COMMUNITY REPORT

2021-2022



Caregivers Alberta | CARING FOR CAREGIVERS

ABOUT US

Our mission

To empower caregivers and promote their well-being through support, information, education and leadership.

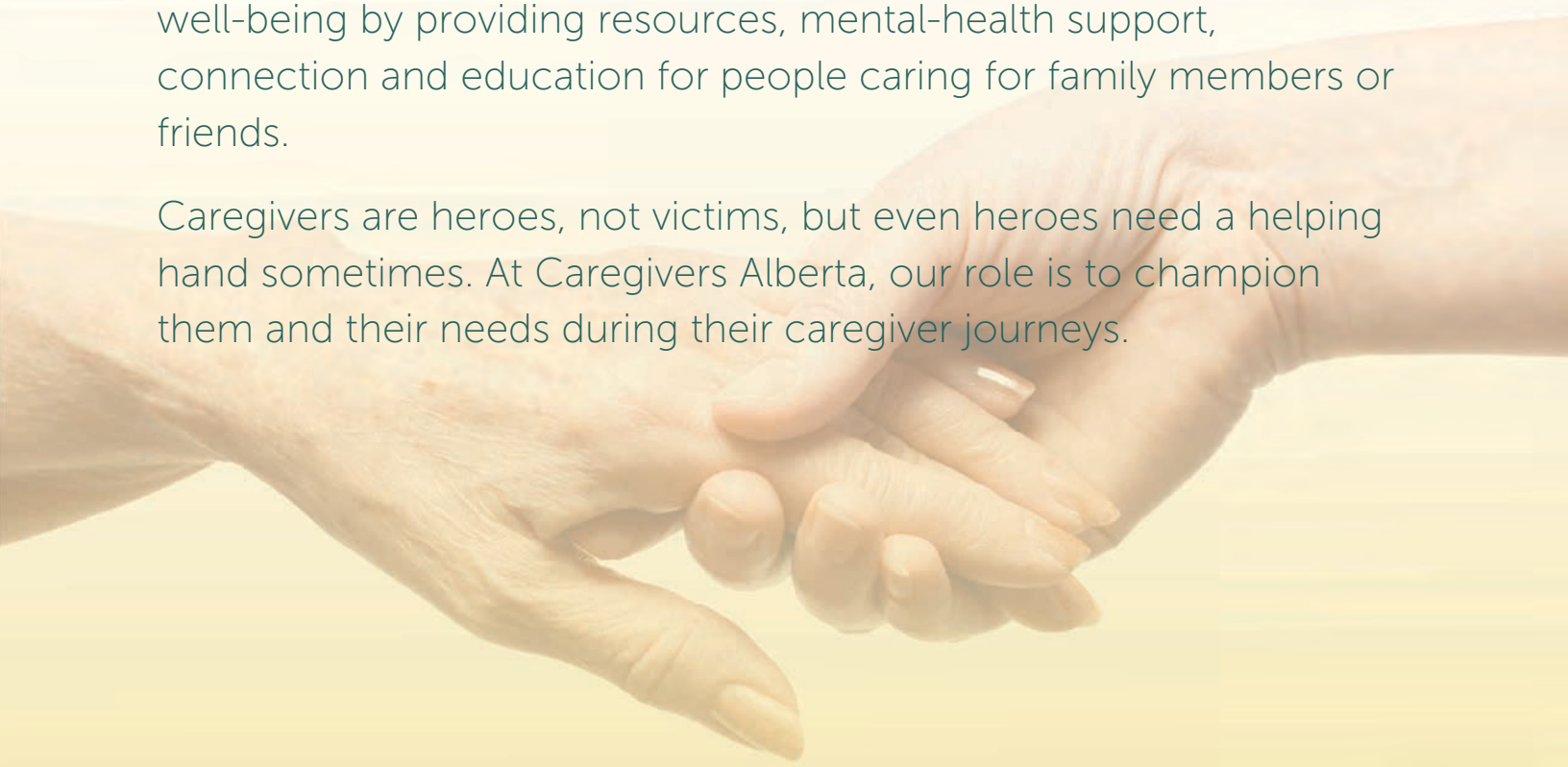
Our vision

To promote an Alberta where caregivers are valued, recognized and supported.

