



Family and Friend Caregiver Support Program

INFORMATION SESSION



United Way
British Columbia

Working with communities in
BC's North, Interior, Lower Mainland,
Central & Northern Vancouver Island

We want to humbly and respectfully acknowledge all Indigenous nations and peoples throughout this province and raise our hands to their resistance and resilience in the face of grave injustices and the continuing legacy of colonialism.

Today, we join you from the **ancestral and unceded** homelands of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh nations as well as the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, and Tsawwassen First Nations.

We feel indebted to them for caring for this land.



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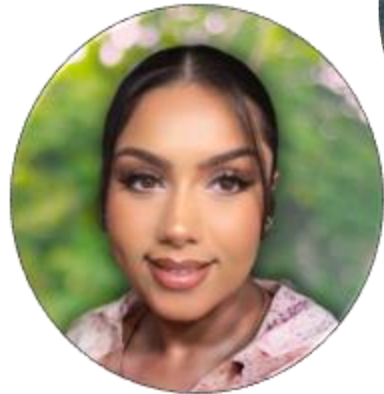
Information Session Procedures

- All participants will be kept on mute for the duration of the Information Session
- Please type questions into the chat box
 - Questions can be submitted at anytime and will be responded to during the Q&A portion of the Information Session
- Organizations must attend this session or watch the recording to be eligible to apply



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Prab Sandhu
Health Care System & Community Specialist



Leanne Mack
Learning & Evaluation Specialist



Dr. Indira Riadi
Specialist, Healthy Aging: Fraser Region



Dr. Beverley Pitman
Specialist, Healthy Aging: Vancouver Coastal Health



Lisa Cyr
Specialist, Healthy Aging: Interior BC



Cheryl Baldwin
Specialist, Healthy Aging: Vancouver Island & Gulf Islands



Sarrah Storey
Specialist, Healthy Aging: Northern BC



Agenda

- Overview of new collaborative model
- Overview of FFCS
- Perspectives from an existing FFCS program
- Application process
- Q&A



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United Way BC's Healthy Aging

Develops and supports a range of person-centered programs and initiatives that support seniors and Elders to remain active, connected, and engaged.



Our Vision

Older British Columbians live and thrive in the communities they call home.



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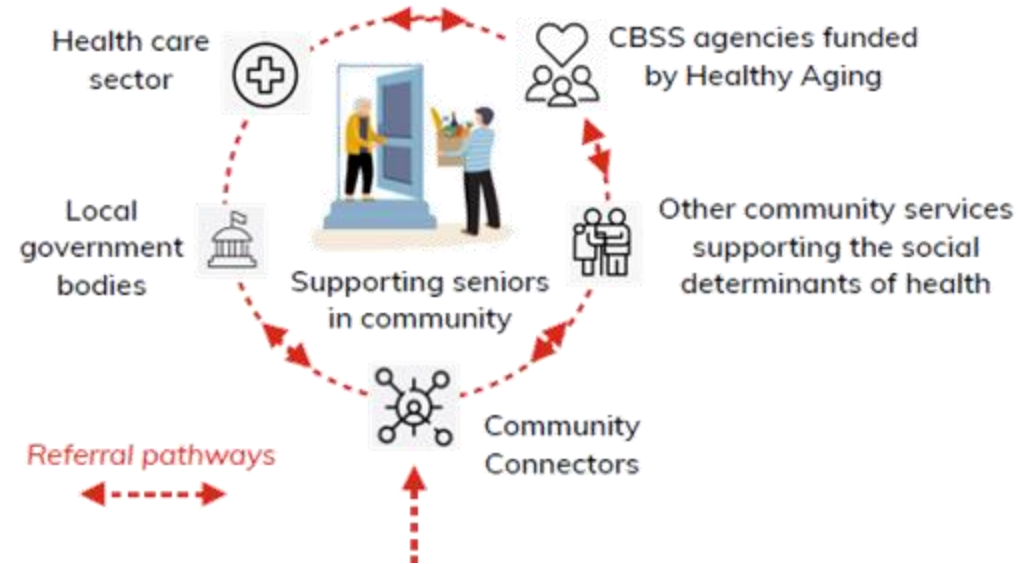
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New Program & Service Delivery Model

In every area of the province, vulnerable community dwelling seniors have access to low-barrier, locally coordinated, strength-based programming and services that significantly contribute to physical, mental and emotional health and well-being.

