care or respite. Additional continuing care services focus primarily on the care receiver, while resulting in ancillary benefits for the caregiver. The following section provides an overview of respite programming across jurisdictions, as well as highlights continuing care services that have an impact on caregivers more broadly.

### Respite Care

Respite care is a service intended to provide a short period of relief for persons caring for someone with a health condition, disability, or care needs associated with aging. Respite care is offered in all provinces and territories in Canada, and can be delivered at home, in the community, or through a residential care facility. Funding for respite is structured differently across programs and jurisdictions, however, there is often a client fee associated with the service. This section provides an overview of available respite programming at home, through adult-day services, and through residential care facilities.

Respite provided at home is a service traditionally include in home care programs. In-home respite is offered in the Yukon, Manitoba, Québec, Nova Scotia, Prince Edward Island, and Saskatchewan through their home care programs, in Alberta under the Companion Care component of [Respite Care](#), and in New Brunswick through the Long Term Care Program. Community-based respite is available through Adult Day programming in a number of jurisdictions as well. The following table highlights available adult day services by jurisdiction.

<b>British Columbia</b>	<p><u>Adult day services</u> are offered through the regional health authorities, and include an organized program of personal care, health care and therapeutic social and recreational activities.</p>
<b>Alberta</b>	<p><u>Adult day programs</u> are designed for people over the age of 18 who may have physical and/or memory challenges, or are living with a chronic illness. The programs focus on optimizing the level of physical, spiritual, social and emotional functioning of participants, and provide respite and education for caregivers.</p>
<b>Saskatchewan</b>	<p>Many long-term care facilities offer adult day programming to provide respite for caregivers. If a client qualifies for programming, the client charge is \$9.50.</p>
<b>Manitoba</b>	<p>Adult Day Programs (ADPs) are administered by regional health authorities through the home care program and aim to provide social and recreational opportunities for home care clients to maximize their independence in community while providing relief to caregivers.</p>
<b>Yukon</b>	<p>Respite is offered through the Community Day Program, which provides services and support to adults with cognitive and/or physical impairments.</p>
<b>Northwest Territories</b>	<p>Information unavailable.</p>
<b>Nunavut</b>	<p>Information unavailable.</p>
<b>Ontario</b>	<p>Adult day programming is available through home care services, as well as several community services such as community support services (CSS) and Assisted Living Services in Supportive Housing (ALSSH).</p>
<b>New Brunswick</b>	<p>Adult day programming is offered through residential care facilities and adult day centers. Several of these community-based organizations receive grant funding from the</p>

	Department of Social Development. Additionally, the Department subsidizes eligible clients to attend adult day centers through the Long-Term Care Program.
<b>Nova Scotia</b>	<u>Adult Day programs</u> provide personal assistance, supervision, and health, social, and recreational activities in a supportive group setting. The programs can also be used to provide respite care, training, and informal support to family caregivers. Adult Day programs are run by independent organizations, and there may be a daily fee charged by the provider. Caregivers Nova Scotia provides a database of existing adult day programming by <u>region</u> .
<b>Prince Edward Island</b>	The Adult Day Program provides personal care services (for example access to specialty bathing services) and social programming for older adults. The programs are managed and operated by Health PEI in six Island communities. Individual clients pay \$5 to \$6 per day to cover part of the cost of meals and activities.
<b>Newfoundland &amp; Labrador</b>	The Government of Newfoundland & Labrador provides funding to two regional health authorities for the operation of three adult day programs.

Short-term respite stays are typically offered through residential care facilities, with the exception of the Baluchon Alzheimer’s initiative in Québec. The cost, length of stay, and accompanying services vary by client eligibility, service availability, and jurisdictional programming. The following information offers an overview of available short-term (overnight) respite programming for caregivers.

- Yukon: Respite care in long-term care facilities is a community service provided to older adults and their caregivers on a scheduled or crisis basis. It may also be provided as a transitional support from acute care to a community care setting.
- British Columbia: The Government of British Columbia offers Short-Stay Services through its regional health authorities. Short-stay services provide respite for clients whose primary caregiver requires a period of relief, and may be provided for a period of up to three months.

- Alberta: The Special Needs Assistance for Seniors Program provides funding for up to 4 weeks annually for respite care in a residential care facility to eligible low-income seniors who have a medical condition warranting respite care, and are living with a family caregiver who provides them with daily care. Overnight respite care is also provided through Alberta Health Services as deemed necessary through a home care assessment.<sup>46</sup> Further, Alberta Health Services is piloting an Independence Support Package in Edmonton, a client-directed funding initiative for caregiver respite. Caregivers can include up to \$267 per month in funding to a care agreement for personal care or home support services they hired for respite.
- Saskatchewan: Respite care programming is provided through long-term care facilities in the province for a minimal fee.
- Manitoba: Respite care programming is available through the home care basket of services, as well as through Personal Care Homes. Respite in Personal Care Homes is generally offered for a two-week period, which can be shortened or extended pending the client's particular care needs.
- Ontario: Respite care services are provided through home care or community agencies. Services provided through home care are available at no cost through the Local Health Integration Networks based on assessed need. Services provided through community agencies may include a co-payment structure. Respite care is also available through certain long-term care facilities for short-stay needs.
- Québec: The government of Québec offers funding for respite services through a number of community organizations. Québec has also entered into a funding agreement with Baluchon Alzheimer, a not-for-profit organization that provides in-home respite services for caregivers of individuals living with dementia for periods of 4-14 days. The relief worker will also prepare observations on areas for care improvement to share with the caregiver upon their return.
- New Brunswick: The province provides respite programming through the Department of Social Development's Long Term Care Program, both at home and in residential care facilities.
- Nova Scotia: The government of Nova Scotia provides funding for respite care to clients of all ages through the Disability Support Program.<sup>47</sup> The amount of funding is based on the degree to which the disability impacts the individual and their family members. In addition, the Department of Health & Wellness offers facility-based respite care,<sup>48</sup> by

providing access to respite beds in licensed nursing homes for up to 60 days in a calendar year.

- Prince Edward Island: Short-term respite services are offered in long-term care facilities for a period of up to 30 days. Beds are available in facilities across the province for a subsidized daily charge.
- Newfoundland & Labrador: Both long-term care facilities and Personal Care Homes in Newfoundland & Labrador offer short-term residential respite services for caregivers. Length of stay and service availability is specific to each regional health authority in the province.<sup>49</sup>

## Continuing Care

Respite care is the main form of programming offered in continuing care to directly address the needs of unpaid caregivers. Nonetheless, additional home and community care services for older adults can have ancillary positive impacts that further mitigate caregivers' unmet needs. The primary example of a continuing care service for older adults that has positive effects on caregivers is self or family-managed care options. Self/Family managed care shifts the responsibility for organizing and managing home care services from the health authority directly to the client or their caregiver. Eligible clients are assessed for existing needs and provided with the financial resources necessary for arranging their own support services.

