

YOUR ROLE AS AN INFORMAL OR FAMILY CAREGIVER IN THE CRITICAL CARE UNITS

FAMILY MEMBERS ARE WELCOME AT ALL TIMES if their presence is safe and beneficial to users.

1. Visit alone or in a small group.
2. Encourage the rest and recovery of the user.
3. Comply with hygiene and infections prevention and control guidelines.
4. Maintain a calm and safe environment.
5. First confirm with staff how you can best contribute to the well-being of your loved one.

WHAT DO YOU NEED TO DO?

- Introduce yourself at the reception desk of the nursing station as an informal or family caregiver.
- Choose a primary informal or family caregiver and give their contact information to the caregiving team. That person will facilitate communication between your loved one's circle and the team.
- Inform the caregiving team if your loved one has valuables (e.g., wallet, jewels) and recover them.
- Comply with the predetermined visiting hours provided by the caregiving team.

CONFIDENTIALITY

For confidentiality and safety reasons, it is **FORBIDDEN** to stroll through the critical care unit. Remain at the bedside of your loved one.

Staff may ask you to leave the unit so they can provide care.

COLLABORATE IN SHARING INFORMATION BETWEEN YOUR LOVED ONE AND THE CAREGIVING TEAM

- If desired, inquire with the caregiving team about participating in medical rounds.
- Share information about your loved one's health status and any situation you find concerning (e.g., usual medication, special precautions when administering care, changes in behaviour).
- Express their beliefs, values, and preferences.
- Help your loved one formulate questions and note the answers.

For guidance on how to better share information, consult the checklist available at santeestrie.qc.ca/caregivers.

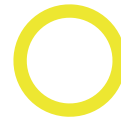


TOOLS TO SUPPORT YOU

(e.g., information videos, FAQs)



HOW YOU CAN CONTRIBUTE TO THE WELL-BEING OF YOUR LOVED ONE



FOSTER THE MAINTENANCE OF THEIR ABILITIES

- Make sure they have access to important personal belongings (e.g., glasses, hearing aids, walking cane).
- If possible, encourage them to perform basic personal hygiene tasks, such as washing and getting dressed, independently.
- Encourage them to do the exercises suggested by the caregiving team.
- Keep them company during meals to make the moment pleasant and to stimulate their appetite.

MONITOR THEIR MENTAL AND COGNITIVE HEALTH

- Bring them meaningful items (e.g., photos, blanket) and equipment for entertainment.
- Help them use technology to communicate with their loved ones.
- If their condition requires full-time observation, confirm with the caregiving team whether you can monitor them in accordance with your wishes and availability.

YOU ARE AN INFORMAL OR FAMILY CAREGIVER IF:

- Your loved one has a temporary or permanent disability (e.g., limited mobility, difficulty understanding or retaining information, anxiety);
- You provide significant or occasional support to your loved one (e.g., help with personal care, emotional support).

**This applies regardless of their age, their living environment or the nature of their disabilities.*

TO CONTACT THE CRITICAL CARE UNIT

COWANSVILLE | 450-266-4342, EXT. 35506

GRANBY | 450-375-8000, EXT. 61247

SHERBROOKE (HÔTEL-DIEU DE SHERBROOKE) | 819-346-1110, EXT. 26911

SHERBROOKE (HÔPITAL FLEURIMONT) | 819-346-1110

CORONARY CARE UNIT: EXT. 15100

SURGICAL INTENSIVE CARE UNIT EXT. 14408

MEDICAL INTENSIVE CARE UNIT EXT. 14664

RESOURCES TO ASSIST YOU

Your own well-being also matters. Resources are available to support you as an informal or family caregiver.

- > For further information about your role as an informal or family caregiver in a hospital centre and about access to care and services: **leave a voice message at 819-780-2220, Ext. 40444**, or **visit santeestrie.qc.ca/caregivers**.
- > To learn more about the role of informal and family caregivers across all settings, **visit quebec.ca/en/family-and-support-for-individuals/informal-and-family-caregiver**.

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ÉCOUTE • INFORMATION • RÉFÉRENCES

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