



**Family Caregivers  
of British Columbia**

# **Get Help & Hope – Access the Community Resources You Need**

**October 2018**

**Guest Presenter: Sheila Armstrong, Retired RN**  
**Host & Moderator: Janet McLean, Family Caregivers of  
British Columbia**

# Who We Are

- **Family Caregivers of BC (FCBC) is a non-profit charity dedicated 100% to the wellbeing of family caregivers.**
- **29 years, first of it's kind in Canada.**
- **Serving BC since 2010, past 5 years as part of the Ministry of Health's Patients as Partners Initiative.**



## CAREGIVER SUPPORT

Information, referral & navigation  
1-1 Caregiver Coaching  
Support Groups  
Online Resource Centre

Toll Free Line: 1-877-520-3267

Call 1-877-520-3267 for an assessment

Visit <https://www.familycaregiversbc.ca/find-resources/> for listing

Visit <https://www.familycaregiversbc.ca/find-resources/> for resources

## EDUCATION

Online Resource Centre  
Webinars & Workshops  
Events & Presentations

Caregiver Connection Newsletter & eNews –@  
<https://www.familycaregiversbc.ca/caregiver-connection/>

Register @

<https://www.familycaregiversbc.ca/events/webinars/>

Events Calendar @

<https://www.familycaregiversbc.ca/events/>

## COLLABORATION & ENGAGEMENT

Health System Improvement  
Participate in Research

Contact us to engage as a voice for family caregivers in the health care system

<https://www.familycaregiversbc.ca/research-family-caregivers-2/>

# Webinar Norms

- **Confidentiality is essential.**
- **Each person has the right to take part in the discussion or not.**
- **Every group member is welcome to provide feedback.**
- **Equal sharing time for all members.**
- **Be aware that experiences expressed are unique and may not reflect your own.**

# Today's Presenter



**Sheila Armstrong, Retired RN**

- Sheila Armstrong has an extensive background in nursing from the whole person perspective.
- This means she understands that caregiver health includes consideration of mental, emotional AND physical well being.
- Sheila's career spanned the whole continuum of the health care system, from acute to community with a large portion of time spent overseeing the placement of care recipients into facility-based care when needed.
- Sheila is going to talk to us tonight about how to know when you need resources and how to find them.

# Learning Objectives

- Understand what community resources exist based on where you are in your caregiving journey.
- Gain an understanding of how to access community resources.
- Understand the importance of support in your caregiver role.
- Learn about Family Caregivers of BC services that can direct you to resources.

