



Family Caregivers
of British Columbia

SUPPORTING THOSE WHO CARE

Programs & Services by Family Caregivers of BC

familycaregiversbc.ca





About Us

- A non-profit charity dedicated to improving the well-being of family caregivers for over 35 years.
- We offer compassionate support, practical tools, and expert guidance at no cost.
- Our three pillars: caregiver support, education & engagement, and collaboration.

Our Three Pillars

1

Caregiver Support

- Support Line (Mon–Fri): **1-877-520-3267**
- Caregiver Coaching
- Support Groups
- Online Resources and Virtual Circles

2

Education & Engagement

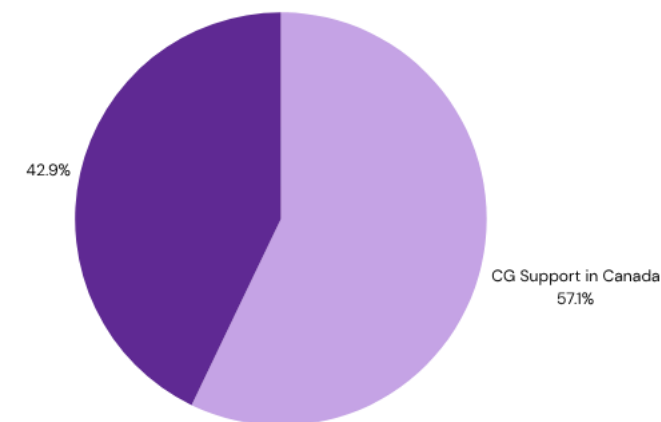
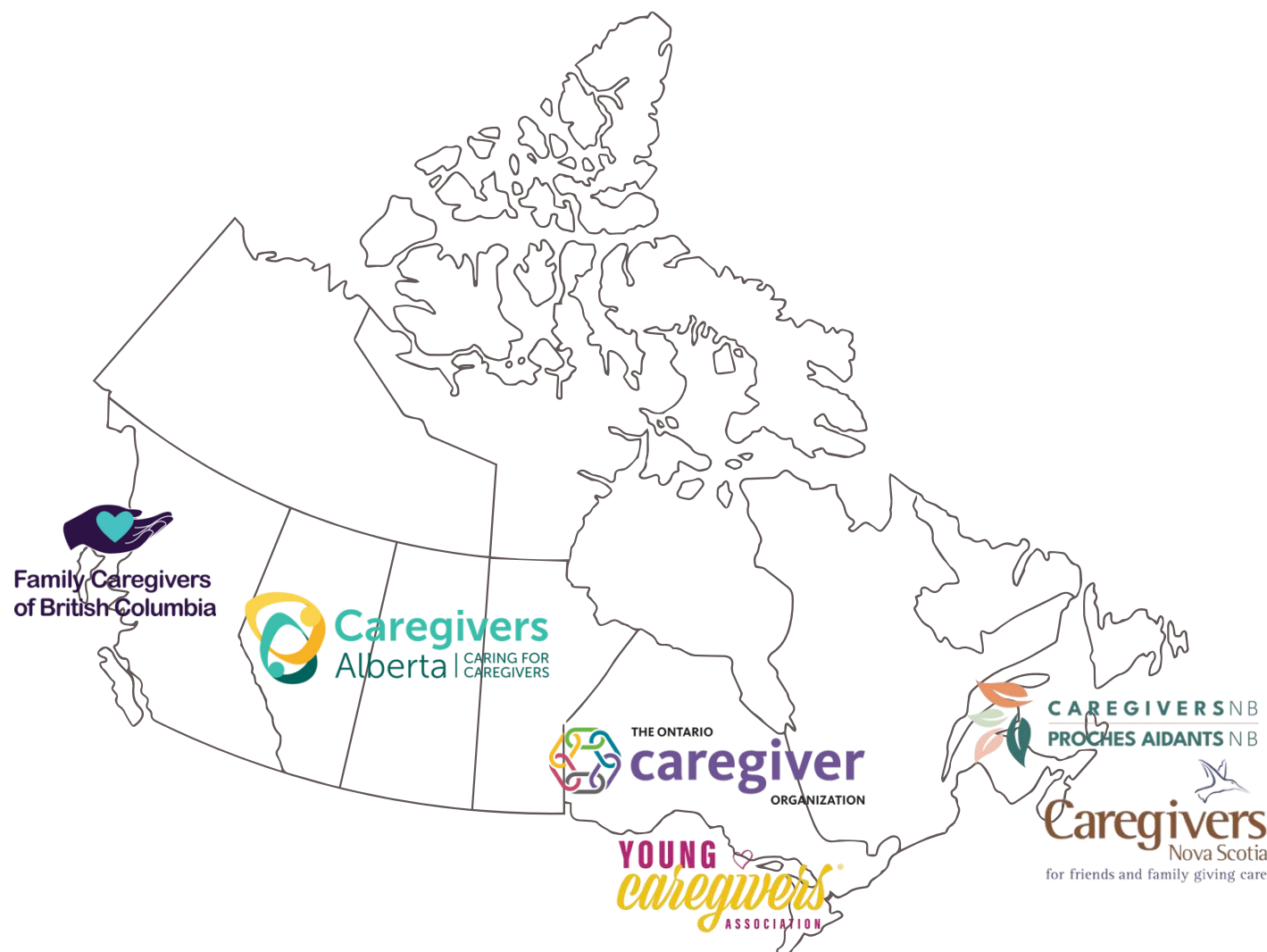
- Resource Library: Webinars & podcasts
- Publications: Newsletters, blogs & articles
- Support Group facilitator training
- Community partnerships & outreach