In most jurisdictions, the funding provided may not be used by clients to pay for care services provided by their own family members. However, Newfoundland & Labrador has instituted [The Paid Family Caregiving Option](#), which offers subsidies to older adults to pay a family member for providing approved home support services.<sup>50</sup> Eligible family members include parents, children, siblings, and other relatives residing in the same home, with the objective of enhancing flexibility for clients to better meet their care needs and reducing administrative burden of care providers. Other jurisdictions across Canada are also exploring means of expanding their self-managed care options. For example, in Prince Edward Island, the [Seniors Independence Initiative](#) provides

funding to eligible older adults for home support services, such as light housekeeping, general home maintenance, snow removal, grass cutting, meal preparation, errands and transportation. Clients receiving funding can hire their own preferred provider. Similarly, Manitoba has an [Engagement of Family Members to Provide Non Professional Home Care Services Policy](#), which allows home care clients to request to hire a family member to provide home care services. The Regional Health Authority will make the determination on the basis of whether there is an appropriate caregiver available, and whether the family member will have sufficient respite from providing care services. For additional details regarding the self/family managed care options across Canada, see **ANNEX B**.

In addition to self or family-managed care, several jurisdictions have identified broader continuing care programming as supports for unpaid caregivers. Certain programs, such as the Veterans Independence Program for Primary Caregivers, exist specifically to provide services to caregivers, while others include an explicit component of services for unpaid caregivers.

- **Federal:** The [Veterans Independence Program for Primary Caregivers](#) provides funding for grounds maintenance and housekeeping services to the primary caregivers of veterans who had been receiving funding through the Veterans Independence Program and have now moved to a long-term care facility or passed away. Grant amounts are calculated based on need and local costs for the service.
- **British Columbia:** The Ministry of Health, in partnership with Family Caregivers of BC, developed the [Patients as Partners](#) initiative to increase support for family caregivers through the Family Caregiver [Engagement Program](#). Additionally, the government has also partnered with the United Way of Lower Mainland on the [Better at Home](#) program, which provides seniors with access to a range of non-medical home support services that would otherwise be provided by their unpaid caregiver, such as housekeeping, grocery shopping, home repair, friendly visiting, snow shovelling, yard work and transportation to appointments.
- **Alberta:** The [Home Care Program](#) in Alberta includes the following supports for caregivers: (1) professional health services such as teaching care procedures to family members and other caregivers, and (2) caregiver support and respite. Further, the [Persons](#)

with Development Disabilities Program includes funding to provide a break for primary unpaid caregivers on a temporary basis.

- Manitoba: The Home Care basket of services includes adult day programs and respite services for caregivers. In the Winnipeg Regional Health Authority, clients also have access to PRIME, a long-term program providing care for seniors age 65 or older in the Winnipeg community with chronic complex problems posing risk of admission to personal care home, emergency departments or hospital.
- Ontario: The Ministry of Health funds a range of supports for caregivers through home care services and additional contracts with community agencies or hospitals.
- New Brunswick: The Long Term Care Program offered by the Department of Social Development includes several services that support caregivers such as home supports, adult day centre programming, meals on wheels, respite care, and remote monitoring through the technology system CareLink. Moreover, short-term, long-term and palliative care services are provided to older adults through the Extra Mural Program, which eases the caregiving burden.
- Prince Edward Island: The Home Care program on Prince Edward Island includes education and training for individual caregivers on specific tasks identified in the care receivers' plan. Additional continuing care programming that have direct components for caregivers include the COACH Program, which includes a caregiver assessment and application for required supports, the Integrated Palliative Care program, which includes bereavement support for caregivers, and the Patient Navigator and Hospital Liaison programs, which offer navigation supports to older adults and their caregivers.<sup>51, 52, 5</sup>

## Part 4) Education & Training Resources

Canadian caregivers have reported significant challenges in navigating the healthcare and social systems, as well as in obtaining the education and training required to provide appropriate care to their family member or friend. One of the primary approaches taken by governments across the country to support caregivers in system navigation has been to release comprehensive resource guides for services for seniors. Several jurisdictions have also developed or funded system

navigator programs—details on some of these initiatives can be found in parts 3 and 5 of this document.

The federal government, British Columbia, Ontario, Nova Scotia, Alberta, and Prince Edward Island have all funded or developed additional education and training opportunities for caregivers. These resources span topics such as care tips, self-care, chronic disease management, age-friendly workspaces, and more. Further information on these programs is included below.

## Guides for Seniors and Caregivers

As a means of increasing awareness of existing programs and services for seniors, the federal government, as well as all provinces and territories, regularly publish Seniors Guides or make resources available through an online platform. These guides by and large include a list of available government resources across realms such as healthcare, finances, employment, education, recreation, social services and more. In certain jurisdictions, Seniors Guides also include resources for caregivers:

- Canada: The federal government's [Programs & Services for Seniors' website](#) includes a tab on caregiving benefits, which has information on the Canada Caregiver Credit, compassionate care leave, dementia & caregiving, caregiver readiness, care options, and balancing work and caregiving.
- British Columbia: The [Seniors' Guide](#) includes information on adult day services, respite care, and other caregiver resources that can be accessed through community organizations.
- Alberta: [MyHealth](#) Alberta has information on caregiver self-help, advance care planning, disease-specific caregiver resources, respite services and palliative and end-of-life care resources, supports and services.

- Manitoba: The [resident portal](#) provides centralized, current information on programs and services for Manitobans and includes search criteria specific to caregivers and seniors.
- Ontario: The Guide to Programs and Services for Seniors includes a specific section for caregivers that highlights available tax credits and employment benefits.<sup>54</sup>
- Québec: The [Programs and Services for Seniors](#) publication covers healthcare, social services, housing, transportation, legal issues, and financial resources and refers to caregivers frequently in the available resources for each section.
- Nova Scotia: The [Positive Aging Directory](#) includes a section on caregiving & support, which highlights programs and services in continuing care, home support, long-term care, and through Veteran Affairs Canada.
- Prince Edward Island: The [Seniors' Guide](#) incorporates a chapter on caregiving which focuses on respite services, home support, advance care planning and financial assistance.
- Newfoundland & Labrador: The [SeniorsNL](#) website has resources for both seniors and their family or friend caregivers. The caregiver resources focus on community care, long-term care, financial assistance, elder abuse, and self-care for caregivers.

Resources specific to caregivers have been developed in the Northwest Territories, British Columbia, Nova Scotia, and New Brunswick. NWT and NB have each developed Caregiver Guides separate from their Seniors Guides to provide enhanced information on caregiving responsibilities, as well as resources, and tips for future planning.<sup>55, 56</sup> In British Columbia, the Vancouver Coastal Health Authority has developed a handbook for caregivers focused on understanding the needs of the care recipient and managing caregiving needs.<sup>57</sup> Moreover, Nova Scotia has prepared a [Respite Guide](#) which highlights programs and services for caregivers of

children and adults with disabilities more broadly. For a complete list of Seniors & Caregivers Guides across Canada, see **ANNEX C**.