# Where Are You in The Journey?

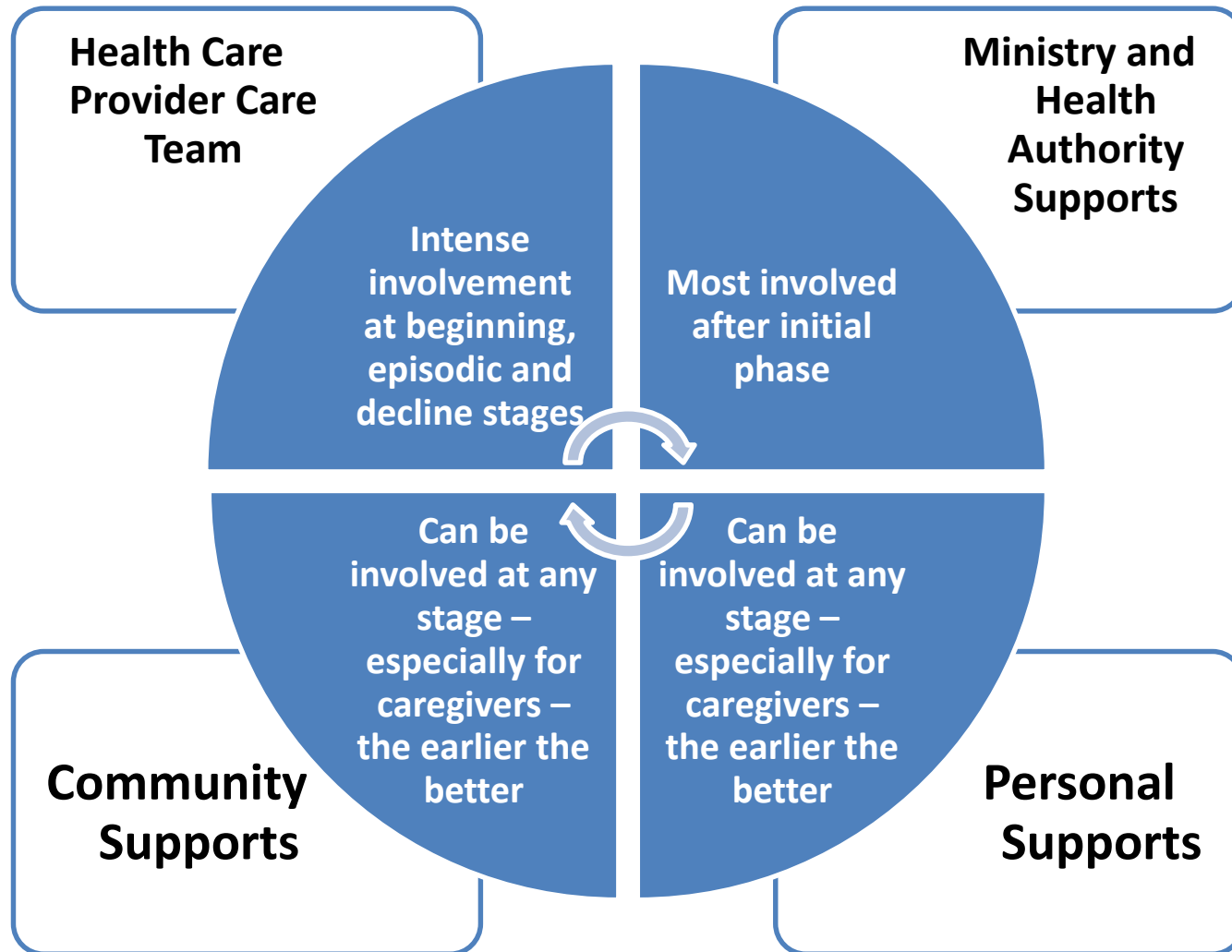


# Caregiving Situation

<b>New</b>	<ul style="list-style-type: none"><li>• Don't know what you don't know</li><li>• Getting lots of information and sorting out who is on the health care provider team</li><li>• May be directed to community services – or not</li></ul>
<b>Coping in Community</b>	<ul style="list-style-type: none"><li>• Some days are better than others but overall you are managing</li><li>• Care recipient sees members of the health care team when required</li><li>• May have dropped off community service roster</li></ul>
<b>Navigating Episode(s) &amp; Increased Care Needs</b>	<ul style="list-style-type: none"><li>• Care recipient requires more intensive care e.g. specialist, acute care</li><li>• Episodes and increasing needs – appointments, treatments, medications, personal care</li></ul>
<b>Navigating Decline</b>	<ul style="list-style-type: none"><li>• Care recipient's condition is declining</li><li>• Care needs are intense</li></ul>
<b>Palliative / End of Life</b>	<ul style="list-style-type: none"><li>• Care has transformed to comfort and quality of life</li></ul>



# Map of Community Services



# Health Care Provider Care Team



- GP Practice / Clinic
- Health Care Professionals (RNs, Nurse Practitioners, Therapists, Dietitians, etc.)
- Specialists
- Acute Care Liaison Staff
- Hospice Staff

# Ministry of Health Supports



HealthLinkBC

## Health Link BC

<https://www.healthlinkbc.ca/>

Call 8-1-1 toll-free to speak with a qualified health service navigator, nurse, dietitian, pharmacist or exercise professional about your health concerns. Translation services are provided for more than 130 languages.



## B.C. Seniors' Guide

Resources and information are provided on living a healthy lifestyle and community resources.