How we get there:

- Better, Better at Home
 - Expansion of service basket, focus on social connections
- Enhancement Grants:
 - Aging in Motion: Transportation Supports & Innovations
 - Social Meals
 - Volunteer Coordination & Strategy
- Revised target population with a health equity lens
- Community Connectors in all Local Health Areas
- Community Collaboratives working closely together
- Learning, evaluating, and adapting



Priority Population

We will be focusing primarily on community-dwelling seniors (65+) who are:

- Low income
- Low to moderate frailty
- Loneliness and social isolation
- Marginalization (e.g., language, LGBTQ+, Indigenous, recent immigrants/refugees)



Overview of Family & Friends Caregiver Support Program

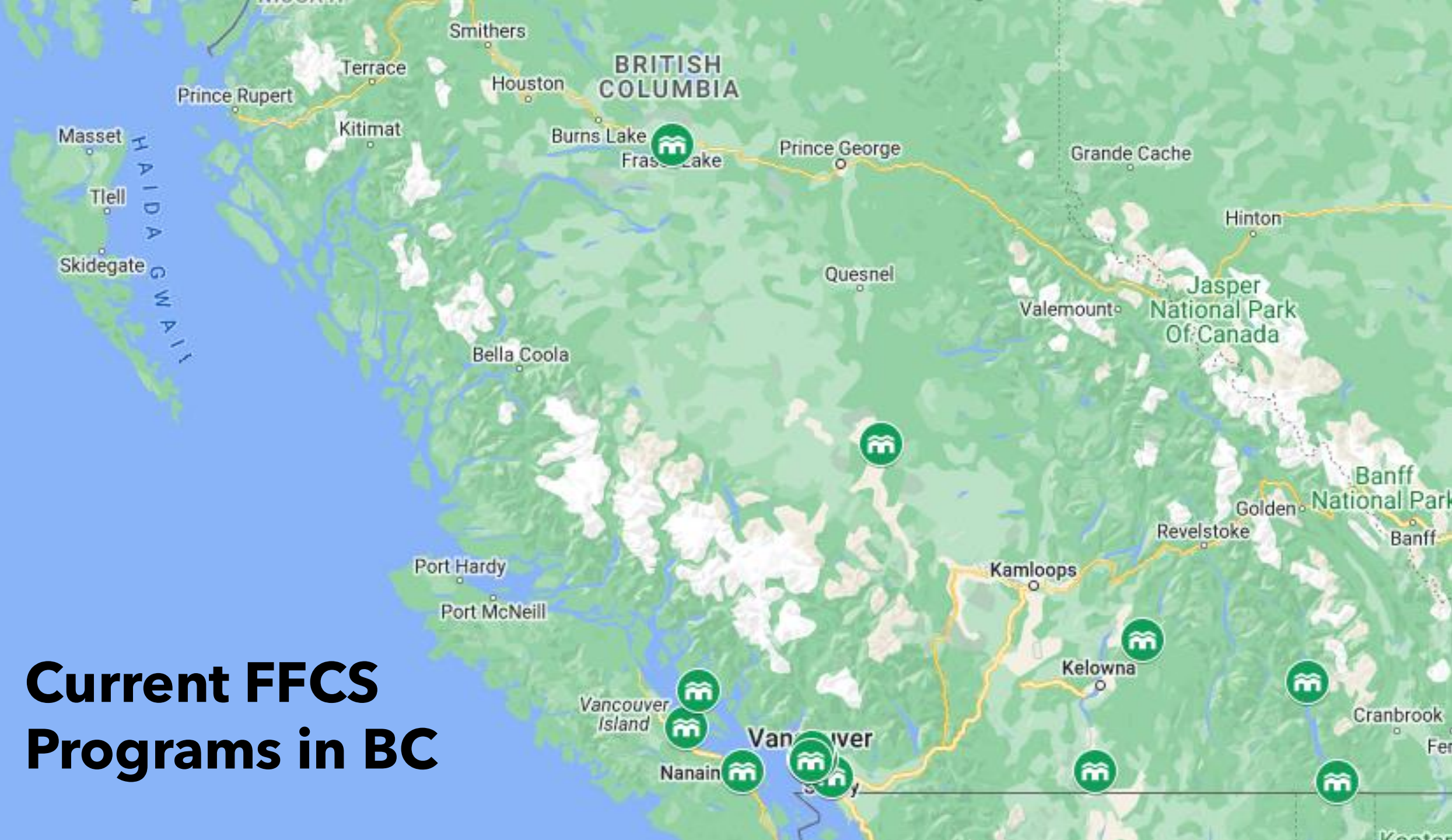
Family & Friends Caregiver Support Program (FFCS) provides support and resources for family and friend caregivers who are taking care of older adults living in the community with chronic disease, frailty, or other life-limiting conditions. It serves as additional support to help caregivers enhance their skills and foster a sense of confidence and community in their roles.



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Current FFCS Programs in BC



FFCS Programs in BC

- Abbotsford
- Burnaby
- Maple Ridge
- Surrey
- North Vancouver
- Mount Pleasant/Vancouver
- Richmond
- South Vancouver
- East Kootenays
- Nelson
- Penticton
- Lake Country
- Cowichan Valley
- Saanich
- Prince George
- Terrace

Program Goal

To offer comprehensive information, educational materials, and additional support to help caregivers enhance their skills and foster a sense of confidence in their caregiving roles, by proactively addressing, managing and avoiding chronic states of physical, emotional and mental exhaustion



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Program Objectives

To enhance the wellbeing and mental health of caregivers supporting older adults living at home with higher/complex needs.

