

CASA

Comité d'Action Sentinelles d'Austin

Background

In December 2016, the Municipality adopted its Family and Seniors Policy "To Be a Citizen of Austin at Any Age", concluding 24 months of work by a committee of citizens and elected officials. At its monthly meetings, the committee established a demographic picture of the Municipality, consulted the population through a survey and held a public discussion assembly to establish priorities. The resulting action plan is thus based on a set of common values. (The policy may be consulted (in French) on the Municipality's website; please call the Municipal Office to obtain an English translation.)

Mutual aid and solidarity to help our more vulnerable citizens break away from their isolation and live at home confidently and in security are some of the values addressed by the Policy. Given this goal, the high number of seniors living in our territory and the circumstances generally experienced by family caregivers, an action committee has been created.



For the sake of readability, the masculine gender has been used throughout this document when referring to persons.

Mission

The *Comité d'Action Sentinelles d'Austin* (CASA) helps sustain a volunteer, preventive movement by actively assisting isolated, vulnerable family caregivers living in Austin to secure support services.

Vision

Caring for others, amongst ourselves

By lending an ear, by empathising, by preventing discouragement and exhaustion on all levels, and by helping to improve quality of life.



Values and Ethical Model

CASA volunteers embrace the following humanistic values:

- Respect for others
- Active listening and trust
- Teamwork and mutual aid
- Solidarity and fraternity
- Compliance with privacy guidelines

The ethical model

- Volunteers recognize that they are the purveyors of CASA's mission
- They accept to work in teams while respecting others
- They undertake to have a responsive and confident attitude
- They are open to suggestions and divergent ideas
- They comply with the measures established together with service partners and caregivers
- They listen actively and show solidarity and fraternity to the caregivers
- They undertake to respect the privacy of both the caregivers and their family

Volunteers

The committee is made up of volunteers who live in the same community as the caregiver. They have received various trainings and take part in meetings with the other committee members for the purpose of sharing confidential information.

The **fellow volunteer** is the volunteer who assists the caregiver directly. His level of volunteering is distinct, for he must be registered with the Magog Volunteer Centre (CAB).

Objectives

- Keep an eye out – for preventive reasons - for persons who seem vulnerable;
- Together with the CAB, offer emotional support to family caregivers, open-heartedly, and with dignity and respect
- Jointly with the CAB, assist the caregiver in his dealings with community organisations (CSLC and others) or to obtain private respite services for 24 hours, a weekend or a vacation
- Act in compliance with the ethical work model
- Ascertain the needs of Austin's caregivers and follow-up on them
- Promote CASA
- Participate in the recruitment and selection of volunteers
- Follow-up with the other members of the committee throughout the year
- Direct and coordinate committee actions
- Work jointly with the Family and Seniors Policy Coordinator
- Organise and host support groups and bereavement support groups

It is important to note that the volunteer is not obliged, nor encouraged, to replace the caregiver to provide respite. However, he may do so through the CAB's network of friends *Réseau d'Amis*, simply by registering.

Services offered by the Magog Volunteer Centre (MAGOG CAB)

- Meals-on-Wheels home delivery service
- Assistance with community transportation, for medical and community appointments
- *Réseau d'Amis* – a friends' network providing visitations and friendly calls
- Monthly luncheons featuring themed workshops or presentations as well as a meal
- Leisure and relaxation workshops
- A home library service delivering books selected from the Memphremagog Library
- An income tax clinic (provided only at tax time)
- *Sécuritétéléphone inc.* Simple and efficient remote surveillance of the person being cared for
- Additional support services to sustain the autonomy of vulnerable persons (e.g.: Pair program, daily call service)

RESPIRE

In addition to the above services, a caregiver wishing for a longer respite can get his situation assessed by the CLSC and, when appropriate, be referred to organisations offering respite services.

For additional information or to register:

819-843-8138, ext. 206

Who cares for the CAREGIVER?

The family caregiver provides care to a vulnerable person by offering all kinds of assistance, several hours per week and, too often, at the expense of his own quality of life.

The testimony of many caregivers who have experienced such a situation confirms that without help, burnout is inevitable.



A group of Austin citizens, empathetic to the needs of family caregivers amongst their peers, have come together to assist those who are in this situation to find the resources they need to alleviate the workload.

*These volunteers and the Municipality's Community Coordinator, together with the Magog Volunteer Centre, have formed the **Comité d'Action Sentinelles d'Austin (CASA)**.*

Prevent Burnout!

CASA is there for you! Don't hesitate to call us for assistance.