



Preventing Caregiver Stress and Burnout

*Gord Turner, VP, Sales & Operations
CareLink Advantage & Helpline
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The everyday scenario...

- Dad lives alone at home, requires help getting dressed, his first meal of the day, medication...
- What keeps family up at night is the risk of Dad having a day/night time fall or wandering out the door in the middle of the night
- Currently Dad receives 2 hours of homecare per day; 1 hour in the morning, Dad is on his own until the evening
- Family support is there as often as they can, generally is a phone call daily and visit on the weekend
- Home Care does a beautiful job handling and providing that “personal touch” that CareLink Advantage can’t provide

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What do we do?

- Keep seniors safe
- Support seniors aging in place
- Support family/caregivers to reduce stress and burnout
- Delay the move to assisted living and/or LTC
- Leverage continuing care resources
- Privately owned, Canadian organization

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Developmental History of CareLink Advantage

- Born out of necessity
- A number of successful pilot across Canada
- Funded service in multiple provinces

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The Evidence...



- “Expanded use of CareLink Advantage” named as part of New Brunswick’s ”Home First” Strategy.
- Continuing Care Technology Innovation Pilot Project, Alberta.
- Canadian Institute for Health Research, multi-year, multi-province, pragmatic, randomized study.
- The simple truth...CareLink Advantage provides demonstrated real savings

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Two Guiding Principles in our Design

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Senior's Role is Passive in Nature

- Senior continues to live their life the way they are now

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Exception Based Reporting

- Reach out when an atypical event has taken place
- Caregiver would only be alerted when an exception has taken place
- In this case, no news is really good news!

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How Does CareLink Advantage Work?

ADVANTAGE

Care Link

Independent Living Solutions

Core System



Door Contact **



Motion Sensor *



Bed Sensor*



Medical Button



Heat / Smoke
Detector



Water Sensor**



Med-Sure Stand ***



CareLink
Advantage
Main Panel



Cellular Network



Home Phone



iPhone



Android



iPad



PC

* - Device uses AA batteries ** -Device uses AAA batteries ***-Non-Video option also available

ADVANTAGE

Care Link

Independent Living Solutions

Video Communications Pathway



360° Rotating Camera



Day/Night Fixed Camera



Med-Sure Stand w/Camera



Router



Internet



iPhone



Android



iPad



PC

Cameras require an AC power connection and communicates wirelessly with the router

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Addressing the Four Biggest Concerns

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Wandering

Is my loved-one “Safe Inside?”





Safe Inside

When any of these sensors open or are activated:

- Garage Door Contact
- ABS Bed Sensor
- Basement Motion
- Office Motion
- Med Stand
- New Basement Motion
- New Image Sensor

During this time frame:

- At all times
- Only during the following times:

Day(s): SUN MON TUE WED THU FRI SAT

Starting at: 10:00 PM

Ending at: 6:00 AM (next day)

Notification Filtering

- Do not send notifications that occur within 30 minutes of the last notification

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Night Time Fall Detection

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+ NEW NOTIFICATION



Away From Bed

When any of these sensors:

- Garage Door Contact
- ABS Bed Sensor
- Med Stand

Is Left Open

For this duration minute(s)

During this time frame:

- At all times
- Only during the following times:

Day(s): SUN MON TUE WED THU FRI SAT

Starting at:

Ending at:

Recipients:

+ ADD RECIPIENT

There are no recipients for this notification yet, press the "Add Recipient" button to add one or more recipients for this notification.

CANCEL

SAVE

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I wanted to send a quick note to say how well your equipment has already worked! Within two days of hooking up mom's bed monitor it was obvious something wasn't right. She was getting up repeatedly to use the washroom. Of course with her dementia she has no memory of doing so. I took her to the doctor yesterday and she was diagnosed with a bladder infection. We would never have known this without your gear. So a big thanks to you.

Daughter of client, British Columbia

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Day Time Fall Detection

Is my loved-one “Up & About?”

