

## Brief Action Planning: A Way Forward in 2017

By Tobi Johnston M.A., M.S.W., Program Manager for the [Caregivers Network for East Kootenay Seniors](#)

There are many issues facing caregivers today. They balance the daily demands of caring for a loved one in addition to dealing with their own health and financial worries. Caregivers may also have to juggle the responsibilities of work, a relationship with a spouse or significant other, raising children and trying to maintain ongoing relationships with siblings and close friends. As a result of these demands, many caregivers become overwhelmed in dealing with their situation. They are so caught up in the daily grind they don't recognize the warning signals of burnout, which can include extreme fatigue, isolation, lack of rest, irritability, and frustration over a lack of free time. When this occurs caregivers often get stuck in an unhealthy cycle of fatigue, hopelessness, and depression without seeing a way forward.

Recognizing this concern, the BC Ministry of Health Patients as Partners Program, through the Centre for Collaboration, Innovation and Motivation, The Family Caregivers of BC and many regional caregiving practitioners are adopting and integrating Brief Action Planning (BAP) to create positive change for caregivers

throughout the province. BAP is grounded in the principles and practice of motivational interviewing and the behavioural change psychology. BAP is a structured way of interacting with individuals interested in making a concrete action plan to improve some aspect of their situation. In clinical terms, BAP is a structured, patient-centred, stepped-care self-management support technique based on a series of three core interview questions and five specific skills. The aim of BAP is to move you from "stuck" to motivated action no matter how small your goal is. The overall goal of BAP is to help you create an action plan for self-management that you feel confident you can achieve.

The success and benefits of BAP have been widely documented but what does this mean for caregivers and practitioners in the caregiving field? BAP provides caregivers a way to take action to improve their well-being. BAP doesn't set out to fix all the problems caregivers face, but it does provide a way to focus on something positive and important in their lives, whether it be eating healthier, getting more exercise or simply trying to carve out five minutes for themselves.

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

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In setting these goals a specific plan is then adopted with times, frequency, and dates—real, measurable outcomes that the caregiver is in control of and has identified themselves. For practitioners in the caregiving field, BAP can serve as an extremely useful tool to help caregivers move forward, make a plan and improve their situation. Caregivers and practitioners

alike can reveal a positive and hopeful path forward by adopting BAP.

Wherever you live in British Columbia, you can receive help developing a BAP of your own. Simply call the Family Caregivers of BC's toll-free Caregiver Support Line (1-877-520-3267) and mention this article.

## Tax Benefits, the Disability Tax Credit and the Registered Disability Savings Plan

### How Income Tax Returns Can Help Support Financial Independence

By Salina M. Dewar, BA, LL B, Tax Advocate, Disability Alliance BC

**F**amily caregivers have a lot to think about as they help their loved ones manage the challenges of daily living. It can be hard to locate resources to support your loved one's financial independence, and difficult to understand the qualifying factors for any financial resources available.

An important tax benefit that may be available to your family member is the Disability Tax Credit (DTC). A person's eligibility is based on the impact of their impairments on certain aspects of daily living, not on whether they can work or they receive social assistance. The DTC can reduce the amount of taxes your loved one pays and can sometimes be transferred to a spouse or family member.

The DTC can also benefit those who don't earn enough to pay taxes. People under the age of 59 who are approved for the DTC can open a Registered Disability Savings Plan (RDSP) to help them save for later life. Guardians can apply for the DTC on behalf of minors and adults who are unable to apply for themselves. Family members and friends can contribute to the RDSP. Money in an RDSP is exempt from asset restrictions the Province has for people receiving disability assistance, can be used for any purpose, and does not result in reduced provincial disability assistance payments. Those who have the DTC and are 49 years of age or under when they open the RDSP, may qualify for up to \$90,000 in free RDSP grants and bonds. Since the grants and bonds are income dependent, it is essential for your family member to file

their tax returns and get caught up if they're behind. Many doctors aren't familiar with the DTC application criteria, and this can cause someone who would qualify to miss out on the benefits of the DTC and the RDSP. With support from the Vancouver Foundation, Disability Alliance BC (DABC) works with the BC Aboriginal Network on Disability Society and Plan Institute to help people apply for the DTC and access the RDSP and related grants and bonds. DABC provides direct support for DTC applicants in BC with low incomes who want to open an RDSP.

