Caregiver Connection

Family Caregivers of British Columbia

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Cultural Differences in Healthcare Practices and Communication

By Jemima Ackah-Arthur, *Family Caregiver*

In February 2024, my father was diagnosed with vascular dementia, just six months after moving to Canada. I quickly became his main caregiver. Before his diagnosis, I didn't know much about dementia. In my culture, dementia is often not seen as a serious issue. People think that memory loss is just a normal part of getting older, so many don't get the help they need.

As my father's symptoms got worse, like confusion and disorientation, I felt lost, sad, scared, and helpless. Because of my cultural background, I found it hard to understand how serious his condition was. I didn't know where to go for help or how to accept that he needed care.

One day, my father wandered off because he was hearing voices of familiar people and seeing things that weren't there. This made me realize we needed help, so I took him to the urgent care center in downtown

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Call the BC Caregiver Support Line

1-877-520-3267

Monday–Friday | 8:30 am to 4:00 pm

Editor's Note

By Marjan Beikzadeh,
Education and Learning Lead, FCBC

Finding your way through the complexities of healthcare can feel overwhelming, but it's important to remember that you know the person that you are caring for best and are their strongest advocate. In this issue, we focus on Navigating the Healthcare System, giving you the tools and knowledge to help you move through it with confidence.

You'll find an inspiring story from a fellow caregiver, useful tips for communicating with healthcare providers, and strategies for getting the best care for your loved ones. I encourage you to explore these resources and reflect on how they can enhance your caregiving journey. Together, we can support one another and navigate this path with strength and compassion.

From my heart to yours,

Marjan Beikzadeh

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Vancouver. This visit was a relief and led to referrals for more tests and a visit to a geriatrician, a doctor who specializes in older adults.

I had never heard of a geriatrician before and wasn't ready for what they might say about my father's health. During our first appointment, I watched my father struggle with memory tests. The questions about his daily activities made me uncomfortable. In my culture, older adults usually don't receive specialized care, so questions about how he bathes, eats, and dresses felt very personal and intrusive at first.

However, the geriatrician was kind and took the time to learn about my father's life and health. This helped me feel more comfortable sharing information, which was important for finding the right support for him. By the end of the appointment, I learned about the kind of care my father needed, which was different from what I was used to. I also found out about community resources, like Adult Day Programs, that could help him.

I am thankful that my father and I worked with the geriatrician to discuss his care. My cultural beliefs no longer stopped us from getting the support he needed. I realized that in Canada, there are different ways to care for older adults that can be very helpful. I also changed how I supported my father, understanding that dementia can be easier to manage with the right resources. I started helping him more consistently with dressing and reminding him to eat. However, I became very tired, anxious, and depressed because I was focusing too much on his needs.

Fortunately, I received check-in calls from the Alzheimer's Society, which led me to support groups at FCBC. I joined sessions about elder care and managing dementia. These meetings have been a great relief, allowing me to share my feelings, get support, and learn from other caregivers' experiences. Each meeting helps me understand myself better and how to care for my father.

I am grateful for the help from the geriatrician. While my father receives care, I also feel supported through FCBC, and I know I am not alone in this journey. Understanding the cultural differences in healthcare has made a big difference in how I care for my father and seek help for both of us.

Understanding Cultural Differences in Healthcare: A Guide for Family Caregivers

By Lifeline and Tulane University
(this article has been condensed and adapted for length)

Caring for loved ones from different cultural backgrounds means understanding their unique healthcare practices and communication styles. It's important to be culturally aware to provide respectful and effective care that meets each person's needs.

What is Cultural Competence?

Cultural competence means recognizing and respecting the beliefs, values, and practices of different cultures. Both patients and caregivers bring their cultural backgrounds to healthcare situations, which can affect treatment choices and how they communicate. For immigrant families, caregiving roles may be very different from what is common in Canada, which can lead to misunderstandings.

By learning about different cultures, encouraging open discussions, and promoting care that respects cultural identities, you can help ensure the person you're caring for receives the support they need. This not only improves health outcomes but also strengthens family connections and enhances the caregiving experience.

Tips for Advocating for Culturally Competent Care

1. Educate Yourself and Others
Learn about the cultural backgrounds of the person you're caring for. Understand their beliefs about health, illness, and caregiving. This knowledge can help you communicate better and provide support that matches their values.