3

Collaboration

- Caregiver input on care quality and policy
- Health committee research and policy
- Collaborations with health authorities & Ministry of Health

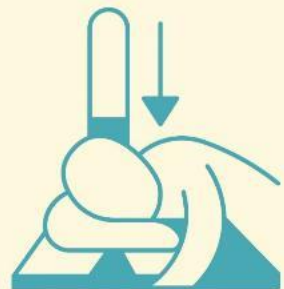
Provincial Caregiver Organizations in Canada



6 in Canada

1. Family Caregivers of BC
2. Caregivers Alberta
3. Ontario Caregiver Organization
4. Caregivers Nova Scotia
5. Young Caregivers Association
6. Caregivers New Brunswick

What challenges are we seeing?



Overwhelming Responsibilities

Caregivers struggle to balance their own needs with caregiving duties.



System Navigation

Many find it difficult to navigate complex healthcare systems.



Financial Strain

Financial burdens impacting housing, nutrition, and access to essential services.



Emotional Toll

High rates of burnout and emotional distress.



Isolation

Caregivers are often isolated and lack a support network

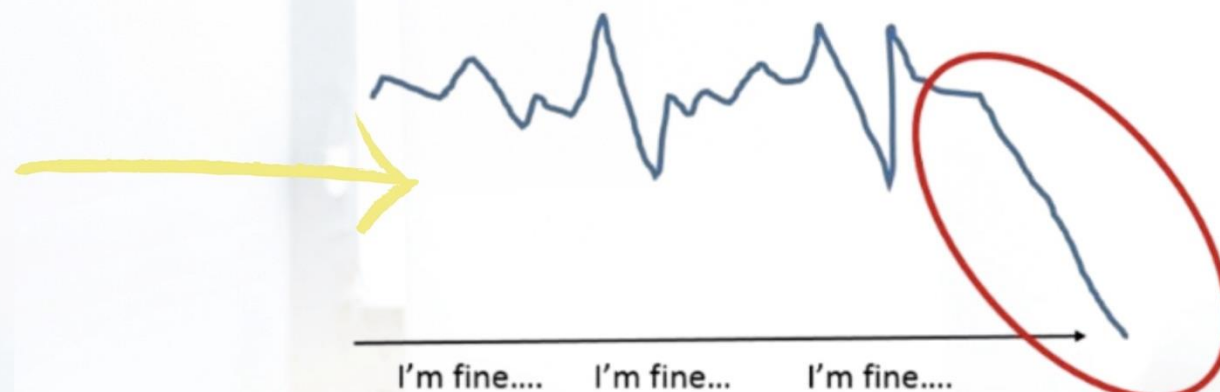


Family Dynamics

Challenges in navigating family dynamics and communication.

Family caregivers don't self-identify.

Their focus is naturally on the care recipient.