## Caregiver Training Programs & Resources

In addition to information guides, several jurisdictions have developed or funded educational and training resources for caregivers. Resources range from self-help guides to disease-specific toolkits to virtual courses, and more. This section provides an overview of some of the resources offered across the country.

At the federal level, Health Canada has recently funded two initiatives relating to caregiving under the Health Care Policy Contribution Program. The first is being led by McMaster University and involves the development of a training program for informal caregivers to support chronic disease management. The second initiative was proposed by Canadian Virtual Hospice and aims to expand online services and create new tools and information to support caregivers of underserved populations. Additional programs that offer educational supports for caregivers may be funded through the New Horizons for Seniors Program or other federal grants and contributions.

The province of Ontario has taken a similar approach to the development of educational resources for caregivers. In 2017, the province launched a Call for Applications for proposals that addressed gaps in caregiver education and training. Applications focused on generating understanding of the caregiving journey, adult learning principles, innovation, collaboration, and key populations. Sixteen projects were approved for funding, representing a total investment of \$6 million between 2018-2020. Along with the grants, the Government of Ontario has also initiated the development of a Provincial Caregiver Toolkit, which is intended to provide practical advice, information, tools, and recourses for caregivers that assist them in caring for their loved

ones and themselves. The toolkit is currently still in the development phase, and the release date is unknown.

Alberta and Nova Scotia have developed virtual training opportunities for caregivers through online courses. Alberta Health Services operates the Alberta Caregiver College, a free virtual college that offers courses to enhance the knowledge and skills of family caregivers. The courses include resources on how to meet the needs of a loved one with an injury, illness or disability. Likewise, the Government of Nova Scotia's Department of Labour and Ministry of Seniors collaborated on the development of an online course for age-friendly workplaces. The course is provided for free to employers and employees across the province through SkillsonlineNS.

The province of British Columbia has focused on the creation of self-assessment and evaluation tools for caregivers. The self-assessment was designed by Family Caregivers of BC to help reveal how well a caregiver is balancing the demands of caregiving. The tool is self-directed and aims to evaluate the feasibility of the caregivers' actions in terms of their own wellbeing. Conversely, the C.A.R.E. Tool was created by Canadian researchers as a comprehensive method for healthcare professionals to evaluate a family caregiver's needs. A trained healthcare professional can leverage the tool by administering an interview assessment, and design appropriate interventions that will support the caregiver in fulfilling their unmet needs. British Columbia has also developed Caregiver Role Management Tools, Daily Care Tips, and a Care Guide as additional educational resources.

Lastly, Prince Edward Island has instituted a number of disease-specific educational resources for caregivers. The PEI Organized Stroke Care Model provides information which helps define caregivers' roles and coaching to prepare the caregiver and care receiver as they interact with health care providers. Similarly, the Provincial Diabetes Program and the INSPIRED Program offer

caregivers educational resources on diabetes and COPD respectively. These resources are offered through follow-up appointments, workshops, and telephone calls.

## Part 5) Grants & Funding

In addition to direct program or service delivery, the federal, provincial, and territorial governments across Canada also fund several not-for-profits and community organizations to deliver services that support unpaid caregivers. Funded supports span across multiple areas of need and may be initiatives targeting the care recipient that lessen the caregiver burden or provided directly to caregivers as supports. The following section will highlight initiatives being funded across the following five areas: caregiver support groups, navigation support programs, technologies, equipment loan programs, and transportation activities. Information in this section is not intended to illustrate a comprehensive representation of initiatives funded in Canada.

### Caregiver Associations & Support Groups

At the federal level, the New Horizons for Seniors Program (NHSP) provides project-based funding to caregiver associations and support groups for initiatives that are focused on social inclusion. NHSP provides both small annual grants as well as Pan-Canadian collective impact grants. While it is not possible to quantify the number of small grants that are intended to support caregivers, the most recent Pan-Canadian stream included two collective impact plans focused on caregivers. Moreover, several of the new cohort of grants under this stream include supports for caregivers as a part of their work. In addition to NHSP, Health Canada's Health Care Policy Contribution Program also provides funding to support the development of resources for caregivers. Additional details on currently funded projects can be found in Part 4.

A number of provinces have funded or provide project funding to Caregiver Associations as well. The Government of British Columbia funds Family Caregivers of British Columbia, a not-for-profit

organization dedicated to supporting family caregivers that operates in collaboration with the provincial Ministry of Health. In Alberta, Caregivers Alberta received a grant from the Ministry of Health for their Caregiver Support Project, which concluded in June 2017. The project included the creation of a network of caregiver initiatives throughout the province, a one-day Navigator workshop for health and social services professionals, training of over 400 workshop facilitators for COMPASS, and a conference for knowledge exchange. The Government of Ontario, for its part, has launched the Ontario Caregiver Organization (OCO) which is an arm's-length entity that is focused on providing a centralized place where caregivers can go to seek a range of supports and services. Finally, the Department of Health and Wellness in Nova Scotia has provided operational funding to Caregivers Nova Scotia for over a decade. This organization aims to amplify the voices of caregivers in the province and provides free programs, services, information, and advocacy support.

The government of Québec has taken more of a unique approach, electing to create a fund in partnership with the Chagnon Family Foundation that establishes an organization called L'Appui national. L'Appui is a not-for-profit with a mandate of providing a range of supports and services to caregivers. The organization has 17 regional offices that implement initiatives at a community level relating to the information needs, education and training, psychosocial supports, and respite services that caregivers of older adults need.

Other community-based organizations have been funded to provide caregiver support groups in several jurisdictions. The United Way of Lower Mainland receives funding from the province of British Columbia for the Family/Friend Caregiver program, which assists in meeting the local needs of caregivers through support groups and respite services. The Canadian Mental Health Association in Alberta received grant funding for Caregiver Connections, which is a peer-to-peer family support program. The Alzheimer's' Societies in Manitoba, New Brunswick, and Prince Edward Island receive government funding for the operation of caregiver support groups as well.

Lastly, Mental Health Services, under the Department of Health and Social Services in the Yukon, offers a monthly caregivers' support group that focuses on sharing triumphs, challenges, and choices and receiving mental health support.

## Navigation Support Programs

The two main forms of navigation support funded by provincial and territorial governments are the Alzheimer's Society's First Link<sup>®</sup> program and telephone-based helplines. According to the Alzheimer's Society's website, "First Link<sup>®</sup> is an early intervention service designed to connect individuals and families affected by Alzheimer's disease or another dementia with services and support as soon as possible after diagnosis". Currently, this program receives funding from the Governments of Saskatchewan, Manitoba, Ontario, New Brunswick, Prince Edward Island, and Newfoundland and Labrador.

Telephone-based helplines are typically geared toward a broader population than caregivers or older adults but offer a single connection point to a community's available social, health, and government services. The 2-1-1 number connects residents to an information system that contains relevant resources to meet their needs, and is funded by provincial governments in British Columbia, Alberta, Saskatchewan, and in February 2020, Prince Edward Island. Several jurisdictions have funded the development of more tailored telephone helplines or website directories for healthcare services, namely Alberta, Saskatchewan, British Columbia and Prince Edward Island. Helplines specific to older adults or caregivers are also funded in the following jurisdictions:

- British Columbia: The province has provided funding to their Family Caregivers association for the operation of a toll-free support line dedicated to caregivers, which provides one-on-

one counselling, referral to community resources, assistance in health care system navigation, emotional support, problem solving and brief action planning support.