2. Encourage Open Communication
Create an environment where the person you're caring for feels comfortable talking about their cultural preferences and health beliefs. Ask open-ended questions about their views on treatment options and respect their choices.

3. Involve Family Members
Include family members in care discussions and decisions. This honors cultural traditions and ensures that everyone understands the care plan.

4. Work with Healthcare Providers
Advocate for the person you're caring for by explaining their cultural needs to healthcare professionals. If there are language barriers, ask for interpreters and encourage providers to consider cultural practices in their treatment plans.

5. Adapt Caregiving Methods
Include culturally important practices in daily care routines. This might mean preparing traditional meals, following cultural rituals, or encouraging hobbies that connect the person you're caring for to their heritage.

6. Set Respectful Boundaries
Be clear about your limits as a caregiver. Talk with family members about roles and responsibilities to avoid burnout and ensure everyone shares the care tasks fairly.

7. Utilize Available Resources
Look for community organizations that offer culturally specific support services, like counseling or respite care. Government programs may also provide financial help or guidance for navigating the healthcare system.

WHO WOULD YOU CALL? SCENARIO GAME FOR CAREGIVERS

INSTRUCTIONS: **Read the descriptions of the various healthcare provider roles below. Write the name of the role in the box that matches each description.**

Note: Healthcare roles and titles can vary between health authorities, and responsibilities may overlap. If you're unsure, it's always best to ask for clarification.

ROLES: **Long-Term Care Case Manager | Occupational Therapist | Liason Case Manager | Home Support Supervisor | Social Worker | Director of Care | Physiotherapist | Clinical Nutritionist/ Speech Language Pathologist**

1 Your mother lives in a long-term care facility, and you want to check her care plan to make sure it is up-to-date and meets her current needs.

2 Your spouse was diagnosed with a chronic illness at the hospital, and you need help finding financial aid and community resources.

3 Your father is ready to leave the hospital after hip surgery, but you're not sure what services he will need at home to recover safely.

4 Your aunt has trouble swallowing after a stroke, and you want advice on safe food textures and nutrition to help her regain strenth.

5 Your grandfather lives at home but is starting to have trouble with daily tasks like bathing and cooking.

6 Your neighbour is recovering at home after a fall, and you want to arrange support to help them regain mobility.

7 You're caring for your father at home and want to know exactly what tasks the home support worker can and cannot do.

8 You want to learn how to adapt your home environment so your spouse can safely perform daily activities after a major illness.

Answer Key (turn the page upside down to check!):

1. Director of Care | 2. Social Worker | 3. Liason Case Manager | 4. Clinical Nutritionist / Speech Language Pathologist | 5. Long-Term Care Case Manager | 6. Physiotherapist | 7. Home Support Supervisor | 8. Occupational Therapist

Dear Caregiver Support Line

Dear Caregiver Support Line,

My dad had a stroke last year, and I've been by his side at every doctor's appointment and hospital visit since. But I often feel like I'm fighting an uphill battle trying to advocate for him within the healthcare system. It's heartbreaking to watch him struggle and not always get the care I know he deserves. I try to speak up, but I often feel lost and overwhelmed.

There's so much medical language I don't understand, and the staff always seem rushed. I worry that I won't explain his needs properly or that my concerns won't be taken seriously. Sometimes I leave feeling like I didn't do enough or like no one truly listened.

There were times where his meds were late or he was clearly in pain and when I said something, I was brushed off. I know I am not a doctor, but I am his daughter and I feel I know him better than anyone. I want to be his voice when he can't speak for himself, but I don't always know how. I just want him to feel safe, heard, and cared for. How can I speak up without feeling like I'm causing trouble? How do I get the care team to really see and hear him and me?

– A Devoted Caregiver

Dear Devoted Caregiver,

I'm truly sorry to hear about the challenges you're facing while advocating for your dad. It's incredibly tough when you feel like the healthcare team isn't listening to your concerns. Your love and dedication to his well-being shine through and it's clear that you want the best for him.

One helpful approach might be to request a meeting with his care team when they are less busy. This way, you can have their full attention to discuss your concerns. Bringing along another family member or friend for support can also make a big difference. They can help you remember important points and provide emotional strength during these discussions.

