

The Power of Support Groups in BC

By Lycia Rodrigues Caregiver Support & Engagement Lead, Family Caregivers of BC

We know from decades of working with family caregivers that social support is one of the best ways to help caregivers cope better over time. It's rare to see a person thriving in the demanding role of caregiver when isolated from others. Caregiver support groups provide opportunities to meet and share emotional support and practical information.

Each caregiver group has its own distinct personality. Some groups are very small, others have dozens of members. Some groups meet once a month; others meet bi-weekly. Some are completely unstructured; others favour a more formal approach. Their members are linked by community and the common role of caregiver. Despite their differences each caregiver support group provides a confidential, non-judgemental forum where members can let off steam, commiserate and exchange practical information in a relaxed atmosphere. These groups provide an opportunity for caregivers to vent their feelings, to laugh or to cry, to grieve or to rage, to talk or to listen – while feeling reassured in the knowledge that there are others who truly understand. A wonderful resource is the support group “alumni” – those individuals who are prepared to continue their involvement in the group after they cease to be active caregivers.

Some communities in BC have had groups for many years, some areas have relatively new groups, and there are communities that want to increase support

for family caregivers through the facilitation of peer support groups. The Family Caregivers of British Columbia



Nanaimo Support Group Facilitator Training

itself is the umbrella organization that aims to link all these groups together and provide continuing training and support for group facilitators.

In the past few months, we facilitated training for group facilitators in Chilliwack and Nanaimo. We developed partnerships with local community-based organizations, and invited volunteers and staff to join our trainings and initiate groups in these target areas. In Spring 2018, we will facilitate free training for support group facilitators in the West Shore, Prince George (via Webinar) and Vancouver (exclusively for multicultural organizations). Our goal is to foster learning and support for existing and new peer support groups for family caregivers in our communities.

To find out more about becoming a support group facilitator and training, see page 4 for upcoming training sessions or contact **Lycia Rodrigues at lyciarodrigues@familycaregiversbc.ca or call our toll free line at 1-877-520-3267.**

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Let us help. Call the BC Caregiver Support Line 1 877 520 3267

Change Day BC 2017

By Kim Davies

In 2013, a small group of clinicians and leaders in the National Health Service (NHS) in England set out to demonstrate how even small, individual acts could create large-scale improvement. On what would become the world's first Change Day, they asked the country's NHS staff to pledge to do something to improve the quality of health care: from simple acts like smiling at patients and introducing themselves by name, to special one-of projects like doing something to gain insight into what it feels like to be a patient. The NHS Change Day founders ambitiously hoped for 65,000 pledges; they received more than 189,000. It was the biggest movement in NHS history.

Countries from all over the world have since launched their own change days, spreading the energy and excitement to improve care globally. In 2015, the BC Patient Safety & Quality Council, in partnership with ambassadors and organizations like Family Caregivers of BC, launched Change Day BC.

Everyone from clinicians and caregivers to executives and volunteers, from patients and clients to families and those working in social and community care, were invited to make a pledge to improve the quality of health and social care in British Columbia. People were encouraged to pick something that was meaningful to them, big or small, single acts or sustained efforts, group activities or solo undertakings. The goal was to reach 5,000 pledges by Change Day BC's official date, October 15th, 2015. Over 7,800 pledges were made from every corner of the province, and every area of care.

Pledges included such things as: drinking thickened fluids and eating pureed foods for a day to understand the experience of patients, wearing incontinence pads to better empathize with residents in a care home and working to increase cultural safety for Indigenous people seeking health services.

In many cases, these small acts of change created a ripple effect. For example, the pledge to eat soft food for a day ended up raising awareness about the patient experience at the board and executive level. So inspiring was the Change Day BC event that the organizers decided to do it again this year. This time



Carmen Orquiola - South Vancouver Neighbourhood House, Vancouver
Dione Seidel - Ask Friendship Centre, Vancouver
Solange Valiquette - Family Caregivers of BC, Victoria

with Alberta and Ontario joining in on the same day: November 17th, 2017.