- Prince Edward Island: This toll-free line is provided through the Department of Social Development and Housing and provides general assistance and system navigation support to older adults and caregivers.
- Québec: The Caregiver Helpline is supported and administered by L'Appui National and each of its regional offices. The Helpline provides caregivers with one-on-one counselling support and assists with identifying local resources available to support them in their care responsibilities.<sup>58</sup>
- Alberta: Alberta Health Services Dementia Advice is available through HealthLink and provides individuals living with dementia and their caregivers with specialized advice on the disease.
- Ontario: The Ontario Caregiver Organization recently launched the Ontario Caregiver Helpline to provide caregivers with a one-stop resource for information and support. The helpline is available to all caregivers – regardless of age, diagnosis or where they live in Ontario and provides 24/7 support.
- New Brunswick: The Seniors' Information Line is funded by the province to provide basic information about provincial and federal programs and services to assist older adults and their caregivers in navigating their way through the various government departments and agencies. The government also funds AbilityNB, a non-profit organization that supports people with a mobility disability including seniors by offering reliable information on topics like travel, recreation, transportation, adapted equipment, vehicle modifications, funding programs and universal design standards. They make links, connections and referrals to programs and services on behalf of the older adults they support.

## Technologies

In the case of technologies that can support caregivers, there are few examples of funding for a specific piece or type of technology. In New Brunswick, the government has directly funded the CareLink technology, a remote monitoring system, through the Long Term Care Program. Similarly, Prince Edward Island also offers a free remote monitoring program for individuals living with heart failure or chronic obstructive pulmonary disease. In Newfoundland and Labrador, Lifelines can be purchased on occasion for certain older adults through the Home Support program. Finally, in British Columbia, a not-for-profit organization, CanAssist, is funded by the provincial government to develop assistive technologies for persons with disabilities or older adults. While most of these technologies do not offer direct support for caregivers, they often result in positive impacts on caregiver burden, either through enhancing peace of mind on the safety of their care recipient, or by enabling care recipients to gain more independence.

While direct funding for specific types of technologies has been limited, the federal government has made significant investments in research and development of technologies for healthy aging more broadly. The Networks of Centres of Excellence program provides funding to AGE-WELL NCE, Canada's aging and technology network, to support the mission of accelerating the delivery of technology-based solutions that make a meaningful difference in the lives of older Canadians. The Public Health Agency of Canada (PHAC) has made a federal contribution of \$42 million over five years to the Centre for Aging and Brain Health Innovation, which enables the development, validation, commercialization, dissemination and adoption of innovative products, services and best practices to support brain health and aging. PHAC has also launched the Dementia Community Investment and partnered with the Government of New Brunswick on the Healthy Seniors Pilot Project, representing further investments of \$100 million and \$75 million respectively related to tech and aging. The Dementia Community Investment funds community-based projects in developing innovations that will optimize the wellbeing of people living with dementia and their caregivers. For its part, the Healthy Seniors Pilot Project supports a range of applied research

initiatives to examine how governments, in partnership with the community and private sectors, can better support seniors in their homes, communities and care facilities. Both of these initiatives may result in the development of new technologies that will support older adults and their caregivers.

## Equipment Loan Programs

Equipment loan programs act as resources for older adults that have the additional consequence of reducing caregiver burden through the provision of functional supports. Equipment loans programs allow clients to borrow medical equipment such as wheelchairs, walkers, power mobility devices, hospital equipment, transfer/lift devices, or other assistive technologies in order to enhance their mobility and independence. Currently, a variety of equipment loan programs are funded by governments across Canada, including through Veterans Affairs Canada, British Columbia, Alberta, Saskatchewan, New Brunswick, Prince Edward Island, and Newfoundland and Labrador. For an overview of existing programming, see ANNEX D.

## Transportation

Similar to equipment loan programs, transportation initiatives are intended to support older adults in meeting their medical and transit needs. However, enhanced availability of transportation services can act as a mitigator of unmet needs for caregivers, who may otherwise be responsible for providing transit for their care recipients. Medical transportation supports or supplements for emergency and non-emergency healthcare is available through the Travel Assistance Program and the Medical Transportation program in British Columbia, the Special Needs Assistance for Seniors Program in Alberta, the Northern Medical Transportation Program in Saskatchewan, the Local Health Integration Networks in Ontario, the Department of Health in Newfoundland and

Labrador, and the various Hope Air programs in Prince Edward Island.

Some provinces also offer general transportation resources for older adults to enhance mobility and social inclusion. Some examples to highlight include:

- British Columbia: The BC Bus Pass Program offers a reduced cost bus pass to low-income seniors. The pass costs \$45 annually and provides seniors with access to transportation through both BC Transit and TransLink systems.
- Manitoba: Municipal Relations provides an annual grant to support handi-transit services in rural Manitoba for seniors and people with disabilities.
- New Brunswick: The Economic and Social Inclusion Corporation (ESIC), a New Brunswick Crown Corporation, funds urban and rural transportation programs all over the province to assist seniors through their regional Social Inclusion Networks.
- Prince Edward Island: The Seniors Independence Initiative provides funding to older adults to support transportation needs, as does Transportation West in certain geographic areas of the Island. The government also funds Pat and the Elephant, a transportation service for people with disabilities of all ages. The organization uses specially equipped vans that feature hydraulic lifts, ramps, special tie-downs and safety seat belts.

## Conclusion

In conclusion, the federal, provincial, and territorial governments of Canada are actively employing a number of supports for caregivers of older adults. At the legislation and policy level, supports are primarily aimed at addressing the economic impacts of caregiving responsibilities through employment benefits and tax incentives. At the program and service delivery level, respite and adult day programming is intended to provide relief to caregivers and mitigate the physical and emotional burdens of providing care. Certain jurisdictions are also offering educational

programming as a means of meeting the informational needs of caregivers as well. Finally, at the level of grants and funding, governments are subsidizing initiatives that provide mental health and navigation supports for caregivers, as well as a number of programs that assist in meeting the personal care needs of older adults. Evaluating the reach, awareness, and effectiveness of these initiatives will be imperative to identifying the gaps or barriers that are contributing to the growing unmet needs of the caregiving population.