You may be struggling to find cost-effective tax filing assistance for your loved one. Through our Tax Aid program, DABC helps people anywhere in BC who receive assistance for Persons with Disabilities or Persons with Persistent Multiple Barriers get caught up on prior years' tax returns. We can often help even if they also earn other income. We can prepare and file simple personal tax returns for any or all of 2007-2015. We can also provide you with information about how to gather missing tax slips and information about what to do if your loved one has a debt owed to the CRA that arose within the last 10 tax years. Our service is free.

To get help with tax returns, please email our office at: [taxaid@disabilityalliancebc.org](mailto:taxaid@disabilityalliancebc.org). For assistance applying for the DTC or information about RDSPs, you can e-mail us at: [rdsp@disabilityalliancebc.org](mailto:rdsp@disabilityalliancebc.org). Alternatively, you can request assistance by telephone at (604) 872-1278 or toll free in BC at 1-800-663-1278.

# Editor's Note

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

**A**fter what feels like a long winter, there are hints of Spring popping up in Victoria. Snowdrops are appearing in gardens and soon the cherry trees will be in full-blossom glory. It is a time commonly associated with the end of winter sleep and awakening. The word HOPE springs to mind. Caregiving can often make us feel hopeless, especially if prospects for our care recipient aren't what we wish. What can caregivers hope for with the coming of Spring?

I've been reading an excellent book by Eve Joseph entitled *In The Slender Margin* which was a Globe & Mail Best Book of The Year in 2014. In this book, Joseph explores modern society's views on death and dying through her own personal experiences and her career as a social worker in hospice care. In a section of the book entitled "Hope", she has this quote from Emily Dickinson: "Hope is the thing with feathers that perches in the soul". She then goes on to describe how hope takes on a new meaning when we're caregiving. It transitions based on the phase of caregiving we are in but it can still be present. She contends humans are "hard-wired" for hope that "allows us to imagine a future". She ends by cautioning if we are too focused on what we want to happen, we can miss what is actually happening. In this sense, hope can be a thief and "steal the present moment right out from under our feet". An important reminder for all of us to

appreciate what we can each day.

This issue of Caregiver Connection contains a variety of information and articles designed to help you awaken to Spring. One of the least favourite chores that arrives with Spring is income taxes – groan! Salina Dewar from Disability Alliance of BC has contributed an article which may help regarding disability tax credits. To inspire you to honour a resolution you may have made for yourself in 2017, Tobi Johnston from the Caregivers Network for East Kootenay Seniors educates us on Brief Action Planning. To relate to your experience as a caregiver, author Katherine Arndt shares a poignant story about caring for her sister, and to illustrate the kinds of resources available to caregivers across the province, Suzanne Taylor from the Seniors Come Share Society shares Randell's story about the support her organization provides for seniors and family caregivers in Surrey. Finally, to help you find that "hope bird" that perches in your soul – if only for a moment – we have included some tips on conscious breathing.

May you find some moments for joy and hope in the months ahead and thanks as always for caring.

Janet

*Is there something you'd like to share or read in our newsletter? Email [info@familycaregiversbc.ca](mailto:info@familycaregiversbc.ca)*

## Collective Effort Required to Gain Recognition for Family Caregivers in our Health Care System

By Wendy Johnstone

**T**he 2017 Ministry of Health Patients as Partners Provincial Dialogue was held in Vancouver on February 28, 2017. Family Caregivers of BC (FCBC) was fortunate to have 10 family caregivers as representatives providing feedback and insight on the successes of patient-and-family-centered care in BC. We also had members of the FCBC Provincial Caregiver Program team to round out the service provider's perspective.

