



# Cowichan Family Caregivers Support Society

## 2025 COWICHAN FAMILY CAREGIVER RESOURCE GUIDE

The Cowichan Family Caregivers Support Society provides free support services for caregivers taking care of loved ones in the Cowichan Valley.

**Cowichan Family Caregivers Support Society**

**Our services are always free.**

**Call: 250.597.0886**

**Email: [hello@familycaregiverssupport.org](mailto:hello@familycaregiverssupport.org)**

**Website: [familycaregiverssupport.org](http://familycaregiverssupport.org)**



**This resource guide has been made possible by the generous funding of BC Gaming.**

***Please note:***

*\* The Cowichan Family Caregivers Support Society maintains this Resource Guide as a free public service. The inclusion of any organization, agency, service, or individual, does not imply or constitute an endorsement or recommendation and the Cowichan Family Caregivers Support Society does not claim responsibility for any actions taken by any of the services listed. This resource guide is reviewed annually, and we do our best to ensure the most current information is included. Please let a staff member know if you find any information that needs to be updated.*

## Cowichan Family Caregivers Support Society Offers:

### One to One Support

We meet caregivers individually to provide confidential support. During a one-to-one support meeting, caregivers can ask questions, share their feelings, and receive helpful information and resources for their specific caregiving situation. Support can include assistance navigating the healthcare system, emotional support, referrals to other local services in the community, caregiver education resources, and skills development. Individual support can be provided through in-person meetings, by video call, on the phone, or by email.

### Support Groups

Our facilitated support group meetings offer caregivers the opportunity to meet other caregivers, and share their experiences, feelings, strategies, and helpful resources. These support groups allow caregivers to expand their community and connect with other people who understand the emotions and unique challenges that caregivers experience. We offer six in-person support groups per month. Please contact us if you are interested in joining a support group.

### Connection to Community Services

Caregivers need community support. Providing information and referrals to other local services can help caregivers manage their daily responsibilities and challenges, in the way that best supports their caregiving situation. Various programs and services are specialized to help caregivers address specific needs. This can include information on seniors' services, financial assistance, food resources, advocacy support, employment support, shelter and more.

### Healthcare System Navigation

A diagnosis can be scary and overwhelming. Many services are available through Island Health and our staff can help provide basic information about these services and how to access them. Understanding the healthcare system empowers caregivers to make decisions and access the support they need.



**United Way**  
**British Columbia**



**We are grateful to be generously funded by the United Way of British Columbia and Island Health.  
This allows us to provide free services to caregivers in the Cowichan Valley.**

## Family Caregivers of British Columbia

Caregiver Support Line: 1.877.520.3267

[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)



Family Caregivers  
of British Columbia

The Family Caregivers of British Columbia (FCBC) offers the most comprehensive online resource collection for caregivers in British Columbia. Their Learning Centre offers written materials, downloadable tools, and video workshops.

FCBC offers a range of articles and webinars related to accessing community resources, caregiver well-being, communication skills, financial information, grief and loss, healthcare system navigation, legal matters, long-distance caregiving, mindfulness, resources for new caregivers, palliative care, support and personal care, emotional support resources, transition to long term care, work and caregiving and much more. They offer webinars to caregivers about fall prevention, empathetic caregiving, fall prevention, Medical Assistance in Dying (MAiD), and much more.

Consider signing up for the FCBC newsletter and attending the many virtual educational and support group opportunities!

## Island Health

1.877.734.4101 (toll-free)

[www.islandhealth.ca](http://www.islandhealth.ca)



Many services are available through the health authority that can support your caregiving work. These include:

- Community Health Services: case management for homecare, bathing, dressing, nursing, nutritional support, home care, respite services for caregivers
- Community Virtual Care that includes a Caregiver Support Program
- Aboriginal Health Services
- Adult Rehabilitation Services

The Cowichan Family Caregivers Support Society can provide basic information about these services and how to access them. For more detailed information about accessing Island Health services go to:

<http://www.islandhealth.ca/learn-about-health/home-home-care/how-access-community-health-services>

**The first step is to call the Island Health General Intake Line:**

**1.877.734.4101 (toll-free)**

When you call this number, you will be asked to provide information about your caregiving situation. Island Health will then assess if the person you care for is eligible for Community Health Services or other services. A further assessment will then be scheduled so they can learn what support is needed.