Keeping a detailed journal of your observations can be invaluable. Note down dates, times, and specific incidents, like when his medication was late or when he seemed in pain. This record can help you present clear examples when discussing his care. Instead of vague complaints, try to frame your concerns with specific details. For instance, saying, "My dad didn't receive his pain medication at 2 pm today, and he was visibly uncomfortable" gives the team a clear picture of the situation.

Expressing your feelings and observations are important. You might say, "I'm worried about my dad's pain because he's been making faces that show he's hurting. Can we assess his pain level and adjust his medication?" This approach shows that you're invested in his care and want to work together with the team.

> *"Keeping a detailed journal of your observations can be invaluable. Note down dates, times, and specific incidents... This record can help you present clear examples when discussing his care."*

Remember, you are working together with the healthcare team, not against them.

Recognizing the knowledge of the healthcare team members while sharing your concerns can help build a good collaborative working relationship. If you ever feel that something is being overlooked, it's okay to respectfully voice your concerns and seek a second opinion if needed.

Lastly, connecting with other caregivers through support groups and your own circle of support can provide you with validation, encouragement, resources, shared experiences, and valuable advice. You're not alone in this journey, and there are people who understand what you're going through.

Take care and know that you are doing an amazing job advocating for your dad.

– Caregiver Support Team

Tip:

In BC, hospitals and health authorities have social workers and/or patient care liasons on their care teams. Social workers support patients and families who are struggling to manage or cope with illness.

You can ask to meet with a social worker if you need this kind of support.

Tips for Being Seen and Heard

1. Involve the Care Recipient
Make sure the person receiving care is part of the decision-making process. Their input is important!

2. Develop an Action Plan
Set realistic goals and break them down into small, manageable steps. This makes it easier to follow through.

3. Prepare Questions in Advance
Write down your questions ahead of time so you won't forget them during discussions.

4. Keep a Written Record
Write down answers, important contacts, and health details. This will help you remember everything for future reference.

5. Remain Calm
Stay calm and composed. This helps you communicate better and makes the conversation smoother.

6. Communicate Clearly & Directly
Be clear and to the point. Make sure to express your needs in a straightforward way.

7. Be Persistent and Follow Up
Don't give up easily. Keep following up, as persistence often leads to better results.

8. Identify the Right Person
Find the right contact person to talk to. This will help you avoid wasting time and get the answers you need.

9. Choose the Right Time
Talk about important issues when you are calm and focused. This makes it easier to have a good conversation.

Hard to Handle: The Art of Facilitating Difficult Conversations

By Mark Phillips, *Associate Roster Member with MediateBC*

This article could easily replace the word "Hard" with "Heart." When we have tough conversations with vulnerable people, like the elderly, we should use our hearts to connect with them. Empathy, which is imagining yourself in someone else's situation and feeling what they might be feeling, is important when discussing hard topics, especially when we want to find solutions. When one person has less power in these talks, empathy can be the most powerful tool. Approaching conversations with compassion helps build trust. Good relationships are more likely to survive difficult discussions when emotions are shared respectfully. Below are some common issues that come up between individuals and their caregivers.

When we talk about health care planning, we should focus on the person's strengths. Assisted living should build on what the individual can do now while also considering their future needs and choices. If someone wants to discuss MAiD (Medical Assistance in Dying), we must recognize their strengths and respect their choices. Empathy is very important in these conversations!

Financial discussions might include talking about the Public Guardian and Trustee. While we want to focus on strengths, we also need to manage expectations. These talks will go better when heartfelt thoughts are shared openly.

Conversations about relationships can be started by the person receiving care, but not always. They may involve family members, like siblings, children, and partners. Sometimes, these discussions can uncover issues like elder abuse, which are difficult and raise safety concerns. Encouraging a dialogue requires the facilitator to invest their heart, not just their judgment.

Facilitated conversations can help strengthen family relationships. Having these discussions now, before it's too late, ensures that the voice of the individual in care is heard. This helps loved ones plan ahead. A well-facilitated conversation can delay the need for institutional care or help decide if that is the right choice. Importantly, these conversations should always come from the heart.

Reflection:

- How can you show empathy in your conversations with the person you care for, and can you think of times when being empathetic helped your talks?
- What strengths does the person you care for have that you can highlight during important care or planning conversations?
- List the ways in which you can create a safe space for honest and respectful sharing, especially when talking about tough topics like health care, finances, or family relationships.