The approach for this year's Dialogue was sharing

expertise and exploring how to further enhance patient and family centered care at all levels – individual, community and systemic. With over 200 participants attending, the day was filled with presentations, brainstorming activities and feedback loops.

As a whole health care system we are making advances re: the inclusion of family in care and decision-making. Family caregivers are being included in the language we use in materials on engagement which is a very important step. However, as one of

*continued on page 11...*

# My Caregiving Journey

By Katherine Arnup, PhD

**B**efore my sister got sick, I had never really thought of myself as a caregiver. Of course, like almost every girl growing up in the 1950s, I had a menagerie of dolls and stuffed animals I took care of, doling out medicine, taking their temperatures, and giving needles with the tools from my red plastic Nurse's Kit.

As a sickly, asthmatic child, I had more than my share of doctor's visits, what with weekly allergy shots, and the panoply of childhood illnesses including tonsillitis, red measles, German Measles, chicken pox, mumps, and whooping cough. The experience left me with no desire to become a doctor, nurse, or caregiver.

My mother was an amazing caregiver. I suppose she pretty much had to be in the 1950s, what with big families (my parents had four girls) and her husband away on business for increasing amounts of time. Even as adults, we knew we could always call Mom whenever someone was feeling sick, and she would offer sympathy, advice, and a run to the drug store if needed.

But in 1990, at the age of 71, my mother suffered a devastating brain aneurysm which left her with multiple disabilities, needing 24-hour care until her death. Our caregiving mother was gone. To make up for our loss, my sister Carol and I pledged that we would take care of each other should one of us become ill.

Little did I expect to be called upon to fulfill that promise so soon.

In 1997, the cancer Carol has survived in 1978 returned with an unstoppable force. Along with a team of family and friends, I cared for her during the final six months as her life slipped away.

Here's what I learned:

I learned about constipation caused by opioids, the difference between melanoma and sarcoma and what that meant for treatment options, about CT Scans, MRI's, commodes, anti-nausea medications, K-basins, and mouth swabs. I learned where to buy the best home health products, ginger ale, and high-end popsicles. I learned where to order a hospital bed,



a commode, a walker.

I learned how to request

assistance from the Community Care Access Centre, and about different "levels of care". I learned that 15 hours a week was the most care you could receive (even if you needed round-the-clock care) and that the care provided was almost no help at all.

I learned how to tell people they couldn't visit, how to enlist Carol's special people to sign up for shifts, and how to politely decline all calls for her.

I learned how to call a family meeting and ensure that everyone showed up; how to set an agenda, chair the meeting, and prepare the minutes, thereby establishing routines and commitments. I learned how to stifle my anger in the interests of providing Carol with the best possible care.

I learned that some pain just can't be stopped. The pain in Carol's foot, in her spine, in her knee. I learned that a broken heart still keeps beating.

I learned how to order a cremation, how to buy a cemetery plot, how to acquire the drugs necessary for assisted suicide, how to change a medical power of attorney, how to add a codicil to a will.

I learned that everyone has their own version of crazy when they are facing the loss of someone they love.

I learned that I would never get over losing my sister. And I learned that her death transformed me in ways I could never have imagined.

I was 47 when my sister died (she was 51). Though often scared that I would not be able to fulfill my promise, my love for her enabled me to face my own fear of cancer, illness – even death itself. In facing those huge fears which had dominated and limited my life, I have been able to bring comfort to hospice patients and their families, to friends and relatives facing their parents' aging.

If you'd asked me 20 years ago if I would be a hospice volunteer, I would have told you that you were crazy.

I would have told you I was terrified of death and that a hospice would be the last place I'd set foot in, let alone return to week after week for 15 years.

If you'd asked me if I would be the "go to" person for friends and family who were facing the loss of someone they love, I would have said, "you've got to be kidding." I was the person who steered a wide berth around a person whose mother had just died, justifying my actions by the claim that "I don't know what to say."

Yet, love enabled me to face my fears of illness and death, to become a caregiver to my sister and my parents, and to

learn the lessons I share with others through my writing, public talks, and hospice volunteering.