***Be sure not to downplay your need for help.***

Island Health will work with your family to create a Care Plan. Many services are free, and some services will require an income assessment. (You can apply for a temporary rate reduction if financial hardship exists.)

**The following list includes key services that Caregivers often find useful:**

**Home Support Services:** A trained community health worker comes to your home to assist your loved one with tasks such as: bathing, dressing, giving out medications; providing respite care.

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

**Cowichan 250-737-2041 or Ladysmith 250-739-5779**

**Residential Respite Care:** To give a caregiver a break, the family member can stay at a residential care facility temporarily. *Note: this must be organized months in advance.*

**Adult Day Programs:** a friendly place where trained staff provide social connection, a meal, and a variety of activities for care recipients so caregivers can have a break. There is a minimal charge to cover food and activity costs and transportation. Programs include: St. Ann's Garden Club at Providence Farm (Duncan), Waldon House (Duncan), Chemainus Health Care Centre (Chemainus).

*Note: some programs offer a bathing option.*

**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. *Note: A referral is needed from a doctor or case manager.*

## Commonly Used Terms When Navigating the Healthcare System

- Advanced Care Planning: while making future healthcare plan decisions, clients work with care providers to ensure planning is based on accurate medical information.
- Assisted living: a private living unit in a setting that includes additional support/services. Residents maintain independence while ensuring they are safe and supported.
- Case Management: a nurse who assists clients with chronic health care needs to obtain Home and Community Care services.
- Community Rehabilitation: provided by a licensed physical or occupational therapist to clients who require acute, chronic, palliative or rehabilitative support.
- Home support: helps clients still living at home with personal care such as bathing, personal hygiene, assistance with dressing, ambulation, etc.
- Independent Living (ILBC): a subsidized, assisted-living program that provides housing with optional support services to seniors and people with disabilities.
- Long-term care: 24-hour professional supervision and care in a protective, supportive environment for people who have complex care needs and can no longer be cared for in their own homes or in an assisted living residence.
- Nursing support: helping clients who require acute, chronic, palliative or rehabilitation support.
- Palliative care support: specialized medical care for people with serious illness at home or in hospital.
- Respite Services: **Facility respite** offers clients short-term overnight care in licensed care facilities. **In house services** offer short-term relief for primary caregivers. The care may last anywhere from a few hours to several weeks at a time; at home, in a health care facility, or at an adult day care center.

## Home Support – Private Companies



Angel Helping Hands	250.746.9946	<a href="http://www.angelhelpinghandshomecare.com">www.angelhelpinghandshomecare.com</a>
Harmony Health Care	250.701.9990	<a href="http://www.harmonyhealthcare.ca">www.harmonyhealthcare.ca</a>
Mid Island Home Support	250.924.2273	<a href="http://www.midislandhomesupport.com">www.midislandhomesupport.com</a>
Nurse Next Door	250.748.4357	<a href="http://www.nursenextdoor.com">www.nursenextdoor.com</a>
We Care CBI Home	250.746.9224	<a href="http://www.cbi.ca">www.cbi.ca</a>

***If you would like a current list of private care companions, please call our office at 250.597.0886 and we will provide you with one.***

## Connection To Community Services



*Caregivers need community support, and your Caregiver Support Lead can help connect you with the services you need. Community Services refers to the range of local programs available in a community that offer direct support or assistance. This can include information on seniors' services, financial assistance, health services, food resources, advocacy support, employment, transportation and more. Providing information and referrals to other local services can help caregivers manage their daily responsibilities and challenges, in the way that best supports their caregiving situation. Various programs and services are specialized to help caregivers address their own specific needs.*

### **Alzheimer's Support Society**

**1.800.462.2833**

[www.alzheimerbc.org](http://www.alzheimerbc.org)

Individual support is available over the 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.