Among the more than 6,500 pledges made in BC (and over 18,600 in Canada) thus far are the following:

"I pledge to... Listen to and acknowledge patients [sic] personal goals in my daily care." —Gaylene (Island Health), Victoria

"I pledge to...provide the kind of respite support that lets the caregiver really relax into some time off." — Janet (Journeys Press)

"I pledge to tell someone about Family Caregivers of BC." —Ania (Saanich Commonwealth Place), Victoria

Each pledge represents an individual who is taking action and making a positive difference in the lives of those around them: thousands of people demonstrating their dedication, creativity, and compassion. Family Caregivers of BC took the opportunity to launch a new caregiver consent referral form that anyone can use. As of November 30th - roughly 200 individuals pledged to refer a caregiver to Family Caregivers of BC.

As a caregiver you know how challenging it can be to look after yourself. Take a pledge to tell a family, friend or neighbour about Family Caregivers BC and our services so no one cares alone. Anyone living anywhere in BC can refer a caregiver with their consent – here is a link to FCBC's caregiver consent referral form <http://www.familycaregiversbc.ca/get-help/care-giver-referral-form/>.

Editor's Note

By Janet McLean, Education and Engagement Lead for Family Caregivers of BC



At Family Caregivers of BC, we constantly monitor caregivers' needs. What we see and hear from other caregiver support organizations is caregivers' greatest needs are education about caregiving, information about the health care system and resources, and emotional support.

Lycia Rodrigues, our Caregiver Support & Engagement Lead has been reaching out across the province spreading the word about caregiver support groups and offering training to anyone interested in facilitating a group. In November, Lycia held the first meeting of a Support Group Facilitator Community of Practice that was attended by 27 people. Read Lycia's article on our cover page that talks about the power of caregiver support groups and her article on page 6 that provides an example of one courageous caregiver who took a stand for a friend.

Our new caregiver consent referral form is another

way we are reaching out. Read the article on page 2 about our Change Day campaign to launch our new form. The intent is that anyone, anywhere in the province, can refer a caregiver to us and we will support them.

Often our support involves referral to community organizations who serve seniors and caregivers at the local level. The article about the PACE program in Penticton on page 4 contributed by Myrna Tischer profiles an innovative program developed for caregivers by Interior Health Authority and the Penticton & District Community Resources Society.

We hope this issue of Caregiver Connection connects you to education, information and emotional support you might need. There is no question that connected caregivers are healthier caregivers.

Thanks for caring

Janet

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C.A.R.E.S. Program in Penticton

By Myrna Tischer, Better at Home Program Coordinator

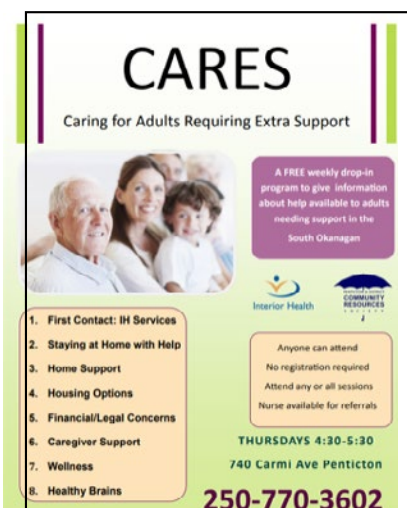
Aging is an unpredictable journey. Some people have challenges early in their senior years and others manage very well into their nineties without any outside supports; still others require extra help with their day-to-day functioning well before being considered a senior. Life changes can come on suddenly as the result of an accident, fall or other unexpected occurrence or gradually from a chronic health condition. For caregivers who are supporting a family member, spouse or friend, there may come a time when reaching out for support is a matter of self-preservation.

