



Quick guide to starting your caregiver program

Become a caregiver-friendly
pharmacy—in five easy steps

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Why become a caregiver-friendly pharmacy?

Recognizing and engaging with caregivers is a unique opportunity for your pharmacy to provide a valuable service to your community—and to build your customer base, recommend products and services to help caregivers and raise your profile among other healthcare professionals.

Check out our video, *Why implement a caregiver program at your pharmacy?*, to see how, in as little as 30 seconds, you can make a huge difference in a caregiver's quality of life.

As you and your staff become more comfortable with this initiative, you can scale up your team's efforts and start to see a real impact on patient health and your pharmacy's business.

How to use this guide

This is your step-by-step summary of the activities and resources that you and your team will use to implement the Teva Canada Caregiver Pharmacy program.

Use it with Teva Canada's caregiver resources to ensure the success of your pharmacy's caregiver program.



"I don't have the time to do this!"

We know your day is busy. After completing the CE, try dedicating just one minute a day to identifying and engaging with a caregiver, and you'll probably be surprised at how easy it is to complete the steps!

What's in the guide?

This guide includes the following steps:



Step 1:

Complete the *Caregiver-Friendly Pharmacy Training Program.*

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Step 2:

Download Teva Canada's caregiver resources.

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Step 3:

Tailor your caregiver products and services to *your* pharmacy's strengths.

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Step 4:

Get the entire team on board.

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Step 5:

Start helping caregivers!

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Follow these steps at a comfortable pace, and see how quickly you and your staff become confident in identifying and engaging caregivers in your community!

Throughout, we've identified some helpful tips, reminders and ways to overcome any hurdles to make it even easier to implement this program.

IDENTIFYING A CAREGIVER

A)

Ask screening questions
or offer caregiver
screening tool at
drop-off or pickup

Answers "yes" to
any question?

ANSWERS "NO"?



Let the caregiver know they can come in
any time to discuss pharmacy products
and services to help with caregiving

B)

Use in-store caregiver
promotional materials

Self-identify
as caregiver

The journey
of caregiver
services in your
pharmacy

IDENTIFYING CAREGIVER NEEDS

✓ YES

Document caregiver information in computer; notify pharmacist

Consider using disease-specific caregiver screening tool

Consider products and services that could aid the caregiver and patient

Refer caregiver to resources on [TevaCanada.com/Caregivers](https://www.tevacanada.com/Caregivers) and identify local community partners

Offer business card and pharmacist information; book follow-up

Step 1:



Complete the *Caregiver-Friendly Pharmacy Training Program.*



Tip

We strongly recommend that every pharmacist and pharmacy technician at your practice complete the training course. While completing the course, make a list of services that you think your pharmacy can offer to improve caregiver care.

About the course

Before you begin offering advice and services to caregivers, you'll need to learn the basics about caregiver needs and concerns.

Teva Canada's *Caregiver-Friendly Pharmacy Training Program* addresses key issues with caregivers. The three modules include:

1

Life as a Caregiver:
Understanding
the Realities of
Caregiving

2

**Caregivers and
Pharmacists:**
True Partners
in Care

3

**Supporting
Caregivers:**
Risk Detection
and Prevention

These modules provide pharmacists and pharmacy technicians with the foundation to create a caregiver-friendly pharmacy.

You can register for this course at healthlearning.ca.

The Canadian Council on Continuing Education in Pharmacy has accredited this course for 1.5 CE units.

Teva is helping caregivers find your pharmacy

Here's how:

We've created a map of caregiver-friendly pharmacies across Canada, which allows caregivers to search for local pharmacies that have been trained to help them. It's easy to get on the map—after successfully completing the course, you simply fill in an online form that captures your pharmacy's address, website and contact information. Teva Canada will take care of the rest!

We're running an advertising campaign to drive traffic to caregiver-friendly pharmacies: Once you're on the map, caregivers will be able to find you.

View the map at TevaCanada.com/CaregiverPharmacies.

Step 2:

Download
Teva Canada's
caregiver
resources.



Teva Canada's Caregiver Program offers many resources to pharmacies, including:

- 1 Caregiver screening tool
- 2 Disease-specific caregiver screening tool
- 3 Disease-specific educational resources
- 4 Additional information and support

All of these resources can be found at TevaCanada.com/CaregiverPharmacies.