### **First Link - Offered through the Alzheimer's Support Society**

**1.800.936.6033**

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

## **CANCER SUPPORT**

### **BC Cancer Society**

[www.bccancer.bc.ca](http://www.bccancer.bc.ca)

The BC Cancer Society covers the full spectrum of cancer care from prevention, screening, diagnosis and treatment, to research and education, to supportive and palliative care.

### **Inspire Health**

**1.888.734.7125 - For general inquiries**

**250.595.7125 - Victoria BC location**

[info-vic@inspirehealth.ca](mailto:info-vic@inspirehealth.ca)

[www.inspirehealth.ca](http://www.inspirehealth.ca)

Inspire Health enhances the quality of life of those living with cancer. We support the physical, emotional, and spiritual health of cancer patients and their loved ones before, during, and after treatment. Inspire Health programs include movement, nutrition, and therapy.

## **Cowichan Brain Injury Society**

**250.597.4662**

[www.cowichanbraininjury.org](http://www.cowichanbraininjury.org)

Cowichan Brain Injury Society (CBIS) promotes understanding and rehabilitation to ALL affected with acquired brain injury (including strokes and concussions) by providing education, case management, support, and services during their lifespan. The focus is to assist brain injury survivors to regain their independence, by teaching them how to live with their injury using strategies, navigation through life challenges, and assist them to access other services offered in their community.

## **Cowichan Hospice House**

**250.737.2662**

[www.cowichanhospice.org](http://www.cowichanhospice.org)

Cowichan Hospice House supports living well at the end of life with wrap-around care and support for loved ones. Excellent medical care focuses on easing challenging symptoms while respecting each person's needs and priorities.

## **Cowichan Hospice Society**

**250.701.4242**

[www.cowichanhospice.org](http://www.cowichanhospice.org)

**Cowichan Hospice offers information, and companionship to those living with an advancing illness, family and friends as well as those grieving the death of a loved one. Hospice care is available to clients in their homes, hospital and Cowichan Hospice House.**

Programs include:

- **One-to-one support (in person or phone)**
- **Wellness Treatment**
- **Weekly virtual Caregiver Support Group**
- **Advanced Care Planning for individuals and couples**
- **Grief and Bereavement Support**
- **End Of Life Medical Care**

## **Cowichan Independent Living**

**250.746.3930**

[www.cvilrc.bc.ca](http://www.cvilrc.bc.ca)

Providing medical equipment loans, parking placards, peer support, advocacy, adaptive recreation, and employment help for those living with a disability. Call for an appointment.

## **Cowichan Navigators - A program through Literacy Now Cowichan**

**250.732.9277 - Call or text**

[www.literacynowcowichan.ca](http://www.literacynowcowichan.ca)

Cowichan Navigators is a free and confidential service that assists adults with applications and other forms. Depending on your needs and comfort level, we can work online or on paper. We have a broad knowledge of community resources available in the Cowichan Valley and can connect you with the right people to facilitate your journey.

## **CWAV - Cowichan Women Against Violence Society**

**1.888.494.3888**

[www.cwav.org](http://www.cwav.org)

The Cowichan Women Against Violence Society works from a feminist perspective to provide a supportive environment primarily to women and children who have been affected by abuse. CWAV supports diversity, change, choice and growth through counselling, advocacy, emergency shelter, community development and education.

## **Dementia BC**

**E-mail: [info@bcdementiacare.org](mailto:info@bcdementiacare.org)**

[www.bcdementiacare.org](http://www.bcdementiacare.org)

BC Dementia Care provides social, recreational, artistic, and educational programs, services, resources, and support to people living with dementia and their caregivers, while raising awareness, and promoting dementia-friendly and socially inclusive communities.

## **FETCH - For Everything That's Community Health**

[www.pacificnorthwest.fetchbc.ca](http://www.pacificnorthwest.fetchbc.ca)

Fetch (For Everything That's Community Health) is an online resource that helps patients and health care providers find information on social and health resources within their own community, including counseling, crisis intervention, employment assistance, and agencies that provide support for various medical conditions.