Effective Communication with Healthcare Providers: A Caregiver's Guide

By Lifeline Canada

(This article has been condensed and adapted for length)

Communicating well with healthcare providers is very important for caregivers, as it helps ensure that the person they're caring for gets the best care possible. Here are some key strategies to improve communication:

Why Good Communication Matters

Good communication helps caregivers understand medical conditions, manage treatments, and make informed decisions. This leads to better health for the person they care for and themselves.

Preparing for Healthcare Visits

- Organize Medical Information: Gather all important medical records, like diagnoses, medications, and recent test results. This helps healthcare providers make informed decisions.
- Make a List of Questions: Write down questions about symptoms, treatment options, medications, lifestyle changes, and follow-up care. Focus on your most important concerns.

Sample Questions:

a. What could be causing these symptoms?
b. What treatment options are available, and what are their risks?
c. Are there any dietary restrictions we should follow?
d. When should we schedule the next appointment?

During the Healthcare Visit

- Clear Communication: Describe symptoms clearly and avoid using complex medical terms. This helps providers understand the situation better.
- Active Listening: Pay close attention to what the provider says and take notes. This helps you remember important details and shows respect for their expertise.
- Ask Questions: Don't hesitate to ask for clarification if something is unclear. Understanding treatment options and expected outcomes is crucial for making informed decisions.

After the Healthcare Visit

- Review Instructions: Go over the instructions given by the healthcare provider, including medication schedules and follow-up appointments. Contact the provider if anything is unclear.
- Keep an Updated Medical Record: Write down any new diagnoses, medications, and treatment plans. This information is important for future visits and emergencies.

Communicating with Specialists

- Coordinate Care: Make sure all healthcare providers know about each other's involvement. Share medical records to avoid conflicts and ensure smooth care.
- Understand Specialist Roles: Know which specialist to contact for specific issues. This saves time and improves communication.

Addressing Communication Challenges

- Language Barriers: Use professional interpretation services if needed to ensure clear communication.
- Health Literacy: Ask providers to explain information in simple terms if necessary.
- Emotional Barriers: Recognize any fears or anxieties before the visit to help facilitate open communication.

Building a Strong Relationship

Establish mutual respect and regular communication with healthcare providers. Schedule check-ins to discuss any new developments, ensuring that any issues are addressed quickly.

Online Course

familycaregiversbc.ca/caregiver-learning-center/learn

Caregiving in Partnership with Fraser Health

FCBC has developed an e-learning course in partnership with Fraser Health for family and friend caregivers. Here's what you need to know:

- Explore what it means to be an Essential Care Partner in a healthcare setting.
- Discover effective ways to collaborate with healthcare providers.
- Learn about Fraser Health's Essential Care Partner and Visitor Policy.
- Gain insight on practical caregiving strategies and available resources.

PREPARING FOR HEALTHCARE APPOINTMENTS: A Caregiver's Checklist

1. KEEP A HEALTH INFORMATION FILE

- ☐ **Current Medications:** List all medications dosages, and schedules.
- ☐ **Medical History:** Include long-standing conditions and recent health changes.
- ☐ **Allergies:** Note any allergies/sensitivities to medication, food or other triggers.
- ☐ **Healthcare Canada:** List other providers involved in care.
- ☐ **Current Medications:** List all medications dosages, and schedules.

2. PREPARE A LIST OF QUESTIONS & CONCERNS

- ☐ **New Symptoms:** Write down any changes you've noticed such as changes in physical health, pain, cognition, mood, behaviour, etc.
- ☐ **Medication Reactions:** Note how they respond to their medications and any changes.
- ☐ **Care Challenges:** Think about any difficulties you face while caring for them at home.
- ☐ **Improve Living:** Ask what you can do to make daily life easier for the person you're caring for.
- ☐ **Future Needs:** Check if there are any important tests or screenings coming up.

3. PLAN THE LOGISTICS OF THE VISIT

- ☐ **Timing:** List all medications dosages, and schedules.
- ☐ **Transportation:** Arrange comfortable and accessible transportation if you cannot take them.
- ☐ **Comfort:** Pack things that help them stay calm and comfortable, like water, snacks, blanket, small cushion, stress ball, or book.