Alberta's only organization dedicated solely to caregiver-support

Founded in 2001 by a group of concerned caregivers, Caregivers Alberta strives to empower unpaid caregivers and promote their well-being by providing resources, mental-health support, connection and education for people caring for family members or friends.

Caregivers are heroes, not victims, but even heroes need a helping hand sometimes. At Caregivers Alberta, our role is to champion them and their needs during their caregiver journeys.



OUR PEOPLE

Board of Directors

Kimberley Fraser, President*
Jonathan Robb, Past President*
Nikki Fullerton, Secretary
Anthony Abinader, Treasurer*
Christine Moore, Director
Grace Winnicki, Director*
Joshua Threinen, Director
Karen Caesar Beaubien, Director*
Lesley Maguire Wabisca, Director*
Sarah Hunter, Director*
Wendy Moyle, Director*
Bianca Velasco, Director

Leadership team

Sandy Sereda, Executive Director*
Johnna Lowther, Director of Programs and Services*
Karen Cuthbertson, Support Services Manager*

Valued staff

Darren Hinger, Program Administrator*
Tatiana Shepel, Financial Administrator
Muneet Sandhu, Research and Client Intake Coordinator*
Tanya Burley, Caregiver Coach, Central Zone*
Lana Matthews, Caregiver Coach, South Zone*
Shobha Joshi, Caregiver Coach, Calgary Zone*
Cassy Lawson-Underwood, Caregiver Coach, Edmonton Zone
Jo-Anne Barwell, Executive Assistant*
Angus Macdonell, Stakeholder Relations*
Nicole Dunsdon, Marketing and Communications Manager*
Shannon Horne, Special Projects Coordinator*

*A current or past caregiver









MESSAGE FROM THE PRESIDENT

First, thank you for supporting me as your president for 2021-2022. It was an honour to serve Caregivers Alberta in this role. While many family caregivers, organizations and services were challenged by the pandemic in 2020, by 2021 and 2022 most of us came to terms with our new reality and learned new ways of being in the world.

For caregivers, the pandemic brought new challenges, but it also built awareness of their valued role in Alberta. One thing I know for sure is that caregiving affects all of us. Most of us will be a caregiver to a few people in our lifetime - a spouse, a parent or child, a relative or a friend.

For those of us involved with Caregivers Alberta as volunteers, board members, employees, or as professionals who serve caregivers, it is really important to remember why we are here: only because of the caregiver. Let us not forget who we serve, in particular when we make decisions that affect them.

At Caregivers Alberta, we focused on scale and spread of our programs and services across the province this year. We saw tremendous organizational growth, with the addition of staff positions, largely funded through our three-year Alberta Health grant.

Other key grant funding came our way to support new programming. Through a Petro-Canada Caremakers Foundation grant we're digitizing COMPASS for the Caregiver to bring this highly regarded program to more caregivers, regardless of where they live. And, the City of Calgary Connect the Dots grant supported new programming, helping caregivers deal with grief, loss and bereavement after a loved one has died.

We continue to diversify our revenue sources, develop new partnerships and work with government to create awareness.

Our programs and services have seen growth over the past year, which will likely continue with our hybrid model: on-line synchronous, on-line asynchronous and in person.

Our staff – whether offering in-person support, answering Caregiver Support Line calls or offering virtual programming – are all dedicated, professional and committed to serving caregivers across the province.

I've enjoyed serving on the board of Caregivers Alberta for seven years, and as president this year. As I pass on the gavel to a new but highly experienced chair, the organization and board are well-supported. Keep up the good work! Caregivers across Alberta depend on you.