## **House Of Friendship - Sul'hween (a Better at Home program, United Way)**

**250.748.2242**

[www.hofduncan.org](http://www.hofduncan.org)

This program is for indigenous elders ages 60+ living on or off reserve. Support is available for light housekeeping, light yard work and rides to medical care appointments.



## **Ladysmith Resource Centre Association**

**250.245.3079**

[www.lrca.ca](http://www.lrca.ca)

Offering a wide variety of support services to those living anywhere in the Cowichan Valley. Programs and services include: peer counselling, friendly visitors, income tax assistance, medical transportation, seniors' support, and much more.

## **Lupus Canada**

**1.800.661.1468**

**250.748.9717 - (For local support, call Ann)**

[www.lupuscanada.org](http://www.lupuscanada.org)

The Lupus website offers information, resources and research about Lupus. If you are looking for peer support, call the local number listed above and speak with Ann. Ann has direct experience and can help to navigate your questions.

## **MS Society Canada**

**1.800.268.7582 - For general inquiries**

[www.mssociety.ca](http://www.mssociety.ca)

The MS Society Canada provides information as well as emotional support through peer and community programs. Programs are offered for you and your loved ones, or caregivers in navigating the daily challenges of MS. There is an MS Society office in Victoria, please call the general inquiry phone number to be directed to that location.

## **Nanaimo Family Life**

**250.754.3331**

[www.nflabc.org](http://www.nflabc.org)

Serving Nanaimo, Gabriola and Ladysmith. Better at home supports older adults continue living independently in their own homes and remain connected to their communities by providing simple non-medical home support services. Services currently include: light housekeeping, and light yard work (Gabriola and Ladysmith only).

## **Parkinson's Support**

**250.732.0364 - (Wendy Murray - local support)**

[www.parkinson.bc.ca](http://www.parkinson.bc.ca)

Contact Wendy to join a monthly support group for patients and caregivers alike. The group meets on the last Monday of every month at the United Church in Duncan from 1:00 – 2:00 pm. Wendy will assist in finding resources, education and also brings in guests to give talks on relevant topics.

## Pathways

[www.pathwaysbc.ca](http://www.pathwaysbc.ca)

Pathways is a comprehensive online medical directory for all of British Columbia.

## Cowichan Valley Pathways

[www.cowichan.pathwaysbc.ca](http://www.cowichan.pathwaysbc.ca)

Pathways is the most comprehensive database to connect with community services in the Cowichan Valley.

## Seniors First BC

**1.888.437.1940**

[www.seniorsfirstbc.ca](http://www.seniorsfirstbc.ca)

Seniors First BC provides information, legal advocacy, support and referrals to older adults across BC who are dealing with issues affecting their well-being or rights. In addition, they assist those concerned about the welfare of older adults.

Programs through Seniors First BC include:

- **SAIL – Senior Abuse and Information Line - 1.888.437.1940**  
Weekdays 8:00 am - 8:00 pm and Weekends 10:00 am to 5:30 pm, excluding statutory holidays. Language interpretation is available.
- **Victim Services**
- **Advance Planning Clinics**
- **Legal Advocacy Program**
- **Public Education and Outreach**

## Ts'ewultun Health Centre

**250.746.6184**

[www.cowichntribes.com](http://www.cowichntribes.com)

The Elders Program is for Cowichan Tribe elders living on reserve. Services provided include:

- In home visits by Personal Care Workers (PCW) for meal prep, personal care i.e. dressing & bathing, medication reminders and light housekeeping.
- Supporting Elders by submitting special need requests for eye glasses, dentures, special medications, foot care.
- Referring to Occupational Therapy, Island Health, Dietitian, Respiratory Therapy, communicating with doctors and community partners.
- Home visits to update or create Home Support plans.
- Providing bus transport for our bathing program & activities

## Volunteer Cowichan

250.748.2133

[www.volunteercowichan.bc.ca](http://www.volunteercowichan.bc.ca)

Volunteer Cowichan runs a number of programs to serve the needs of Seniors, Youth, and Families.

