

# CAREGIVER CONNECTION



Family Caregivers  
of British Columbia

— Let us help —

30 YEARS

FALL 2021

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## Connecting Caregivers with Community-Based Support Services

### Accessing community-based support services

At Family Caregivers of BC (FCBC), our BC Caregiver Support Line and Caregiver Programs often speak about the importance of caregivers having a circle of care to support caregiver well-being. A circle of care is friends, family, neighbours, and community members that meet regularly to support a caregiver's wellness. Quite often, caregivers and their networks draw upon community-based supports/services to support the care-recipient, but these resources also support the caregiver role.

### What are community-based support services?

Community-based support/services include a range of resources that aim to assist people in the community with day-to-day living. These services and supports may be provided by community agencies and organizations or by private or fee-based organizations. Here, we refer to these services as those not medically oriented.

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- Dear Caregiver Support Line
- Taking Care of Yourself: Self-Care Strategies for Family Caregivers
- Resources for Family and Friend Caregivers

Family Caregivers of BC is a registered non-profit dedicated 100% to supporting family caregivers.

BC Caregiver Support Line  
1-877-520-3267

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

## Community organizations provide information, support and services to seniors, caregivers, and others in need of assistance

In many communities, there are organizations that provide information and supportive services for older people and others needing assistance. This directory is an example of the different types of community-based services that may be available in your community. In Victoria B.C., the Seniors Serving Seniors Association of British Columbia is one such organization that supports the well-being of seniors, specifically in the Capital Region. Among its offerings is the annual publication of the **Seniors' Services Directory**, a very useful, free directory of over 500 annotated listings of community resources. Following, you'll find a selection of community supports available:

- Information and Referral Services – Information on community services and resources, contact information for referrals for health and government services, multi-cultural services, as well as local non-profit seniors' supports and referral services.
- Activity and Recreation Centres
- Adult Day Programs and Bathing Programs – Programs that meet the social needs of seniors who require assistance due to health-related matters. These programs also assist seniors who cannot use bathing facilities at home.
- Counselling – Support for individuals experiencing abuse, addiction, bereavement, crisis, family conflict and mental health concerns.
- Financial Assistance – Information and contacts for seniors' pensions, supplements, benefits, and taxes.
- Health Services – Services for Aboriginal health, dental care, self-management education, funeral planning, specialty clinics, medical services, and Island Health programs.
- Home Help – Services to assist seniors to live independently including Better at Home program, grocery shopping/delivery by phone,

home support and companion services, medication assistance, mobile foot care, prepared meal delivery and volunteer programs.

- Housing – Options for Independent Living and Assisted Living Residences, B.C. Government, and non-profit subsidized Independent Housing for seniors 60+ or adults with a disability 55+, and relocation, downsizing and declutter services.
- Legal Resources – Information and contacts for organizations focusing on Advance Care Planning, consumer protection, dispute resolution, discrimination, legal assistance, Public Guardian and Trustee of BC, and tenant/landlord concerns.
- Medical Equipment and Supplies – Businesses and agencies offering medical equipment loans, mobility aids, and specialized clothing.
- Safety and Security – Information and contacts for crime prevention, disaster preparedness, elder-abuse, medical alarm systems and police victim services.
- Support Groups and Related Organizations – Wide range of groups, associations, organizations, and societies listed by topic.
- Transportation – Information and contacts for B.C. Transit, driver safety, medical transfers, parking permits and volunteer driver programs.
- Veterans' Services – Services for veterans and their families.

Contact Seniors Serving Seniors at 250-413-3211 to obtain a printed copy of the Seniors Services Directory or visit online at [www.seniorsservingseniors.bc.ca](http://www.seniorsservingseniors.bc.ca). You can also call Family Caregivers of BC at 250-384-0408. If you live in B.C., outside of the Capital Region, the organizations and resources listed below can help you locate existing resources in your community.

## Connection hubs to your local community-based resources

### BC 211

Throughout British Columbia, the 211 service is provided by 211 British Columbia Services Society

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# Editor's Note

Kate Landreth, Education and Learning Lead, Family Caregivers of BC



In this issue of Caregiver Connection, we will share resources, tips, and tools on the importance of supports and services for helping caregivers maintain their own personal well-being and resilience.