4. COMMUNICATE WITH THE HEALTHCARE PROFESSIONAL

- ☐ **Help Guide, Not Take Over:** Tell them you are their caregiver, but let the person you're caring for speak for themselves as much as they can, unless they're too unwell or forget things.
- ☐ **Honesty:** Ensure all relevant information about the condition of the person you're caring for is shared.
- ☐ **Clarification:** Ask questions if you don't understand something.
- ☐ **Note-Taking:** Write down important details and instructions.

5. PLAN FOR FOLLOW-UP CARE

- ☐ Confirm next steps with the healthcare professionals, including next appointment, follow-up actions and medication adjustments.
- ☐ **Debrief:** Talk with the person you're caring for about what happened and any care changes.

Planning for Hospital Discharge

Leaving the hospital can feel both relieving and overwhelming. For patients and caregivers, good planning helps make the discharge safe and smooth. One of the best ways to prepare is by joining a discharge planning meeting. This meeting usually takes place a day or two before the patient goes home. It includes the patient, their care team (doctor, nurse, and discharge planner), family caregivers, and sometimes other professionals like physiotherapists or social workers.

What to Cover in the Meeting

1. Understand the Condition
Learn about the health problems of the person you're caring for. Ask about symptoms or warning signs to watch for, what steps to take, and who to call if there is a problem.

2. Medication Management
Review all medications—both old and new. Write down clear instructions for how and when to give them.

3. Phone Calls and Home Visits
Find out what follow-up calls to expect. For example, an occupational therapist may call to check home safety, or a nurse may call about wound care.

4. Home Care and Equipment
Discuss whether nursing or therapy visits are needed. Arrange for equipment such as walkers, shower chairs, or a hospital bed.

5. Follow-Up Appointments
Make sure you have a full list of upcoming tests or appointments, including times, locations, and who they are with.

6. Daily Routines and Lifestyle
Ask about changes to diet, safe exercises, or activities that will support recovery.

7. Written Information
Take home a copy of the discharge summary with care instructions, contact numbers, and referrals. Also, ask for copies of recent test or procedure results if available.

When to Ask for a Meeting

It's especially important to request a discharge planning meeting if:

- You feel your loved one isn't well enough to go home.
- The home isn't safe (e.g., not enough room for equipment).
- You're unsure what home care services are available.
- Getting them home will be an issue.
- You feel unprepared or overwhelmed (e.g., unable to provide the safe care the person you're caring for needs).

If You Have Concerns

If you feel rushed or that discharge is unsafe, speak with the Discharge Planning Nurse, Unit Manager, or the Patient Care Quality Office. Post-Discharge Support

- If you have questions after returning home, contact the doctor or nurse practitioner.
- You can also visit HealthLinkBC.ca or call 8-1-1 for support.

***Note:** If you need more support on discharge planning, call our Caregiver Support Line and we'd be happy to walk you through it!

Join a Community Caregiver Support Group

Family Caregivers of BC offers in-person and virtual support groups to help you find community support and meet your needs as a caregiver. Visit (www.familycaregiversbc.ca/get-help/other-community-supports) to find details on caregiver support groups in your comunity.

Support groups can be found in the following BC communities.

Abbotsford
Burnaby
Campbell River
Chilliwack
Coquitlam
Cowichan Valley
Cranbrook
Delta
Gabriola Island
East Kootenay
West Kelowna
Kelowna
Keremeos
Lake Country
Langley
Maple Ridge
Mayne Island
Nanaimo
North Vancouver
Oliver
Pender Island
Penticton
Port Alberni
Port Coquitlam
Princeton
Richmond
Salt Spring Island
Sidney
Smithers
Summerland
Surrey
Vancouver
Victoria

Navigating the Healthcare System with Dignity and Balance

Caring for someone often means stepping into an unfamiliar and sometimes overwhelming healthcare system. In a recent podcast conversation, Valerie, a nurse with over 38 years of experience and a family caregiver herself, shared lessons that remind us of what truly matters: dignity, respect, and balance.

Upholding Dignity and Respect

Valerie emphasized that dignity is not just a word—it's an action. Even when a loved one has trouble speaking or moving, it is important to include them in conversations about their care. This might mean rephrasing what a doctor has said in simpler terms or pausing to ask, "Mom, did you catch that? Here's what I understood." These small steps show both the person you're caring for and the healthcare team that their voice matters.

