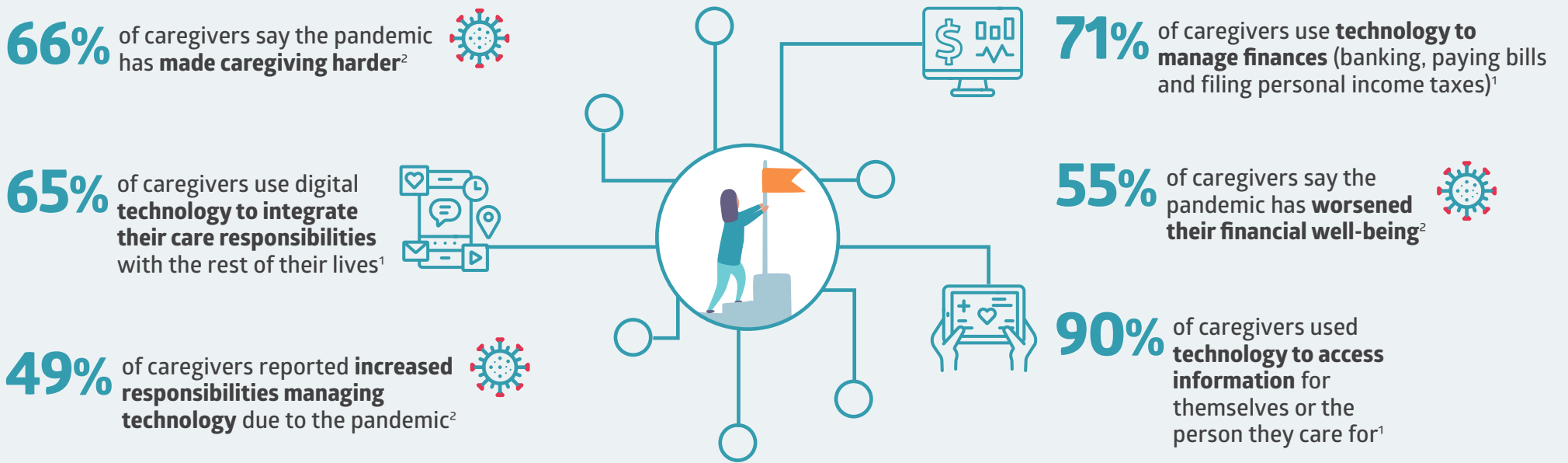# NATIONAL CAREGIVER DAY
RECOGNIZING CARING CANADIANS

APRIL 6, 2021

Individuals caring for family and friends are using technology to stay informed and discover new things; to help build relationships and keep in touch; and to access supports and connect with health and social care providers. COVID-19 has reinforced the importance of technology.
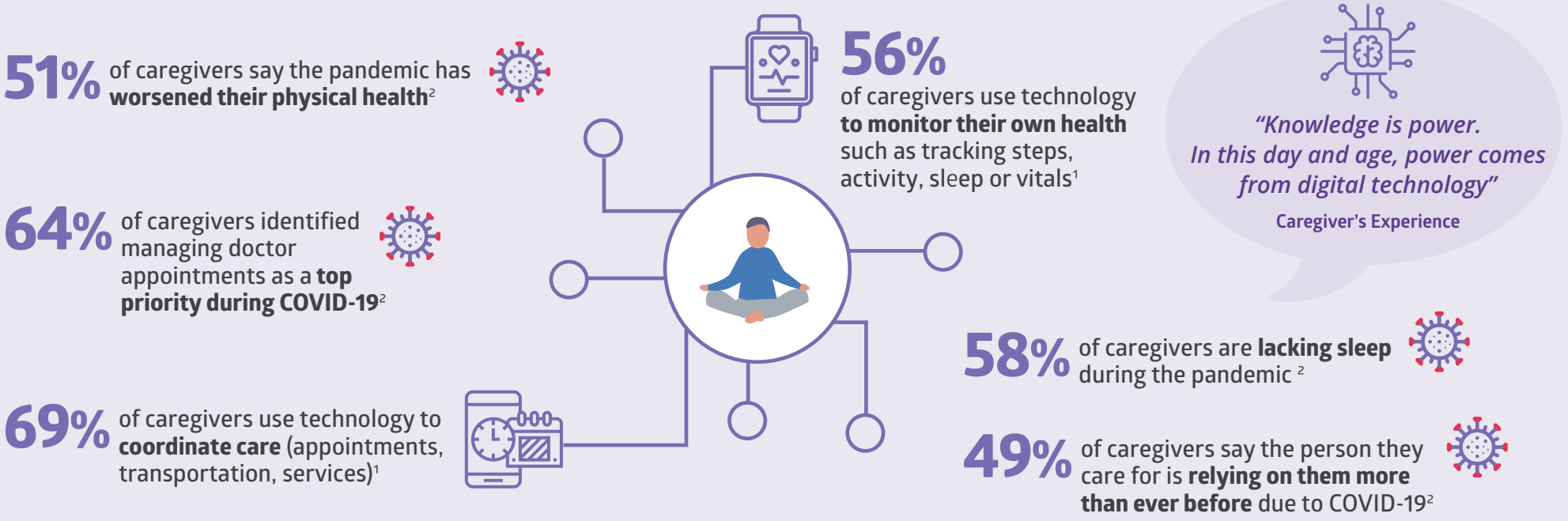
Caregivers' experiences with technology
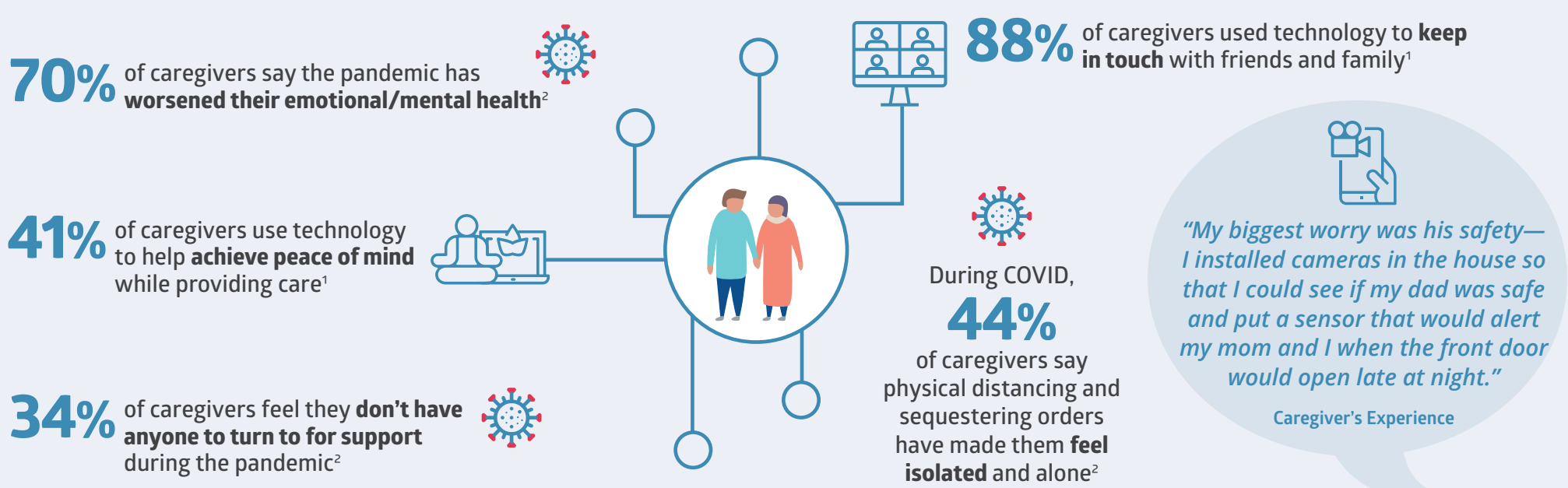
How does technology help caregivers?