Dr. Dorothy Height speaks to the value of community services, “Without community service, we would not have a strong quality of life. It’s important to the person who serves as well as the recipient. It’s the way in which we ourselves grow and develop.”

Asking for help and support takes practice as we are not often comfortable as individuals and as a society to reach out to others for support. However, caregiving is not something that can be accomplished alone, at least not for long. A support system not only benefits the caregiver, but it also secures, reinforces, and empowers each person in it.

In this issue, our cover article is about community-based support services, which are geared towards supporting the caregiver and care-recipient in day to day living. We reference Seniors Serving Seniors Association of British Columbia and their 2021-2022 Seniors’ Services Directory ([sssbcc.org/wp-content/uploads/2021/03/2020-Services-Directory-complete.pdf](https://sssbcc.org/wp-content/uploads/2021/03/2020-Services-Directory-complete.pdf)). If you would like to learn more about Accessing Community Resources, please watch our webinar recording here: [familycaregiversbc.ca/video/access-the-community-resources-you-need/](https://familycaregiversbc.ca/video/access-the-community-resources-you-need/).

Another topic and question that has been posed more and more in the past year and a half is, ‘how do you know when your spouse or ageing parent needs more care?’ In this article on page 6 we discuss things to look for to help you gain an accurate perspective on some of the physical, emotional, or cognitive changes your care-recipient may be facing. On page 7, our well-received column ‘Dear Caregiver Support Line’ discusses how to make a transition to long-term care. If you would like more support after reading these articles, please be sure to call our BC Caregiver Support Line at 1-877-520-3267 and one of our knowledgeable staff can assist you.

Last but not least, is an important article and reflective worksheet that helps you define what self-care looks like for you as a busy multi-tasking caregiver. Self-care strategies are personal and unique to each caregiver, but at the heart of self-care is self-awareness. Take a moment to reflect on your practices of self-care – celebrate your successes and learn from your missteps.

Our team at Family Caregivers of BC are always looking for ways to meet your caregiving needs. If you have topics, questions, or suggestions for educational content please send us a note through [familycaregiversbc.ca/contact-us/](https://familycaregiversbc.ca/contact-us/).

From my heart to yours,

Kate Landreth

**We gratefully  
acknowledge  
our donors and  
funding partners**



(BC211) in partnership with the United Way and the Government of British Columbia. BC211 is a Vancouver-based nonprofit that strengthens communities by connecting people to the help they need. BC211 is a free and confidential service that connects people to helpful and vital resources in their community. It operates 24/7 and provides a multilingual service. Information and referrals are provided to a full range of community, social, and government services in B.C. Dial 211 or visit online at [bc.211.ca](http://bc.211.ca).

### **Better at Home Program**

The Better at Home program is funded by the B.C. government and managed by the United Way of British Columbia. Better at Home is a program that helps seniors with simple non-medical, day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. It offers non-medical services to seniors such as light housekeeping, transportation, and friendly visiting. Some services may be free, or fees may be subsidized according to the senior's income. Find and contact your local program to learn what services are available in your area at [www.betterathome.ca](http://www.betterathome.ca) or call the United Way of British Columbia at 604-268-1312.

### **BC Seniors' Guide**

The BC Seniors' Guide is a book-style compilation of information and resources to help us all plan for and live a healthy lifestyle as we age. It includes information on provincial and federal programs,

with sections on benefits, health, lifestyle, housing, transportation, finances, safety and security, and other services. This guide is available in the following languages: English, French, Chinese, Punjabi, Farsi, Korean and Vietnamese. The office of the Seniors Advocate BC at 1-877-952-3181 will mail a copy of the guide on request or download a copy from [www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/bc-seniors-guide](http://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/bc-seniors-guide).

### **QMUNITY**

Qmunity is what happens when queer, trans, and Two-Spirit folks looking for a sense of community come together to meet, guide, and support each other. It is an organization that provides information and referrals from their LGBTQ2SAI friendly directory. Please call 604-684-5307 to connect or visit their website [www.qmunity.ca](http://www.qmunity.ca) for further information.