## ANNEX A. Compassionate Care Leave Legislation

<p><b>Federal</b></p>	<p>As of September 1, 2019, the <a href="#">Canada Labour Code</a> provides new rights and protections that are expected to benefit employees in the federally regulated private sector with caregiving responsibilities by giving them more flexibility and predictability with their work schedules. These include:</p> <ul style="list-style-type: none"> <li>• a right to request flexible work arrangements that allows employees to formally request a change to the terms and conditions of their employment related to the number of hours they work, their work schedule and the location of their work, and requires the employer to consider the request and respond within a set time period;</li> <li>• a personal leave of five days (including three paid days) that employees can access for various reasons, including family responsibilities and emergencies;</li> <li>• new requirements for employers to give 96 hours' notice of schedules, 24 hours' notice of shift changes and a minimum eight-hour rest period between shifts; and</li> </ul> <p>a right to refuse overtime to deal with family responsibilities.</p>
	<p>There are two types of Employment Insurance (EI) caregiving benefits: the <a href="#">Compassionate Care benefit</a>, and the <a href="#">Family Caregiver benefit</a>. Eligible caregivers are broadly defined across the EI caregiving benefits and include not only immediate family members, but other relatives and individuals considered to be like family.</p> <p>The EI Compassionate Care benefit is available to eligible persons who have to be away from work temporarily to provide end-of-life care or support to a family member. It can be paid for a maximum of 26 weeks</p>

	<p>over a period of up to 52 weeks. The benefit may be shared by eligible caregivers.</p> <p>The EI Family Caregiver benefit gives eligible caregivers up to 15 weeks of EI benefits while they are temporarily away from work to support or care for a critically ill or injured adult. These benefits can be shared by eligible family members and taken at the same time or one after another over a period of 52 weeks.</p> <p>In order to qualify for the EI Compassionate Care and Family Caregiver benefits, the caregiver must have worked and have accumulated 600 hours of insurable employment in the 52-week period preceding the claim, or since the last claim, whichever is shorter. The benefits are paid at 55% of average insurable weekly earnings, up to a maximum amount. In 2020, the maximum amount is \$573 a week.</p> <p>Corresponding leave provisions exist under the <i>Canada Labour Code</i> to ensure that employees in the federally regulated private sector have the right to take leave while receiving EI Compassionate Care Benefits without fear of losing their job.</p>
<p><b>Yukon</b></p>	<p>The Yukon <a href="#">Employment Standards Act</a> offers 28 weeks of unpaid Compassionate Care Leave for an employee providing care to a family member with a serious medical condition at significant risk of death within the next 26 weeks (s. 60.01(2)). Employees are also entitled to up to 17 weeks of unpaid Critical Illness of an Adult Leave to provide care to an adult family member who is critically ill (s. 60.02.01(2)).</p>
<p><b>British Columbia</b></p>	<p>The <a href="#">Employment Standards Act</a> establishes a requirement for employers to provide Family Responsibility Leave, which entitles employees to five days of unpaid leave for caregiving responsibilities to an immediate family member (s. 52). Additionally, the Act requires an employer to allow for unpaid Compassionate Care Leave for 27 week period. This</p>

	leave is provided to care for a family member who is seriously ill and facing a significant risk of death within 26 weeks (s. 52.1).
<b>Northwest Territories</b>	The <a href="#">Employment Standards Act</a> entitles employees to up to 8 weeks of unpaid Compassionate Care Leave to provide care to a family member with a serious medical condition with significant risk of death within the next 26 weeks (s. 30(2)).
<b>Alberta</b>	The <a href="#">Employment Standards Code</a> incorporates an obligation for employers to provide up to 27 weeks of unpaid Compassionate Care Leave for any employee who requires time off to care for a family member facing a significant risk of death within 26 weeks (s. 53.9). Alberta also offers unpaid Critical Illness Leave for up to 16 weeks to provide care to an adult with serious illness, and Personal and Family Responsibility Leave which offers up to 5 days of unpaid leave for health issues or family needs (s. 53.982(1)).
	Alberta has established Averaging Agreements which allow employers to average an employee's hours of work over a period of time to determine overtime pay or time off with pay.
<b>Nunavut</b>	The <a href="#">Labour Standards Act</a> provides for up to 8 weeks of unpaid Compassionate Care Leave to provide care to a family member with a serious medical condition with significant risk of death within the next 26 weeks (s. 39.1(2)).
<b>Saskatchewan</b>	The <a href="#">Saskatchewan Employment Act</a> entitles employees to 28 weeks of Compassionate Care Leave to care for a family member who has a serious medical condition with a real and imminent risk of death within 26 weeks (s. 2-56(2)).
<b>Manitoba</b>	The <a href="#">Employment Standards Code</a> allows for two types of unpaid leave pertaining to caregivers of older adults: (1) Compassionate Care Leave for up to 28 weeks to provide care for a seriously ill family member with

	<p>a significant risk of death within 26 weeks (s. 59.2(2)), and (2) Family Leave for up to 3 days of unpaid leave annually for family responsibilities or to ensure the health of the employee s. 59.3(1)).</p>
Ontario	<p>The government of Ontario provides two forms of leave relevant to caregivers of older adults under the <a href="#">Employment Standards Act</a>: (1) Family Medical Leave, which provides caregivers with up to 28 weeks of unpaid leave to care for a family member who is seriously ill and has significant risk of death in the next 26 weeks (s. 49.1(2)), and (2) Family Caregiver Leave, which provides up to 8 weeks of unpaid leave to care for a family member that has a serious medical condition (s. 49.3(2)).</p>
Quebec	<p>The <a href="#">Act Respecting Labour Standards</a> allows for both short-term leave and long-term leave. The short-term leave provides for up to 10 days of absence to fulfill care obligations for a relative or other person that the employee acts as a caregiver for (s. 79.7). The first two days of this leave are partially remunerated by the government. Long-term leave is further divided into two options: (1) 16 weeks for employees who are providing care to an individual who has a serious illness or accident (s. 79.8), and (2) 27 weeks for employees who are providing care to an individual that has a serious and potentially mortal illness (s. 79.8.1)</p>
New Brunswick	<p>The <a href="#">Employment Standards Act</a> offers Compassionate Care Leave, Critically Ill Adult Leave, and Family Responsibility Leave. Compassionate Care Leave entitles employees to 28 weeks of unpaid leave to provide care for an individual with a close family relationship who has a significant risk of death in the next 26 weeks (s. 44.024(2)). Critically Ill Adult Leave provides an employee with up to 16 weeks of unpaid leave to care for an adult family member who has been certified as critically ill (s. 44.0251(2)). The Family Responsibility Leave provides employees with up to 3 days of unpaid leave annually to care for the health needs of an individual with a close family relationship (s. 44.022(1)).</p>
Nova Scotia	<p>The <a href="#">Nova Scotia Labour Standards Code</a> provides employees with 28 weeks of unpaid Compassionate Care Leave to provide care for a</p>

	relative who is at significant risk of death within the next 26 weeks (s. 60-E).
<b>Prince Edward Island</b>	The <u>Employment Standards Act</u> provides employees with up to 28 weeks of unpaid Compassionate Care Leave to provide care to a family member who is at significant risk of death within the next 26 weeks (s. 22(3)). After six months of continuous employment, the Act also allows for up to 3 days of unpaid Family Leave for employees to meet the healthcare needs of a member of their immediate or extended family (s. 22.1).
<b>Newfoundland &amp; Labrador</b>	The <u>Labour Standards Act</u> allows for up to 28 weeks of unpaid Compassionate Care Leave for employees providing care to a family member with a serious medical condition at significant risk of death within 26 weeks (s. 43.14(1)). Further, employees are entitled to up to 17 weeks of unpaid Critical Illness Leave to provide care to an adult family member who has been certified as critically ill (s. 43.29(2)).