English version:

<https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc-seniors-guide-11th-edition.pdf>

Chinese version:

[https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc\\_seniors\\_guide\\_11thed\\_chinese.pdf](https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc_seniors_guide_11thed_chinese.pdf)

Punjabi version:

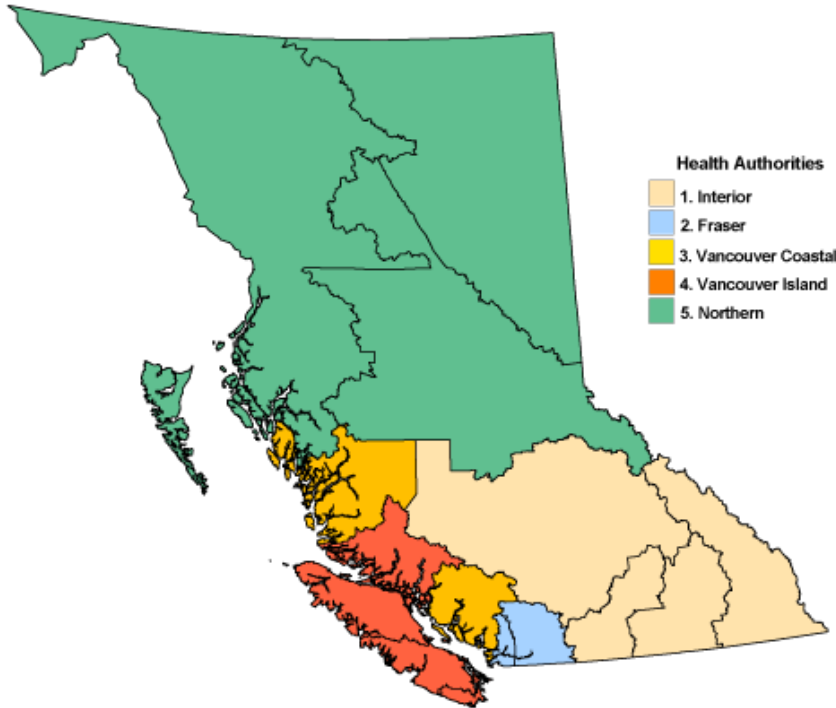
[https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc\\_seniors\\_guide\\_11thed\\_punjabi.pdf](https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc_seniors_guide_11thed_punjabi.pdf)

# Health Authority Supports

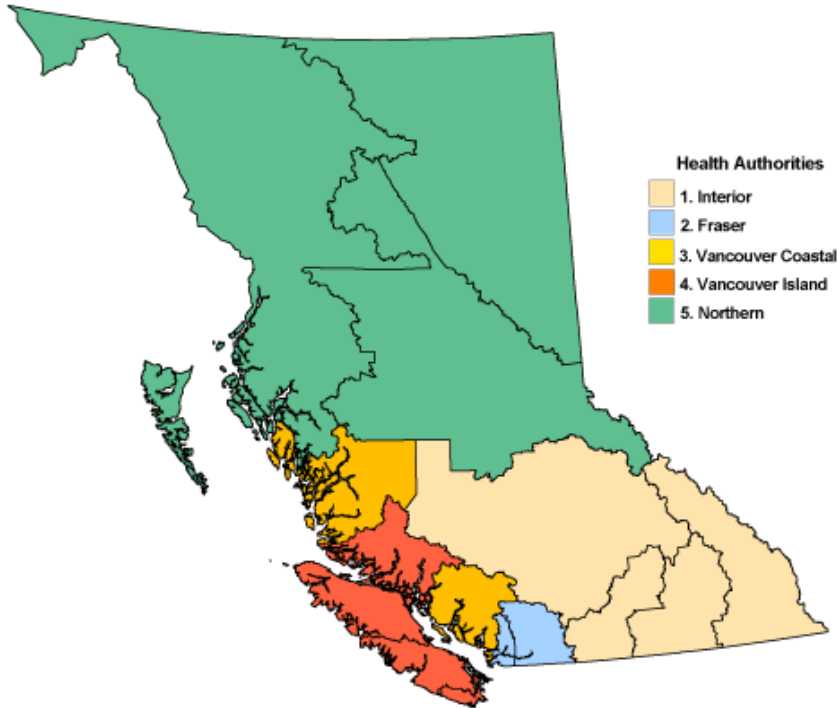
## Publicly Subsidized

### Home & Community Care Services:

- Home Support
- Respite:
  - Adult Day Programs
  - In Home
  - Facility Based
- Assisted Living
- Residential Care
- Palliative Care



