

PRESENTED BY
FAMILY CAREGIVERS OF BRITISH COLUMBIA



Family Caregivers
of British Columbia

Coping with Challenging Emotions as a Caregiver

Guest Presenter: Tricia Wallace, Clinical Counsellor/Educator
with Parkinson Society BC

Host and Moderator: Kate Landreth, FCBC

Who we are



Family Caregivers
of British Columbia

- Family Caregivers of BC (FCBC) is a non-profit charity dedicated 100% to the well being of family caregivers
- 30 years – 1st of it's kind in Canada & only 3 provincial organizations across Canada
- Serving across BC since 2010, past 5 years as part of the Ministry of Health's Patients as Partners Initiative
- Three pillars include, caregiver support, education and engagement and collaboration

CAREGIVER SUPPORT

- Caregivers Support Line - 1-877-520-3267
- Socio-Emotional Support for Caregivers
- Information, referral & navigation
- Support groups
- Support group facilitator training
- Caregiver Coaching
- Online caregiver resource centre

EDUCATION

- Resource library: webinars, Caregivers Out Loud podcast and tip sheets
- Newsletters publications, E-news, articles and blogs on relevant caregiving topics
- Outreach and collaboration with community groups

ENGAGEMENT & COLLABORATION

- Caregiver engagement quality improvement health policy
- Presentations participation in health committees
- Collaborations: condition specific organizations; health authorities, Ministry of Health research

Webinar Instructions

- Everyone will remain muted and cameras will be off
- You will be prompted to reflect and provide feedback through the presentation – please use the ‘Chat’ box
- There will be a 10-minute question period at the end- use the “Q & A” feature to ask questions anytime, and the questions will be responded to during the question portion



Family Caregivers
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Tricia Wallace



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Coping with Challenging Emotions as a Caregiver



Learning Overview

WHAT WE'RE COVERING

- Introduce conflict as a concept and experience
- Review emotions and behaviour associated with conflict
- Identify problem-solving techniques that foster self-care



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Conflict

Conflict is a collision of seemingly incompatible needs, drives, wishes or demands.



Interpersonal

Intrapersonal

Inter-role

Intra-role

Forms of Conflict

Thinking and Conflict

Begin challenging your own assumptions. Your assumptions are your windows on the world. Scrub them off every once in awhile, or the light won't come in.

Alan Alda



Needs and Conflict

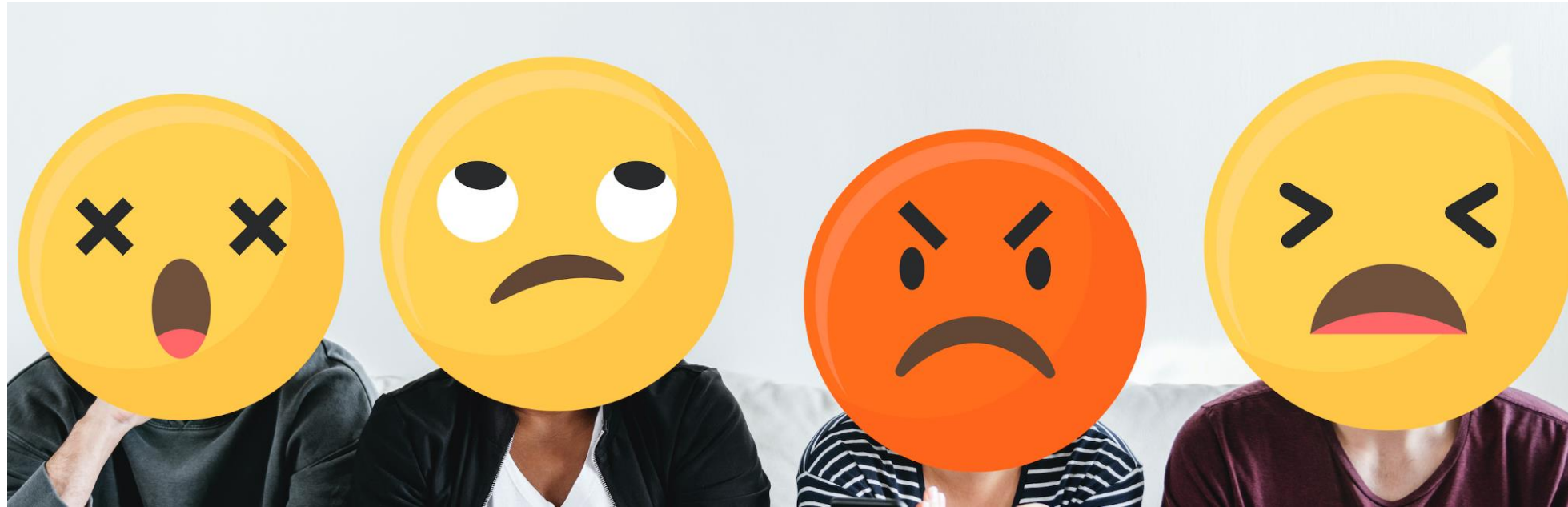
- To feel close to my relative
- To feel in control
- Freedom
- To feel connected to the people around me
- To protect my relative
- To take care of myself
- To be my own person
- To share/express my thoughts and feelings
- To get things done