This was the impetus for a pilot program started last year in Penticton called C.A.R.E.S. (Caring for Adults Requiring Extra Support); initiated by a local nurse who was trying to coordinate supports for her father and father-in-law at the same time. Experiencing these challenges first hand, she wondered how others were able to get the information they required. Having previously coordinated the Baby Talk program for new mothers, she approached her employer with her idea. This led to Penticton & District Community Resources Society and Interior Health Authority joining forces to develop the program.

C.A.R.E.S. is a free, weekly drop in program offering information about help available to adults needing support. Each week a different topic is presented such as First Contact with Health Services, Community Supports, Home Support, Housing Options, Caregiver Support, Health Services, Finances and Advance Care Planning, and End of Life Care. Each session provides general information about the topic, who is eligible for various supports, how to access and what to

expect. The group will often share experiences and offer suggestions, helping to remind others they are not alone. Resources are available at each session and a nurse and community services representative are present to answer any specific questions and provide support.

Unfortunately, the desire for independence means too many people try to manage on their own and wait until a time of crisis to reach out, only to find delays in accessing the supports needed. Gathering information, resources and contacts before it is needed is an effective way to be proactive and prepared. The next session of C.A.R.E.S. in Penticton is expected to begin in March 2018. For more information call 250-770-3602. Family Caregivers of BC's Caregiver Support Line is free and available year round at 1-877-520-3267 and our online resources can be accessed any time at www.familycaregiversbc.ca.



<p><u>Family Caregiver Support Group Facilitator Training</u> Greater Victoria and Gulf Islands When: Thursday January 18th 10am-2pm (lunch provided) Where: Church of Advent: 510 Mt View Ave, Colwood BC Partnerships: West Shore Community Response Network Prince George When: 2 sessions: Monday January 29th & Monday February 5th 1:30-3:30pm Where: Via Webinar Partnerships: Better at Home, Prince George Native Friendship Centre, and Prince George Council of Seniors</p>	<p>Metro Vancouver: Multicultural Support Group When: Thursday March 8th 10am-2pm (lunch provided) Where: Mount Pleasant Neighbourhood House: 800 E Broadway, Vancouver Partnerships: Mount Pleasant Neighbourhood House, and South Vancouver Neighbourhood House To register or for more information contact Lycia Rodrigues at lyciarodrigues@familycaregiversbc.ca or at 1-877-520-3267.</p>
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We gratefully acknowledge our donors and funding partners



Events

January 18 Webinar

Grief and Coping with the Many Losses of Caregiving
Chris Mackinnon, Canadian Virtual Hospice

February 8 Webinar

Informed Decision Making for Caregivers
CCMI, Bernice Johansen

February 22 Webinar

Considerations for Transitions into Residential Care,
Taylor Hainstock

Find more events at familycaregiversbc.ca/events

Caregiver Connection

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Family Caregivers of BC

1 877 520 3267

www.familycaregiversbc.ca



Caregiver Stress Test

The following test will help you become aware of your feelings and the pressures and stress you currently feel. Responses are:

1 = Seldom 2 = Sometimes 3 = Often 4 = Usually 5 = Always

_____ I find I can't get enough rest.

_____ I don't have enough time for myself.

_____ I don't have time to be with other family members besides the person I care for.

_____ I feel guilty about my situation.

_____ I don't get out much anymore.

_____ I have conflict with the person I care for.

_____ I have conflicts with other family members.

_____ I cry every day.

_____ I worry about having enough money to make ends meet.

_____ I don't feel I have enough knowledge or experience to give care as well as I'd like.

_____ My own health is not good.

If your response to two or more of these areas is "Always", "Usually" or "Often" it may be time to look for help with caring for your family member and making time to take care of yourself as well. Call Family Caregivers of BC's toll-free Caregiver Support Line at 1 877 520 3267 or visit www.familycaregiversbc.ca for more information and resources.