Objectives:

- Increase psychosocial support for caregivers
- Increase caregivers' skills, knowledge, and confidence to care
- Increase caregivers' sense of social connectedness
- Improve caregivers' connections with health care teams as a partner in care
- Increase caregivers' regular use of formal and informal respite (breaks that provide relief from caregiving duties)
- Reduce unnecessary health care utilization due to caregiver burnout

Overview of FFCS

While unique, each program will include Core and Optional elements

Core:

- One-to-one Support (including emotional support)
- Support Groups
- Healthcare System Navigation
- Connecting to Community Services
- Knowledge and Skill enhancement

Optional:

- Social and Self-Care activities
- Informal Respite
- Circles of care (A Family Caregivers of BC model)

Core Program Elements

1. One-to-One Support

Dedicated, customized, person-centered support to a caregiver. Can include:

- Emotional support
- Healthcare system navigation
- Knowledge and skill enhancement
- Connection to community services
- Any other individualized support innovated by the agency, such as professional counselling, and informal respite

Delivery method:

- In person
- Phone
- Online (virtual meetings)

Core Program Elements

2. Support Groups

- Facilitated by trained staff or volunteers who are knowledgeable about providing caregiver support.
- Techniques and formats vary
- Benefits include:
 - Enhancing social connection and strengthening social networks
 - Providing a sense of belonging and feelings of acceptance
 - Learning new coping tools and strategies
 - Support in a non-judgmental setting
 - Providing empathy, love, and care; receiving compassion, love and care from others
 - Reducing stigma and isolation

Core Program Elements

3. Healthcare System Navigation

- **Knowledge:** Helps caregivers understand the key programs and services offered by the Health Authority that are designed to support them in their role.
 - Increasing understanding and awareness of most common services provided by Home and Community Care
- **Access:** Provides caregivers with the basic knowledge they need to access these services successfully.
 - Directing caregivers to the local Health Authority's access (intake) phone line
 - Supporting caregivers to be proactive in accessing healthcare services

Core Program Elements

4. Connection to Community Services

- Caregiver Support Coordinators connect caregivers to one or more community services/programs
 - Hospice programs and services
 - Local volunteer associations
 - Programs focused on specific diseases (e.g. Alzheimer's Society of BC)
 - Programs focused on specific challenges or barriers (Meals on Wheels, literacy programs, etc.)

Core Program Elements

5. Knowledge and Skill Enhancement

The hard skills or 'technical' skills a caregiver learns through practice, experience, education, or repetition:

- Providing appropriate care for primary physical care tasks (ie: mobility assistance or proper hygiene protocols)
- Medication management
- Household management
- Financial skills
- First aid and CPR training

Core Program Elements

5. Knowledge and Skill Enhancement

The 'Soft skills' or personal qualities and/or traits that help caregivers work well with others and care for themselves in a caregiving context.

- Interpersonal skills (e.g. teamwork)
- Communication or conflict-resolution
- Creative problem-solving
- Empathy
- Time management
- Organizational skills
- Boundaries and self-care

Feature Program:

Cowichan Valley Caregivers Support Society

- Caregiver Support Lead & Service Delivery Manager
- In collaboration with FFCS program staff across BC, authored the UWBC Family and Friend Caregiver Support program Handbook (2024)
- 30 years of service in the non-profit sector focusing on volunteers, seniors, Indigenous-led services and newcomers



Amanda Marchand

How to Apply



Funds Available

- 6-7 new programs across the province
- Up to \$125 000 per program, per year
- Ongoing, permanent funding



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Approximate Timelines

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November 2024	Expressions of Interest open
Early January 2025	Expressions of interest close
Mid-January 2025	Shortlisted agencies informed
Early February 2025	Shortlisted agencies invited to apply
Mid-March 2025	Applications close
April 2025	Programs launch



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Step 1: Expression of Interest Process

- Link to the Expression of Interest (EOI) form to be sent out within the next few days, following this presentation
- The expression of interest is first step; shortlisted agencies will then be invited to a formal application process.
- Expressions of interest will consider:
 - Areas with high need/demand
 - Priority will be given to interest coming out of service deserts
 - Capacity for a collaborative to carry out and sustain the program (i.e space to gather, staff)

Step 2: Application Process

- Only short-listed organizations will be invited to apply
- Successful applicants will be notified and invited to fill out a program application
- Unsuccessful applicants will be waitlisted for consideration in the next round of applications

FFCS Handbook

We are also excited to share our completed FFCS Handbook!

[The handbook](#) has been posted in your [FFCS Group on CORE BC](#). Please take a look at the handbook when you have time.



Contact Info

Healthy Aging Specialists

Dr. Beverly Pitman

Vancouver, North
Shore, Richmond, Sea
to Sky & Sunshine
Coast

beverleyp@uwbc.ca

604.969.8331

Dr. Indira Riadi

Burnaby, New
Westminster, Surrey,
Langley, Maple Ridge &
Fraser Valley

indirar@uwbc.ca

604.268.1342

Cheryl Baldwin

Vancouver Island
Gulf Islands

cherylb@uwbc.ca

250.591.8731

Sarrah Storey

Northern BC

sarrahs@uwbc.ca

250.699.1681

Lisa Cyr

Interior BC

lcyr@uwbc.ca

250.860.2356



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Thank you & Questions



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