### **Find Support BC**

The Family Support Institute of BC has developed Find Support BC. It is an online tool designed to connect families of persons with disabilities with resources available to them. Visit [findsupportbc.com](http://findsupportbc.com) to get started.

Have more questions? Looking for specific resources? For further information and assistance in the exploration of existing resources in your communities we look forward to your call on our BC Caregiver Support Line at 1-877-520-3267.

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# **How Do You Know When Your Spouse or Aging Parents Needs More Care?**

*Article adapted from Barbara Small*

When I was about 25 years old, my grandmother stopped allowing her family and friends to step over the door sill into her apartment. Like the Queen's Guard (only friendlier), my grandmother would stand at her post and block all entries to her home. She would wave off all forms of assistance with her groceries or bags.

A former Eaton's model in the 1940s and a woman of great fortitude and independence made discussing her future care and housing options

*Continued on page 6*

# Caregiver Self Assessment

Start by responding to the statements below to recognize the positive steps you are already taking to ensure you stay healthy, and to identify areas where you might consider action to help keep you resilient.

1. I am satisfied with my overall personal health.

Yes                      No

2. I have the skills and information I need in order to give the required care.

Yes                      No

3. I maintain regular contact with family and friends and make time to spend with them

Yes                      No

4. I can ask for and accept help when it's offered. I know I don't have to, and can't do this alone.

Yes                      No

5. I am able to communicate effectively with the person I am caring for, as well as others involved in their care.

Yes                      No

6. I am aware of community resources available to help support me in my caregiver role.

Yes                      No

7. I am aware of caregiver support groups (locally or online) and/or have a supportive network where I can share my challenges and successes.

Yes                      No

8. I make use of respite options available and take breaks from my caregiving responsibilities.

Yes                      No

9. I have gathered information about the progression of my care recipient's disease so I know what to expect and can prepare in advance as best I can.

Yes                      No

10. I know how to navigate the healthcare system and who to ask if, and when I need help

Yes                      No

don't know about the resources that exist to help you) or internal (you have trouble asking for and receiving support). Sharing the care is essential to finding enough time and energy for yourself. Choose one statement you responded "No" to work on this week.

**Fewer than 5 Points:** Without contributing to your own well-being, caregiving quickly becomes overwhelming and unsustainable. Use this list of ten statements as a guide to creating a self-care plan, and start with learning more about the caregiver support resources available to guide you. It will be important for you to identify resources you're not currently using in your social circle, such as family, friends, acquaintances and neighbours, to share the care and create some much-needed space for addressing your own well-being.

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

**Find resources to help you on Family Caregivers of BC's website:** [familycaregiversbc.ca](http://familycaregiversbc.ca)

**Need help now? Call our toll-free Caregiver Support Line 1-877-520-3267**

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## What's your score?

Give yourself one point for every "Yes" answer.

**8-10 Points:** You are already taking several important actions to take care of yourself. Look closely at statements where you answered "No," and consider whether accessing more resources would be helpful.

**5-7 Points:** You understand the importance of self-care, but you're not always able to take action to support yourself. Consider any barriers you have to self-care, and ask yourself whether these are external (you

challenging for my mother and uncle.

It wasn't until she broke her arm six months later that my mom got her foot in the door, literally. My grandmother's fracture led to the door being opened a small crack—just enough for Mom to realize she had a crisis on her hands.

Recognizing the “signs” that your aging loved one needs more help or care than they are willing to admit to can be tricky. Is Mom's memory loss normal or is it serious? Dad seems so frail—is he managing?

Uncertainty about the aging process makes it hard to judge whether a senior's behaviour is normal or a cause for concern. Sometimes it's subtle changes, such as a house slowly being neglected indicating your parents aren't physically able to make repairs. Or you notice they become easily overwhelmed with certain aspects of daily living.

One of the areas we often see changes with is what we refer to as “care coordination”, meaning scheduling, organizing, and keeping on top of appointments. Maintaining one's financial payment schedule is also an area that can mark changes in our elder's ability.

Talking honestly with parents about touchy topics can be awkward. Most adult children want to run in the other direction.