Nazaline Khan: Cultivating a Community of Care

By Lycia Rodrigues, Caregiver Support and Engagement Lead, Family Caregivers of BC

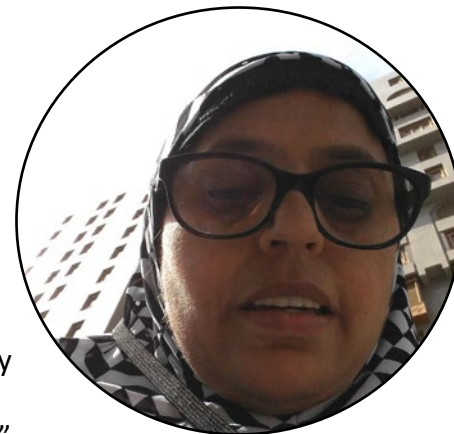
This past month, Nazaline Khan, from Surrey BC, called our Caregiver Support Line. She wanted to help a friend who had a recent stroke and didn't have any home health supports in place. Nazaline noticed that her friend's husband, the primary family caregiver, was not able to communicate his wife's needs to their family doctor, and didn't know how to navigate the health care system. Nazaline mentioned that a language barrier was one of the major issues that her friends experienced during this health transition and also the lack of support from extended family and other friends.

I was impressed to hear of Nazaline's eagerness to help her friends. They live in her neighbourhood, attend the same faith based community and have a similar cultural background. Thus, I asked if she would be willing to share her story, and let us know more about her initiative to provide support for friends in her community.

Nazaline described that she "noticed that her friends were not attending the Mosque, and decided to visit them in their home." She was "shocked to see that her friends didn't have any help, and their place was a real mess". She decided to talk about this situation with her friend's family doctor. He provided her with our Caregiver Support Line. Nazaline was motivated to call us right away. I provided her with detailed information and the contact of Home Health services by Fraser Health in her area. She learned how to arrange an assessment from a case manager, so her friends could have an assessment appointment as soon as possible.

Today, Nazaline is thrilled to say that her friend has the personal care services she needs, and her friend's husband (caregiver) has some relief while the health care aids help with activities of daily living for his wife including bathing and medication administration. Nazaline also reached out to other friends in the neighbourhood, and tried to create a circle of support for her friend, so the husband can have some respite,

and her friend can continue to be involved within her community. She said that it is so "important to care for each other, and someday she may also need help from her friends."



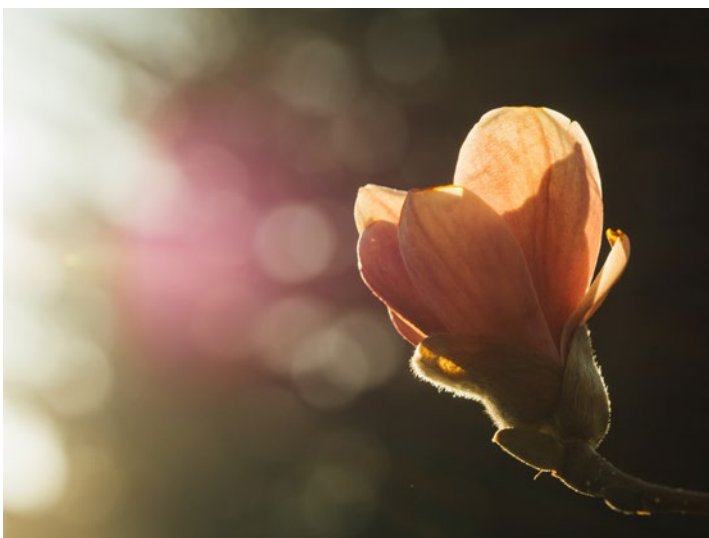
Nazaline Kahn

Nazaline moved to Canada in 1977 from Fiji with her parents when she was very young. She got married here, and worked at the Burnaby Hospital providing care for seniors. In her family, she was the primary caregiver for her mother, who had diabetes and needed constant care. She said that this experience helped her to realize that family caregivers must not be left entirely alone in their caregiving role, and that having community support is essential in the caregiving journey. She was "very worried about the isolation of her friend who had a stroke and about her friends' husband", and was "afraid that their health circumstance would get worse due to the lack of support." Currently, she is involved with the Block Watch Program in her neighbourhood, and feels that she "wants to help those who don't have enough support and who experience language barriers."