*Katherine Arnup is a writer, speaker, life coach specializing in transitions, a hospice volunteer, and a retired university professor. She blogs at [hospicevolunteering.wordpress.com](http://hospicevolunteering.wordpress.com). Her latest book, "I don't have time for this!" A Compassionate Guide to Caring for Your Parents and Yourself, is available online at Chapters and [Amazon](#) and at select independent bookstores.*

*An earlier version of this article appeared in the online newsletter of the Vanier Institute of the Family.*

# Melt away stress with conscious breathing

By Janet McLean

During our recent webinar on Loss & Grief (available at [www.familycaregiversbc.ca/webinars](http://www.familycaregiversbc.ca/webinars)), guest panelist Christy Linder talked about incorporating Frank Ostaseski's approach to finding a place of rest in the middle of things (YouTube: "Find A Place of Rest in the Middle of Things – Self Care for Caregivers") to coach her sick mother with conscious breathing. She described the process she used as finding a place of rest at the bottom of each breath. It was a great reminder of the importance of breath and how we can use it to help us stay in the present moment.

Conscious breathing helps with managing pain (e.g. during birth and sickness) and as a way of reducing and managing anxiety.

## How to breathe consciously

You can try this anywhere, anytime.

- Wherever you are, take a minute to stop what you are doing and be still.
- Close your eyes and focus on the air moving through your nostrils.
- Take a deep breath in to the count of six. Hold for a count of two. Breathe out to the count of six. Repeat 10-15 times.
- Focus on the breath entering and exiting your body.
- Breathe deeply (from the diaphragm so the

stomach expands and contracts). This gives you more to focus on and helps the body relax.

- If it helps, imagine the breaths are associated with energy flows (inhale positive energy, exhale negative energy) or use a visual to assist, such as the undulating movement of ocean tides.
- Make this a habit. Set aside time once a day. It's said that a new habit can be built in 21 days.

Those who practice conscious breathing swear it helps them manage anxiety and stress. As caregivers, you have plenty of that. And just think, there's no equipment required! This can be done anywhere, and it's free! Why wouldn't you try it?

Go to [www.familycaregiversbc.ca/contact](http://www.familycaregiversbc.ca/contact) and let us know if you have success with this technique.

### LEARN MORE

[www.refinethemind.com/breathe-consciously-kill-anxiety/](http://www.refinethemind.com/breathe-consciously-kill-anxiety/)  
[www.alive.com/health/conscious-breathing/](http://www.alive.com/health/conscious-breathing/)



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## UPCOMING EVENTS

### National Family Caregiver Day

April 4th

### Brief Action Planning for Caregivers Webinar

April 20th

\*See article on page 1

### BC Family Caregiver Week

May 7th–13th

### Palliative Care Webinar

May 11th

\*Including guest panelist,  
Katherine Arnup (see page 4)

*Find more events at  
[familycaregiversbc.ca/events](http://familycaregiversbc.ca/events)*

## Caregiver Connection

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Family Caregivers of BC  
1 877 520 3267

[www.familycaregiversbc.ca](http://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](http://www.familycaregiversbc.ca) for more information and resources.

*Adapted from Robert S. Stall, M.D. (2002) Caregiver's Handbook Buffalo, New York.*