After the fact, my mother confessed she should have kept trying to have open discussions with my grandmother. She recalls, “She was hard to talk to and it wasn't easy for me to admit my mother was declining so quickly. She was always such a strong and independent woman.”

## What Are Some Things to Look For?

One of the key bits of advice I give to clients is, “try to separate your parent from their physical and cognitive changes”. By this I mean, when assessing the situation, put on objective eyeglasses and look for factual information or clues to help you gain an accurate perspective on some of the physical, emotional or cognitive changes they are facing.

Below are some key indicators to focus on when determining if seniors are in need of additional care or assistance.

- Appearance often shows if an aging loved one is being limited either physically or mentally from completing daily tasks.
- Are clothes properly laundered? Do they look unkempt? Does Mom continue to wear makeup? When you hug your parents, do they feel frail? What did a “sniff test” reveal?
- Listening to how an aging parent speaks and how they say it can tell you a lot about their current mental and emotional status. Do they call you by name? Is their language normal? Are they up on the news? Are they continuing to enjoy hobbies, social activities?
- Changes in behaviour such as a parent becoming reclusive or fearful, or a lack of motivation may indicate signs of depression or dementia. If your aging loved one shows serious signs of forgetfulness that is not forgetting where the car keys are, but forgetting what the car keys are for, ensure you follow up with their physician as soon as possible.
- Does their living environment have any unpleasant odors? A bare or nearly empty fridge, spoiled foods or signs of weight loss may indicate that your parent isn't able to eat well due to health issues or difficulty with shopping or meal preparation.
- Does your parent appear to safely move around the kitchen? Are medications being taken properly? What about the expiration dates on their pill bottles?
- Piles of unopened mail, unread newspapers and unpaid bills may be a sign that your aging loved one isn't managing aspects of their finances due to health or cognitive issues.

Additional Resources: 5 Stages of Caregiving by Dr. Mark Frankel. Caregiver Solutions — Fall 2012. Available online: [publications.caregiversolutions.ca/display\\_article.php?id=1239463](http://publications.caregiversolutions.ca/display_article.php?id=1239463)

# Dear Caregiver Support Line

*I have been providing care for my partner for many years. They are now requiring more and more physical care and I feel that they are at risk being at home alone. I am feeling more and more burnt out and exhausted – I just can't do this anymore more. I know it's time to look at finding a residential care home for them but then I feel so guilty even thinking that and feel that I am letting them down. Could you please advise me where to go to start this process? Where do I start? What do I do? Where can I get reliable information? Thank you for your assistance!*



## Considering Long Term Care Options

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Dear Considering Long Term Care Options,

For some families, there comes a time when a move to a care facility may be the best way to provide the most appropriate care needed and to relieve the overwhelming demands on the family. Making the decision to move someone we are caring for into facility placement is one of the most difficult decisions to make. This decision is often precipitated by a crisis or a change in health and becomes necessary either because the care recipient is no longer able to safely remain at home or because family members can no longer provide the level or type of care that is needed.

It's completely natural (and expected) for family members to feel guilt, grief, or anxiety when having to make such a decision and it is also quite common to have differing perspectives from the various people concerned. The transition can bring with it new challenges and stresses for everyone involved. At this time building a circle of support around you is crucial. Choose a team of people who can support you emotionally and physically as well as through practical skills, such as having experience caring for someone in complex care, legal and financial expertise or research skills.

Cathy, a caregiver with a partner in care, gives this advice, "When the time comes to move into long term care, it's helpful (but not always easy) to acknowledge the reality of the current situation, rather than holding on to the way things used to be. It is not a failure on your part as a family that you are no longer able to provide the level of care that is needed." As the care recipient's health declines the amount of care required can become overwhelming, especially for one person. In addition, the equipment needed to provide the necessary care may only be available in a facility.

Caregiving does not end when your family member moves into residential care. You may have more free time and will not shoulder the sole responsibility for the person you are caring for. Your role will look different but will be equally important. This can include providing emotional support, making legal and financial decisions, visiting your care recipient, and participating in care decisions. You will now have the opportunity to revisit and regain your previous relationship (i.e., as partner, son, or daughter) with your family member because you will not be focusing all your time and energy on primarily being in the role of their caregiver.