I was so inspired to hear Nazaline's story as a caregiver for her friend. Unfortunately we often hear that when caregiving starts, friends scatter. However, I learned from Nazaline that we need to become aware of our friend's needs during health transitions, and be willing to step out and offer our hearts and hands to cultivate a community of care.

MyGrief.ca

By Kim Davies



There is no right or normal way to cope with the death, or approaching death, of someone important to us. Each grief experience is different. While anger, guilt, fear, sadness and loneliness are common reactions, every person is affected in their own way: emotionally, physically and mentally. Some people successfully navigate their loss; others become stuck in their grief.

Despite the fact that nearly everyone will be touched by grief and loss at some point in their life, for many Canadians grief support is an unmet need. To help address this need, the Canadian Virtual Hospice, in collaboration with grief experts and people who have experienced significant loss in their own lives, developed MyGrief.ca.

“I am at the epicentre of this earthquake.”

This is how Bonnie describes her grief when Ray, her husband of 41 years, died in 2013. On MyGrief.ca she is one of 12 men and women, from different cultural perspectives, who share their very personal stories of grief, loss and healing after the death of a loved one.

MyGrief.ca is a free online resource to help people work through their grief from the comfort of their own home, at their own pace. Given grief is such an individual process, different topics and issues can speak more strongly at different times and as needs change. MyGrief.ca offers nine sections to choose from, each including text and video clips. Users of the site can review material by specific topics, such

as how to face emotions or manage situations that trigger grief, or choose to work through the entire content section by section. Visitors can use the site as many or as few times as they need.

Some of the topics discussed on MyGrief.ca include:

- Recognizing how grief affects people before and after death;
- Managing family dynamics;
- Dealing with unhelpful comments and unwanted advice;
- Recognizing if one is stuck in grief;
- Finding assistance should one need it; and
- Re-engaging with life after a death.

MyGrief.ca is compatible with all platforms and browsers, so people can scroll through it using cellphones, tablets and personal computers. While MyGrief.ca is not meant to replace professional counselling or other health care services, recognizing that the topics can bring up strong emotions, the site offers users the option to connect with a professional about the content through its Ask a Professional feature. There is also a Discussion Forums feature that provides a safe place to find support from people who have “been there.” The forums are professionally moderated and, by using a username, visitors can be assured that their privacy and identities are protected. In November 2017, MyGrief.ca expanded with KidsGrief.ca in order to address how to support the unique needs of a grieving child. KidsGrief.ca aims to help parents and caregivers understand how children (ages 0 to 18) grieve and how to support them if they are facing a life-limiting illness, dying or the death of someone important to them. It also suggests ways to discuss the cycle of life and death with children long before someone they know is dying or has died.

Family Caregivers of BC is hosting a webinar on **January 18, 2018** on grief. It will be presented by Chris Mackinnon, the primary content developer for www.MyGrief.ca. Join us for this free webinar by registering from our website <http://www.familycaregiversbc.ca/events/webinars/>.

Supporting a Loved One with Chronic Pain

By Kathryn Sutton, Communications Lead, Pain BC

One in five British Columbians live with chronic pain. The pain can result from injury, surgery or illness – or sometimes have no identifiable cause.

If you're caring for someone who has pain that persists, you know pain is complex. Each person's experience of pain is unique and there is no one-size-fits-all treatment; getting pain under control might require several things including physical therapy, counselling, and possibly medications.

People living with pain can feel like they have lost so much — their confidence, maybe their job, or the ability to enjoy an active life. It's no surprise they're much more likely to get depressed than people without chronic pain. It takes a lot of courage to live with pain every day. Living with or being close to someone with so much pain can also be really hard.

