

Virtual Health

Information for Caregivers

Welcome! As a caregiver of a family member or friend, you may have questions about how to care for them. Patients and healthcare providers worked together to help you with some information you may need while your loved one is having virtual care.

Virtual care uses technologies like telephone, video, and email to connect patients and caregivers to healthcare providers when they cannot be in the same location. You may also refer to this virtual care [brochure](#) and [information](#).

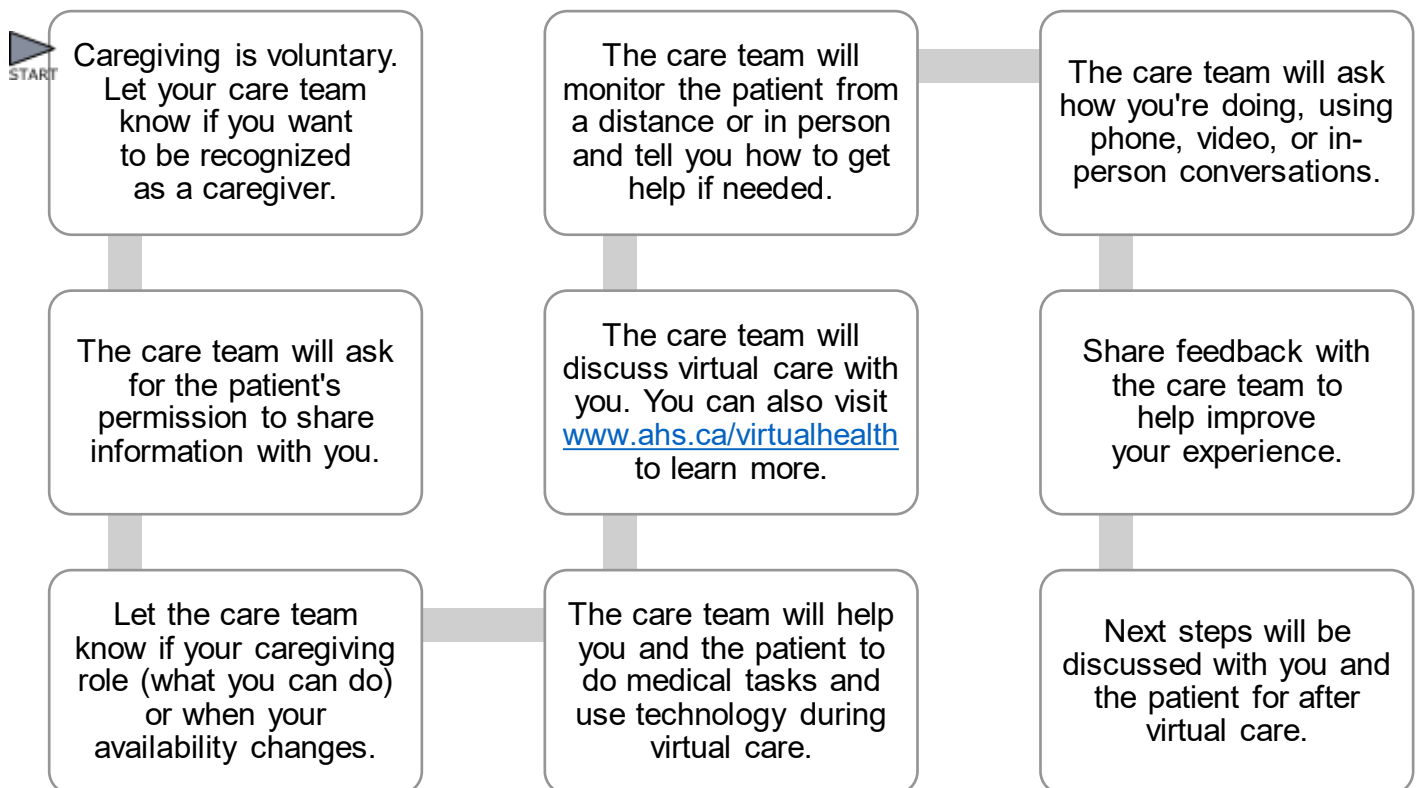
What can I expect?

