



## Identify & Refer Family Caregivers

A family caregiver is a family member or friend who gives unpaid care and support to someone living with disease, disability, or frailty due to aging. Family and friend caregivers provide upwards of 80% of all caregiving tasks required by care recipients<sup>1</sup>. Most caregivers do this by choice and find the experience very rewarding. However, caregiving can put caregivers at risk. Of the 1.3 million caregivers in B.C., we know that roughly 34% are in distress and at risk of burning out. The implications for the larger health care system, who heavily depend on family caregivers, are dire. Luckily, research demonstrates that caregivers who are supported anytime during their caregiving journey are better equipped to deal with the challenges, have better overall health and the care recipient receives better care.

As a health care professional, you are in a unique position to identify caregivers and encourage them to seek support early in their caring roles. The support they receive helps to reduce the risk of burnout and creates a network of support around the caregiver. One of the challenges is family caregivers don't always self-identify. Sometimes they need a trusted ally to encourage them to seek support. We encourage you to identify and refer family / friend caregivers for support.

Health care professionals can identify and refer caregivers in the following quick and easy ways:

1. **Identify a caregiver** by asking, “are you caring for a family member or friend?” or ask your patient “Is there someone helping you in your daily activities”?
2. **Use The Caregiver RX** “10-second hand-off”. You can order the tear-off prescription pads [here](#).
3. **Make referrals online** (see QR code below) or by downloading and faxing our [Caregiver Rx Referral and Consent Form](#).
4. **Find us in Pathways** (under Find Services, click the link to Caregiver Support. We are listed at Caregiver Support Line – Family Caregivers of BC)

When FCBC receives a referral from a health care provider, our Caregiver Support Team responds to the caregiver within 2 business days. We take the time during our intake to listen to their needs and help them prioritize next steps and their well-being. We provide emotional support, assist them with system navigation and direct them to information and resources to enhance caregiver capacity, well-being and confidence.



Refer a  
Family  
Caregiver

<sup>1</sup> What are the home care priorities for seniors in Canada? Health Council of Canada. 2012.  
[https://healthcouncilcanada.ca/files/HCC\\_HomeCare\\_FA.pdf](https://healthcouncilcanada.ca/files/HCC_HomeCare_FA.pdf)



## Referring Family Caregivers



Family caregiver is supporting a care recipient with complex needs



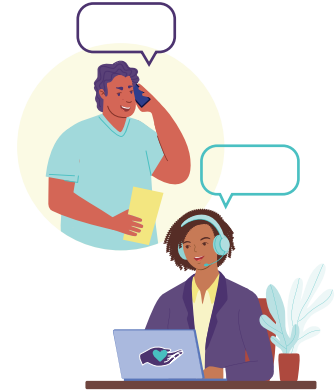
Health care professional provides a Caregiver Rx - after discussion and with permission



Consent Referral is made and FCBC follows up with family caregiver



Caregiver Rx is given to family caregiver who initiates contact with FCBC



FCBC connects with family caregiver and provides support, information & referral and follow-up

## Health Care Providers Can Refer Two Ways

### Option 1

**Consent Referral**  
FCBC initiates contact

**Family Caregivers of British Columbia** Provincial Family Caregiver Program **Caregiver Referral & Consent Form**

Please complete form and fax to 1-250-361-2660 or call us at 1-877-520-3267 toll free within BC or email [csupport@familycaregiversbc.ca](mailto:csupport@familycaregiversbc.ca). We will follow up with the family caregiver within 2 business days.

Date of Referral: \_\_\_\_\_  
 Name of Caregiver: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
 Best time to contact the caregiver:  AM  PM  
 Referral made by: \_\_\_\_\_  
 Self  Family  Practice  Community Agency  
 VHA  VCHA  PHA  JHA  NHA Title: \_\_\_\_\_  
 City/Community: \_\_\_\_\_  
 Other: ( \_\_\_\_\_ )

**Caregiver Consent**  
 I consent to be contacted by the Family Caregivers of BC about their Provincial Family Caregiver Program.  
 Verbal consent received Date: \_\_\_\_\_  
 Caregiver Signature: \_\_\_\_\_  
 City/Community: \_\_\_\_\_  
 Comments: \_\_\_\_\_

The Provincial Family Caregivers of BC Program supports family caregivers in partnership with the Ministry of Health, Patients as Partners initiative and others.

• A Toll-Free Caregiver Support Line accessible anywhere in BC  
 • 1:1 Caregiver Coaching Sessions  
 • Caregiver Support Groups  
 • Webinars and workshops  
 • Online Caregiver Resource Centre  
[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)

Family Caregivers of BC Toll-Free Caregiver Support Line is available Monday to Friday from 8:30am - 4pm Call: 1-877-520-3267  
 6-3318 Oak Street Victoria BC V8X 1R1 | Phone: 250-384-0408 www.familycaregiversbc.ca

### Option 2

**Caregiver Prescription**  
Family caregiver calls FCBC

**Family Caregiver Rx**

Name: \_\_\_\_\_

In your role as a family caregiver you'll need help. Here are some free services available through Family Caregivers of British Columbia:

**Caregiver Support Line in BC 1 877 520 3267**  
 Mon-Fri: 8:30am-4:00pm

- One-to-one emotional support
- Help navigating the health care system
- Access to support groups
- Newsletter with timely articles
- Referrals to other community resources

Visit the Virtual Resource Centre:

- Educational webinars, workshops and online modules on topics such as:
  - Caregiver health and wellness
  - Family dynamics and caregiving
  - Communication and assertiveness skills
  - Sharing the care
  - Navigating the health care system
- Resource Guide for Family Caregivers & links to resources throughout the province

Comments: \_\_\_\_\_

**Family Caregivers of British Columbia**  
 — Let us help —  
[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca) 250 384 0408

The form can be filled out and submitted online:  
[familycaregiversbc.ca/get-help/caregiver-referral-form/](http://familycaregiversbc.ca/get-help/caregiver-referral-form/)