No one knows what your friend or family member needs better than they do, so ask them gently how you can be most helpful. Often, the most important thing you can do is to listen without judgment while they express their feelings. It's helpful to remember that it takes a lot of courage to get through each day living with pain. If it feels right, you may want to tell them "You have shown so much courage in dealing with all this pain for so long. It's inspiring to me."

It's important to remember that you are not alone in caring for a family member with pain. Pain BC is a collaborative non-profit organization made up of people in pain, health care providers, and industry leaders. We provide tools, support, community, and education for people living with pain and their friends and family on our website www.painbc.ca.

Pain BC's Connect for Health program advocates for people in pain and their families, connecting them with services and support that go beyond the doctor's office. This free, self-referred phone-based program uses trained volunteers help manage issues around income, isolation, housing, food security and other challenges faced by people in pain. You can access Connect for Health by calling 1-844-430-0818 or find out more at www.painbc.ca/chronic-pain/connect-for-health.



Pain BC also has a new Coaching for Health program that, used in combination with medical treatment, can help improve outcomes by getting people living with pain more involved in their own health. Coaching for Health is a free telephone or video conference lay coaching program designed to help people living with pain learn self-management skills, regain function and improve their well-being. This program is accessed by physician referral, so speak to your loved one's family doctor about accessing the program. More information can be found at www.painbc.ca/coachinghealth.

Pain BC also runs Live Plan Be (www.liveplanbe.ca), a free online self-management tool and educational resource developed to support those living with pain and their friends and family. The site is a place to learn about the science behind chronic pain and pain management strategies, and connect with a like-minded community on our secure discussion forum, which includes specific discussion categories for caregivers.

If you're on Facebook or Twitter, please join Pain BC at <http://www.facebook.com/PainBC> and <http://www.twitter.com/PainBC>. You'll find a supportive community of thousands of British Columbians who live with chronic pain, and their friends and families, who know what you're going through.

Most importantly, being connected to someone like you can make the world of difference to someone living with pain. Remember that you are not alone. Pain BC is here to support you too!

Help is available — find a support group

Please contact local groups for exact locations and times. Find details on [our website](#).

FRASER HEALTH AREA

Abbotsford

Side by Side Caregiver and Family Support Group
6256 Mt. Lehman Rd.
Paddy: 778-982-0489 or mtlehmansidebyside@gmail.com

Burnaby

Family Caregivers Program
Burnaby Seniors Outreach Services Society
2055 Rosser Ave.
604-292-3909 or lori@bbseniors.ca
www.bsoss.org

Langley

Langley Senior Resources Society
20605 - 51B Ave., Langley
604-530-3020 or info@lsrs.ca

Surrey

Seniors Come Share Society
15008 26th Ave., Surrey
604 531-9400 ext. 202 or caregivers@comeshare.ca

Surrey & Delta

Caregivers Network of Surrey/Delta
604-686-3793
Surrey: Fleetwood Villa
16028 83rd Ave.
info@caregiversnetworksurreydelta.com

Newton: Seniors Come Share
13855 68th Ave., Surrey

Delta: Northcrest Care Centre
6771 120th St.

Delta: Kennedy Senior Recreation Center
11760 88th Ave.

North Delta

Crossroads United Church Caregivers Group
Norma: 604-591-3137 or normahenryt@shaw.ca

South Delta

Caregivers' Support Network
The Centre for Supportive Care
4631 Clarence Taylor Cres., Ladner
Laurie: 604-943-3921 or info@deltahospice.org

Tri-Cities (Coquitlam, Port Coquitlam, Port Moody)

Caregiver Support Program
Karen Tyrell: 778-789-1496
SeniorCaregiverProgram@gmail.com

Maple Ridge

Maple Ridge Caregiver Support Group
Maple Ridge Seniors Activity Centre
Vcr_fv@telus.net or text 604-889-1879

INTERIOR HEALTH AREA

Cranbrook, Creston, Fernie, Golden, Kimberley, Invermere

Caregivers Network for East Kootenay Seniors
Tobi Johnston: 1-877-489-0803 or in Cranbrook 250-489-0802
caregiversnetworkek@gmail.com
www.caregiverssupport.weebly.com

Keremeos

South Similkameen Health Centre
250-499-3020

Oliver

Sunnybank—Tea Room
250-498-5084

Penticton

Trinity Care Centre
250-770-3486

Princeton

Princeton General Hospital
250-295-4464

Summerland

Summerland Health Centre
250-404-8072

ISLAND HEALTH AREA

Covers Vancouver Island and the Gulf Islands.