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Medication Compliance using the Med Sure Stand

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Search

+ NEW NOTIFICATION

Missed medication morning

When any of these sensors are not activated:

- Garage Door Contact
- ABS Bed Sensor
- Basement Motion
- Office Motion
- Med Stand
- New Basement Motion
- New Image Sensor

During this time frame:

Day(s): SUN MON TUE WED THU FRI SAT

Starting at:

Ending at:

Recipients:

+ ADD RECIPIENT

- SMS: 705-561-6003 [Rogers] Gord Turner
- gord.turner@carelinkadvantage.ca Gord Turner

CANCEL

SAVE

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If you want to understand
today, you have to search
yesterday...

~Pearl Buck

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New Basement Motion	Activated	September-24-19 8:00:04 AM
Basement Motion	Activated	September-24-19 7:59:51 AM
New Basement Motion	Idle	September-24-19 7:31:22 AM
New Image Sensor	Idle	September-24-19 7:30:26 AM
Basement Motion	Idle	September-24-19 7:30:18 AM
Garage Door Contact	Closed	September-24-19 7:30:02 AM
Garage Door Contact	Opened	September-24-19 7:30:01 AM
New Image Sensor	Activated	September-24-19 7:05:07 AM
New Image Sensor	Idle	September-24-19 6:44:18 AM
Basement Motion	Activated	September-24-19 6:42:19 AM
New Image Sensor	Activated	September-24-19 6:42:18 AM
ABS Bed Sensor	Vacated	September-24-19 6:40:41 AM

Determining
last activity

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Device	Event	Time
Garage Door Co	Closed	September-24-19 7:30:02 AM
Garage Door Co	Opened	September-24-19 7:30:01 AM
Garage Door Co	Closed	September-24-19 6:34:04 AM
Garage Door Co	Opened	September-24-19 6:34:00 AM
Garage Door Co	Opened/Closed	September-23-19 9:22:18 PM
Garage Door Co	Opened/Closed	September-23-19 9:19:10 PM
Garage Door Co	Opened/Closed	September-23-19 7:37:58 PM
Garage Door Co	Opened/Closed	September-23-19 7:33:35 PM
Garage Door Co	Opened/Closed	September-23-19 6:42:50 PM
Garage Door Contact	Opened/Closed	September-23-19 6:39:46 PM
Garage Door Contact	Opened/Closed	September-23-19 6:36:44 PM
Garage Door Contact	Opened/Closed	September-23-19 6:08:41 PM
Garage Door Contact	Opened/Closed	September-23-19 6:05:42 PM
Garage Door Contact	Opened/Closed	September-23-19 5:32:09 PM
Garage Door Contact	Opened/Closed	September-23-19 5:29:02 PM

Determining activity on a specific sensor

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<u>Device</u>	<u>Event</u>	<u>Time</u>
Garage Door Contact	Closed	September-24-19 7:30:02 AM
Garage Door Contact	Opened	September-24-19 7:30:01 AM
Garage Door Contact	Closed	September-24-19 6:34:04 AM
Garage Door Contact	Opened	September-24-19 6:34:00 AM
Garage Door Contact	Opened/Closed	September-23-19 9:22:18 PM
Garage Door Contact	Opened/Closed	September-23-19 9:19:10 PM
Garage Door Contact	Opened/Closed	September-23-19 7:37:58 PM
Garage Door Contact	Opened/Closed	September-23-19 7:33:35 PM
Garage Door Contact	Opened/Closed	September-23-19 6:42:50 PM
Garage Door Contact	Opened/Closed	September-23-19 6:39:46 PM
Garage Door Contact	Opened/Closed	September-23-19 6:36:44 PM
Garage Door Contact	Opened/Closed	September-23-19 6:08:41 PM
Garage Door Contact	Opened/Closed	September-23-19 6:05:42 PM
Garage Door Contact	Opened/Closed	September-23-19 5:32:09 PM
Garage Door Contact	Opened/Closed	September-23-19 5:29:02 PM

Garage Door Activity

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Select a View



18/10/2019



SETTINGS

NEW NOTIFICATION

Activity by Sensors

12 AM

6 AM

12 PM

6 PM

12 AM



Garage Door Con...



Basement Motion



New Basement Mo...