Programs for seniors include:

- **Social Prescribing** (For Adults 60 yrs.+)  
A free 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.
- **Safe Seniors Strong Communities - CALL 2.1.1**  
[www.bc211.ca](http://www.bc211.ca)  
Older adults living in British Columbia can call this number if they require help with groceries, water delivery, or a friendly check in.
- **Cowichan Region Better At Home – 250.748.2133**  
Helping seniors with simple non-medical, day-to-day tasks so that they can **continue to live independently in their own homes and remain connected to their communities**. **Services include:** friendly visiting, downsizing/packing/unpacking (not moving though), minor home repairs, light housekeeping, grocery shopping.  
**E-mail:** [betterathome@volunteercowichan.bc.ca](mailto:betterathome@volunteercowichan.bc.ca)  
**Website:** <https://volunteercowichan.bc.ca/better-at-home/>

## Mental Health Resources



### Cowichan Hospice

250.701.4242

[www.cowichanhospice.org](http://www.cowichanhospice.org)

Fee: Free

Area: Cowichan Valley

Service Lead: counsellors and trained/supervised volunteers

### Cowichan Lake Community Services

250.749.6822

[www.comserv.org](http://www.comserv.org)

Fee: Free

Area: Residents of Lake Cowichan and surrounding areas

Service Lead: counsellors

*See pg. 12 for further details*

- Multi-staff team providing support on issues such as: grief, anxiety, loss, abuse, depression, abuse, trauma, stress and coping, self-harm, mental health, relationships, effective communication, emotional/social/behavioral challenges, family transitions.

### **Cowichan Valley Youth Services (CVYS)**

**250.748.0232**

[www.cvyouth.ca](http://www.cvyouth.ca)

Fee: free for youth ages 13-18

Area: Cowichan Valley

Service Lead: registered counsellors

- Healthcare Providers, LGBT2Q+ Community, Mental Health - Child & Youth, Sexual Health, and Youth Services.

### **Cowichan Women Against Violence**

**250.748.7000**

[www.cwav.org](http://www.cwav.org)

Fee: Free for women 19+

Area: Cowichan Valley

Service Lead: registered counsellors

- Long-term counselling to help women 19+ who have experienced trauma explore and understand how they respond to abuse/violence, helping them regain a sense of safety and control.

### **House of Friendship - Hiiye'yu Lelum, Counselling Services**

**250.748.2242**

[www.hofduncan.org](http://www.hofduncan.org)

Fee: free for Indigenous Adults (status-blind)

Area: Cowichan Valley

Service Lead: registered counsellors

- Provides low-barrier, no-cost counselling to Indigenous adults (status-blind) in the Cowichan Valley Area. Personal Growth and Healing, Grief and Loss, Addictions, Anxiety and Depression, Emotional Regulation, Intergenerational Trauma, Family Dynamics

### **Ladysmith Resources Centre Association: Counselling Service Program**

**250.245.3079**

[www.lrca.ca](http://www.lrca.ca)

Fee: \$20.00 per session or free

Area: Ladysmith and surrounding areas

Service Lead: trained and supervised volunteers, counselling practicum students

- Offer individuals the opportunity to engage in a process to develop the skills necessary to face life's challenges and to support individuals in their goal of healthy mental health. 1-12 sessions. Mild mood

and anxiety disorders, Life transitions (e.g. employment, moving), Grief and loss, Divorce and separation, Parenting, Relationship issues.

## Psychology Today

[www.psychologytoday.com](http://www.psychologytoday.com)

Fee: private pay

Note: Sliding scale available (use the search function)

Area: Cowichan Valley

Service Lead: Registered Counsellors

- A comprehensive listing of private pay counselling services available in the Cowichan Valley. Searchable database.