Campbell River

1351 Ironwood Rd
Geri: campbellrivercaregivers@gmail.com

Chemainus

Cowichan Family Caregivers Support Society
#1 Kenneth Place, Duncan
Janis: 250-597-0886 or info@familycaregiverssupport.org

Comox Valley

Senior Peer Counselling Society
#491B – 4th St., Courtenay
250-871-5940 or seniorpeercounselling@shaw.ca
www.comoxvalleyseniorpeercounselling.com

Cowichan Valley

Cowichan Family Caregivers Support Society
#1 Kenneth Place, Duncan
250-597-0886 or info@familycaregiverssupport.org

More on next page...

Duncan

#1 Kenneth Place, Duncan
 Janis: 250-587-0886 or info@familycaregiverssupport.org
www.familycaregiverssupport.org

Gabriola Island

People for a Healthy Community (PHC) Resource Centre
 Suzette Delmage: 250-247-7311
www.phcgabriola.org

Ladysmith

Cowichan Family Caregivers Support Society
 Janis: 250-597-0886 or info@familycaregiverssupport.org

Mayne Island

Jessica Easton: 250-539-2123 or jessica.easton@me.com

Port Alberni

Echo Centre
 Samantha: 250-723-4478 or samantha@albernihospice.ca

Quadra Island

Quadra Circle Community Connections Society
 Helen: 250-285-2255 or qcircle@outlook.com

Salt Spring Island

Saltspring Seniors Centre, Ganges
 250-537-5004 or muffetmbc@yahoo.ca

Sidney

Shoal Centre 10030 Resthaven Dr., Sidney
 250-384-0408/1-877-520-3267

Victoria

Family Caregivers of British Columbia Evening Group
 #6 – 3318 Oak St., 250-384-0408

Victoria Downtown Lunch Hour Group
 250-384-0408 or victoriacaregivers@gmail.com

First Metropolitan Caregiver Support Group
 First Metropolitan United Church
 Kyla.morgan@firstmetvictoria.com
 250-388-5188 local 226

Peninsula Group
 2159 Mt. Newton X Rd (Saanichton Bible Fellowship)
 250-384-0408

NORTHERN HEALTH AREA**Smithers**

2nd floor of the courthouse
 Jenny deVries at 250-847-2975

VANCOUVER COASTAL HEALTH AREA**North Shore**

North Shore Community Resources
 Caregiver Support Program
 #201 - 935 Marine Dr., North Vancouver
 604-982-3320
www.nscr.bc.ca/information/caregiver

Richmond

Caregivers Drop-in Group
 Rosewood Manor, 6260 Blundell Rd.
 Eleanor 604-277-3774 or sunflower31@shaw.ca

South Vancouver Family & Friend Support Group

Caregiver Support South Vancouver Neighbourhood House
 carmenorquiola67@gmail.com
 604-453-5885/604-324-6212

Vancouver

Frog Hollow Neighbourhood House
 604-251-1225 ext 237
gloria@froghollow.bc.ca

DISEASE-SPECIFIC FAMILY CAREGIVER GROUPS

Many of these organizations also offer support & groups for caregivers caring for someone with that condition. Contact the BC office below for information about services in your community.