# Health Authority Supports



## BC Health Authority General Enquiry Lines

**Fraser Health:**  
1-855-412-2121

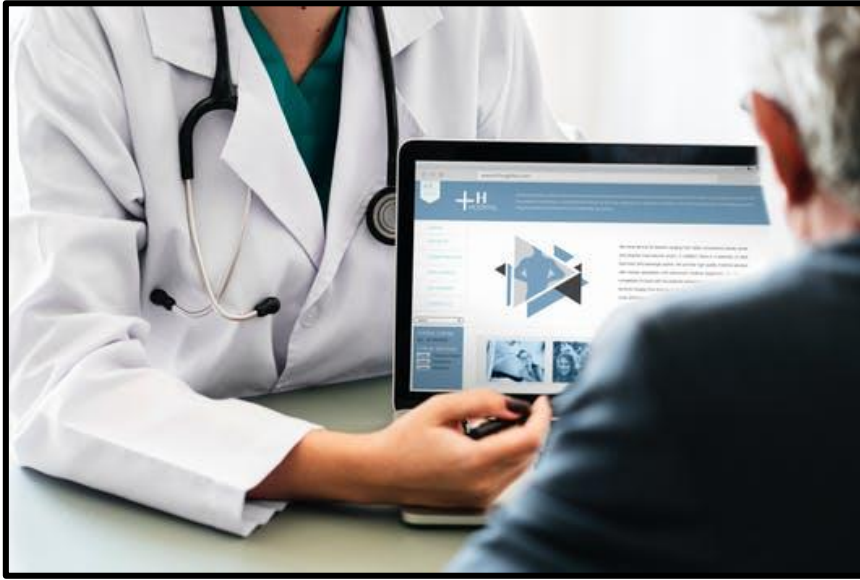
**Interior Health:**  
250-980-1400

**Island Health:**  
250-388-2273 or  
1-888-533-2273

**Vancouver Coastal Health:**  
604-263-7377

**Northern Health:**  
250-565-7317

# Health Authority Supports



## Assessment of **Care Recipient** Need:

- Case Managers assess care recipient for needs and coordinate approved services.
- Home Support provides Personal Care in the home, access to programs (Adult Day Programs and Respite Care), therapy services.
- Liaison Staff assess care recipient for needs upon discharge from acute care.
- **Caregivers** need to be consulted and included in consideration of services.

### Personal Care

Bathing  
Eating, Meds  
Dressing  
Hygiene  
Toileting



# Health Authority Supports

Home and Community Care Services assess the **Care**

**Recipient** for facility based care:

- Assisted Living or Residential Care.
- Level of public health care subsidy depends on finances of the individual care recipient.
- **Caregivers** need to be consulted and included in consideration of services.





# Community Supports



- **Non-Profit Organizations**
  - **Better at Home**
  - **Disease Specific**
  - **Seniors**
- **Private Service Providers**
  - **Home Support**
  - **Independent Living**
  - **Assisted Living**
  - **Residential Care**



# Community Supports



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## Public vs. Private:

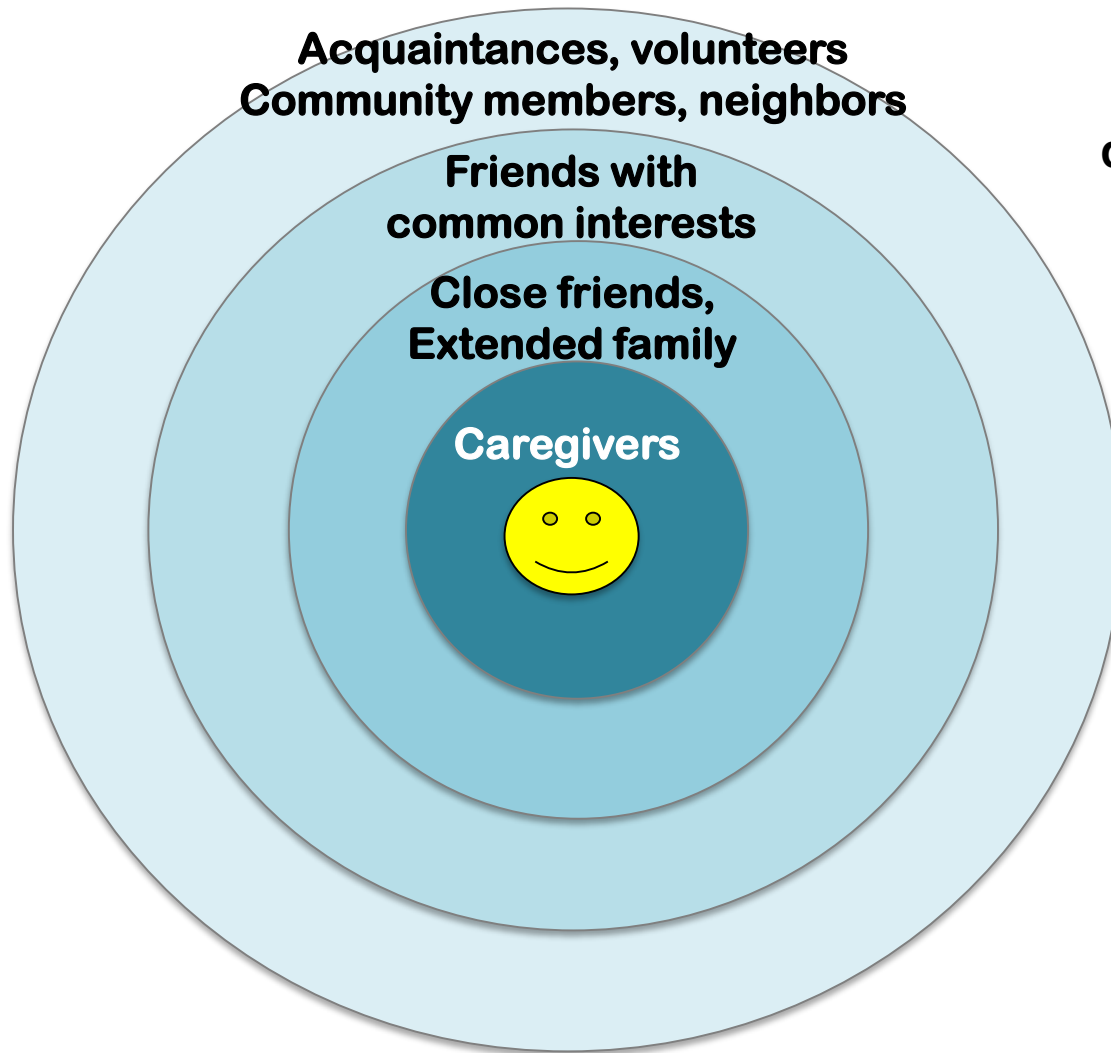
- Type of care required (assistance with housekeeping, transport, companionship vs. personal care)
- Preferences of Care Recipient eg. # of different care providers
- Financial constraints
- Screening of private providers

# Personal Supports



**Family & Friends**  
**Others who want to help**

# Personal Supports



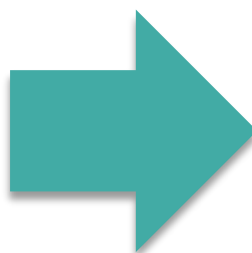
When someone says, “Let me know if there’s anything I can do to help,” **Take them up on it!**

- The responsibility falls on you, not on them, to follow-up.
- The best way to take them up on their offer is to give them a specific task to do.

**"Can you stay with Tom while I get groceries every other week?"**

# Quick Poll

How many of you  
will think about  
community  
supports?



# Finding Your Way



# Don't Care Alone

## CALL US

Caregiver Support Line:

**toll free 1-877-520-3267**

**Browse our Website**

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

- Caregiver Support Groups
- Live & Recorded Webinars
- Articles and Resources
- Newsletter



Thank you!



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