## Rapid Access Clinic (RAC)

**250.709.3040**

[www.islandhealth.ca](http://www.islandhealth.ca)

Fee: free & drop in (no appointment necessary)

Area: Cowichan Valley

Service Lead: Counsellors and psychiatrists

- Assessment, treatment planning, Single Session Brief Therapy, psycho-education, and referral to community resources. Anyone can come to the drop-in who is struggling, no one will be turned away: mild to moderate to severe mental illness. They offer in-person, one-to-one counselling, online, case management, and psychiatry (referral from primary care provider).

## Medical Alert Systems



*There is a range of medical alert systems including push button alert, GPS, and call back services.*

**Chemainus Lifeline**

**250.246.3883 (Monthly fee)**

**Cowichan Lifeline**

**250.746.0814 (Monthly fee)**

**Hibou Alert**

**604.239.5909**

**Lifeline**

**1.866.589.3812 (Monthly fee)**

**Living Well Companion**

**1.888.505.8008 (Through Telus)**

**Medical Alert**

**1.800.668.1507**

## Medical Equipment - Non-Profit



*Medical equipment could include, but is not exclusive to wheelchairs, walkers, hospital beds, push scooters, motorized scooters, canes, crutches, scooters, braces, and more. These are non-profit medical equipment options.*

### The Canadian Red Cross

Lends out medical equipment for 3 months at a time with a referral from a nurse, doctor, physiotherapist, occupational therapist, or chiropractor. This is a low cost service and donations are appreciated.

Duncan	3287 Cowichan Lake Rd.	250.748.2111
Ladysmith	1111 Fourth Ave. (call for appt.)	250.245.9791
Lake Cowichan	121 Point Ideal Drive	250.749.6822

### Cowichan Independent Living

250.746.3930

[civilrc.bc.ca](http://civilrc.bc.ca)

This program provides quality medical aids and equipment that is needed to improve health and well-being as well as offer a feeling of independence. By donation.

## Medical Equipment - Local Companies

### Island Mediquip

Duncan - 250.597.0151

Nanaimo - 250.824.0390

[www.islandmediquip.com](http://www.islandmediquip.com)

1063 Canada Ave.

This is the largest independent dealer of home medical equipment in the region.

### Sleep Easy Respiratory Services

1.844.887.5332

[www.sleepeasy101.ca](http://www.sleepeasy101.ca)

## **225 Canada Ave.**

Offering respiratory services, sleep apnea testing, CPAP therapy, oxygen therapy and oxygen equipment rentals.

## **Medication Management**

*The following locally owned pharmacies offer delivery and medication management services. Many will also offer blister packs, and other kinds of support for daily management of medications.*

### **Budget Pharmacy**

**250.597.7751**

**301 Festubert St. #5 Duncan**

Delivery in Duncan

### **Guardian - Mann's Prescription Pharmacy**

**250.746.7168**

**325 Jubilee St.**

Delivery throughout the Cowichan Valley

### **I.D.A. - Island Pharmacy #4 (Pharmacare program)**

**250.746.4680**

**192 Kenneth St.**

Island Pharmacy offers delivery in the Cowichan Valley as well as a Medication Administration Program with a full spectrum of care. **Eligible patients only pay the yearly Pharmacare deductible for medication and have the added bonus of medication administration support and a daily check in from a nurse on our team. This program is covered by Pharmacare dispensing fees, subject to the routine Pharmacare deductible.**

The program is offered from Ladysmith to Shawnigan Lake and Lake Cowichan and includes:

- Clinical assessments
- Medication dispensing & counselling
- In-home medication administration

This program removes the burden of medication administration from Caregivers. It helps keeps seniors and other eligible patients on track with their medications so they can remain at home longer.

Our RNs and LPNs visit patients in their homes every day and assist with medication administration, injections, insulin, witnessed ingestion, patch changes, delivery of crushed meds, etc. They also provide critical monitoring of blood glucose and blood pressure, as well as providing a clinical assessment of the client.

