Preventing Caregiver Stress and Burnout

Gord Turner, VP, Sales & Operations
CareLink Advantage & Helpline
March 28, 2023
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
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
Developmental History of CareLink Advantage

- Born out of necessity
- A number of successful pilot across Canada
- Funded service in multiple provinces
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
Two Guiding Principles in our Design
Senior’s Role is Passive in Nature

• Senior continues to live their life the way they are now
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!
How Does CareLink Advantage Work?
Care Link
Independent Living Solutions
Core System

CareLink Advantage Main Panel

Cellular Network

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

ADVANTAGE

Door Contact
Motion Sensor
Bed Sensor
Medical Button
Heat / Smoke Detector
Water Sensor
Med-Sure Stand

Home Phone
iPhone
Android
iPad
PC
Cameras require an AC power connection and communicates wirelessly with the router.
Addressing the Four Biggest Concerns
Wandering
Is my loved-one “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):  
  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

Recipients:
Night Time Fall Detection
Notifications

When any of these sensors:

- Garage Door Contact
- ABS Bed Sensor
- Med Stand

Is Left Open

- For this duration 1 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:** 10:00 PM

**Ending at:** 6:00 AM (next day)

**Recipients:**

There are no recipients for this notification yet, press the “Add Recipient” button to add one or more recipients for this notification.
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
Day Time Fall Detection
Is my loved-one “Up & About?”
Medication Compliance using the Med Sure Stand
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):**

<table>
<thead>
<tr>
<th>SUN</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>SAT</th>
</tr>
</thead>
</table>

**Starting at:** 7:00 AM

**Ending at:** 9:00 AM

Recipients:

- **SMS:** 705-561-6003 [Rogers]
- **Email:** gord.turner@carelinkadvantage.ca
If you want to understand today, you have to search yesterday... 

~Pearl Buck
<table>
<thead>
<tr>
<th>Sensor Type</th>
<th>Status</th>
<th>Date/Time</th>
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<tbody>
<tr>
<td>New Basement Motion</td>
<td>Activated</td>
<td>September-24-19 8:00:04 AM</td>
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<td>New Image Sensor</td>
<td>Idle</td>
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<tr>
<td>Basement Motion</td>
<td>Idle</td>
<td>September-24-19 7:30:18 AM</td>
</tr>
<tr>
<td>Garage Door Contact</td>
<td>Closed</td>
<td>September-24-19 7:30:02 AM</td>
</tr>
<tr>
<td>Garage Door Contact</td>
<td>Opened</td>
<td>September-24-19 7:30:01 AM</td>
</tr>
<tr>
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<tr>
<td>New Image Sensor</td>
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<td>September-24-19 6:44:18 AM</td>
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<tr>
<td>Basement Motion</td>
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<td>September-24-19 6:42:19 AM</td>
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<tr>
<td>ABS Bed Sensor</td>
<td>Vacated</td>
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**Determining last activity**
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<tr>
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<td>September 24-19 7:30:01 AM</td>
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<tr>
<td>Garage Door Contact</td>
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<td>September 24-19 7:30:02 AM</td>
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<tr>
<td>Garage Door Contact</td>
<td>Closed</td>
<td>September 24-19 6:34:04 AM</td>
</tr>
<tr>
<td>Garage Door Contact</td>
<td>Opened</td>
<td>September 24-19 6:34:00 AM</td>
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<td>Garage Door Contact</td>
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<td>September 23-19 9:22:18 AM</td>
</tr>
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<td>Garage Door Contact</td>
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<td>September 23-19 9:19:10 PM</td>
</tr>
<tr>
<td>Garage Door Contact</td>
<td>Opened/Closed</td>
<td>September 23-19 7:37:58 PM</td>
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<td>September 23-19 7:33:35 PM</td>
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<td>Activity by Sensors</td>
<td>12 AM</td>
<td>6 AM</td>
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<tr>
<td>Garage Door Control</td>
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<tr>
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Video Verification
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 its own Home Care doesn’t have the capacity to address all the concerns the family has, combine the two services...
Most Commonly Asked Questions
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
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
Pricing

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

- SENIOR
- SOCIAL WORKER
- CAREGIVER
- TAX PAYER
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.
• 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.
• 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!
• Demonstrated cost savings and cost avoidance can both be achieved through the use of CareLink Advantage technology.
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

Gord Turner, VP, Sales & Operations
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