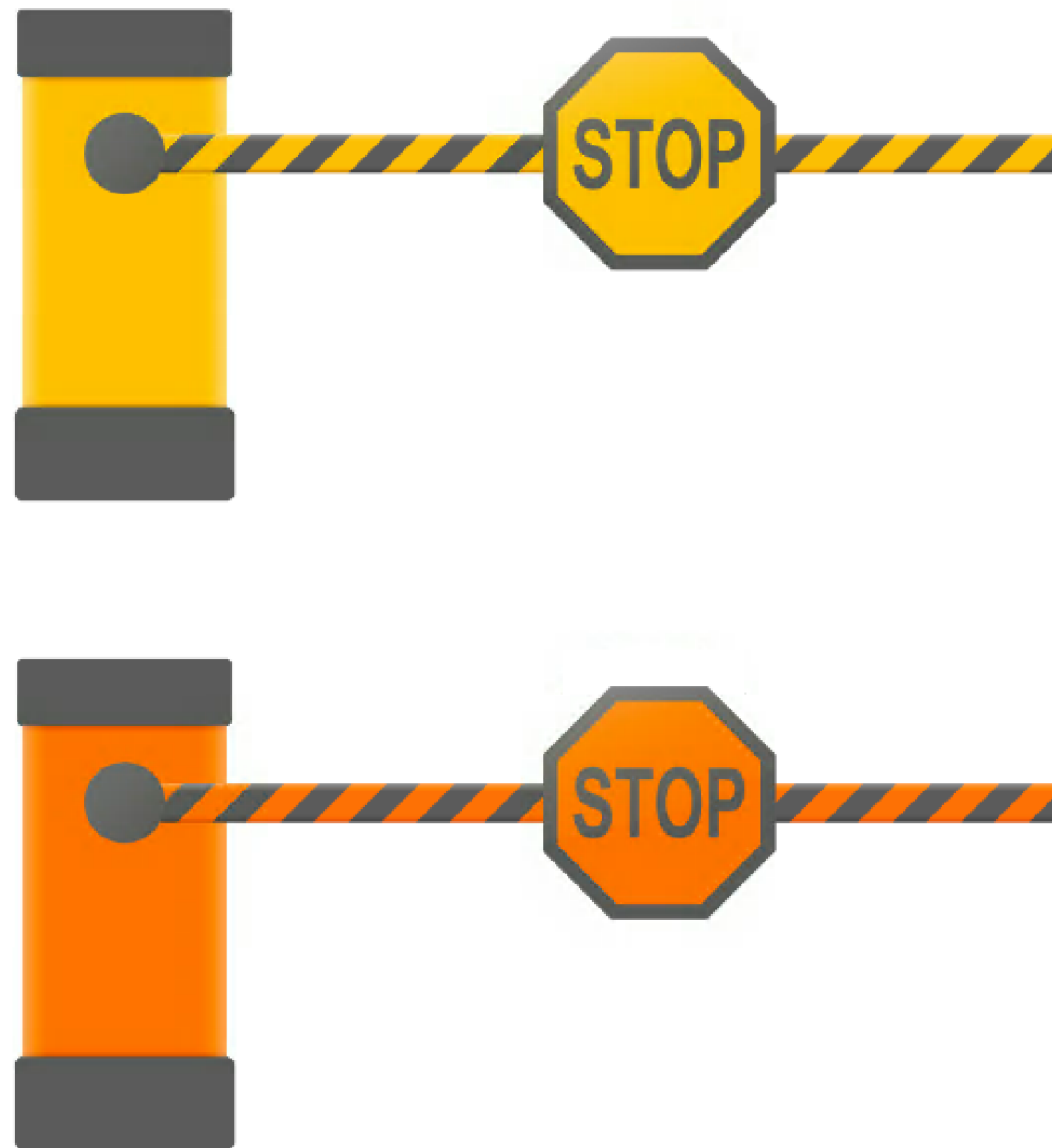
Hope
IS THE FEATHER
.... that reminds us
WE HAVE
wings

