

HEALTH
WISE



SUPPORTING AGING PARENTS
RESOURCE GUIDE

INTRO

Caring for aging parents is a journey many of us will face - one filled with both profound meaning and significant challenges. Whether you're just beginning to notice changes in your parents' abilities or you're already deeply involved in their care, this resource is designed to support you through every stage of the care-giving journey. As employees balancing work responsibilities with family care, you deserve access to reliable information, practical guidance, and emotional support. This guide organizes essential resources to help you navigate conversations about advance planning, understand your role as a caregiver, and cope with grief and practical matters when a parent passes away.

ACCESS TO THE RESOURCES

We sourced some of the best resources on the USA EAP site for some of the topics below.

You can log in (USA) or create a login for FREE (Global) here:

<https://healthadvocate3.personaladvantage.com/>

Once you have logged in or created a login you will have access to the articles & webinars in this guide...

Contacts:

Moneywise:

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Healthwise:

anna.fisher@flightcentre.ca

EAP:

Canada: www.manulife.ca Call 1-844-505-6240

USA:

<https://members.healthadvocate.com/ha/#>
Call 866.799.2728

Human Resources:

Canada:

HumanResources@us.flightcentre.com

USA:

HumanResources@us.flightcentre.com

EAP: Life & Work Resource

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Welcome

If you had a previous login to content, you will need to create a new username and password to use this site.

Enter your credentials.

Username

anna.fisher@flightcentre.ca

Password

.....

Remember this device? (optional)

[Forgot your password?](#)

Don't have an account? [Sign-up now.](#)







It's all about balance.

healthwiseglobal.com

1. PLANNING AHEAD:

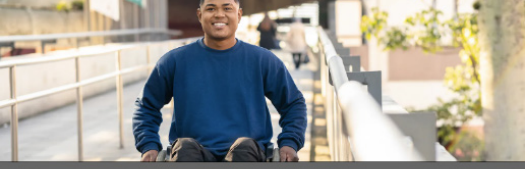

Advance Directives and Legal Preparation

Topic	Resource
 <p data-bbox="276 607 807 696">Health Care Power of Attorney</p>	<p data-bbox="826 427 1401 705">Health Care Power of Attorney</p>
 <p data-bbox="276 884 807 974">Living Wills Offer Peace of Mind</p>	<p data-bbox="826 705 1401 985">Living Wills Offer Peace of Mind</p>
 <p data-bbox="276 1164 807 1254">How Much Do You Know About Advance Directives?</p>	<p data-bbox="826 985 1401 1265">Quiz: How Much Do You Know About Advance Directives?</p>
 <p data-bbox="276 1444 807 1534">Estate Planning 101: Why Put Your Wishes in Writing</p>	<p data-bbox="826 1265 1401 1541">Estate Planning 101: Why Put Your Wishes in Writing</p>






2. THE CARE-GIVING JOURNEY:

Support for Caregivers

Topic	Resource
 <p data-bbox="268 584 794 667">Caring for the Caregiver: An Emotional, Practical and Financial Imperative</p>	<p data-bbox="919 510 1310 613"><u>Caring for the Caregiver: An Emotional, Practical, and Financial Imperative</u></p>
 <p data-bbox="268 857 794 943">The Sandwich Generation: Multi-Generational Caregiving</p>	<p data-bbox="948 779 1283 920"><u>Webinar: The Sandwich Generation - Multi-Generational Care-giving</u></p>

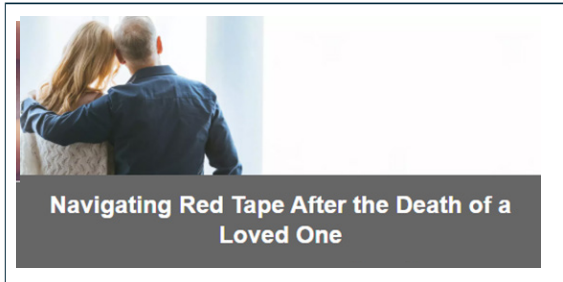
3. COPING WITH LOSS:

Grief and Emotional Support

 <p data-bbox="242 1485 769 1570">Grief and Loss: The Process of Healing</p>	<p data-bbox="877 1397 1270 1458"><u>Grief and Loss: The Process of Healing (FAQs)</u></p>
 <p data-bbox="242 1762 769 1848">Living With Loss One Day at a Time, at Home and at Work</p>	<p data-bbox="865 1697 1315 1800"><u>Webinar: Living with Loss - One Day at a Time at Home and at Work</u></p>
 <p data-bbox="242 2040 769 2125">Moving From Grief to Acceptance</p>	<p data-bbox="941 1980 1238 2040"><u>Moving from Grief to Acceptance</u></p>

4. AFTER A PARENT'S PASSING

Practical Matters

 <p>Navigating Red Tape After the Death of a Loved One</p>	<p><u>Webinar: Navigating Red Tape After the Death of a Loved One</u></p>
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COPING & ACTION STEPS

Emotional Support

Losing a parent is one of life's most profound losses. During this time:

Acknowledge that grief has no timeline and manifests differently for everyone
Consider joining a grief support group through your local hospice or community center
Take advantage of our Employee Assistance Program for confidential counseling
Practice self-compassion and attend to basic needs like sleep, nutrition, and movement
Allow yourself to accept help from friends, family, and colleagues

Practical Checklist: What to Do When a Parent Passes

Immediate Steps (1-2 weeks):

- Obtain multiple copies of the death certificate (typically 10-15)
- Notify Social Security Administration (USA) or Service Canada
- Contact your parent's employer if they were still working
- Notify financial institutions and insurance companies
- Secure the deceased's home and personal property
- Begin the process of locating the will and other important documents

Short-Term Tasks (2-4 weeks):

- Meet with an estate attorney if the estate is complex
- File life insurance claims
- Notify credit bureaus to prevent identity theft
- Close or transfer utilities and subscriptions
- Begin probate process if necessary
- Contact pension providers and retirement account administrators

Longer-Term Considerations (1-6 months):

- File final tax returns
- Distribute assets according to the will or state/provincial law
- Close social media accounts or convert to memorial pages
- Address any outstanding debts or medical bills
- Consider memorialization options that feel meaningful
- Take time to process personal belongings at a pace that feels comfortable
- Remember that managing these practical matters while grieving can be overwhelming. Consider delegating tasks to trusted family members or professionals, and don't hesitate to reach out to your manager or HR representative from People & Culture if you need additional support or time.

GENERAL SUPPORT - CANADA

Manulife Group Benefits /TELUS Health EAP:

- Counselling and emotional support for caregivers
- Guidance on navigating caregiving challenges
- Mental health support for stress, grief, and burnout

Employees can contact the EAP directly for personalized support.

Flexible Work Arrangements

While not guaranteed, some business areas may offer informal flexibility (e.g., adjusted hours or remote work) to support employees managing caregiving responsibilities. These arrangements are at the discretion of the leader and based on operational needs. But leaders are welcome to reach out to HR for support since some provinces do require we consider the requests in good faith

Employment Insurance (EI) Care-giving Benefits

These benefits provide temporary income support to eligible individuals who take time off work to care for or support a family member who is:

- Critically ill or injured
- In need of end-of-life care

There are three types of EI care-giving benefits that may be applicable:

- Compassionate Care Benefits: Up to 26 weeks for end-of-life care for a person of any age
- Family Caregiver Benefit for Adults: Up to 15 weeks for critically ill or injured adults

Provincial Resource Links:

British Columbia (BC):

SeniorsBC:
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors>
Family Caregivers of BC:
<https://www.familycaregiversbc.ca>
Office of the Seniors Advocate:
<https://www.seniorsadvocatebc.ca>

Alberta (AB):

Caregivers Alberta: <https://www.caregiversalberta.ca>
Alberta Health Services:
<https://www.albertahealthservices.ca>
Compassionate Care Benefits:
<https://compassionseniorcare.ca>

Manitoba (MB):

Manitoba Seniors Guide:
<https://mb.211.ca/mb-seniors-guide/>
211 Manitoba: <https://mb.211.ca>
Winnipeg Regional Health Authority:
<https://wrha.mb.ca>

Saskatchewan (SK):

Saskatoon Council on Aging:
<https://www.scoa.ca/caregiver-resources/>
211 Saskatchewan: <https://sk.211.ca>

Ontario (ON):

Ontario Caregiver Organization:
<https://ontariocaregiver.ca>
Human Rights Code (Family Status):
<https://www.kcyatlaw.ca/elder-care-legal-rights-ontario/>

Quebec (QC):