Advocating with Care

Caregivers often need to speak up for the person they're caring for. Valerie suggests doing this with a calm and objective tone rather than out of frustration. Frame your concerns around your loved one's deeper needs: safety, comfort, cultural or spiritual practices, and feeling loved. For example, if the person you're caring for values certain traditions or music, share that with staff so they can help honor it. These touches keep care personal and meaningful.

Setting Boundaries Without Guilt

Valerie knows firsthand how easy it is for caregivers to reach their limit. She reminds us that setting boundaries isn't selfish, it's necessary. You can say, "I can help with meals and visits, but I'll need support with bathing," or "I'm available on these days, but not others." Clear boundaries help prevent burnout and make space for others to share responsibilities.

Managing Expectations

Part of navigating healthcare is balancing what you can realistically do with what staff are able to provide. Instead of focusing on every detail, ask yourself: Does the person I'm caring for feel safe, loved, and cared for? This guiding question can ease pressure and reduce feelings of guilt.

Caring for Yourself Too

Finally, Valerie stresses that caregivers must protect their own well-being. Scheduling breaks, sharing tasks, and giving yourself permission to rest are essential steps. Remember, you can't pour from an empty cup. Caregiving is rarely simple, but by focusing on dignity, clear communication, and healthy boundaries, you can create an environment where you and the person you're caring for can thrive.

Quick Tips for Caregivers

- **Reframe Conversations:**
  After a doctor's visit, repeat what was said in simpler terms for your loved one. Ask, "Did that make sense to you?"
- **Set Healthy Limits:**
  Practice saying, "I can help with this, but I'll need support with that."
- **Honor Beliefs:**
  Share your loved one's cultural or spiritual traditions with care staff—music, prayer, favorite shows, or personal items can all make a difference.
- **Check Your Energy:**
  Notice when you feel drained. Taking a short break or asking another family member to step in helps prevent burnout.
- **Focus on What Matters Most:**
  When small frustrations build up, return to the core question: Do they feel loved and safe?

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https://www.familycaregiversbc.ca/podcast

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Scan the QR Code to listen now!

CALL OUR **FREE** CAREGIVER SUPPORT LINE:
1-877-520-3267 | visit familycaregiversbc.ca

Family Caregivers of British Columbia

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

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

HSC British Columbia Resource Center
604-822-7195

MS Society of Canada (B.C.)
1-800-268-7582

Parkinson Society B.C.
1-800-668-3330

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

Provincial Resources

Anti Fraud Centre
www.antifraudcentre.ca 1-888-495-8501

BC 211 - non-medical
www.bc211.ca

B.C. 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

B.C. Ministry of Health
www.gov.bc.ca/health

- Visit www.healthlinkbc.ca/healthtopics and put in the search term “Caregiver”.
- Visit www.patientsaspartners.ca for the free self-management activities offered through Patients as Partners

B.C Palliative Care Benefits
www.health.gov.bc.ca/

BC Seniors Guide
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
www.crisiscentre.bc.ca/get-help/ 1-800-SUICIDE
1-800-784-2433

Family Caregivers of British Columbia
www.familycaregiversbc.ca
Caregiver Support Line: 1-877-520-3267

Find Support BC
findsupportbc.com

First Nations Health Authority
www.fnha.ca Toll-free: 1-866-913-0033

HealthLink BC - Medical
www.healthlinkbc.ca/
Call 811 anytime 24/7 to speak to a nurse.

Here to Help - Mental Health
www.heretohelp.bc.ca/

Pain BC
www.painbc.ca

The Nidus Personal Planning Resource Centre
www.nidus.ca | info@nidus.ca

Seniors First
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, Mon - Fri)
www.seniorsfirstbc.ca

UBC Pharmacists Clinic
www.pharmsci.ubc.ca/pharmacists-clinic

We Can Help Right Now!

B.C. Caregiver Support Line 1-877-520-3267
Monday to Friday 8:30 am to 4:00 pm

info@familycaregiversbc.ca

www.familycaregiversbc.ca

Family Caregivers
of British Columbia
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Switch to our e-Newsletter!

If you'd like to stop receiving a paper copy, please let us know at:

info@familycaregiversbc.ca

Family Caregivers Society of BC is a registered charitable organization dedicated 100% to supporting caregivers. With gratitude and respect, we acknowledge that we operate on traditional, ancestral and unceded territories of Indigenous peoples around the province.

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