1 Caregiver screening tool

The caregiver screening tool includes conversation starters designed to help you quickly and easily identify caregivers in the pharmacy. It also includes a questionnaire to determine if a caregiver is having issues with providing care. Use these screening tools when a person is dropping off prescriptions for another person, or is asking about another person during a medication review or OTC counselling.

The screening tool consists of two parts, Part A and Part B (see next page).

What are your caregiving needs?

Complete this questionnaire for your pharmacy team to see if you would benefit from resources to help make your care journey easier—and to ensure you take care of yourself, too!

<p>YOUR CAREGIVING NEEDS Please answer the following questions to help us learn more about how you are providing care.</p> <p>I find that I am having difficulty providing care. Yes <input type="radio"/> No <input type="radio"/></p> <p>I am worried that I am not providing the best possible care. Yes <input type="radio"/> No <input type="radio"/></p> <p>I need more information to provide the best possible care. Yes <input type="radio"/> No <input type="radio"/></p> <p>I am worried about what the future of providing care will look like. Yes <input type="radio"/> No <input type="radio"/></p> <p>I would like to have access to more support to make it easier to provide care. Yes <input type="radio"/> No <input type="radio"/></p>	<p>YOUR HEALTH NEEDS Please answer the following questions to help us learn more about how providing care is affecting you.</p> <p>Providing care is causing me physical hardship, pain or injury (e.g., disturbing my sleep, exhausting me, affecting my eating habits). Yes <input type="radio"/> No <input type="radio"/></p> <p>Providing care is affecting my emotional and mental well-being (e.g., stress, feeling overwhelmed, guilt). Yes <input type="radio"/> No <input type="radio"/></p> <p>I have had to change personal plans or make work adjustments to provide care. Yes <input type="radio"/> No <input type="radio"/></p>
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Part A: Conversation starters

Part A helps you identify a caregiver based on their behaviour in the pharmacy (e.g., always accompanying and speaking for the patient) or the type of medication they're picking up for the patient.

Consider the wording to be a starting point; you will probably want to adapt the language to your own communication style.

- *I see you're picking up this prescription for [your spouse/parent/child, etc.].*
- *Do you often take care of [patient name]'s health and medication needs?*
- *How are you doing with all of this?*
- *Are you able to make some time for yourself?*
- *We can help you out—let me know if you want to talk about this.*

After you ask these questions a few times, it will feel like second nature!

The first statement helps you determine if the person is a caregiver. The remaining questions provide an opportunity to use the questionnaire, *What Are Your Caregiving Needs?*, to understand the level of care they provide, whether they are having difficulty providing care and/or whether they have concerns for the future.

Part B:

Assess caregiver needs with the questionnaire

Once you've identified a caregiver, the questionnaire, *What Are Your Caregiving Needs?*, can help determine whether the caregiver needs support in delivering care. If they answer "yes" to any of these questions, they can be flagged as a caregiver who needs support, and your team can schedule a caregiver consultation appointment. When a caregiver reports mental, physical and social manifestations of providing care, it's important to look for strategies to address these issues.

You can have a pharmacy assistant go through the questions with a caregiver (using the actual tear pad questionnaire), asking the follow-up questions to get more information about any "yes" responses. The assistant is recommended to tear off the sheet and place it in the prescription basket. This will indicate that the pharmacist needs to ask the caregiver questions such as:

- *Do you want us to create a patient file for you?*
- (If yes to the last question, ask:) *Do you want us to link your file to the file of the person in your care?* (If so, the pharmacist can scan the questionnaire and add it to the patient and caregiver's file.)
- *Do you want to see what sort of products and services we can offer to help?* (If so, the pharmacist can review the content of the caregiver-engagement tool with the caregiver, and can place it into the prescription bag afterward)
- *Do you want more information on _____* (the patient's condition)?
- *Do you want to schedule a consult appointment?*

What are your caregiving needs?

Remember, each caregiver and person receiving care is unique. They may have different needs and concerns, which may also evolve over the course of a condition.