## ANNEX B. Self/ Family Managed Care Options

<b>Yukon</b>	No self or family-managed care programs available.
<b>British Columbia</b>	<u>Better at Home</u> is a province-wide program funded by the Government of BC and managed by the United Way of the Lower Mainland to help seniors remain independent at home and stay connected with their community. Under the Better at Home program, seniors have access to a range of non-medical home support services

	<p>such as housekeeping, grocery shopping, home repair, friendly visiting, snow shovelling, yard work and transportation to appointments. Services are delivered through local non-profit organizations by volunteers and paid workers. Seniors are charged a fee for services on a sliding scale based on income.</p>
	<p><u><a href="#">Choice in Supports for Independent Living (CSIL)</a></u> is an alternative option for eligible home support clients. CSIL was developed to give British Columbians with physical disabilities and high-intensity care needs more flexibility in arranging home support services. They receive funds to purchase their own services, and they manage, coordinate and are financially responsible for recruiting, hiring, training, scheduling and supervising home support workers.</p>
<p><b>Northwest Territories</b></p>	<p>Information unavailable.</p>
<p><b>Alberta</b></p>	<p><u><a href="#">Self-managed care</a></u> provides resources directly to the client or their caregiver to manage and pay for home care services under a Self-Managed Care Agreement. Services covered may include personal care services such as support with activities of daily living, home support services such as meal preparation and homemaking, and respite care for caregivers.</p>
	<p>Alberta Health Services is piloting the <u><a href="#">Rural Palliative Care In-Home Funding Program</a></u> in rural Calgary, an invoice-based client-directed funding model for Palliative and End-of-Life home care. The initiative offers up to \$10,000 to clients in order to maximize flexibility for clients and their caregivers in determining the services that will be most helpful to them. The funding can be used for personal care or various home support services, as well as companion time for accompaniment to appointments.</p>
	<p>Alberta Health Services in Edmonton is piloting an Independence Support Package, which is client-directed funding for caregiver</p>

	<p>respite. Up to \$267 per month can be added to a care agreement or invoiced to the AHS to reimburse clients or their families for personal care or home support services they hired to provide respite to the caregiver.</p>
Nunavut	Information unavailable.
Saskatchewan	<p><u>Individualized funding</u> for home care allows clients or their caregivers to arrange and manage their own support services such as personal care or home management. Professional health services, such as registered nursing, are not included in individualized funding.</p>
Manitoba	<p>The <u>Self or Family Managed Care Program</u> allows individuals or their caregivers to coordinate, manage, and direct the funding for non-professional services that would allow the client to remain at home and in their community.</p>
	<p>Manitoba has an <u>Engagement of Family Members to Provide Non Professional Home Care Services Policy</u> which allows home care clients or their substitute decision-maker to request the ability to hire a family member to provide home care services. The Regional Health Authority will make the determination on the basis of whether there is an appropriate caregiver available, and whether the family member will have sufficient respite from providing care services.</p>
Ontario	<p>The Family Managed Home Care program is intended to provide more control over care to clients and families. Through the program, eligible clients, or their substitute decision-makers, receive funding that they can use to purchase or employ care providers to deliver the home care services set out in their LHIN-developed plan of service. Clients or substitute decision-makers are responsible for managing their care providers, managing funding, and reporting to the LHIN.</p>

	<p>The LHIN is responsible for assessing the client’s needs, determining eligibility, establishing the client’s care plan, and monitoring the client’s health outcomes through regular reassessments. The LHIN is also responsible for establishing reporting requirements and payment schedules for program funding, processing funding requests, and reconciling the funding distributed under the program.</p>
Quebec	<p>Information unavailable.</p>
New Brunswick	<p>The Disability Support Program (DSP) provides personalized, flexible disability supports for persons with disabilities aged 19-64. DSP has a two-pronged service delivery model which allows individuals to self-manage their case plan or request the support of a social worker. Individuals who opt for the self-managed model will initially meet with the Department to determine their strengths and unmet needs to develop a case plan. The individual would manage the services to address their needs themselves thereafter.</p>
Nova Scotia	<p>The <a href="#">Self-Managed Care Program</a> allows individuals to hire their own care providers and develop their own care plans. In addition, clients may appoint their caregiver as their “Care Manager” to act on their behalf in carrying out these tasks.</p>
Prince Edward Island	<p>The <a href="#">Seniors Independence Initiative</a> provides funding to eligible older adults for home support services, such as light housekeeping, general home maintenance, snow removal, grass cutting, meal preparation, errands and transportation. Clients receiving funding hire their own preferred provider.</p>
	<p>The AccessAbility Supports program includes a Caregiver Supports policy which states: “Caregiver Supports provides funding to applicants with disabilities, to purchase supports and services to support the applicant’s caregiver. They are designed to assist the family or caregiver to support the applicant”.</p>

	<p>Caregiver Supports are intended to supplement the natural supports that an applicant receives from their family/personal supports, and through other government and community resources.</p> <p>Individuals are eligible for entry into the AccessAbility Supports program up to age 65 and once accessed continue to receive services.</p>
<p><b>Newfoundland &amp; Labrador</b></p>	<p><u>The Paid Family Caregiving Option</u> provides subsidies for adults with disabilities and seniors to pay a family member for providing approved home support services. Eligible family members include parents, children, siblings, and other relatives residing in the same home. Self-Managed Care is an alternative option where a person approved for home support services can hire their own home support worker beyond family members.</p>

## ANNEX C. Seniors & Caregivers Information Guides

<p><b>Federal</b></p>	<p>The <b>Programs &amp; Services for Seniors website</b> is an online platform that the federal government has established to communicate existing resources for seniors. The website includes a tab for caregiving benefits, which has information on the Canada Caregiver Credit, compassionate care leave, dementia &amp; caregiving, caregiver readiness, care options, and balancing work and caregiving.</p>
<p><b>Yukon</b></p>	<p>The Yukon Council on Aging has prepared a <b>Guide to Programs and Services for Yukon Seniors and Elders</b> which contains financial,</p>