Office Motion



ABS Bed Sensor



Med Stand



Panel



New Image Sensor

12 AM

6 AM

12 PM

6 PM

12 AM

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Video Verification

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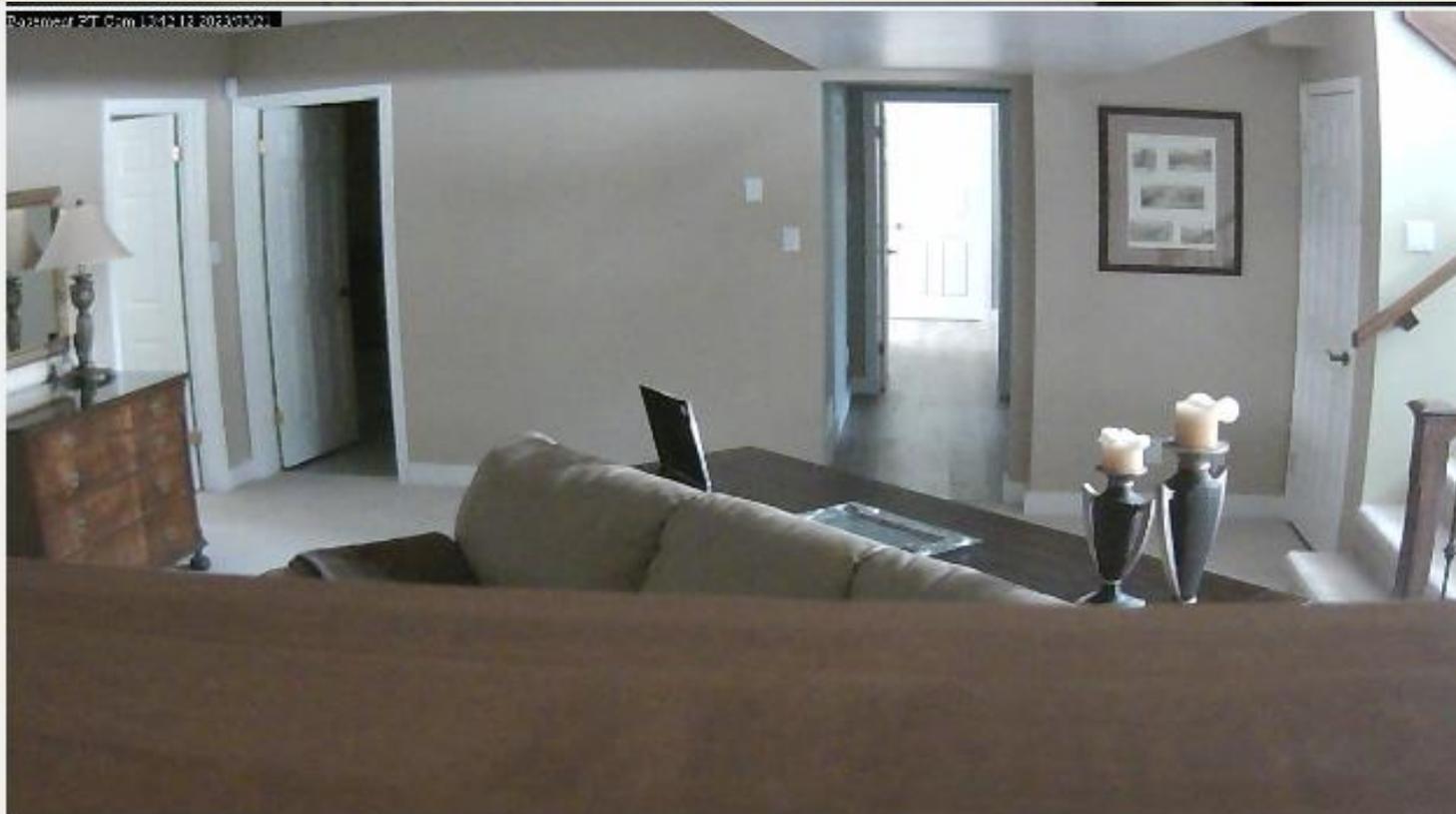
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Basement 522 IR 2023/03/20 08:12:41



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The one, two punch

Home Care Addresses

- Getting up
- Getting bathed
- Meals
- The “Personal” touch
- ...