Emotions and Conflict



Guilt
Shame
Sadness
Despair
Loneliness
Anger
Frustration
Contempt
Fear

Love
Affection
Compassion
Open
Hearted
Sympathetic
Tender
Warmth



How do I know my needs are not met?

What are my boundaries?

How do I express them?

A value is a direction, while a goal is the destination we aim toward.



What is important to you and what do you care about?

What helps you stay on course?

Are there values that you are reconsidering?

How is your behaviour influenced by your values?

Are any of your values in conflict with your job, friendships, or relationships?



Example

Primary caregiver requests respite from other family members but that help is declined. The reason given is that a lack of social distance might increase risk of transmitting the Coronavirus.



The 8 Keys to Resolving Family Conflict

Diana Mercer

1. Be hard on the problem, not the people
2. Understand that acknowledging and listening are not the same as obeying.
3. Use “I” statements.
4. Give the benefit of the doubt.
5. Have awkward conversations in real time.
6. Keep the conversation going. Life is a dialogue.
7. Ask yourself, “Would I rather be happy or right?”
8. Be easy to talk to.

Conflict Process



Communication Style

Previous Experiences

How it affects us

Our sense of security, belonging, respect and recognition.

- Avoid
- Procrastinate
- Do everything by yourself
- Transfer responsibility onto others
- Compete

- Accommodate
- Compromise
- Collaborate

What we do and say

What others do and say

Increase support and cohesion to reach goals

Decrease support and cohesion interrupting goals



- 1) **Start with heart** - own position first
- 2) **Learn to look** - notice signs and areas with little or no shared meaning.
- 3)
- 4) **Make it safe** – seek mutual purpose and maintaining mutual respect
- 5) **Master my stories** - own viewpoint/assumptions
- 6) **Explore others' paths** - Focused listening to others
- 7) **Move to action** - agree who will do what, when and follow-up.

Crucial Conversations

Finding a Balance

- Risk/Benefit
- Letting Go
- Compromise
- Reconcile
- Accept



Expectations

Some days, doing 'the best we can' may still fall short of what we would like to be able to do, but life isn't perfect on any front-and doing what we can with what we have is the most we should expect of ourselves or anyone else. Fred Rogers

DIFFICULT DECISIONS

- Express yourself honestly
- Start small
- Focus on one part at a time
- Make a list in order of importance and/or time
- Pros and Cons



Taking care is one way to show your love. Another way is letting people take good care of you when you need it.

Fred Rogers



FCBC Resources

Caregiver Toll-Free Support Line

1-877-520-3267, Mon-Fri 8:30am – 7pm

- 1-1 Emotional Support
- Help with navigating the health care system
- Access to support groups
- Referral to community resources

Caregiver Education

- Caregiver Connection Newsletter
- FCBC Monthly Enews
- Caregiver Tips and Tools (webinars, articles, podcast, booklets)
- FCBC Social Media (FB Lives and YouTube Channel)



Family Caregivers of British Columbia

www.familycaregiversbc.ca

Questions?



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