The following services are provided:

- Blood glucose, blood pressure and other requested monitoring
- Administration of breakfast dose of insulin
- Daily administration of oral medication
- Daily delivery of prefilled insulin syringe for dinner dose
- Delivery of daily blister packaged medication
- Daily and weekly injections

### **Ingram Pharmacy**

**250.746.5191**

**149 Ingram St #101**

Delivery from Chemainus to Shawnigan Lake

### **Ladysmith Whole Health Pharmacy**

**250.924.1241**

**17 Gatacre St**

Delivery in Ladysmith

### **Rexall - Chemainus**

**250.324.4488**

**3055 Oak St #101B**

Delivery in Chemainus



We are grateful for the generous financial support of the Rexall Care Network. Together we are supporting caregivers in the Cowichan Valley with our free services.

## **Transportation**



*For private pay transportation options, please see our Personal Companion Care Guide*

### **The Cancer Society - Wheels of Hope**

**1.888.939.3333**

[www.cancer.ca](http://www.cancer.ca)

Fee: free

Transportation for patients receiving treatments in Victoria. Pickup/drop off available in Ladysmith, Chemainus, Duncan and Cobble Hill for those receiving treatments or diagnostics at the cancer centre in Victoria. For treatments at the Cowichan Valley District Hospital, home pick up/drop off is available.

**A travel treatment fund is also available for those having to travel by flight or ferry for treatment. This is a one-time payment to help cover costs.**

### **HandyDART - BC Transit**

**250.748.1230**



[www.bctransit.com](http://www.bctransit.com)

Provides lost cost, wheelchair-friendly transportation throughout the Cowichan Valley. Call first to register.

## **Island Health**

**1-844-940-6617**

[Info.Patient.Transportation@islandhealth.ca](mailto:Info.Patient.Transportation@islandhealth.ca)

[www.islandhealth.ca/patients-visitors/travel-assistance-non-emergency-medical-care](http://www.islandhealth.ca/patients-visitors/travel-assistance-non-emergency-medical-care)

Island Health provides funding to eight contracted transportation providers, creating a transportation network supporting people in many rural and remote regions. These contractors provide door-to-door, non-emergency patient transportation services, primarily facilitating trips to and from Island Health appointments, facilities, or locations. Servicing North, Central and South Island communities.

## **Ladysmith Resource Centre Association**

**250.245.3079**

[www.lrca.ca](http://www.lrca.ca)

Fee: by donation

Provides transportation to medical appointments for residents living in the Cowichan Valley.

## **This Rides 4 U**

**250.732.5898**

[www.thisrides4u.ca](http://www.thisrides4u.ca)

Fee: Private Pay

A local specialized service that provides safe, professional wheelchair transportation on Vancouver Island. Passengers are safely escorted, picked up and dropped off for appointments on time. Service accommodates regular push chairs, motorized chairs, bariatric chairs, scooters, and walkers.

## **Wheels For Wellness**

**250.338.0196**

[www.wheelsforwellness.com](http://www.wheelsforwellness.com)

Fee: By donation

Provides transportation to non-emergency and non-cancer related medical appointments on Vancouver Island.

## **Meal Services**



## **Better Meals (Corporate - frozen meals delivered)**

**1.888.838.1888**

[www.bettermeals.ca](http://www.bettermeals.ca)

Frozen meals delivered

## **Chemainus Meals on Wheels – Chemainus Health Care Auxiliary**

**250.246.2422**

[www.chemainushealthcareauxiliary.com](http://www.chemainushealthcareauxiliary.com)

Fee: Low cost

Provides a hot meal, three times per week, at a nominal cost, to home-bound people in the community including seniors, individuals with chronic medical conditions, and individuals recovering from surgery, illness, or injury.

## **Duncan Meals on Wheels (Cowichan Green Community)**

**250.748.8506**

E-mail: [info@cowichangreencommunity.org](mailto:info@cowichangreencommunity.org)

[www.cowichangreencommunity.org](http://www.cowichangreencommunity.org)

Fee: Low cost

Hot supper Monday – Saturday delivered 4:00 – 5:00 pm with a frozen meal option for Sunday.