You may be familiar with caregiving, but when your loved one chooses to use virtual care, new questions may come up. Follow the path below to see what you may experience.

We promote care centered around you, the caregiver.

This care is designed to:

- Recognize caregivers
- Communicate and partner with you
- Help you recover quickly after tough experiences (called resilience)
- Know where to go for what you need in the healthcare system



How are you feeling?

We want to help lower your stress. **Let your care team know if you:**

- Feel sad or alone or worried
- Feel irritable or easily angered
- Lose interest in things you used to enjoy
- Have frequent headaches or other pains
- Use alcohol or drugs to deal with stress
- Miss your own medical appointments

Ways to take care of yourself:

Visit [this Mayo Clinic website](#) for ideas to help reduce stress. Try some before you might start to feel stress.

- **Ask for help** to take your loved one for a walk or ride to an appointment.
- **Say no** to tasks that drain your energy, like hosting a large dinner.
- **Talk** with other caregivers.
- If you can, use services to help give rides, deliver groceries, or to clean the house.
- Have a quick visit with a friend.



Who do I call for help?

- Care team:** _____ Phone: _____ Hours: _____
- Health Link** Phone Number: 811 Hours: 24 hours a day, everyday
- Your doctor:** _____ Phone: _____ Hours: _____
- Other:** _____ Phone: _____ Hours: _____
- In the event of a medical emergency, call **911** or go to the nearest **Emergency Department**.

Free support for caregivers

Type	Description	Website and Contact
Education	AHS Caregiver College: variety of online courses to choose.	Alberta Caregiver College Phone: 780-735-8283
	Caregivers Alberta: webinars on caregiving.	Caregivers AB Phone: 1-877-453-5088
	Caregiving Wellness Workshop: training to gain confidence and build knowledge.	NorQuest College Phone: 1-866-534-7218
	McMaster University Caregiving Essentials	McMaster University
Talk to a Support Person	Family Caregiver Centre: resources and access to support people.	Alberta Health Services Programs Phone: 403-955-1674
	Caregivers Alberta: request a caregiver coach consultation.	Caregivers AB Coaching
Talk to Caregivers	Caregivers Alberta: weekly, online group conversations with other caregivers.	Caregivers AB Support and Events Phone: 1-877-453-5088
Podcasts	The Role of Caregivers (2023)	Sound Cloud AHS CEO Podcast
	Caregiver’s Compass with Stephanie Muskat (2021-2024)	Apple Podcasts
	Caregivers Out Loud (2021-2024)	Family Caregivers of BC
	Happy Health Caregiver	Happy Health Caregiver
Videos	Who are Caregivers? Why should we care? 11 mins, 2021	YouTube – Family Caregivers
	A Day in the Life of Our Caregivers. 8 mins, 2019	YouTube – Day in the Life
	We are all Caregivers. 3 mins, 2019	YouTube – AGE-WELL
	Diversity in Caregiving: LGBT Caregivers. 6 mins, 2013	YouTube - Diversity
	Abigail’s Story – Young Carer. 5 mins, 2018	YouTube – Young Carer’s
Print or Web Tools	211 Alberta: web and 24/7 live support to find local services.	211 Alberta – Program Topics
	AHS family/support person guidelines and more.	AHS Patient/Family Information
	Caregiver Tips: Written, video resources.	Caregiver – MyHealth.Alberta.ca
	Self-Care Starter Kit: Activities, templates for planning.	Homewood Health
	Caring Experiences: Shares stories from caregivers.	Carers Canada
	Caregivers in Canada: Statistics about caregivers.	Stats Canada
	Caregiver Bill of Rights: To protect caregiver well-being.	Family Caregivers of BC
	Stories for Caregivers: Supporting Canadians.	Telus Fund
	Snapshots of Aging: Caregiver articles and videos.	Research on Aging Phone: 780-492-2865
Knowledge for children, youth, young adult caregivers.	Young Caregivers Association	