

Invisible  
role,

a lasting  
impact!

Caregivers in mental health can experience systemic **isolation**, mental and emotional overload, and a **lack of appropriate support** at work.

Let's open the discussion !



# From Dialogue to Action: Awareness and Training to Support Caregivers

Caregivers in mental health often work full-time while carrying significant responsibilities outside of work. Yet few organizations take their needs into account in internal policies. Adapting your management practices can help reduce distress, foster retention and build a more humane work culture.

According to a survey by Concilivi (2024):

- 55% of caregivers in mental health reported difficulties with work-life balance.
- 65% of caregivers in mental health reported stress related to work-life balance.

★ Organizations can make a real difference in the lives of these caregivers! Here are some ways to bring about change:

## Recognizing the importance of work-life balance

- Offer flexibility (flexible hours, occasional remote work, short leave options).
- Acknowledge that medical appointments, support activities or calls with the health care team may sometimes need to take place during work hours.
- View work-life balance not as a privilege, but as a protective factor for caregivers and a key element of organizational health.

## Acknowledging and valuing caregivers in your policies

- Explicitly mention caregivers in work-life balance policies and employee assistance programs.
- Include CAP santé mentale, CAP Mieux-Être and local associations in your internal resources.
- Publicly recognize the contributions of caregivers in your internal communications.

## Foster an inclusive and sustainable culture

- Prioritize human relationships over administrative hierarchy.
- Show that the organization acknowledges the diverse personal realities of its employees.
- Remember that recognition and kindness cost little but yield significant returns in engagement and loyalty.

## Equip and train managers to watch over their team's well-being

In a workplace characterized by instability and rapid changes, managers play a crucial role in maintaining performance and efficiency—this depends on how well they support their employees.

Equipping and training managers to watch over their team's well-being allows you to combine human connection with performance. By developing their relational skills and emotional intelligence, they become better prepared to support their employees, including caregivers, benefiting both the individuals and the organization.

You can:

- Train managers to recognize the signs of overload and direct employees to the right resources.
- Create opportunities for managers to exchange and share best practices.
- Remind managers that their role is not to "fix" the situation but to facilitate access to support and respond with compassion.

💡 You don't have to develop this on your own. CAP santé mentale and its member associations across Quebec offer specific training on the subject.

Learn more at :

[ImpactReel.ca/en](https://ImpactReel.ca/en)

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## Raise awareness in your organization about the realities of caregivers

Raising awareness is a key lever for transforming the workplace into a supportive environment for caregivers in mental health, as well as for anyone directly or indirectly affected by a mental health issue. It helps reduce bias, foster empathy and encourage positive practices at all levels of the organization.

👉 Here are a few ideas to build your internal practices:

### 1. Make information accessible

- Regularly share resources such as CAP Mieux-Être and the directory of regional CAP santé mentale associations.
- Create a space (intranet, bulletin board or other) where all available services and tools for caregivers are posted.
- Allow time during work hours for interested employees to take part in awareness activities or attend external training sessions.

### 2. Increase visual and tangible reminders

- Put up awareness posters (e.g., those from CAP santé mentale) in common areas.
- Share short video clips, newsletters or testimonials from caregivers to humanize their reality and foster empathy.
- Hold themed days (e.g., World Mental Health Day) to anchor the discussion in organizational culture.

### 3. Foster a culture of openness

- Organize occasional activities (coffee chats, lunch talks, interactive workshops) to spark discussion.
- Invite caregivers or professionals to share their experience to make the topic more relatable and help break taboos.
- Encourage managers to highlight the importance of supporting caregivers in internal communications (e.g., team messages, meetings).

Consult the [Caregivers in Mental Health: Who They Are and Their Needs](#) fact sheet for more information on how to navigate this reality in your workplace.

📱 Visit [ImpactReel.ca/en](#) to explore some **additional tools**, or reach out directly to our **member associations** to receive **support tailored** to your needs (training on the reality of caregivers, workplace training and more):

**1 855 272-7837**

#### Sources

CAP santé mentale. (2025). Les proches en santé mentale et le milieu de travail ou d'études. Centre d'intégration au marché de l'emploi. (2018). Guide sur la proche aidance et l'emploi pour le personnel d'intervention en employabilité travaillant auprès des personnes proches aidantes. Concilivi. (2023-2024). Outils et statistiques sur la conciliation travail-famille. Gagnon, M., & Beaudry, C. (2019). Le bras de fer de la conciliation vie professionnelle-responsabilités de soins des aidantes en emploi : entre équilibre et décrochage. *Enfances Familles Générations*, 32. <https://doi.org/10.7202/1064513ar>

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