



Cowichan
**Family
Caregivers
Support
Society**

250-597-0886

McKinnon Building @ Providence Farm
1843 Tzouhalem Road
Duncan BC V9L 5L6

RESOURCE GUIDE

Useful Contacts for Cowichan Family Caregivers (2021)

This guide is a list of resources that are available for caregiving families in the Cowichan Valley area. Reach out to them; you will be glad you did.

Cowichan Family Caregivers Support Society: There is no cost for our services.

Call: 250-597-0886

We provide 1-to-1 support, support groups, circles of support, advocacy, education, information, newsletter, and referral services for family and friend caregivers who are taking care of adults.

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One to One Support: We meet caregivers on a one-to-one basis to provide confidential support. This service offers caregivers an opportunity to connect and share their feelings while receiving helpful information and resources for their specific journey.

Support Groups: an opportunity for caregivers in similar situations to connect and share their experiences and feelings. These facilitated meetings allow caregivers to share strategies and information about helpful resources.

Circle of Support: A support circle embraces a family in the spirit of neighbourliness. A Circle can strengthen and reinforce the support a caregiver has while helping to build new supports. We work closely with a caregiving family to help match them with people who care about their situation. They may be friends, neighbours, or volunteers; and they are chosen by the family according to their needs and interests. A Circle of Support can address feelings of isolation and provide caregivers with peace of mind and connection.

Please note: This resource guide is updated regularly. If you find any resource information that is not current, please let a staff member know so we can ensure our caregivers receive the most up-to-date information. Thank you!

Family Caregivers of British Columbia



FCBC is a provincial organization dedicated to supporting caregivers. Toll free caregiver support line: **1-877-520-3267**. Excellent quality webinars, support, newsletters, resources, and education can be found here: www.familycaregiversbc.ca

Island Health



What does Island Health offer?

There are a large range of services that are available including: Aboriginal Health Services, Adult Rehabilitation Services, Advance Care Planning Services, Assisted Living, Residential Care, Housing services, home and in-home care services, residential respite, adult day programs, etc.

How do you know what services there are and if you qualify?

You can start by contacting the intake office: **1-877-734-4101 (toll free)**

First, someone from Island Health will find out if the person you are caring for is eligible for Community Health Services. If they are, then they will begin the application process and do an intake assessment. This is how they find out what needs there are. Be sure not to downplay your need for help.

Then they will work with your family to create a care plan. The care plan becomes the guide to make sure that the right care is given. They will stay in touch with you throughout the process to find out what your needs are, arrange services and make changes if your needs change.

Some services have no fee (such as the intake assessment and case management). Some services require that you contribute a portion based on after-tax income. If you need subsidized services a financial assessment will be done to determine how much you need to pay. There is also the ability to apply for a temporary rate reduction if you have financial hardship. Some of the services caregivers find useful to ask about include:

Home Support Services: A trained community health worker comes to your home to assist with tasks such as bathing, dressing, and giving out medications; and/or to provide respite care in the afternoon.

Residential Respite Care: You can book a stay at a residential care facility for a minimum of 1 week at a time and up to 35 days in total per year based on your needs and room availability. A few facilities allow less than 1 week stays. This must be done months in advance. The facilities that provide respite are Cairnsmore Place (Duncan), Chemainus Health Care Centre, Oyster Harbour (The Lodge in Ladysmith), and Piercy Respite Hotel (Victoria) as well as numerous places in Nanaimo and Victoria. There is a daily cost that is adjusted annually (example: \$38 per day). Your case manager will explain how to make a booking.

Adult Day Programs: Trained staff provide social connection, a meal, and a variety of activities. There is a minimal charge to cover food and activity costs and transportation can be arranged. There are the following programs: St. Ann's Garden Club at Providence Farm (Duncan), Waldon House (Duncan), Chemainus Health Care Centre & Acacia Ty Mawr Lodge (Shawnigan Lake). The Waldon House program offers a community bathing option (an accessible bathtub with help from Island Health staff).