# Caregiver Word Search

F	T	M	E	O	R	H	S	J	I	K	C	S	G	A	W	P	E	C	B
S	U	F	Y	S	S	S	C	O	M	M	U	N	I	C	A	T	I	O	N
R	U	N	P	B	S	B	F	I	P	Q	R	E	Q	D	V	N	E	F	S
X	N	P	U	J	P	E	L	D	C	L	E	I	Y	I	D	H	J	Y	Y
J	O	O	P	R	N	A	N	Z	J	O	P	U	L	D	E	D	I	T	T
B	I	S	Y	O	B	T	R	L	S	W	C	P	Y	K	C	S	P	I	P
E	T	J	W	H	R	Y	O	T	L	U	H	R	B	A	I	W	Z	N	X
K	A	W	C	L	Q	T	E	X	N	E	J	N	P	A	S	W	E	U	I
N	C	S	G	C	T	I	O	G	Q	E	W	V	R	N	I	I	J	M	B
M	U	A	I	G	A	L	N	R	T	A	R	X	G	V	O	N	B	M	Y
I	D	X	R	A	N	I	B	E	W	W	E	S	V	D	N	S	R	O	S
V	E	E	W	W	N	B	T	P	C	Q	C	J	E	E	S	P	K	C	D
L	T	U	D	N	I	A	P	K	A	T	O	E	O	O	F	R	M	A	Q
R	Y	P	A	M	C	S	J	J	R	R	G	W	I	D	N	I	S	O	B
T	Z	L	H	H	B	I	E	L	E	W	N	J	S	N	T	N	K	K	L
H	P	Q	P	F	I	D	R	C	G	I	I	Q	S	P	H	G	W	O	N
R	E	H	A	G	I	N	G	H	I	C	T	A	E	C	E	F	V	L	K
T	H	Z	M	E	B	Q	M	M	V	G	I	R	R	Q	L	E	Y	V	D
Y	H	T	L	A	E	H	Z	P	E	D	O	A	T	I	P	J	D	E	R
O	A	P	P	U	O	R	G	E	R	H	N	B	S	L	L	V	N	V	T

AGING  
CAREGIVER  
COMMUNICATION  
COMMUNITY  
DECISIONS  
DISABILITY  
EDUCATION  
GROUP  
HEALTHY  
HELP  
LOVE  
PARTNERS  
PLANNING  
RECOGNITION  
SPRING  
STRESS  
SUPPORT  
WEBINAR  
WELLNESS

## START YOUR MORNING RIGHT: TRY THIS RECIPE

### Baked Apple and Banana Oatmeal



#### Ingredients

- |                        |                                    |
|------------------------|------------------------------------|
| 2 cups rolled oats     | 3 Tbsp canola oil                  |
| 1/2 Tbsp baking powder | 1/3 cup maple syrup or brown sugar |
| 1 tsp cinnamon         | 3/4 tsp vanilla extract            |
| 1/4 tsp salt           | canola oil cooking spray           |
| 1 apple, diced         |                                    |
| 1 banana, sliced       |                                    |
| 1 egg                  |                                    |
| 1 cup skim milk        |                                    |

#### Instructions

Preheat oven to 350°F (180°C).

In large bowl, mix together oats, baking powder, cinnamon and salt. Stir in apples and banana; set aside.

In another bowl, whisk together egg, milk, canola oil, maple syrup or brown sugar and vanilla extract. Pour over dry mixture and gently stir to combine.

Spray 8- x 8-inch (20- x 20-cm) baking dish with canola oil spray. Pour mixture into baking dish and bake for 45 minutes or until golden brown.

Makes 8 servings.

*Recipe courtesy of canolainfo.org, featured in the Canadian Diabetes Association's 2014 Healthy Living Calendar.*

# Supporting Family Caregivers in Surrey

By Suzanne Taylor, Seniors Come Share Society

*Since 1977, Seniors Come Share Society has been providing programs and services of support to isolated seniors in the communities of Surrey and White Rock. We're celebrating our 40th Anniversary this year! To give a brief overview of what we do, enjoy reading about Randell's journey with us.*

**M**y name is Randell. I am an average guy, who raised a family and worked hard all my life. My wife, Lee, and I looked forward to retirement, even though we knew we would have to downsize with a move to a new neighborhood. Just after we moved, I was diagnosed with prostate cancer. Lee was amazing in her support but just as I started to get better, Lee died suddenly. I must admit, I felt like giving up but I knew Lee would be so disappointed in me. Yet, I did not know how to go on.