If you think that the time may be approaching for residential care to be considered, try to plan in advance and do your research. Family

caregivers and the person they care for, are often, overwhelmed by the magnitude of the decision and the process. It's not only the move itself; rather the preparation of the move and the adjustment post-move. Starting by knowing what your options are and the steps involved in the process can help lessen the stress and feelings of being overwhelmed. A good first step is to read the BC Government Websites that provide general information on Long Term Care Services and Eligibility Criteria, How to arrange for care and to prepare for an assessment and a booklet providing Help in Selecting a Long Term Care Home (Great checklist on p.7).

If you and your family are not yet connected to your local Health Authority, a key first step is to contact the Home and Community Care department of your local Health Authority with your request for assessment and long-term care placement. A case manager will contact you to arrange a visit in your home with the consent of your care partner. They will complete a detailed assessment to establish initial overall care needs of your care partner and the family's ability to provide care. Generally, individuals with the highest care needs or living at highest levels of risks will receive priority access to relevant home and community care service.

If your care partner is not considered eligible for a placement, community-based support

services such as Home Support Services, Adult Day programs, Respite, Bathing Services or Assisted Living may be recommended by the case manager as support. Cost for the services received is calculated at a percentage of after-tax income. For private pay residences, the Director of Care in the chosen residence can be contacted for information on their admission process.

For further information, questions or to talk to someone about your unique situation please call our BC Caregiver Support Line at 1-877-520-3267.

Sincerely,

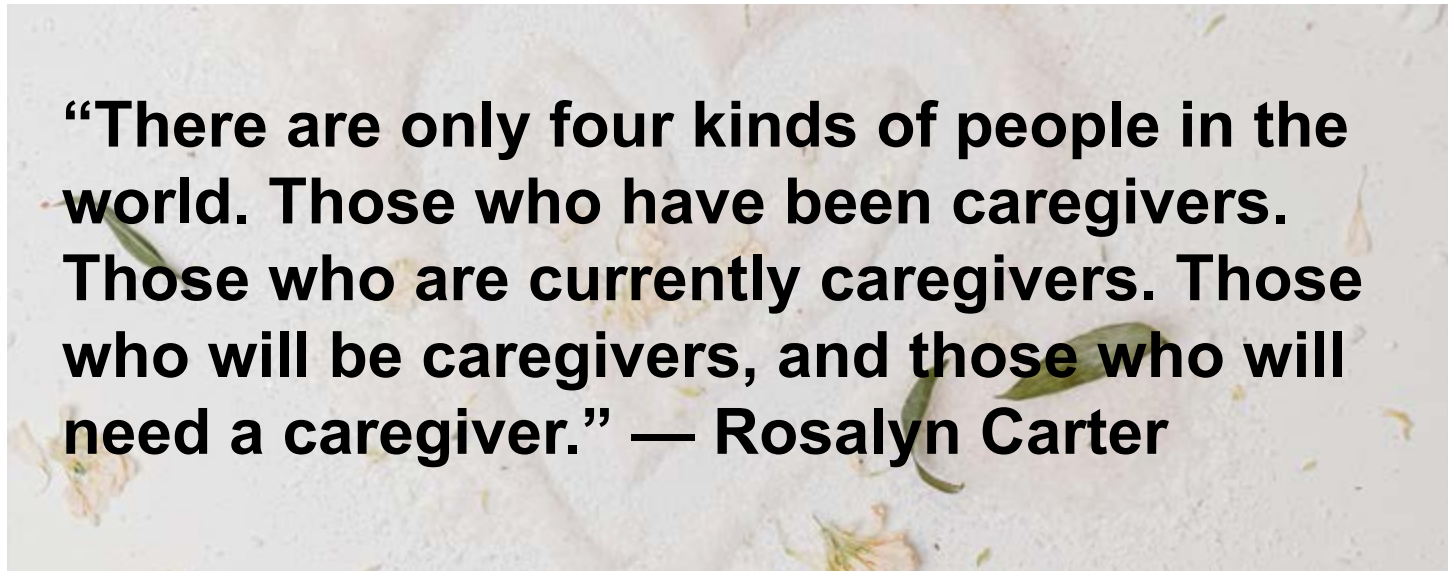
Caregiver Support Team

## References

Debbie Norbury, HCC Case Manager, VIHA, *Needs Based Access to Facility Care: A Review*, [familycaregiversbc.ca/wp-content/uploads/2021/04/Needs-Based-Access-to-Facility-Care\\_-A-Review.pdf](http://familycaregiversbc.ca/wp-content/uploads/2021/04/Needs-Based-Access-to-Facility-Care_-A-Review.pdf)