If you are already signed up with Community Health Services and need to make a change in home support scheduling, you can call:

Cowichan 250-737-2041

Ladysmith 250-739-5779

For more detailed information about services online go to:

www.islandhealth.ca/learn-about-health/home-home-care/how-access-community-health-services

Home Support - Private Care

There are many private companies that also provide home support to caregivers. Check your local directory yellow pages under **Home Health Care Providers**. Please see the appendix at the end of this resource guide for an up to date listing of private companion care and personal health care workers.

Angel Helping Hands	250-746-9946	www.angelhelpinghandshomecare.com
Harmony Health Care	250-701-9990	www.harmonyhealthcare.ca
King & Queen Companion Care	250-701-3536	www.kandqcompanionshipcare.ca
Mid Island Home Support	250-924-2273	www.midislandhomesupport.com
Nurse Next Door	250-748-4357	www.nursenextdoor.com
Pacific Live-in Caregivers	250-612-2995	www.pacificcaregivers.com
Unique Home Health Care	250-715-1094	www.uniquehomecare.ca
We Care CBI Home Health	250-746-9224	www.wecare.ca

Community Support

Call these organizations to get involved, find resources and support:

Alzheimer's Support

1-800-462-2833

Individual support is available over phone or in person. They provide information, education, and support for families who are dealing with dementia caused by Alzheimer's Disease and other conditions. Courses are offered throughout the year in the Cowichan Valley by the Nanaimo Resource Centre.

Website: www.alzheimerbc.org

First Link

1-800-936-6033

First Link is a comprehensive program to support people with dementia and their caregivers. It includes support calls, support groups, Mind in Motion program, education workshops, information bulletins, etc.

Minds in Motion	(250) 746-7665
A fitness and social program offered in Duncan's Aquatic Centre for people in the early stages of the disease and their care partner. The program helps people stay active and engaged and includes an exercise component to improve flexibility, mobility and balance.	
Lupus Canada	1-800-661-1468
(Cowichan, Ann)	250-748-9717
Website: www.lupuscanada.org	
MS Society	1-800-268-7582
Website: www.mssociety.ca	
Parkinson's Support	250-746-0289
There is a Parkinson's support group in Duncan.	
Website: www.parkinson.bc.ca/resources-services/support-groups	
Cowichan Brain Injury Society	250-597-4662
Post rehabilitation and community based peer initiative. Call Chris for information or email admin@cowichanbraininjury.org	
Cancer Society Suite 103- 225 Canada Avenue, Duncan	250-746-4134
A large range of support groups for people living with cancer, wigs for loan, pamphlets about various types of cancer and cancer treatments, information about other Canadian Cancer Society services.	
Diabetes Education Program	250-737-2004
Drop-in Appointments, Individual Appointments, Classes, Group Sessions	
Website: www.viha.ca/diabetes_education/cowichan.html	
Rapid Access Clinic (RAC)	250-709-3040
Public are welcome to drop into the clinic from 10:00am – 2:00pm, Monday to Friday, closed statutory holidays, to access immediate support for mental health (also includes substance use). Classes and workshops are also offered.	

Website: <https://www.islandhealth.ca/our-services/mental-health-substance-use-services/rapid-access-clinic-rac-duncan>

Advance Care Planning is the process of thinking and talking about your wishes, values, and preferences for your future care in the event you are unable to speak for yourself

Email info@cowichanhospice.org

Note: CFCSS also supports Caregivers whose loved ones have passed away and helps them transition to Hospice.

Programs Supporting Seniors

Geriatric Specialty Services (GSS) - Duncan Mental Health**250-737-2007**

Specialized care for seniors who have concerns about complex issues related to mental, emotional, and physical well-being. A referral is needed from a doctor or case manager.

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Volunteer Cowichan 149 Canada Ave #1, Duncan, BC

Social Prescribing Service for adults 60 years +. A free support service that aims to reduce social isolation and improve well being. Can provide information on social groups, exercise classes, relaxation sessions, volunteer opportunities and support services.