ALS Society of BC

www.alsbc.ca 1-800-708-3228

Alzheimer Society of BC

www.alzheimer.ca/bc/ 1-800-667-3742
 First Link Dementia Helpline 1-800-936-6033

BC Brain Injury Association

www.brainstreams.ca 604-984-1212

British Columbia Schizophrenia Society

www.bcss.org 1.888.888.0029

BC Cancer Agency

www.bccancer.bc.ca

Here to Help (for Mental Health)

www.heretohelp.bc.ca 310-6789

MS Society of Canada (BC)

www.mssociety.ca 1-800-268-7582

Parkinson Society BC

www.parkinson.bc.ca 1-800-668-3330

Stroke Recovery Association of BC

www.strokerecoverybc.ca 1-888-313-3377

Find more resources on
www.familycaregiversbc.ca

Provincial Resources for Family Caregivers

Anti Fraud Centre

www.antifraudcentre.ca or 1-888-495-8501

BC Health Authority General Enquiry Lines

Fraser Health 1-855-412-2121
 Interior Health 250-980-1400
 Island Health 250-388-2273 or 1-888-533-2273
 Vancouver Coastal Health 604-263-7377
 Northern Health 250-565-7317

BC Ministry of Health website

www.gov.bc.ca/health.

Visit www.healthlinkbc.ca/healthtopics and put in the search term "Caregiver".

BC Palliative Care Benefits Program

www.health.gov.bc.ca/pharme/outgoing/palliative.html

BC Seniors Guide (BRAND NEW!)

www.gov.bc.ca/seniors-guide or 1-800-663-7867

Available in English, Chinese, French & Punjabi. There is also a First Nations Guide.

Crisis Centre BC

<http://crisiscentre.bc.ca/contact-us/>

1-800-SUICIDE (1-800-784-2433)

Family Caregivers of British Columbia

www.familycaregiversbc.ca

Caregiver Support Line: 1-877-520-3267

Find Support BC

<http://findsupportbc.com>

HealthLink BC

www.healthlinkbc.ca

Call 811 anytime 24/7 to speak to a nurse.

Pain BC

www.painbc.ca

The Nidus Personal Planning Resource Centre

www.nidus.ca or email: info@nidus.ca

SAIL - Seniors Abuse & Information Line

Vancouver - Metro 604-437-1940

Toll Free: 1-866-437-1940 (8am-8pm daily)

Language Interpretation (9am-4pm M-F)

www.bcceas.ca

UVIC Self Management

www.selfmanagementbc.ca

Your Voice Counts

Caregiver Engagement Program Opportunity

Would you like to help support the shift to patient and family centered care? Do you have an interest in improving the health system? Would you like to help us improve our services or participate in research? Join a growing group of caregivers (past or present) in BC who are volunteering to share their experiences, opinions and ideas. Here are some examples of past engagement opportunities:

- Take a survey
- Join a committee
- Attend a one-day forum with health care leaders
- Review a document and provide feedback



Family Caregivers
of British Columbia

Toll-free Caregiver Support Line 1 877 520 3267

www.familycaregiversbc.ca

We can help right now



Toll-free BC Caregiver Support Line 1-877-520-3267



info@familycaregiversbc.ca



www.familycaregiversbc.ca



Family Caregivers
of British Columbia

Save a tree

Get your quarterly edition of Caregiver Connection by email!

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To receive a hardcopy of future editions of Caregiver Connection, please call Family Caregivers Society of BC toll-free at 1-877-520-3267 or email info@familycaregiversbc.ca. Bulk copies also available.

Help build a stronger family caregiver community & make the future brighter

Donate

Support our mission and vision of the future where family caregivers are valued, supported and included as partners in care, or donate for today's caregiver support and education programs.

Family Caregivers Society of British Columbia is a registered charity (#12981 7771 RR0001) A charitable tax receipt will be issued for donations of \$20 or more.

Please make cheques payable to Family Caregivers Society of British Columbia #6-3318 Oak Street, Victoria, BC, V8X 1R1

Volunteer

Be a caregiver voice in working toward patient and family centred care.

Call toll-free at
1-877-520-3267

or donate online at

WWW.FAMILYCAREGIVERSBC.CA

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#6-3318 Oak Street

Victoria, BC V8X 1R1

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