



Do you take care of someone else?



The support centre is there for you!



Are you an 'informal caregiver'?

There's good chance that you are. For approximately one in ten of all people living in the Netherlands is an informal caregiver. Anybody who takes care of a family member or an acquaintance who is chronically ill or handicapped is called an 'informal caregiver'.

Yet the name is not that important. It's far more important to know what the work of such a carer entails, the problems he or she may encounter and what kind of support is available. That's the kind of information this leaflet wants to provide.

A job you didn't apply for

'Informal care' is not a job you apply for. Often you just roll into the situation. Your child proves to be handicapped, your partner becomes chronically ill or your neighbour has difficulty walking. For some, caring is limited to just a few hours a week, for others it becomes their daily work, seven days a week. It's more than the customary care people give each other when they live together as a family on one address. But informal care always means that you're constantly aware of one thing: someone close to you relies on you for support and help.

Informal care is capacious

- doing your neighbour's laundry ever since he was admitted to a care home
- organising your mother's household because she's recovering from a

stroke

- looking after your brother's handicapped child every Wednesday afternoon
- not meeting your friends after school because you dare not leave your depressed father by himself
- looking after your father-in-law 24 hours a day, because he's becoming demented
- the problems you see as a mother of a schizophrenic son

Taking good care of yourself too

Giving care to someone else provides a feeling of great satisfaction. However, being an informal caregiver can become a burden. At first you think 'I just do that' but then providing care may be more radical than you'd anticipated or may take up more of your time. Giving care may also get more difficult to combine with your job, hobbies and the education of your children. All this may lead to exhaustion and stress. Your world gets smaller all the time. But things shouldn't be allowed to reach that stage. It's therefore important to look not only after the recipient but also yourself.

Various supports

In Eindhoven many possibilities exist to support informal caregivers. Some are offered by Steunpunt Mantelzorg Verlicht, but other organizations also offer support. Here follows a summary of several ways of support.

Information

- Steunpunt Mantelzorg Verlicht offers much information and educational material. You can contact them by telephone or mail. You can also visit one of the consulting hours or make an appointment with a consultant.
- Care providers and facilities for informal caregivers in Eindhoven are presented in the 'Wegwijzer voor mantelzorgers'. This free guide can be obtained by the centre or via www.mantelzorgverlicht.nl
- Current information with news and activities can be found in M-nieuws, the newsletter for caregivers. M-nieuws is published by the centre and will be sent free of charge
- Specific topics are regularly organized in informative meetings. Check the agenda on www.mantelzorgverlicht.nl
- Of course other social workers and websites give information as well

Advice and guidance on

- Financial and material jobs
- Social and legal problems
- Practical tasks and mediation towards other organizations
- Handling massive situations
- Didactic questions on disabled children

Emotional support like fellow sufferers' contacts and support groups

- Free entrance meetings
- Creative coffee meetings
- Alzheimer Café and Café Brein
- Various support groups for caregivers and ex-caregivers to share experiences and feelings
- Individual talks with informal care consultants

Educational support by courses and training

- Network Mantelzorg Eindhoven, a cooperation of care providers, offers a wide range of courses and training for different groups of caregivers. This information can be found at www.mantelzorgverlicht.nl under the heading 'Ondersteuning in Eindhoven'. Of course you can also make an appointment at the centre

Respite care

- (Mediation for) respite care by deputy volunteers at home
- (Mediation for) day reception or respite care for the client
- Filling in of forms, chaperoning at important appointments
- The Informal Caregivers Day ('Dag van de Mantelzorg').
- Respite weekends for informal caregivers

Caregiver's Gift (Mantelzorgcadeau)

Informal caregivers who live in Eindhoven or who give care to someone else living in Eindhoven, can inscribe at the support centre and receive the Caregiver's Gift. The gift consists of the Caregiver's basket with information and facilities of all organizations in the Netwerk Mantelzorg Eindhoven. A unique part is the Caregiver's pass which offers many profits to caregivers. Caregivers can also use the free of charge supplementary and collective insurance for caregivers. They are then insured against the risks when performing caregiver's tasks.

'Steunpunt Mantelzorg Verlicht' for every caregiver

You can come to Steunpunt Mantelzorg Verlicht for information and personal guidance. You as a caregiver stand in the centre of attention.

No matter if it handles about advice and mediation, emotional and practical support, taking over organising tasks, a workshop or a fellow sufferers' contact group, the centre will help you.

The centre works under responsibility of the GGD Brabant-Zuidoost and in narrow cooperation with the council of Eindhoven. Staff at the centre will answer your questions and, if necessary, make an appointment for you with one of the advisers.



Consulting hour

Twice a week - except on public holidays and in school vacations - there is a walk-in consulting hour at the Inwonersplein (stadskantoor). The centre consultant is present on Mondays from 13 till 15 hours and on Fridays from 10 till 12 hours.



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