	<p>health, recreation, education and social services information for residents of the territory.</p>
<p><b>British Columbia</b></p>	<p>The British Columbia <b>Seniors' Guide</b> was last released in 2015 and includes information on healthy living and wellness, healthy communities, volunteering, employment, education, recreation, healthcare and more. It includes information regarding adult day services, respite care, and caregiver resources that can be accessed through community organizations. British Columbia also has a <b>website</b> for caregiver resources that includes daily care tips, care planning, and care assessment and management tools.</p>
	<p>One of British Columbia's regional health authorities (Vancouver Coastal Health) has developed <b>Take Care: A Handbook for Family Caregivers</b>. The handbook focuses on supports for caregivers, understanding the needs of the care recipient, and managing caregiving needs.</p>
<p><b>Northwest Territories</b></p>	<p>The Northwest Territories released their <b>Caregivers Guide</b> in 2015. The guide covers several caregiving responsibilities and resources such as arranging for care services, respite, providing personal care services to a care recipient, and planning for the future.</p>
	<p>The Northwest Territories have also released a <b>Seniors' Information Handbook</b> in 2017, which highlights available government and community services for seniors.</p>
<p><b>Alberta</b></p>	<p>The Government of Alberta releases an annual <b>Seniors Programs and Services Information Guide</b>. The most recent edition was released in July 2019 and includes resources such as income support programs, housing, government programs, health services, community agencies, transportation support, and human rights protection agencies. The guide only mentions caregivers in reference to the Seniors' Advocate and home care services.</p>

<p><b>Nunavut</b></p>	<p>The <b>Nunavut Seniors' Information Handbook</b> highlights services offered by the various government departments in the territory. The handbook focuses on highlighting the services available for older adults and does not mention any direct or tailored caregiver services.</p>
<p><b>Saskatchewan</b></p>	<p>The <b>Programs and Services of Interest to Seniors</b> booklet covers health, housing, financing, recreation and travel services available for seniors in the province. It does not identify programs or services for caregivers.</p>
<p><b>Manitoba</b></p>	<p>The Manitoba government <b>resident portal</b> provides centralized, current information on programs and services for Manitobans. This centralized portal provides search criteria specific to caregivers as well as for seniors. It is supported by Manitoba Government Inquiry and has been enhanced to support ease of navigation.</p>
<p><b>Ontario</b></p>	<p>In Ontario, the <b>Guide to Programs and Services for Seniors</b> released in 2018 covers seniors' services such as health, finances, safety, housing and more. The guide includes a specific section on caregiving that is focused on tax credits and employment benefits for caregivers.</p>
<p><b>Quebec</b></p>	<p>The Quebec government has the <b>Programs and Services for Seniors</b> publication which was last updated in 2019. The publication covers healthcare, social services, housing, transportation, legal issues, and financial resources and refers to caregivers frequently in the available resources.</p>
<p><b>New Brunswick</b></p>	<p>The government of New Brunswick released a <b>Caregivers' Guide</b> in 2016 that covers topics such as providing personal care and end-of-life care, addressing legal concerns, financial assistance, care planning, and more.</p>

	<p>New Brunswick also has a <b>Seniors' Guide to Services and Programs</b> which identifies available resources for seniors by government department.</p>
	<p>Horizon Health Network produced a resource entitled <b>The Dementia Compass</b>. The information in this booklet is designed for people helping someone with dementia.</p>
<p><b>Nova Scotia</b></p>	<p>The <b>Positive Aging Directory</b> is an annual publication of programs and services for seniors in Nova Scotia. The Directory includes a section on caregiving &amp; support, which highlights programs and services in continuing care, home support, long-term care, and through Veteran Affairs Canada.</p>
	<p>The government of Nova Scotia also has a <b>Respite Guide</b> which highlights programs and services for caregivers of children and adults with disabilities. The guide discusses the role of respite, finding respite support, respite planning &amp; orientation, and more.</p>
<p><b>Prince Edward Island</b></p>	<p>The <b>Prince Edward Island Seniors Guide</b>, released in 2018, includes content on active living and learning, financial resources, health services, housing, legal issues, and more. A chapter on caregiving has been included and its focus is on respite services, home support, advance care planning and financial assistance.</p>
<p><b>Newfoundland &amp; Labrador</b></p>	<p>The government of Newfoundland &amp; Labrador has a <b>Guide to Program and Services for Individuals and Families</b> developed through the Department of Children, seniors and Social Development.</p> <p><b>SeniorsNL</b> website has resources for both seniors and their family or friend caregivers. The caregiver resources focus on community care,</p>

long-term care, financial assistance, elder abuse, and self-care for caregivers.

## ANNEX D. Equipment Loan Programs

<b>Federal</b>	Veteran's Affairs provides coverage for special equipment required for medical treatment to eligible veterans. Equipment includes items such as wheelchairs, walkers, power mobility devices, transfer/lift devices, hospital equipment, and ergonomic equipment.
<b>British Columbia</b>	The <b>Medical Equipment program</b> will provide the least expensive, appropriate medical equipment and devices to clients with a medically essential need if there are no other resources available to support the client in obtaining the equipment. Equipment available under the program includes canes, crutches, walkers, manual and power wheelchairs, scooters, toileting, transfers, and positioning aids, hospital beds, pressure relief mattresses, floor or ceiling lift devices, and non-conventional glucose meters.
	The government of BC also provides assistive technologies to residents through the <b>Supports &amp; Services – Assistive Technology</b> program.
	The <b>ALS Society of BC</b> has an equipment loan program for individuals who require support to cope with the daily challenges of

	decreasing mobility and independence. This program is funded by the province.
<b>Alberta</b>	Assistance in the purchase of equipment is available through Alberta Aids to Daily Living and through the Special Needs Assistance for Seniors program.
<b>Saskatchewan</b>	Seniors with physical disabilities or certain chronic health conditions may be eligible to receive supplies and equipment from the <b>Saskatchewan Aids to Independent Living program</b> . Examples include wheelchairs, walkers, home oxygen, prosthetics and assistance with the cost of ostomy supplies.
<b>New Brunswick</b>	The government of New Brunswick provides funding to the Healthcare Equipment Loan Program (HELP) and Senior Rehabilitative Equipment Program offered by the Red Cross. The programs provide basic and specialized equipment that can help increase a seniors' safety when doing activities like walking, showering and getting in and out of bed. The equipment is available to borrow at no cost.
<b>Prince Edward Island</b>	The government of PEI provides funding to the Red Cross to purchase and administer a short-term equipment (wheelchair, walker, bath seat, benches, commodes, toilet seats, crutches, canes, bed handles) loan program and a bed loan program.
	The government of PEI allows Islanders to make a petition through Social Assistance to meet special equipment needs.
<b>Newfoundland &amp; Labrador</b>	Government offers the Special Assistance Program to provide new and recycled equipment to clients determined to be clinically and financially eligible. Clients may have to pay a contribution towards the cost depending on the outcome of the financial assessment.

## References

---

1. Marguerite Blais: the woman looking out for Quebec's caregivers. (2019, January 30). Retrieved from <https://www.demandaplan.ca/post/marguerite-blais-the-woman-looking-out-for-quebecs-caregivers>
2. Federal/Provincial/Territorial Ministers Responsible for Seniors Forum. (2018, April 26). Retrieved from <https://www.canada.ca/en/employment-social-development/corporate/seniors/forum.html>
3. BC Ministry of Health. (2012). The Provincial Dementia Action Plan for British Columbia. Vancouver, BC: Government of British Columbia.
4. Alberta Health. (2017). Alberta Dementia Strategy and Action Plan. Edmonton, AB: Government of Alberta.
5. Ibid 4
6. Ibid 4
7. Ibid 4
8. Nova Scotia Department of Health and Wellness. (2015). A Dementia Strategy for Nova Scotia. Halifax, NS. Government of Nova Scotia.