Call Carol-Anne (Social Prescribing Coordinator)

250-748-2133

Safe Seniors Strong Communities: All older adults living in BC can call this number if they require help with groceries, water delivery, or a friendly check-in.

2-1-1

Website: <https://bc211.ca/>

Cowichan Region Better at Home 149 Canada Ave #1, Duncan, BC **250-748-2133**

Helps seniors with simple non-medical tasks not covered by Island Health. This may include light housekeeping, yard work, friendly visitors, shopping, snow removal, minor home repairs, and transportation to appointments. The cost is dependent on income. Volunteer Cowichan also provides registration forms and tickets for HandyDart transportation services.

Email: betterathome@volunteercowichan.bc.ca

Website: <https://volunteercowichan.bc.ca/better-at-home/>

Sul’hween Better at Home **250-748-2242**

Hiiye’yu Lelum Society ~ House of Friendship

Better at Home for Ladysmith (and Nanaimo) **250-754.3331**
(ext. 202)

Ladysmith Resource Centre 630 2nd Avenue, Ladysmith **250-245-3079**

They offer a wide variety of support services to those living in the Ladysmith area. This includes peer counselling, grocery delivery, friendly visitors, income tax assistance, medical transportation, seniors’ support and much more.

Website: www.lrca.bc.ca

Cowichan Valley Hospice 3122 Gibbins Road, Duncan **250-701-4242**

Hospice offers compassionate support to people who are living with an advancing illness, caregivers, and those who are grieving. Their services include education, bereavement groups, wellness treatments, one-on-one emotional support, and more.

Website: www.cowichanvalleyhospice.org

Ts'ewultun Health Centre 5768 Allenby Road, Duncan **250-746-6184**

Providing health care for First Nations community members including an Elder’s program.

Website: www.cowichantribes.com

Cowichan Intercultural Society 321 Julien Street, Duncan **250-748-3112**

Helping newcomers from diverse cultures adjust to the Cowichan Valley by providing education, assistance, and referrals.

Website: www.cis-iwc.org

Cowichan Independent Living 103 – 121 First Street, Duncan **250-746-3930**

Providing medical equipment loans, parking placards, and services (peer support, advocacy, employment help) for those who are living with a disability. Call for an appointment.

Website: www.cvilr.bc.ca

Cowichan Brain Injury Society **250-466-5872**

Rehabilitation and community-peer based programming.

Website: www.cowichanbraininjury.org

Medical Alert Systems

Medical Alert systems include personal push-button devices that let you summon help any time of the day or night –even if you are unable to speak. All you have to do is press your help button, worn on a wristband or a pendant, and this connects you to a call-center operator.

Hibou Alert www.hellohibou.com

1-866-205-6160 Lifeline www.comoxvalleylifeline.com

250-746-0814 Cowichan Lifeline

250-246-3883 Chemainus Lifeline

1-800-668-1507 Medical Alert www.medicalert.ca

1-888-505-8008 LivingWell Companion (Telus)

www.telus.com/en/health/personal/livingwell-companion

Equipment Loans

The Canadian Red Cross will lend out medical equipment for 3 months at a time with a referral from a nurse, doctor, physiotherapist, occupational therapist, or chiropractor. The service is free but donations are appreciated.

250-748-2111 Duncan at #2 - 5855 York Road

250-749-6822 Lake Cowichan at 121 Point Ideal Drive

250-245-9791 Ladysmith at 1111 Fourth Avenue (call for appointment)

Cowichan Independent Living in Duncan also provides medical equipment loans.

250-746-3930. www.cvilrc.bc.ca/medical-loans

Note: Many pharmacies in the Valley also rent out equipment.