Dr. Kimberly Fraser
President of the Board
Caregivers Alberta

MESSAGE FROM THE EXECUTIVE DIRECTOR

As I reflect on the past year, the words that come to mind are change and challenge.

Prior to COVID-19, when I spoke about the issue of caregiving, I was often met with blank stares. The pandemic has shone a light on the challenges caregivers face and the essential work they do.

In 2021, demand for our services continued to grow, as did our work to adapt our programming and build our staff to meet increased caregiver needs. Two years ago we were a team of four; today we are a staff of 15 people: mission-driven, talented and passionate about our work. I'm proud of our team and the work that we do each and every day to support caregivers across the province.

The Caregivers Support Line continued to receive increased call-volume. In response, we expanded support-line operations from four to five days a week, and connected with over 800 caregivers either by phone, email or our online chat. This was well-received by caregivers. "When my advisor said, 'You're not in this alone,' the heavens opened," reported one.

Our Caregiver Coaching program has also had phenomenal growth and a profound impact. We've placed coaches in four out of five Alberta Health zones, with the ultimate goal of one coach in each health zone by the end of 2022. Our compassionate coaches offer one-on-one support to caregivers, providing a listening ear, problem-solving and system navigation. "My coach was amazingly compassionate," said one caregiver. "She understood, offered a new perspective, and gave me access to tools and resources I could quickly access."

We need to do more to raise awareness that caregivers are a non-renewable resource that we are depleting. We can't continue to rely heavy on them without providing the support and resources they need.

That's why we are launching a year-long, awareness campaign: bringing our provinces' minds, hearts and leaders together to create a system where caregivers are a sustainable resource; educating employers about caregiver-friendly workplaces; getting into communities to build health-care and support professionals' capacity to work with caregivers to improve client care; advocating at all levels of government for caregiver-inclusive policies.

2021 was a big year; 2022 will be bigger.

I look forward to more change, more challenges and more amazing results in the year to come.