For example, the support for a person with mild Alzheimer's disease may be minimal, where the needs can be extensive as the patient moves through the different stages of the disease.

CAREGIVER NEEDS

I find that I am having difficulty providing care.

PHARMACIST FOLLOW-UP QUESTIONS

Follow-up questions to consider:

“What do you find are the challenges with providing care?”

“Has providing care become worse over the last month or two, or is it about the same?”

- Remember, the answer to this question can vary based on the patient's disease course. A “no” today could become a “yes” in the future.

CAREGIVER NEEDS

I am worried that I am not providing the best possible care.

PHARMACIST FOLLOW-UP QUESTIONS

It is important to assess why the person feels this way. Follow-up questions to consider:

“Why do you think that you are not providing the best care?”

“What aspect of providing care are you having the most difficulty with?”

- Remember that many caregivers may feel overwhelmed, and many don't have a yardstick to assess the quality of care they provide.
- Some compare themselves to other caregivers and don't feel they are providing the same level of care.

I need more information to provide the best possible care.

Follow-up questions to consider:

“What information do you need today to help you provide better care?”

“Would you like me to provide you with more information on the disease, medications or services to help you provide care?”

- This question creates an excellent opportunity for pharmacists to help the patient and the caregiver, and to promote the care you can provide at your caregiver-friendly pharmacy.
- Remember, each caregiver is different and the information that they require is likely unique to each situation.
- Receiving needed information and products/services can be transformational for the caregiver.

I am worried about what the future of providing care will look like.

Follow-up questions to consider:

“What are your biggest worries about providing care in the future?”

“What things can we address today to make you less worried about the future?”

- This question is important, as most of the chronic diseases managed by caregivers are progressive and will worsen over time.
- If a caregiver is concerned about future care, it is important to explore their concerns.

I would like to have access to more support to make providing care easier.

Follow-up questions to consider:

“What services, products and support can be provided today to make it easier for you in the future?”

“What can I do to help?”

- It is important to explore the type of support that the caregiver requires to make providing care easier.
- Some of the support can be as simple as a device sold in the pharmacy (e.g., cane, grab bar) or a service (e.g., blister packaging medications, delivery).

Providing care is affecting my emotional and mental well-being (e.g., stress, feeling overwhelmed, guilt).

Follow-up questions to consider:

“What symptoms are you experiencing?”

“Have these worsened over the last few weeks or the past month?”

“What do you find makes these symptoms better, and what makes them worse?”

“Have you discussed these symptoms with anyone else?”

- Stress, anxiety and depression are common with some caregivers. If these symptoms are moderate to severe, the pharmacist can refer the person to have a discussion with a physician or nurse practitioner.
- Many caregivers feel guilty about the care they provide and about the balance between caregiving and other aspects of the caregiver’s life.

Providing care is causing me physical hardship, pain or injury (e.g., disturbing my sleep, exhausting me, affecting my eating habits).

Follow-up questions to consider:

“What physical hardships are you experiencing?”

“Have these worsened over the last few weeks or the past month?”

“Have you discussed these hardships with anyone else?”

- This question is very important. Caregivers who are having physical hardship are at risk of major impacts on their health. If these physical hardships are moderate to severe, the pharmacist can refer the person to have a discussion with a physician or nurse practitioner.
- This is an opportunity for pharmacists to step in and educate, recommend and provide services to reduce the stress of caregiving.

I have had to change personal plans or make work adjustments to provide care.

Follow-up questions to consider:

“How disruptive have these changes been in other aspects of your life?”

“Are you finding it hard to balance the rest of your life with the caregiving you are providing?”

“Is there anything we can do to help you with providing care?”

- This is normally an early warning sign of potential problems with providing care.
- Sometimes small adjustments, products and services can have a dramatic impact on the time required to provide quality care.
- Pharmacists can have a significant impact by offering services to reduce the time required for the caregiver to manage the patient’s medications.



Find Alzheimer's-specific downloads at:
TevaCanada.com/Alzheimers

Alzheimer's disease caregiver screening tool

This screening tool is designed to help us determine the services and information that your pharmacy can provide to you as a caregiver.

