



**Are you taking care of
somebody else?**

**The Support Centre for Family
Caregivers is there for you!**

Are you a 'family caregiver'?

There's good chance that you are.

Approximately one in ten persons living in the Netherlands is a family caregiver. Anybody who takes care of a family member, a neighbour or a friend who is chronically ill or who lives with a disability is called a 'family caregiver'.

However, the name is not that important. It is far more important to know what the work of such a carer actually is, the problems he or she may encounter and what kind of support is available. That is the information you can find in this leaflet.

A job you didn't apply for

'Family care' is not a job you apply for. In most cases, it just happens and you roll into this situation. Your child proves to be handicapped, your partner becomes chronically ill or your neighbour has difficulty walking. For some, family care giving is limited to just a few hours a week, for others it becomes their daily work. Family care is more than the ordinary care people give to each other when they live together as a family on one address. Family care always means that you are permanent aware of one thing: somebody close to you is relying on you for support and help.

Family care contains very different activities

- organising your mother's household because she's recovering from a stroke
- looking after your sister's handicapped child every Wednesday afternoon
- not being able to meet your boyfriend because you do not dare to leave your depressed father by himself
- taking 24/7 care of your partner who is diagnosed with dementia
- the worries you have as a mother of a schizophrenic son

Take care of yourself

Providing care to somebody else can provide feelings of pleasure. But this care can also be a burden. At first you think 'I just do this', but it may become more severe or take up more time than you initially expected. And it may become more difficult to combine with your work, hobbies or educating your children. And eventually all this may lead to exhaustion and stress. Your own world gets smaller all the time. Therefore it is important not only to take good care of the other but also to look after yourself. It is, for example, good to talk to others about your experiences. With people that are close to you or with fellow-sufferers or professionals. This helps to support the family caregiver to be able to maintain this care.

Support for family caregivers

Many persons accept to care for their partner, parent, family member or friend with the best intentions. They are always willing to help those who are close to them. But sometimes these caring tasks are becoming a burden. This may cause much stress for the family caregivers who therefore are not able to provide the care on which the caretaker is relying. This happens unintentionally and is often caused by powerlessness, ignorance or incompetence. The Support Centre Family Caregivers (Steunpunt Mantelzorg Verlicht) can help to support the family caregivers in different ways.

Various forms of support

In Eindhoven there are many possibilities for informal caregivers to receive support:

- *Information and education on paper, through internet or personal consultation (also in English)*
- *Advice and consults on social, financial or material affairs (in English on request)*
- *Emotional support in individual consultations (in English on request) or in groups (in Dutch)*
- *Educational support in training sessions or workshops (in Dutch)*
- *To help and support in arranging 'respite-care': the care provided by the family caregiver is taken over by professional carers or*

volunteers for a limited period to provide some rest for the family caregiver.

An overview of all these forms of support can be found in the 'Wegwijzer voor mantelzorgers', a free guide on informal care or on the website www.mantelzorgverlicht.nl and in the M-nieuws, the newsletter for family caregivers (all in Dutch).

Appreciation of the work of family caregivers

The often long-lasting and intensive family care deserves not only support but also appreciation. Recognition and appreciation show the respect that your work deserves. Family caregivers are of immense value to our society.

The Family Caregiver Present

Family caregivers who register themselves at the Steunpunt Mantelzorg Verlicht (Support Centre for family caregivers) receive the so-called Family Care Present (Mantelzorgcadeau).

This present is a small box filled with information on the offers of the various collaborating organisations in Eindhoven. The content consists of:

- A discount pass for family caregivers.
- A free subscription to M-nieuws, the newsletter (in Dutch)
- Free participation in a supplementary collective health care insurance for family caregivers
- Various discounts and offers with

the discount pass

- Free passe-partout for reduced prices for swimming and ice-skating at the Eindhoven sportscentres.

And for young family caregivers from 8 - 25 years there is a 'young' version of this informal care box.

The Family Caregiver Compliment

Every person in Eindhoven who is receiving informal care can apply every year for the Family Caregiver Compliment. There are various criteria in order to being able to receive this Family Caregiver Compliment.

For more information please contact the Steunpunt Mantelzorg Verlicht or look at the website www.mantelzorgverlicht.nl.

You can apply for the Family Caregiver Compliment every year before November 1st.

Steunpunt Mantelzorg Verlicht for every caregiver

You, as family caregiver stand in the centre of attention of the Steunpunt Mantelzorg Verlicht. Whether you need advice and mediation, emotional and practical support, taking over organisational tasks, a workshop or a group of fellow sufferers, the Steunpunt will help you.

The Steunpunt works under the responsibility of the Public Health Services (GGD Brabant-Zuidoost) and in close collaboration with the City of Eindhoven. You can always contact the

Steunpunt by telephone or e-mail. Or you can visit the centre during their consultation hours or you can make an appointment with one of the consultants.



Consultation hours

Twice a week - except on public holidays and during school holidays - there are walk-in consultation hours at the GGD Brabant Zuidoost, Clausplein 10 (the 'Witte Dame'-building). The family care consultant of the Steunpunt Mantelzorg Verlicht is present on Mondays from 13 till 15 hours and on Fridays from 10 till 12 hours. And the Steunpunt can be reached by telephone and through e-mail or the website.



Steunpunt Mantelzorg Verlicht

T 088 0031 288

I www.mantelzorgverlicht.nl

E info@mantelzorgverlicht.nl