Sandy Sereda
Executive Director
Caregivers Alberta

2021 PROGRAMS BY THE NUMBER



1,280
Caregiver Coaching sessions



801
Support line intakes



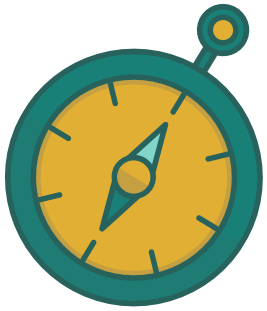
364
Peer Support Program participants



200
Education session attendees



110
Workshop series attendees



287
COMPASS for the Caregiver participants

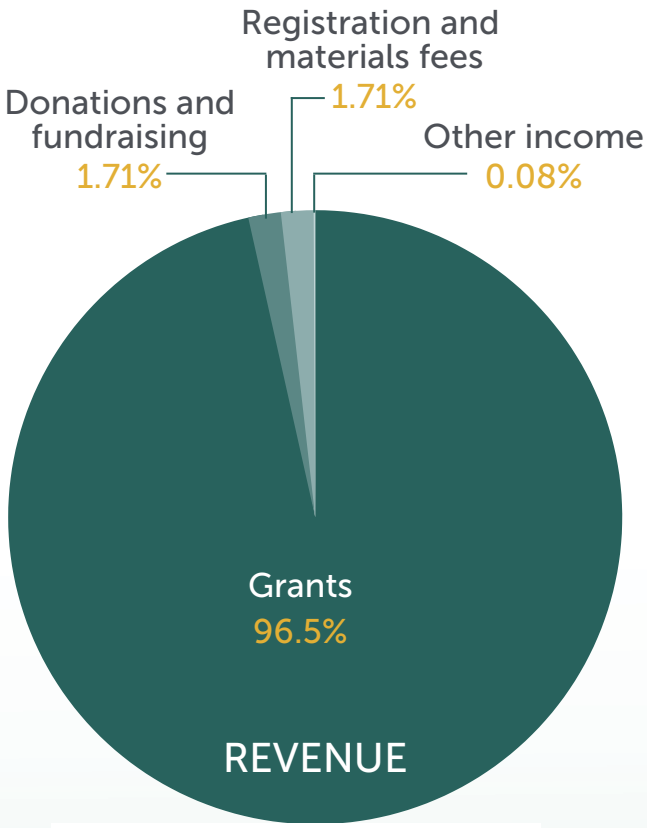


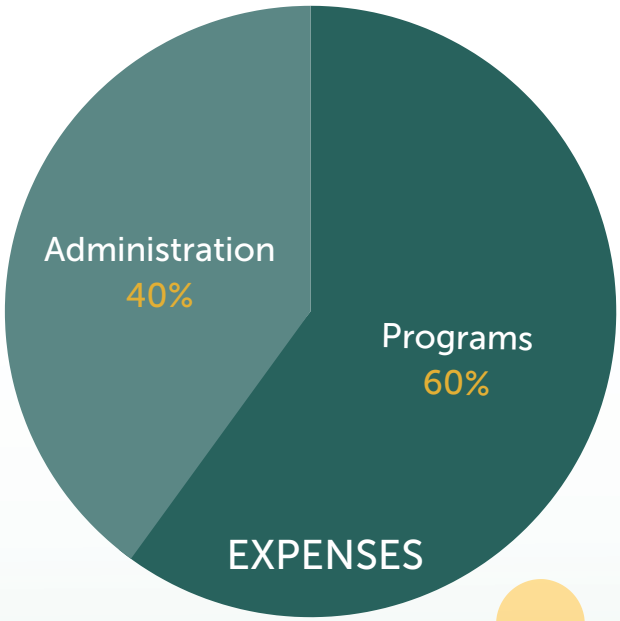
16
COMPASS for the Caregiver partner organization



27
COMPASS facilitators trained (new and refreshers)

OUR FINANCIAL POSITION





Assets
$422,877

- $381,096 - CASH
- $50 - ACCOUNTS RECEIVABLE
- $12,594 - GST RECOVERABLE
- $4,286 - PREPAID EXPENSES

Liabilities
$417,865

- $267,789 - DEFERRED CONTRIBUTIONS
- $123,225 - ACCOUNTS PAYABLE

Net Assets
$5,012

PROGRAM SPOTLIGHT

Caregiver Coaching Across Alberta

The Caregiver Coaching program is our fastest-growing, caregiver resource. We offer free, one-on-one coaching to caregivers across the province. The online program was launched in October 2020, and we offered 1,280 caregiver coaching sessions in 2021 alone.

The program is one-of-a-kind in Alberta, providing caregivers with a listening ear, help navigating the system, and referrals to resources and support tailored to their unique needs. We have caregiver coaches in four of five Alberta Health zones, and plan to have a coach working in the fifth zone by the end of 2022.

Our caregiver coaches, all of whom have psychology or social work backgrounds, aim to empower caregivers to find a healthy balance between their caregiving role and the other ways they spend their time, and expend their emotional, mental and physical energy.

CAREGIVER COACHING PARTICIPANT SURVEY

94% Agree or strongly agree that they know where to go for support and programs

82% Agree or strongly agree that they take action towards improving their life and well-being more often

The ultimate goal is to prevent caregiver burnout in Alberta's nearly one-million caregivers. After all, these are the people that provide over 80 per cent of the non-facility-based care in our province. We rely heavily on them to care for people in need of day-to-day support due to illness, disability, chronic disease or aging.

Without support, caregivers report increased feelings of anxiety, irritation, depression and isolation. With support, caregivers can continue to provide an essential resource Alberta's society has come to depend on.



OUR SUPPORTERS

Funding Organizations

Alberta Health

Employment and Social Development Canada

FCSS Family & Community Support Services Edmonton

The City of Edmonton

Calgary

Canadian Red Cross

Order of the Eastern Star Alberta

Supporting Partners

revera Retirement Living
Your kind of place

CHARTwell retirement residences

Bayshore Home Health



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