One day, a friend brought me the Seniors Resource Directory, produced by Seniors Come Share Society. With only one pension now, I was in need of assistance so I called Seniors Come Share Society. They set me up with some subsidized housekeeping assistance through the Better at Home program. In the Resource Directory, I had read that the Society had trained volunteer Senior Connectors who could help me access financial supports such as Safer and MSP subsidies as well as volunteers who could help with my income tax return. They even offered a law clinic that I could attend free of charge. These services helped me start to move on.

While at the Seniors Come Share Society's community support office, I noticed that one of the community meal programs they offered was near where I lived. I decided to check it out. The group was friendly, the food was great, and I felt connected for the first

time in a long time. Slowly, I started to live again and wanted to give back.

The volunteer Senior Connector who had assisted me suggested I become a volunteer for the Society; I did, and now I support others. For example, my 87-year-old friend, Alf, was trying his best to care for his wife, who was living with dementia, at home, as he had promised, but it was getting to be too much. I directed him to contact his case manager to access one of the three Day Programs for Older Adults the Seniors Come Share Society runs. At the Day Program, his wife could connect with her peers, while he would have some time to take care of himself. He could attend the various Caregiver supports the Society provided, to connect with others who were in similar situations. I was glad to hear him say the day program and caregiver supports have been lifesavers for him and his wife.

Thank you Seniors Come Share Society for helping me, and over 75,000 seniors and their families last year.

For more information please call 604-531-9400 or visit: [www.comeshare.ca](http://www.comeshare.ca)

**Life is like a camera, just focus on what's important, capture the good times, develop from the negatives and if things don't work out, just take another shot.**



# Help is available — find a support group

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

## FRASER HEALTH AREA

[click for map](#)

### 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@bbyseniors.ca  
[www.bsoss.org](http://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

## INTERIOR HEALTH AREA

[click for map](#)

### 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.caregiversupport.weebly.com](http://www.caregiversupport.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: 250-815-0835 or info@familycaregiverssupport.org

### Comox Valley

Senior Peer Counselling Society  
#491B – 4th St., Courtenay  
250-871-5940 or seniorpeer counselling@shaw.ca  
[www.comoxvalleyseniorpeercounselling.com](http://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: 250-815-0835 or [info@familycaregiverssupport.org](mailto:info@familycaregiverssupport.org)  
[www.familycaregiverssupport.org](http://www.familycaregiverssupport.org)

**Gabriola Island**

People for a Healthy Community (PHC) Resource Centre  
 Angela Nutter: 250-247-9732  
[www.phcgabriola.org](http://www.phcgabriola.org)

**Ladysmith**

Cowichan Family Caregivers Support Society  
 Janis: 250-597-0886 or [info@familycaregiverssupport.org](mailto:info@familycaregiverssupport.org)

**Mayne Island**

Jessica Easton: 250-539-2123 or [jessica.easton@me.com](mailto:jessica.easton@me.com)

**Pender Island**

Meeting Room, Pender Island Health Centre  
 250-384-0408/1-877-520-3267

**Port Alberni**

Echo Centre  
 Samantha: 250-723-4478 or [samantha@albernihospice.ca](mailto:samantha@albernihospice.ca)

**Quadra Island**

Quadra Circle Community Connections Society  
 Helen: 250-285-2255 or [qcircle@outlook.com](mailto:qcircle@outlook.com)

**Salt Spring Island**

Saltspring Seniors Centre, Ganges  
 250-537-5004 or [muffetmbc@yahoo.ca](mailto: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](mailto:victoriacaregivers@gmail.com)

**NORTHERN HEALTH AREA**

*At this time we are not aware of any family caregiver support groups available in Northern BC. Please let us know of any groups by emailing [info@familycaregiversbc.ca](mailto:info@familycaregiversbc.ca)*

**VANCOUVER COASTAL HEALTH AREA**

[click for map](#)

**North Shore**

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

**Richmond**

Caregivers Drop-in Group  
 Rosewood Manor, 6260 Blundell Rd.  
 604-271-3646

**Sechelt**

Sechelt Caregiver Support Group  
 604-885-4099 or [nfschmitt@hotmail.com](mailto:nfschmitt@hotmail.com)

