

CARE-RING VOICE NETWORK:

A tele-learning program in support of families

Project developed by

Caregiver Support Centre of
Centre de santé et de service sociaux
Cavendish

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Presented by

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What is the Care-ring Voice Network?

- Largest tele-learning Network in Canada
- Supporting family caregivers, consumers and professionals
- Designed to provide information and support in an interactive group setting
- Telephone and web based learning technology





Mission & Vision

Our Mission

To improve the quality of life of family caregivers by providing access to critical information, support, and peer-to-peer networking through Tele-learning.

Our Vision

Care-ring Voice will be a leading family caregiver respite resource through its educational, networking, and peer-to-peer telephony activities, across Canada by the year 2015.



The Network

- Coalition of NPO and Private companies working in tandem with Care-ring Voice to provide support, learning and exchange opportunities.
- Currently 37 partners across Canada.
- Care-ring Voice serves as a hub to provide tele-learning opportunities to agencies, NPO's and companies.
- Brokering model



Partner Profile

AMI Quebec (Alliance for the Mentally Ill)

Challenge

- Small community based organization in Montreal
- Connect small pockets of Anglophones to services

Process

- Tele-learning and tele-support programming

Outcome

- Doubled the number of people it services annually
- Quebec-wide presence
- Cost per intervention=\$4



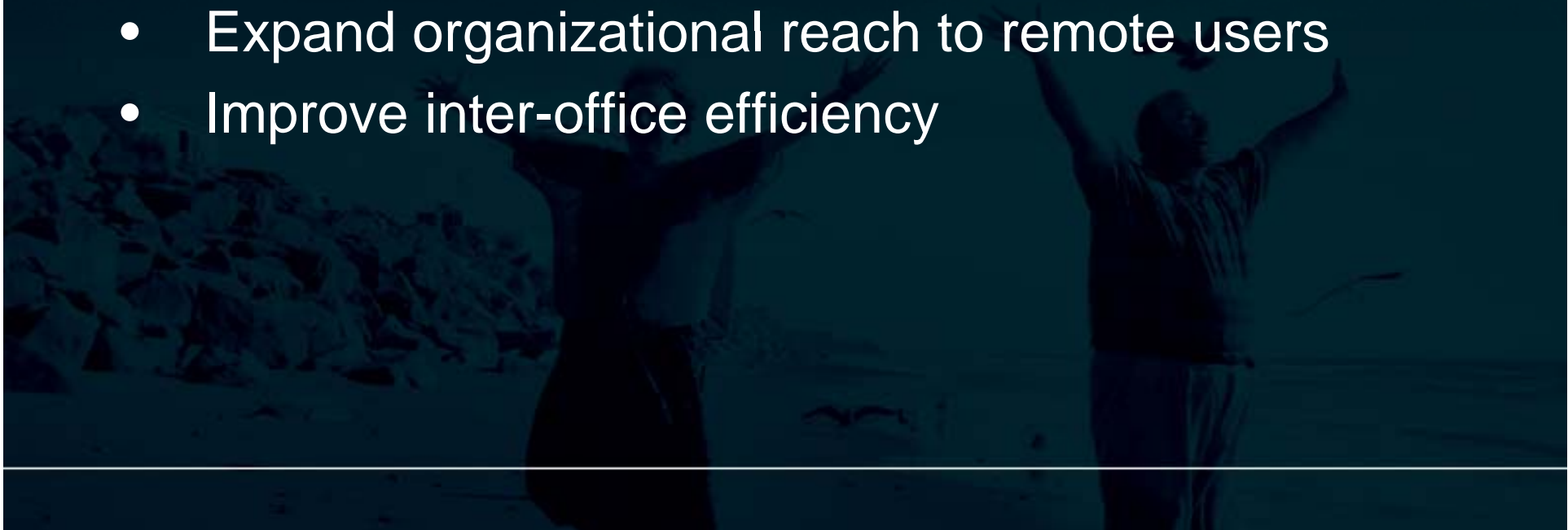
Services Provided to Network Partners

- Technology and Training
- Marketing tools and consultation
- Online and telephone registration
- Pod and Web casting
- User profile and statistics
- Session evaluations and reporting
- Content



Advantages of the Network Model

- Assist organizations in integrating an innovative technology platform
- Cost effective service delivery
- Cross marketing opportunities
- Expand organizational reach to remote users
- Improve inter-office efficiency





Application examples

- Conduct seminars, workshops and presentations remotely
- One to one consultations
- Broadcast live presentations over the web
- Archive presentations through web and audio recordings
- Training to staff and other professionals



The Advantages of Tele-learning

- Flexible and easy access to information and support
- Overcomes geographic, social, financial and psychological barriers
- Builds community capacity expanding social support networks
- Allows for a large number of users benefiting simultaneously
- A cost effective service model with high impact
- Confidential and secure



Highlights of Care-ring Voice Program

- Over 400 tele-sessions
- Assisted more than 17 000 families
- 95% repeat users
- High rate of user satisfaction
- Expansion of services among Network partners
- Spearheaded the largest sensitization campaign in support of caregivers in Quebec

Millions of family caregivers feel overwhelmed.
You may be one of them.

NOTSUPERHEROES.COM

*" I am **not** a superhero.
I can't leap over tall buildings.
I'm not made of steel.
I care for my husband 24/7 and
I need help. "*

Take action, visit
www.notsuperheroes.com



Future Directions

- Dedicated social networking pages for partners
- Continuity of experience for users
- E-commerce application





Contact

For more information, or to join the Care-ring Voice Network:

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