Transportation

250-748-1230 HandyDart provides wheelchair friendly transportation throughout the Cowichan valley. Call first to register for this service. www.oaktransit.ca

250-338-0196 Wheels for Wellness offers transportation to medical appointments in Victoria. By donation. www.wheelsforwellness.com

250-245-3079 Ladysmith Resource Centre
Provides transportation to medical appointments for residents of Ladysmith.
www.lrca.ca/programs/seniors/medical-transport

250-668-5585 Transportation for Cancer Patients
Volunteers provide transportation to and from Victoria for treatment (Freemasons of BC and Canada Cancer Society)

Meal Services

- 250-715-5312** **Duncan Meals on Wheels (Cowichan Green Community)**
mow@cowichangreengreencommunity.org
- 250-246-9702** **Chemainus Meals on Wheels**
- 250-245-2307** **Ladysmith Meals on Wheels**
- 250-748-9216** **Gloria's Food Service** - home cooked meals delivered
- 1-888-838-1888** **Better Meals** (frozen meals delivered)
www.bettermeals.ca

Food Banks

- 250-746-1566** **Duncan** (Cowichan Valley Basket Society)
5810 Garden Street
- 250-246-3455** **Chemainus Harvest House** - serving Chemainus & Crofton
9814 Willow Street
- 250-749-4802** **Crofton Food Bank**
1586 Joan Avenue
- 250-245-3079** **Ladysmith**
630 2nd Avenue
- 250-743-5242** **Mill Bay/Cobble Hill, Shawnigan Lake**
2740 Lashburn Road, Cobble Hill
- 250-749-6822** **Cowichan Lake Community Services**
121 Point Ideal Drive, Lake Cowichan

Help-lines

811 Nurse Helpline - Ask a nurse what to do in a health emergency and if you should take your loved one to the emergency room or the doctor.

1-800-936-6033 First Link Dementia Helpline - This is a province-wide support and information service for anyone with questions about dementia, including people with dementia, their caregivers, family and friends, professionals, and the general public. It operates Monday to Friday 9am to 4pm.

1-888-494-3888 Vancouver Island Crisis Line (operates 24/7)

1-866-437-1940 Seniors Abuse & Information Line

A toll-free number for seniors to call if they are suffering from abuse or suspect abuse of another senior. This line is confidential and operates from 8am to 8pm seven days a week.

1-800-563-0808 Victim Link BC

VictimLink BC is a toll-free, confidential, multilingual telephone service available across BC 24 hours a day, 7 days a week. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

1-800-268-7708 Veterans Assistance Service - Crisis Line

Psychological support. Available 24 hours a day, 7 days a week.

***Please Note:** The Cowichan Family Caregivers Support Society maintains this Resource Guide to enhance public access to information about resources available. The inclusion of any organization, agency or service in this Resource Guide does not imply or constitute an endorsement or recommendation. The Cowichan Family Caregivers Support Society does not claim responsibility for any actions taken by any of the organizations or agencies included in the Resource Guide.*



Our names	Medical Conditions	Medication
Emergency Contacts	Phone #1	Phone #2
Health Information	Person #1	Person #2
Allergies		
Health Documents Location		
(ex. DNR, Advance Directive, etc.)		
Family Doctor		

A Caregivers Bill of Rights

by Jo Horne.

To take care of myself. This is not an act of selfishness. It will give me the capacity to take better care of my family.

To seek help from others even though my relative may object. I recognize the limits of my own endurance and strength.

To maintain areas of my own life that does not include the person I care for, just as I would if he or she were healthy. I know that I do everything that I reasonably can do for this person, and I have the right to do some things for myself.

To get angry, be depressed, and express other difficult feelings occasionally.

To reject any attempt by my relative (either conscious or unconscious) to manipulate me through guilt, anger or depression.

To receive consideration, affection, forgiveness, and acceptance for what I do from my loved one for as long as I offer these qualities in return.

To take pride in what I am accomplishing and to applaud the courage it has sometimes taken me to meet the needs of my relative.

To protect my individuality and my right to make a life for myself that will sustain me in the time when my relative no longer needs my full time help.

To expect and demand that as new strides are made in finding resources to aid physically and mentally impaired older persons in our country, similar strides will be made toward aiding and supporting caregivers.

To (fill in your own)