CareLink Advantage Addresses

- Falls
- Wandering
- Caregiver burnout
- Desire to age in place
- Delay/prevent the move to LTC
- The other 22 hours of the day...

On it's own Home Care doesn't have the capacity to address all the concerns the family has, combine the two services...

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Most Commonly Asked Questions

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Requirements from the Installation Premise

- Cellular coverage for the Control Panel
- Phone line if a life safety device is requested
- If video installed, high speed internet required
- A computer or smartphone are not required

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Requirements from the Family/Caregivers Home

- As a minimum a telephone to receive notifications
- Cell phone provides additional flexibility, allowing you to receive notifications when not at home
- Cell phone with a data plan gives you even more flexibility
- PC is not necessary, but “nice to have” for alerts, event history and video viewing

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Pricing

- Based on the amount of equipment installed
- Most systems are rented
- No long-term contract or cancellation fees



The Four Stakeholders

SENIOR

CAREGIVER



**SOCIAL
WORKER**

**TAX
PAYER**



Stakeholder



SENIOR

- Continues living in their home where they want to be.
- They feel safer knowing that if something happens to them, help will be on the way.
- It increases their quality of life.



Stakeholder



CAREGIVER

- Is better able to perform their caregiving role.
- Is much less stressed because they know if something happens when their loved one is alone, they will be contacted in real time and be able to address the situation.
- They are able to continue to work, take care of their own family, sleep at nights...and not burn out.
- As CareLink Advantage works from anywhere – distance disappears.
- Many families have told us conversations with loved-ones have returned to exactly that – conversations, and not "interrogations".
- Increased engagement with family members and the care of their loved one.



Stakeholder



SOCIAL WORKER

- We have been told by Social Workers across Canada that CareLink Advantage really helps engage the family caregivers, even the ones living at a distance.
- If we include CareLink Advantage in every formal care plan this will keep the senior safer...and significantly increase their chances of staying at home where they want to be.
- The Social Workers will do less fire-fighting as they will deal with fewer “crisis” calls from family caregivers.
- A win-win!



Stakeholder



TAX PAYER

- Demonstrated cost savings and cost avoidance can both be achieved through the use of CareLink Advantage technology.



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"We have real concerns when a loved one is living alone."

- Are they eating properly?
- Are they sleeping properly?
- Are they wandering outside of their home when they should not be?
- Are they taking their medications when they should and are they taking the right medication?
- And perhaps the biggest concern of all... are they "Up & About" and okay as they should be, or have they had a fall?



Care Link Advantage was developed specifically to help keep seniors or individuals with chronic illnesses and/or disabilities living independently, where they want to live, for as long as is possible. We focused on both the client and the caregiver when developing Care Link Advantage.

Day Time Falls

Motion detectors and contact points are located strategically across the premise. The caregiver sets a rule up with respect to "lack of activity" during the portion(s) of the day when there should be regular activity. This rule and notification instructions are set up via a secure web site and take only two to three minutes to set up. If the system does not see any activity from the client for a specific length of time (to be determined by caregiver) then the system automatically sends

out an alert to caregivers via voice, e-mail, or text message to inform them there may be a problem or fall with the client. Caregivers can then view real time live video from cameras located at the premise, utilizing any computer or mobile device to determine whether an emergency situation exists. If needed, the caregiver can then take appropriate action (phone call, physical visit, call neighbour, send ambulance...).

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A few words from others...



“In our pilot with CareLink Advantage, we have primarily achieved savings and efficiencies by using the technology to:

- 1) delay admissions to complex care by maintaining the client longer in the community and supporting their quality of life at home,
- 2) reduce extended care hours (i.e. overnight coverage) resulting in significant savings.

~Marguerite Rowe, Island Health



“Family members from some of our pilot participants in New Brunswick have told us they have decided not to apply for a nursing home bed for their parent because of what the CareLink Advantage system is doing for them as a caregiver.” ~Barb Burnett, Executive Director, The Atlantic Institute On Aging



What other families have told us...

“It was sure wonderful to be able to keep her in her own home for two extra years. I’m really happy as I told her I would try and take care of her at home...I’m almost 100% sure I couldn’t have done that without Care Link Advantage.” ~Sharon M (New Brunswick)



In Health and Wellness...





Q & A

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