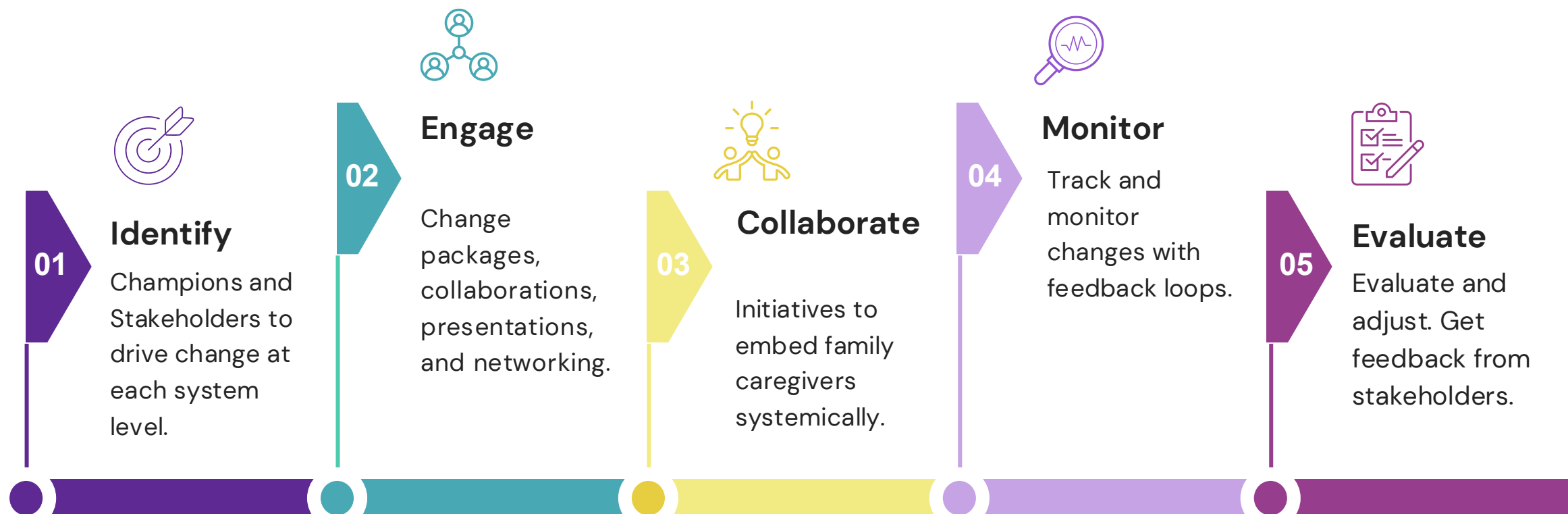
We are working to shift culture to identify, support and include the **caregiver**.

Caregiver support is critical

Evidence shows family caregivers who are supported early in their journey have a much better chance of sustaining their role.



Caregiver Engaging Health Care





Our Caregiver Support Program Includes:

Caregiver Peer Support and Workshops

- Caregiver peer support groups (in-person and virtual), intensive journaling workshops, and art therapy workshops

Caregiver Coaching

- Addresses more complex situations and navigation needs
- Up to 4 one-hour sessions

Caregiver Support Line

- Emotional support, information and referral, healthcare navigation
- Monday to Friday, 8:30am – 4:00pm

Online Learning Centre

- Caregiving articles, tools, flipbooks, webinars and podcast episodes



Understanding Caregiver Social Prescribing

Enhanced Support Model

Caregiver Rx offers a comprehensive "wrap-around" approach support model. It addresses social determinants of health for personalized care.

Who Is It For?

Caregivers of all ages (family, friends, neighbours) who are supporting someone living with a disease, disability, mental health condition, or frailty due to aging.

It Takes a Village....



Key Objectives of Caregiver Social Prescribing

1

Resilience Building and Enhanced Wellbeing

Reduce burnout rates through targeted support. Improve physical, intellectual, emotional, social, spiritual well-being.

2

Social Connectedness

Foster a sense of community and support. Help caregivers feel understood and valued in their role.

3

Empowerment and Agency

Improve navigation skills for healthcare systems and resources and advocate for care recipient and themselves.

4

Decreased Reliance On Health Care Services

Reduce reliance on healthcare services. Improve outcomes for both caregivers and care recipients.

How Our Caregiver Navigator Helps:



Standardized Intake Assessment

Completion of standardized intake assessment addressing whole-person needs.



Action Planning

Co-create living documents that map out caregiver wellness needs. Adapt plans as situations evolve.



Health Care Navigation

Guide caregivers through local and provincial health services. Provide clear access instructions and support.