Government of BC, Ministry of Health, *Long-Term Care Services Information*, [www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/long-term-care-services](http://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/long-term-care-services)

Government of BC, Ministry of Health, *Planning for Your Care Needs: Help in Selecting a Residential Care Facility*, 2013, [www.health.gov.bc.ca/library/publications/year/2013/planning-for-your-care-needs](http://www.health.gov.bc.ca/library/publications/year/2013/planning-for-your-care-needs).



**“There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver.” — Rosalyn Carter**



# Taking Care of Yourself: Self-Care Strategies for Family Caregivers

*Adapted from FCBC's Taking Care of Yourself flipbook.*

Family caregiving can start unpredictably, often when life is already full. It can be emotionally and physically demanding and it can be one of the most rewarding gifts you can give to another person.

A busy caregiver needs a self-care strategy. But, what does that look like?

Self-care strategies are unique to each caregiver. However, all self-care practices contain a common thread of self-awareness. That means acknowledging how you feel and being aware of your actions. It also includes identifying what comforts meet your needs and integrating activities into your life that promote well-being.

It can be helpful to turn inward to understand how you can best implement self-care strategies. What will support you in this moment? It may be a long walk or rest. Self-care can be calling a friend or saying yes (or no) to a social event. Actively engaging in self-care practices can help meet your own needs, while supporting you to feel more grounded as you care for others.

Connecting with other caregivers and allowing others to share in the care is an important part of self-care. A big challenge for caregivers is isolation. Caregivers are busy and juggling many roles and responsibilities, and few make time for friends. Asking for help takes practice as we are not often comfortable as individuals and as a society to reach out to others for support. However, caregiving is not something that can be accomplished alone, at least not for very long.

It can be hard to let go of control, but sharing the care makes caregiving sustainable. Both you and the person you care for will benefit from having a network to rely on. A couple of ways to get support are making a list of daily/weekly tasks that others can commit to helping you with and

contacting community organizations that provide respite services for caregivers. Address any feelings of guilt you may have when you reach out and ask for help. You may also find support in attending a caregiver support group, either in-person or virtually.

Dimensions of health include emotional, spiritual, social, intellectual, and physical. What do these areas of health mean to you? To provide you a deeper understanding of dimensions of health, here is a breakdown of each area:

- Emotional health is linked to feeling good about oneself, self-awareness, coping skills, and communications skills.
- Social health is having stable and satisfying relationships (community, family, and friends), support systems, and activities and socializing.
- Intellectual well-being includes learning and education, flexing your mind muscle through active learning or creativity.
- Physical health includes fitness, nutrition, sleep, fragility scale, medical care, lifestyle and genetics.
- Spiritual health is believing in a purpose greater than oneself and making meaning of one's life. This includes having love, hope, faith and charity.

As you explore these various aspects of your own well-being, consider what needs your attention the most. What are you already doing? Is there an area that you can add to or refine? Are there blocks to making a change and what support do you need to make changes? As you reflect on your practices of self-care and continue to integrate selfcare strategies, we encourage you to celebrate your successes and learn from your mistakes.

## Exploring Dimensions of Health

Pick one dimension of health to focus on each week. Consider possible action steps and write out the step for that one action in the table. Each dimension is interconnected even though you'll consider them here separately.

Find more resources about  
**Caregiver Well-being in our  
 Caregiver Learning Center**

[familycaregiversbc.ca/caregiver-learning-center/read-resources](http://familycaregiversbc.ca/caregiver-learning-center/read-resources)

Health Dimension	Current Activities	Goals/Wishes	Needs
Physical			
Intellectual			
Social			
Emotional			
Spiritual			

## Join a Community Caregiver Support Group

Due to COVID-19 please check with the individual support group to know how they are providing support at this time.