9. Saskatchewan Ministry of Health. (2015). Home Care Policy Manual. Regina, SK: Government of Saskatchewan.
10. Department of Social Development. (2008). New Brunswick's Long-Term Care Strategy. Fredericton, NB: Government of New Brunswick.
11. Department of Social Development. (2015). Home First. Fredericton, NB: Government of New Brunswick.
12. Department of Health and Social Services. (2017). Continuing Care Services Action Plan. Yellowknife, NT: Government of Northwest Territories.
13. Health Canada. (2018). Framework on Palliative Care in Canada. Ottawa Health Canada Ottawa, ON: Health Canada. Retrieved from <https://www.canada.ca/content/dam/hc-sc/documents/services/health-care-system/reports-publications/palliative-care/framework-palliative-care-canada/framework-palliative-care-canada.pdf>
14. Department of Health. (2018). Palliative Care in New Brunswick. Fredericton, NB: Government of New Brunswick.
15. Department of Health and Social Services. (2014). Our Elders: Our Communities. Yellowknife, NT: Government of Northwest Territories.
16. Department of Social Development. (2017). We are all in this together: An Aging Strategy for New Brunswick. Fredericton, NB: Government of New Brunswick.
17. Ibid 16

18. Ibid 16
19. Ministère de la Famille et des Aînés. (2009). Act to Establish a Caregiver Support Fund. Gouvernement du Québec.
20. L'appui: About us. (n.d.). Retrieved from <https://www.lappui.org/en/L-Appui-national/About-us>
21. BC Ministry of Health. (2019). Home and Community Care Policy Manual. Vancouver, BC. Government of British Columbia.
22. Ibid 9
23. Department of Social Development. (2011). Home Support Services Standards. Fredericton, NB: Government of New Brunswick.
24. Ministère de la Santé et des Services sociaux. (2003). Chez Soi: Le Premier Choix. Gouvernement du Québec.
25. The new Canada caregiver credit. (2020, January 21). Retrieved from <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/canada-caregiver-amount.html>
26. B.C. Tax Credits. (2020, January 1). Retrieved from <https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/basic>
27. 2019 Personal Income Tax Structure in Saskatchewan. (n.d.). Retrieved from <https://www.saskatchewan.ca/residents/taxes-and-investments/personal-income-tax-new/personal-income-tax-structure>

28. Manitoba Tax Assistance Office. (n.d.). Retrieved from <https://www.gov.mb.ca/finance/tao/caregiver.html>
29. EI Caregiving benefits and leave: What caregiving benefits offer. (2020, January 28). Retrieved from <https://www.canada.ca/en/services/benefits/ei/caregiving.html>
30. Ibid 29
31. Employment Standards Act, 2000, S.O. 2000, c. 41. (2020, December 10). Retrieved from <https://www.ontario.ca/laws/statute/00e41>
32. Employment Standards Code s. 53.982(1). (2019, December 5). Retrieved from <http://www.qp.alberta.ca/documents/Acts/E09.pdf>
33. Employment Standards Act s. 44.0251(2). (n.d.) Retrieved from <https://www.gnb.ca/legis/bill/FILE/58/4/Bill-44-e.htm>
34. An Act Respecting Labour Standards s. 79.8. (2002). Retrieved from <https://www.cnt.gouv.qc.ca/en/interpretation-guide/part-i/act-respecting-labour-standards/labour-standards-sect-391-to-97/family-or-parental-leave-and-absences-sect-797-to-8117/798/index.html>
35. Employment Standards Act s. 60.02.01(2). (n.d.) Retrieved from <https://yukonassembly.ca/sites/default/files/inline-files/34-2-Bill031-Act-to-Amend-the-Employment-Standards-Act.pdf>
36. Labour Standards Act s. 43.239(2). (2018, November 15). Retrieved from <https://www.canlii.org/en/nl/laws/stat/rsnl-1990-c-l-2/latest/rsnl-1990-c-l-2.html>

37. BC Employment Standards Act s.52. (n.d.). Retrieved from <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/forms-resources/igm/esa-part-6-section-52>
38. Ibid 32
39. MB Employment Standards Code s. 59.3(1). (1998, June 29). Retrieved from <https://web2.gov.mb.ca/laws/statutes/ccsm/e110e.php>
40. NB Employment Standards Act s. 44.022(1). (2019, February 24). Retrieved from <https://www.canlii.org/en/nb/laws/stat/snb-1982-c-e-7.2/162356/snb-1982-c-e-7.2.html>
41. PEI Employment Standards Act s. 22.1. (2018, June 12). Retrieved from <https://www.princeedwardisland.ca/sites/default/files/legislation/E-06-2-Employment%20Standards%20Act.pdf>
42. Attention Federal Employers: Changes to the Canada Labour Code Starting September 1, 2019. (2019, August 27). Retrieved from <https://mathewsdinsdale.com/attention-federal-employers-changes-to-the-canada-labour-code-starting-september-1-2019/>
43. Summary of part II of the Canada Labour Code. (2019, November 20). Retrieved from <https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/code-summary-3.html>
44. Helping employees balance work and caregiving responsibilities. (2016, October 25). Retrieved from <https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/tips-employers.html>

45. Canadian human rights commission. (2014). A Guide to Balancing Work and Caregiving Obligations. Ottawa, ON: Canadian Human Rights Commission.
46. Alberta Respite Care. (n.d.). Retrieved from <https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1026207>
47. Nova Scotia Respite Partnership. (2018). Nova Scotia Respite Guide. Halifax, NS: Government of Nova Scotia.
48. Ibid 47
49. Seniors NL: Respite Services. (2017, August 14). Retrieved from <http://seniorsnl.ca/resource/respite-services/>
50. Department of Health and Community Services. (2014). Paid Family Caregiving Home Support Option. Government of Newfoundland and Labrador.
51. Prince Edward Island: Caring for Older Adults in the Community and at Home (COACH). (2018, September 18). Retrieved from <https://www.princeedwardisland.ca/en/information/health-pei/coach-program>
52. Prince Edward Island: Palliative Care Program. (2018, April 26). Retrieved from <https://www.princeedwardisland.ca/en/information/health-pei/palliative-care-program>
53. Prince Edward Island: Patient Navigator. (2017, November 28). Retrieved from <https://www.princeedwardisland.ca/en/information/health-pei/patient-navigator>
54. Ministry of Seniors and Accessibility. (2016). A Guide to Programs and Services for Seniors in Ontario. Toronto, ON: Government of Ontario.

55. Department of Health and Social Services. (2015). The NWT Caregivers Guide. Yellowknife, NT: Government of Northwest Territories.
56. Department of Social Development. (2016). Caregivers' Guide. Government of New Brunswick
57. Vancouver Coastal Health. (2010). Take Care: A handbook for family caregivers. Government of Yukon.
58. Ibid 20