Community Connections

Link caregivers to vital community supports. This includes peer support, counseling, housing assistance, and cultural resources.



Meaningful change starts with you

Refer a caregiver today.

Referring provider

Provider Name *



Your first name



Your last name

Provider Email Address *



Your email address

Provider Type *



Please Select

Health Authority *



Please Select

Hospital and/or Clinic Site Name



Hospital or Clinic Name

Would you like to receive a brief receipt of referral and follow-up on the outcome of the caregiver you refer? *

☐

Yes

☐

Not needed

Caregiver information

Caregiver Name *



Caregiver's first name



Caregiver's last name

Preferred Contact *

☐

Phone

☐

Email

Caregiver City

Caregiver's city

Comments *

= Comments

Caregiver Consent *

☐

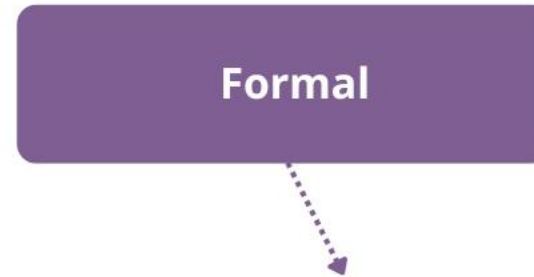
Verbal consent received

Caregiver Referral Pathways: Connecting Caregivers to Support



Pathways Directory

Clinical Order Set



Consent Referral
FCBC initiates contact



Caregiver Prescription Pad
Family caregiver calls FCBC



Caregiver Support Line

Caregiver Support, Condition Specific Support, Disability Services, Home Care, and Seniors Services

Provided by Family Caregivers of BC

Informs, supports, and educates on issues of concern to family caregivers. Offers one-to-one support in person, or province-wide via a toll-free phone line.

BC Caregiver Support Line 1-877-520-3267

Trained staff offer direct support to family caregivers by providing 1:1 emotional support, information, assistance in navigating the healthcare system and connections with community resources. Family Caregivers of BC further offers Caregiver Support Groups, Caregiver Coaching, Educational Materials, Podcasts, Webinars and Workshops. Detailed info on services offered at www.familycaregiversbc.ca

Submit Online Referral Form: <https://www.familycaregiversbc.ca/get-help/caregiver-referral-form/> The caregiver will receive a call from Family Caregivers of BC within 2 business days.

Provides emotional support, helps to navigate the healthcare system and information and referrals on community resources. Appointments can be booked for a caregiver coaching session or support can be provided over the phone.

A screenshot of a 'Clinical Order Set' form for 'RJH Seniors Outpatient Clinic and Specialist Memory Clinic'. It includes sections for 'Referral to GSS Clinician within SOPC', 'Internal Consult / Referral', 'Diagnostic Imaging / Investigations', 'Referral to Community Access - Island Health Community Health Services', and 'External Referrals'. It contains numerous checkboxes for various services and urgency levels (routine, semi-urgent, urgent).

A screenshot of the 'Provincial Family Caregiver Program Referral & Consent Form'. It includes fields for 'Date of Referral', 'Name of Caregiver', 'Phone', 'Email', 'Best time to contact the caregiver', 'Referral made by', 'City/Community', and 'Caregiver Consent'. It also has a 'Comments' section and contact information for Family Caregivers of BC.

A screenshot of the 'Caregiver Prescription Pad'. It features the 'Caregiver Rx' logo and the text 'Prescription for support'. It includes a QR code and instructions to scan it to fill out a brief form or call the Caregiver Support Line. It also lists support options like individual support, community support groups, virtual caregiver resource centre, and referrals to other community resources.

How to Order Caregiver Rx Resources



Order our Caregiver Rx Resources to easily identify, refer, and support family and friend caregivers. With convenient tear-off prescription pads, streamlined referral forms, and free resources, you can connect caregivers to the support they need.

Once we receive an email with your order we will mail all resources to you or your clinic free of charge

Connect with Us!

Stacey Dawes

Health and Community Engagement Lead, FCBC

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Call Our Caregiver Support Line

Toll-free: 1-877-520-3267

Monday to Friday from 8:30 am – 4:00 pm PT



**Family Caregivers
of British Columbia**

Caregiver 



Refer a caregiver and make a lasting impact.

Scan or visit **familycaregiversbc.ca/refer**