1. Over the last 6 to 12 months, have you found that the condition of the person you are caring for has become:

- Much worse
- A bit worse
- About the same
- Improved

2. Which of the following would help you provide care to this person? (check all that apply)

- More information about the disease and what I should expect
- More information about the drugs that are used to treat the disease
- Tools that can help me improve the care I provide
- More information on how other families care for people with this condition
- Resources in my community that can help provide care

3. Which of the following would be of the most benefit?

- More information about Alzheimer's disease
- More information about the different medications and how to take them easier to take
- More information about services that can support the person with Alzheimer's disease

4. What services would you like to see at your pharmacy to help you provide care for stays

5. What are your biggest concerns about providing care?

Please return this questionnaire to the pharmacy counter. We will review it and suggest some resources, products and services that can help make your care journey easier.

For online and downloadable resources for caregivers, please visit: TevaCanada.com/Caregivers



There are many different disease states that cause a person to need caregiving. Although there are some similarities in the care required, each disease state has its own specific issues.

The disease-specific screening tool provided in this guide is for Alzheimer's and dementia, and will allow you to determine the services and information that your pharmacy can provide to the caregiver today. They can also help you follow the caregiver over time. This can allow your pharmacy team to constantly provide the products and services that the caregiver requires at different points in time.

Please visit [TevaCanada.com/Alzheimers](https://www.TevaCanada.com/Alzheimers) to download a version of the screening tool for Alzheimer's and dementia. Be sure also to check back at [TevaCanada.com](https://www.TevaCanada.com) periodically as we add new screening tools for different conditions.

Alzheimer's disease caregiver screening tool

1. Over the last 6 to 12 months, have you found that the condition of the person you are caring for has become:

- Much worse
- A bit worse
- About the same
- Improved

2. Which of the following would help you provide care to this person? (check all that apply)

- More information about the disease and what I should expect
- More information about the drugs that are used to treat the disease
- Tools that can help me improve the care I provide
- More information on how other families care for people with this condition
- Resources in my community that can help provide care

3. If the pharmacist could sit down with you today, which of the following would be of the most benefit?

- More information about Alzheimer's disease
- More information on the different medications and how to make them easier to take
- More information about services that can support the person with Alzheimer's disease

4. Do you feel that you have the support and help you need over the next year, if the person you care for stays the same or worsens?

- Yes
- No

5. What are your biggest concerns about providing care?

Counter decal to help Alzheimer's caregivers self-identify

We have also prepared a counter decal to help caregivers self-identify, which will make your screening efforts that much easier (it reads, "Are you caring for someone with dementia? Ask your pharmacist for help.").

Using medications for Alzheimer’s disease to flag caregivers

Remind your staff to take note of the medications used for Alzheimer’s disease:

- Cholinesterase inhibitors: donepezil, rivastigmine and galantamine
- N-methyl-D-aspartate receptor antagonists: memantine

Also, make note of any atypical antipsychotic use in seniors:

- Risperidone and olanzapine
- Quetiapine and aripiprazole

Anyone picking up a prescription for these medications for an older adult is likely a caregiver—flag them for an outbound call to check in on them and see if they have a care plan in place.

3

Disease-specific educational resources

The disease-specific educational resources (on the next page) include materials that you can use with the caregiver to educate them about the patient’s disease and its management, as well as caregiving.

The first tool being offered is for Alzheimer’s disease, as this is an exceptionally common condition seen in pharmacy practice.

The Alzheimer’s disease educational resources provide information about the disease, its treatment, planning for the future and its progress. It also addresses caregiver issues that are specifically related to caregivers of individuals with Alzheimer’s disease.

The following is a summary of the different topics for Alzheimer's disease education:

Alzheimer's disease and caregiver topics

ALZHEIMER'S DISEASE TOPICS

- Understanding dementia and Alzheimer's disease
- What causes Alzheimer's disease?
- What are the signs and symptoms of Alzheimer's disease?
- What are the stages of Alzheimer's disease?
- Just diagnosed with Alzheimer's disease?
- Common Alzheimer's disease myths
- Treatment of Alzheimer's disease
- Medications for Alzheimer's Disease
- Memory tips
- Tips for managing symptoms at the various stages of Alzheimer's disease
- Planning for the future