Technology helps caregivers achieve their personal goals and build confidence

66% of caregivers say the pandemic has **made caregiving harder**[2]

65% of caregivers use digital **technology to integrate their care responsibilities** with the rest of their lives[1]

49% of caregivers reported **increased responsibilities managing technology** due to the pandemic[2]

71% of caregivers use **technology to manage finances** (banking, paying bills and filing personal income taxes)[1]

55% of caregivers say the pandemic has **worsened their financial well-being**[2]

90% of caregivers used **technology to access information** for themselves or the person they care for[1]

Technology helps caregivers maintain their physical health

51% of caregivers say the pandemic has **worsened their physical health**[2]

64% of caregivers identified managing doctor appointments as a **top priority during COVID-19**[2]

69% of caregivers use technology to **coordinate care** (appointments, transportation, services)[1]

56% of caregivers use technology **to monitor their own health** such as tracking steps, activity, sleep or vitals[1]

"Knowledge is power. In this day and age, power comes from digital technology"
Caregiver's Experience

58% of caregivers are **lacking sleep** during the pandemic[2]

49% of caregivers say the person they care for is **relying on them more than ever before** due to COVID-19[2]

Technology helps caregivers' emotional and mental well-being

70% of caregivers say the pandemic has **worsened their emotional/mental health**[2]

41% of caregivers use technology to help **achieve peace of mind** while providing care[1]

34% of caregivers feel they **don't have anyone to turn to for support** during the pandemic[2]

88% of caregivers used technology to **keep in touch** with friends and family[1]

During COVID, **44%** of caregivers say physical distancing and sequestering orders have made them **feel isolated** and alone[2]

"My biggest worry was his safety— I installed cameras in the house so that I could see if my dad was safe and put a sensor that would alert my mom and I when the front door would open late at night."
Caregiver's Experience

5 reasons why caregivers are not using technology[3]

1. No time
2. Lack of awareness
3. Inadequate skills
4. Not affordable
5. Limited internet access

Ideas to expand caregivers use of technology[3]

- Design user-friendly technology in partnership with caregivers
- Provide education and training to support technology adoption
- Create searchable database of technologies that can be rated by caregivers
- Expand internet access across Canada
- Make internet affordable for most Canadians through price controls
- Offer financial assistance or payment plans to purchase technology
- Provide access to point-of-purchase training and post-purchase support

[1] Source: Magnaye et al (2020) Improving lives through digital technology (Nearly 600 caregivers surveyed)
[2] Embracing Carers (2021) Canada Carer Well-Being Index, Who Cares for Carers? Perspectives on COVID-19 Pressures and Lack of Support (A survey of 755 caregivers in Canada as part of a global survey of over 9,000 caregivers). wwwcarerscanada.ca
[3] Source: Eales et al (2019) Designing technology that cares: Barriers to Carers' Technology adoption

Carers Canada
A program of the CHCA

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