**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](http://www.alsbc.ca) 1-800-708-3228

**Alzheimer Society of BC**

[www.alzheimer.ca/bc/](http://www.alzheimer.ca/bc/) 1-800-667-3742  
 First Link Dementia Helpline 1-800-936-6033

**BC Brain Injury Association**

[www.brainstreams.ca](http://www.brainstreams.ca) 604-984-1212

**British Columbia Schizophrenia Society**

[www.bcss.org](http://www.bcss.org) 1.888.888.0029

**BC Cancer Agency**

[www.bccancer.bc.ca](http://www.bccancer.bc.ca)

**Here to Help (for Mental Health)**

[www.heretohelp.bc.ca](http://www.heretohelp.bc.ca) 310-6789

**MS Society of Canada (BC)**

[www.mssociety.ca](http://www.mssociety.ca) 1-800-268-7582

**Parkinson Society BC**

[www.parkinson.bc.ca](http://www.parkinson.bc.ca) 1-800-668-3330

**Stroke Recovery Association of BC**

[www.strokerecoverybc.ca](http://www.strokerecoverybc.ca) 1-888-313-3377

*Find more listings on  
[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)*

# Provincial Resources for Family Caregivers

## Anti Fraud Centre

[www.antifraudcentre.ca](http://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](http://www.gov.bc.ca/health).

Visit [www.healthlinkbc.ca/healthtopics](http://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](http://www.health.gov.bc.ca/pharme/outgoing/palliative.html)

## BC Seniors Guide (BRAND NEW!)

[www.gov.bc.ca/seniors-guide](http://www.gov.bc.ca/seniors-guide) or 1-800-663-7867

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

## Family Caregivers of British Columbia

[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)

Caregiver Support Line: 1-877-520-3267

## HealthLink BC

[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

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

## Here to Help

[www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)

## Pain BC

[www.painbc.ca](http://www.painbc.ca)

## The Nidus Personal Planning Resource Centre

[www.nidus.ca](http://www.nidus.ca) or email: [info@nidus.ca](mailto: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](http://www.bcceas.ca)

## Collective Effort Required to Gain Recognition for Family Caregivers in Health Care System continued...

our caregivers in attendance remarked, "Caregiver engagement is critical. Reminders to include caregivers were still needed in the terminology used in the literature referenced throughout the day—so even when an organization is moving towards patient and family-centred care, prompts are needed to include the 'and family' bit— people notice."

There were many stories from caregivers on the importance of inclusion. One of the participants from FCBC shared her thoughts on the power of collective impact of family caregivers.

"From my perspective, family caregivers have a very prominent role to play by shedding light on the various personal/collective challenges patients and families have and are experiencing, as a means of caregivers continuing to convey/tell their personal stories in order to both inform the various health-related systems and support being solutions-focused," she said.

The bottom line: we all have a role to play in improving how our health care system is delivered. As family caregivers, sharing our stories with others,

such as friends, family, health and service providers, is a critical way to move away from passively talking about caregiving.

It's time for us to actively help each other and our health care system identify family caregivers. As one caregiver so eloquently said, "For the first time in two decades I felt a sense of hope: the senior echelons of the Ministry appear to be solidly on board with the concept of a patient-centred/patients as partners care model."



Barb MacLean and Janet McLean of FCBC greet attendees at the Quality Forum in Vancouver in March.

# We can help right now



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



[info@familycaregiversbc.ca](mailto:info@familycaregiversbc.ca)



[www.familycaregiversbc.ca](http://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 of BC toll-free at 1-877-520-3267 or email [info@familycaregiversbc.ca](mailto: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 of BC is a registered charity (#12981 7771 RR0001 as Family Caregivers' Network Society).

A charitable tax receipt will be issued for donations of \$20 or more.

Please make cheques payable to Family Caregivers' Network Society, #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](http://www.familycaregiversbc.ca)

Family Caregivers of British Columbia  
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Victoria, BC V8X 1R1

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