

HOW YOU SAY IT MATTERS: STRATEGIES FOR COMMUNICATING WITH FAMILY CAREGIVERS WEBINAR FOR HEALTH CARE AND SOCIAL SECTOR PROFESSIONALS

RESOURCE LIST AND LINKS

Communication

- Advocacy Fact Sheet- Dealing with Conflict (Alzheimer Society of B.C.) - this was designed for family caregivers to guide them through a conflict with a health-care provider. Helpful messaging for health-care providers to know. Link: <https://archive.alzheimer.ca/sites/default/files/files/bc/advocacy-and-education/advocacy/fact-sheets/2012-06-01%20advocacy%20fact%20sheet%20dealing%20with%20conflict.pdf>
- Patient and Family Centred Care Resource Kit (Alberta Health Services) Link: <https://albertahealthservices.ca/assets/info/pf/pe/if-pf-pe-patient-family-centred-care-resource-kit.pdf>

Communication Tools:

- A Guide to Having Conversations about What Matters (BC Patient Safety & Quality Council) - PEARLS on page six Link: <https://bcpsqc.ca/wp-content/uploads/2018/05/ConversationsMatterFINAL.pdf>
- SBAR (BC Patient Safety & Quality Council) Link: <https://bcpsqc.ca/wp-content/uploads/2020/06/SBAR-Backgrounder-and-Assessment.pdf>
- AIDET (Alberta Health Services, page 24) Link: <https://albertahealthservices.ca/assets/info/pf/pe/if-pf-pe-patient-family-centred-care-resource-kit.pdf>
- STOP (Bay Psychology, page 23) Link: https://4ff0476e-111f-4a0d-ae50-05bc855a847f.filesusr.com/ugd/448e3c_d86c020a1e794606ba80f93893183aea.pdf?index=true
- PC P.E.A.R.L.S. 7 Key Elements of Person-Centred Care (Alzheimer Society of Canada) Link: https://alzheimer.ca/sites/default/files/documents/pcpearls_full_e.pdf
- Dementia Care Teams Video: Families and Continuing Care Providers Working Together (8-minutes) Link: <https://www.youtube.com/watch?v=VxDopCVswmg>

Caregiver Burnout and Mental Health

- Supporting Clients through Ambiguous Loss and Grief: Strategies for healthcare providers (Alzheimer Society of Canada) Link: <https://alzheimer.ca/sites/default/files/documents/Ambiguous%20Loss%20Health%20Provider%20En-20-FINAL-MD.pdf>
- Tolerance for Uncertainty: A COVID-19 Workbook (Bay Psychology) Link: https://www.baypsychology.ca/workshops?utm_source=baytoday.ca&utm_campaign=baytoday.ca&utm_medium=referral
- Care for Caregivers- Mental health support for continuing care providers (Canadian Mental Health Association, BC Division and SafeCare BC) Link: <https://www.careforcaregivers.ca>
- Mindful Awareness Stabilization Training (MAST) (St. Michael's Hospital) Link: <https://www.stmichaelshospital.com/programs/mentalhealth/mast-materials.php>
- Health Care Provider Support (BC Centre for Disease Control) Link: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/health-care-provider-support>
- Boundary Practice (Developed by Jodie McDonald) Link: <https://alzheimer.ca/bc/sites/bc/files/documents/Boundary%20Practice.pdf>
- Hints for Stress Reduction (Family Caregivers of BC) Link: <https://www.familycaregiversbc.ca/wp-content/uploads/2021/03/Hints-for-Stress-Reduction.pdf>



**Family Caregivers
of British Columbia**

Alzheimer Society
BRITISH COLUMBIA

Family Caregivers of BC Caregiver Support Line

Monday, Wednesday & Friday from 8:30 a.m. - 4 p.m. and
Tuesday & Thursday from 8:30 a.m. - 7 p.m. at
1-877-520-3267

Find caregiver resources and support at
www.familycaregiversbc.ca

First Link® Dementia Helpline

English: 1-800-936-6033 (9 a.m. to 8 p.m.)
Mandarin or Cantonese: 1-833-674-5007 (9 a.m. to 4 p.m.)
Punjabi: 1-833-674-5003 (9 a.m. to 4 p.m.)

Available Monday to Friday
www.alzheimerbc.org