CAREGIVER TOPICS

- Caregiving through the Alzheimer's disease stages
- Tips for caring for a person with Alzheimer's disease
- Preparing for a doctor or pharmacy visit
- Communication changes in people with Alzheimer's disease
- How to make the home safe for a person with Alzheimer's disease
- Caregiver stress
- Considering when to move your loved one to a long-term care facility (nursing home)
- End-of-life care



Tip

These educational resources are designed to be as flexible as possible:

- The content can be used for short, frequent consults (as short as a few minutes), in which the pharmacist quickly addresses one or two specific issues.
- The content can also be used during a more detailed consult or medication review, to provide a comprehensive review of the patient's condition and address caregiving issues.

This flexibility allows you to completely customize the care provided to what the caregiver wants, and how and when they want to receive it.

4

Additional information and support

Teva Canada has created extensive resources to help inform and support caregivers. These include:

In-store promotional materials, including posters, counter decals, caregiver-engagement tools and more. These materials will help encourage caregivers to self-identify and learn about the services and products your pharmacy can offer, without requiring any significant time commitment from your staff. These include:

Posters to place in prominent areas in your pharmacy.

Size: 8 1/2" x 11"



Counter decals to encourage caregivers of people with Alzheimer's to self-identify when they are at the prescription counter or checkout.

Size: 11" diameter



Caregiver-engagement tool to give to caregivers to help them find more information and resources. This handout also outlines the care, services and products that your pharmacy can provide. Discuss the content with a caregiver during a consult or a medication review. Afterward, it fits neatly into a prescription bag for convenience.

Size: 3 1/2" x 7"



Online caregiver resources, which include:



Downloads, including:

- A caregiver handbook, to help caregivers navigate the healthcare system and take care of themselves
- Questionnaires to help caregivers identify their own needs
- Fillable documents to help keep track of medication changes, symptom changes and important contacts
- Handbooks about caring for specific conditions such as cancer, dementia, HIV/AIDS and multiple sclerosis



A list of recommended support organizations for caregivers



A list of recommended apps for caregivers



An interactive map showing where to find pharmacies across Canada that have been trained to help caregivers



Videos of caregivers sharing their stories



Find all of these resources for caregivers—and more—
at [TevaCanada.com/Caregivers](https://www.TevaCanada.com/Caregivers).

Step 3:

Tailor your
caregiver products
and services to *your*
pharmacy's strengths.



Each pharmacy may offer different products and services to help caregivers and the people they are caring for. These products and services can vary based on the size of the pharmacy, the pharmacy team’s skills and the needs of people in your community.

Your pharmacy can offer many products and services to caregivers—both for the health of the person in their care and for the caregiver themselves. Some of these are listed in the following table:

Products and services that could be offered to caregivers

PRODUCTS	SERVICES
— Mobility aids (e.g., canes, walkers)	— Blister/compliance packaging
— Safety products (e.g., grab bars, raised toilet seats, shower seats)	— Medication reviews
— Personal hygiene products (e.g., easy-to-use shampoo, moisturizers, dry mouth products)	— Flu shots and other vaccines
— Incontinence products	— Education services on the disease and its treatment
— Liquid food supplements and food thickeners	— Education services for caregivers
— Vitamins and other OTC products (formulations for stress, sleep, brain health; products for constipation; etc.)	— Prescription home delivery
— Pill organizers and cutters	— Keeping caregiver in the loop if issues arise
— Alarms, alerts and other technology aids	— Providing lists of different community services to help the caregiver

Did you know?



83%

of caregivers pick up medication from a pharmacy for someone they are caring for—but only **20%** use the same pharmacy as the person they are caring for.*



78%

of caregivers say the pharmacist is important in making them feel competent and confident in managing medication for the care-recipient—but only **27%** say the pharmacist asks them about their role as a caregiver.*



Look at your current customer base and do the math: using the resources in this guide is an easy way to engage some of these overlooked caregivers to build loyalty and business at your pharmacy.

**2018, Canadian Caregiver Network. Canadian Carers Pulse Survey.*

Tip

This program is designed to be as customizable as possible. Pharmacists are strongly encouraged to use the flexible tools in this package to customize the different caregiver products and services offered in their pharmacy.



