

Respite For ALL

Frequently Asked Questions (FAQ)

What is Respite for ALL?

Respite for ALL is a pilot caregiver benefit program launched by SE Health in partnership with GreenShield. The initiative supports low-income working caregivers by offering:

- 10 free hours of in-home respite care. Respite may include care by a personal support worker, home support work, companion or cleaning services
- 5 hours of culturally sensitive, trauma-informed virtual therapy with a registered therapist
- One-year subscription to internet-based Cognitive-Behavioural Therapy

Who is eligible for this benefit?

Employees must meet ALL of the following criteria:

- Work at least 30 hours per week (as confirmed by their employer)
- Be the primary caregiver to a loved one requiring care (parent, grand parent, partner, child, etc.). The loved one does not need to live in the same household as you.

How can employees apply to receive these free supports?

Eligible employees can complete a secure [online application form](#). A fillable PDF version is also available. The application collects:

- Contact information
- Demographic information
- Employer information
- Your current caregiving responsibilities
- Consent details



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HOME CARE

Is there a deadline for applications?

While we have not established a deadline, the applications will be accepted on a rolling basis until we have allocated all 100 spots. It is highly recommended you apply as soon as possible regardless of when you might want to use the 10 hours of free respite care. Once we reach the 100 spots, the application link will be disabled. This is the first time we are doing this pilot; we are not certain how quickly the applications will be coming in. So apply soon!

What services are included in the respite care?

The respite services are flexible and tailored to meet individual needs. They may include:

- Personal support care such as:
 - Bathing and dressing assistance
 - Toileting support
 - Feeding assistance
 - Mobility and transfers
 - Supervision for safety and fall prevention
- Activities of daily living (ADLs) and light home support:
 - Making the bed and changing bed linens
 - Light housekeeping (e.g., dusting, sweeping, mopping)
 - Laundry and kitchen clean-up
 - Taking out garbage
 - Watering plants
 - Meal prep (simple, in-home)
- Companionship and routine support:
 - Friendly visits and social engagement
 - Playing games or going for walks
 - Support with daily routines
 - Communication setup (e.g., helping with phone/video calls)
 - General well-being observation and informal check-ins



What services are not included in respite care?

Respite caregivers do not provide clinical or regulated health services. Excluded services include:

- Professional medical or clinical care (e.g., nursing, physiotherapy, wound care)
- Administering medications by injection
- Operating or managing medical equipment (e.g., IVs, oxygen therapy)
- Heavy or deep cleaning (e.g., lifting furniture, carpet cleaning)
- Personal vehicle uses for driving clients (unless specifically arranged and insured)
- Shopping for groceries independently without the client
- Crisis response or psychiatric care
- Services requiring a regulated health professional or prescription

Can I apply to the program if I am a caregiver to a child under 18?

Yes. Children under 18 **with a diagnosed disability** can receive care through the program. The following conditions must be met:

- The child must have a diagnosed disability
- The child's age must be shared with us before care begins
- Two adults must be present during care at all times. This can be:
 - The caregiver and the parent or legal guardian, OR
 - The caregiver and a parent-monitored camera/video surveillance system

What is the employer's role in the process?

Employers are asked to:

- Confirm the employees' weekly hours via email
- Share program materials with staff (flyers, posters, emails)
- Encourage eligible employees to apply
- Complete a brief post-pilot feedback survey

How will services be scheduled and delivered?

Once approved:

- The delivery partner (Just Like Family) will contact the employee within 10 business days
- The 10 hours can be scheduled based on the employee preference
- The 10 hours must be used by January 31, 2026
- The mental health session is booked separately with GreenShield

Why must the 10 hours of respite care be used by January 31, 2026?

This is a limited time pilot project. We have commitments to the funding parties to complete the evaluation within specified timeframe.

I do not need respite care until December. Can I still go ahead and apply in July?

Yes, we highly recommend that you apply as soon as possible. When you connect with Just Like Family for assessment and planning, you can work out the schedule of services at that time.

Is the employee's information secure?

Yes. All application data is securely stored in SharePoint, accessible only by SE Health staff and Just Like Family through SE-issued accounts. No information is shared externally without explicit consent.

When does the pilot program end?

The pilot project ends March 31, 2026. All respite services must be completed by January 31, 2026, so that we have time to complete the evaluation and share our findings with various stakeholders.

How will the pilot program be evaluated?

Feedback will be collected through:

- A brief survey for both employees and employers
- Optional interviews or focus groups for interested participants Insights will help shape future caregiver benefit programs.

- All information will be confidential and no one's personal information will be included in any of the summary reports.
- Note: this is not a research study. We intend to provide a small cash gift card to interview participants and draw prizes for those who participate in the feedback survey.

What will happen after the evaluation is completed?

The feedback and experience of the working caregivers will help shape the support provided to working caregivers. We are planning to share the final program to funders, supporters, employers

Will this program be continued or expanded?

We are not able to confirm that this exact approach will continue or expand until we review the evaluation feedback. However, we are continuing to advocate with funders, supporters and employers to create better approaches and funding support for working caregivers.