Gouvernement du Québec · Seniors:
<https://www.quebec.ca/en/family-and-support-for-individuals/seniors>
Info-Santé 811 & Info-Social 811:
<https://www.quebec.ca/en/family-and-support-for-individuals/seniors/programs>

New Brunswick (NB):

Social Supports NB: <https://socialsupportsnb.ca>
Tele-Care 811:
<https://socialsupportsnb.ca/en/page/tele-care-811>

Newfoundland & Labrador (NL):

SeniorsNL: <https://www.seniorsnl.ca>
Provincial Seniors Guide:
<https://www.gov.nl.ca/cssd/files/Guide-to-Programs-and-Services-for-Seniors.pdf>
HealthLine 811: <https://www.811healthline.ca>

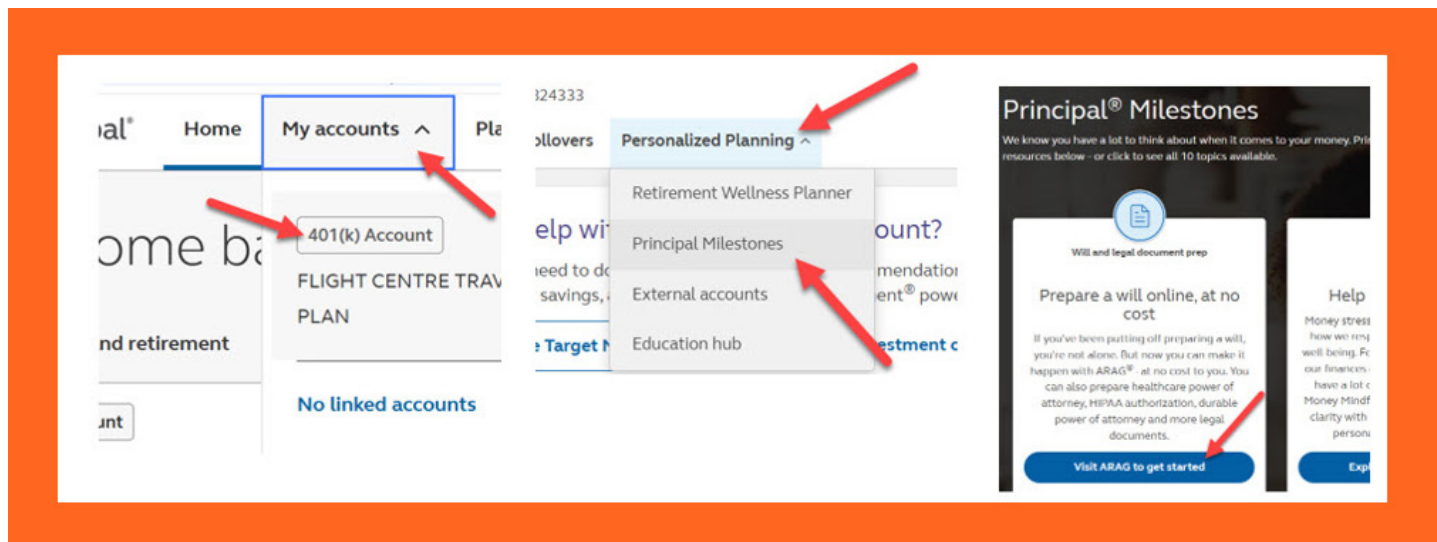
Nova Scotia (NS):

Caregivers Nova Scotia: <https://caregiversns.org>

GENERAL SUPPORT - USA

US, staff can get a Will and other health documents. Screenshots below, the left is where to find the service, it is found on the 401k account at Principal.

Principal 401k website - available to any US staff member.
The site is www.principal.com



AARP

Find tips and support for family care-giving through AARP, from providing personal care, medical management and financial guidance to finding a healthy work-life balance.

<https://www.aarp.org/caregiving>

The National Council of Aging

Since 1950, NCOA has made improving the lives of older adults our passion and mission. From the spark of a movement to growing toward the future, NCOA's work to ensure we all can age with health and financial security is rooted in a rich history.

<https://www.ncoa.org/>

This is a government site that has a resource center by state. You can click on your state to get your local information.

<https://www.hhs.gov/aging/state-resources/index.html>

GENERAL SUPPORT - GLOBAL

Contact your local People & Culture Team to get the details of your regional resources, EAP and government websites to help you at any stage of this journey.

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