Step 4:

Get the entire
team on board.



Every successful pharmacy program requires support from the owner or manager. A successful program can start with one champion—usually someone who has been a caregiver or has witnessed it themselves. However, for a completely successful program, the entire pharmacy team must see the benefits for the patient, the caregiver and the pharmacy of providing this high-quality care.

The primary goal of this program is to help the millions of Canadians delivering care. By engaging caregivers early, the pharmacy becomes an incredible resource and companion for optimizing patient care.

An additional goal of the program is to allow the pharmacy team to develop a relationship with caregivers for the caregivers' own health needs. This allows your pharmacy to potentially gain a new customer base, maintain greater customer loyalty and word-of-mouth business.

The table on the following page provides a list of benefits of the caregiver education program for caregivers, the patient and the pharmacy.

By engaging caregivers early, the pharmacy becomes an incredible resource and companion for optimizing patient care.

Your pharmacy can also potentially gain a new customer base, maintain greater customer loyalty and word-of-mouth business.

Potential benefits of becoming a caregiver-friendly pharmacy

For the Patient

- Ensures that the people caring for them have access to the information, products and services required to optimize their care.
- These products and services can help the person to live the best possible life they can with their condition(s).
- These services can help the person to live at home longer versus moving to a long-term care facility.



For the Caregiver

- Providing care can be overwhelming; support can make a difference and reduce the burden.
- Increasing knowledge can remove present and future fears about caregiving.
- Services and products can simplify the delivery of care.
- They can have a place to turn to if they have questions or concerns.
- They can be reassured that they are providing great care.
- They can get help finding additional resources to provide better care.



For the Pharmacy

- Allows the patient to stay with the pharmacy that has always provided care.
- Allows the patient to stay at home longer, thereby keeping them a pharmacy customer longer.
- Develops a relationship with the caregiver to optimize patient care and caregiver health.
- Differentiates the pharmacy from other competitors.
- Adds caregivers as new patients to the pharmacy.
- Creates goodwill and customer loyalty.
- Drives sales of caregiving-related products (e.g., supplements, home-safety products, pill sorters, incontinence products).
- Ensures that the patient is receiving the best possible pharmacy care at the end of their life.



Ask your Teva Canada Sales Representative for a demo of a business case that shows how these services add value to every part of your business, from the front shop to prescription and pharmacy services.

Step 5:

Start helping caregivers!



Start delivering this enhanced care in the pharmacy

The final—and most exciting—step is to start offering the service in your pharmacy!

Within this guide, Alzheimer's disease is the first disease we've included. To reach out and build your Alzheimer's caregiver services, you can also consider the following strategies:

- 1 Filter** your patient list by common Alzheimer's disease medications. Be sure to flag their caregivers in the patient file. Then call their caregivers and tell them about your caregiver program.
- 2 Flag** all patients for an annual medication review. At this review, you will see which ones are accompanied by someone else—someone who could be screened to determine whether they are a caregiver.
- 3 Reach out** to any physicians/specialists/support groups in your community who deal with Alzheimer's disease, and let them know about your caregiver program.

Focusing on one condition at the beginning will allow your team to start to become comfortable with the services and products that they can provide for caregivers. This will make it easier as, over time, you will see opportunities to offer more services to caregivers for a broader range of chronic conditions.

Eventually, you may want to implement a process in which the pharmacist can deliver education, support and products for patients with other conditions, and their caregivers. We encourage you to customize this process and tools to make the program unique to the strengths of your pharmacy team and the needs of caregivers in your community.

And, don't forget: we're regularly adding new content to TevaCanada.com/Caregivers and TevaCanada.com/CaregiverPharmacies; they're great resources when you're setting up—and evolving—your caregiver program.

For resources to help you implement your caregiver-friendly pharmacy program, visit: **[TevaCanada.com/CaregiverPharmacies](https://www.tevacanada.com/CaregiverPharmacies)**

For resources to support caregivers of people with Alzheimer's disease, visit: **[TevaCanada.com/Alzheimers](https://www.tevacanada.com/Alzheimers)**

For online support and downloadable resources for caregivers, visit: **[TevaCanada.com/Caregivers](https://www.tevacanada.com/Caregivers)**