Visit [www.familycaregiversbc.ca/family-caregiver-support-groups/](http://www.familycaregiversbc.ca/family-caregiver-support-groups/) to find details on caregiver support groups in your community.



**Support groups can be found in the following BC communities:**

Burnaby  
 Campbell River  
 Chilliwack  
 Comox Valley  
 Coquitlam  
 Cowichan Valley

Cranbrook  
 Delta  
 Gabriola Island  
 East Kootenay  
 West Kootenay  
 Keremeos  
 Lake Country  
 Langley  
 Maple Ridge  
 Mayne Island

Nanaimo  
 North Vancouver  
 Oliver  
 Pender Island  
 Penticton  
 Port Alberni  
 Port Coquitlam  
 Princeton  
 Prince George  
 Richmond

Salt Spring Island  
 Sidney  
 Smithers  
 Summerland  
 Surrey  
 Vancouver  
 Victoria

# Disease/Condition Specific Caregiver Support

**ALS Society of BC**  
1-800-708-3228

**Alzheimer Society of BC**  
1-800-667-3742

**First Link Dementia Helpline**  
1-800-936-6033

**BC Brain Injury Association**  
604-984-1212

**British Columbia Schizophrenia Society**  
1-888-888-0029

**BC Cancer Agency**  
[bccancer.bc.ca/contact](http://bccancer.bc.ca/contact)

**Here to Help (for Mental Health)**  
310-6789 (no area code; free available 24 hr)

**Huntington's Society of BC BC Resource Center**  
604-822-7195

**MS Society of Canada (BC)**  
1-800-268-7582

**Parkinson Society BC**  
1-800-668-3330

**Stroke Recovery Association of BC**  
1-888-313-3377

## Provincial Resources

**Anti Fraud Centre**  
[www.antifraudcentre.ca](http://www.antifraudcentre.ca) 1-888-495-8501

**BC 211 - non-medical**  
[www.bc211.ca](http://www.bc211.ca)

**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**  
[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".
- Visit [www.patientsaspartners.ca](http://www.patientsaspartners.ca) for the free self-management activities offered through Patients as Partners

**BC Palliative Care Benefits**  
[www.health.gov.bc.ca/pharme/outgoing/palliative.html](http://www.health.gov.bc.ca/pharme/outgoing/palliative.html)

**BC Seniors Guide**  
[www.gov.bc.ca/seniors-guide](http://www.gov.bc.ca/seniors-guide) 1-877-952-3181  
PDF available in English, Chinese, French, Korean, Vietnamese, Punjabi and Farsi. Hard copy available in English, Chinese, French, Punjabi

**Crisis Centre BC**  
[crisiscentre.bc.ca/contact-us](http://crisiscentre.bc.ca/contact-us) 1-800-SUICIDE  
(1-800-784-2433)

**Family Caregivers of British Columbia**  
[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)  
Caregiver Support Line: 1-877-520-3267

**Find Support BC**  
[findsupportbc.com](http://findsupportbc.com)

**First Nations Health Authority**  
[www.fnha.ca](http://www.fnha.ca) Toll-free: 1-866-913-0033

**HealthLink BC - medical**  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)  
Call 811 anytime 24/7 to speak to a nurse.

**Here to Help - mental health**  
[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) | [info@nidus.ca](mailto:info@nidus.ca)

**Seniors First**  
[www.seniorsfirstbc.ca](http://www.seniorsfirstbc.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.seniorsfirstbc.ca](http://www.seniorsfirstbc.ca)

**UBC Pharmacists Clinic**  
[www.pharmsci.ubc.ca/pharmacists-clinic](http://www.pharmsci.ubc.ca/pharmacists-clinic)

# We can help RIGHT NOW



**BC Caregiver Support Line 1-877-520-3267**  
*Toll-free, available Mon/Wed/Fri at 8:30am-4pm and  
Tues/Thurs at 8:30am-7pm*



**Family Caregivers  
of British Columbia**

— Let us help —

**30 YEARS**



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