## **House of Friendship – Hiiye’yu Lelum Society**

**250.748.2242**

[www.hofduncan.org](http://www.hofduncan.org)

Food package delivery and meals available. Call for more information on programs.

## **Ladysmith Meals On Wheels**

**250.245.5225** (This is the number for the Thrift Store, dial extension 5 regarding Meals on Wheels.)

[www.ladysmithhealthcareaux.ca](http://www.ladysmithhealthcareaux.ca)

Fee: Low cost

We provide hot and nutritious meals on an ongoing basis, or short term while recovering from illness or surgery. Qualified, reliable and friendly volunteers who also provide a security check pick up and deliver prepared meals for our Meals-on-Wheels clients in the community. Meals are delivered Monday, Wednesday and Friday each week between 11:30 am and 12:30 pm.

**Food Banks**



**Cowichan Lake Community Services**

**250.749.6822**

[www.comserv.org](http://www.comserv.org)

**121 Point Ideal Dr.**

Fresh produce on Mondays & Wednesdays 11:00 am - 12:00 pm

Soup kitchen Monday & Thursdays 12:00 - 2:00 pm

**Cowichan Valley Basket Society (Duncan)**

**250.746.1566**

**5810 Garden St.**

**Chemainus Harvest House (serves Chemainus and Crofton)**

**250.246.3455**

**9814 Willow St.**

**Crofton Food Bank**

**250.749.4802**

**1586 Joan Ave.**

**Food First Chemainus**

[Food.first.chemainus@gmail.com](mailto:Food.first.chemainus@gmail.com)

Public herb garden, yard share and fruit save program (located behind Harvest House).

**Ladysmith Resource Centre Association Foodbank**

**250.245.3079**

[www.lrca.ca](http://www.lrca.ca)

**630 2<sup>nd</sup> Ave.**

Foodbank Tuesday 4:00 – 6:00 pm & Wednesday 9:30 – 11:30 am

**Lake Cowichan Food Bank**

**250.709.7854**

**E-mail: [cowichanlakefoodbank@gmail.com](mailto:cowichanlakefoodbank@gmail.com)**

**62 Fern Rd.**

Monthly hamper 2<sup>nd</sup> Wednesday of the month 2:00 - 3:30 pm. Apply at [www.comserv.org](http://www.comserv.org)

**Mill Bay/Cobble Hill/Shawnigan Lake**

**250.743.5242**

[www.cmsfoodbank.org](http://www.cmsfoodbank.org)

**2740 Lashburn Rd.**

Monthly food hamper Tuesdays 9:00 am – 2:00 pm & Thursdays 9:00 – 11:00 am

**Salvation Army Family Services**

**250.746.8669**

[www.cowichanvalleysa.ca](http://www.cowichanvalleysa.ca)

Food hampers available, please call or drop in to book an appointment on a Wednesday or a Friday.

**HELP LINES AT A GLANCE**



<b>Emergency</b>	<b>24/7</b>	<b>9-1-1</b>
<b>Nurse Helpline</b>	<b>24/7</b>	<b>8-1-1</b>
<b>Crisis Centre BC</b>	<b>24/7</b>	<b>9-8-8</b>
<b>211 BC - Connect to Resources</b>	<b>24/7</b>	<b>2-1-1</b>
<b>Victim Link BC</b>	<b>24/7</b>	<b>1.800.563.0808</b>
<b>Veteran Assistance Crisis</b>	<b>24/7</b>	<b>1.800.268.7708</b>
<b>Vancouver Island Crisis Line</b>	<b>24/7</b>	<b>1.888.494.3888</b>
<b>Non-Emergency Police</b>		<b>604.717.3321</b>
<b>First Link Dementia Helpline</b>		<b>1.800.936.6033</b>
<b>Senior Abuse &amp; Information Line</b>		<b>1.866.437.1940</b>



## EMERGENCY RESPONSE INFORMATION KIT - CAREGIVER

Name: \_\_\_\_\_ Date Of Birth: \_\_\_\_\_

BC CARE CARD #: \_\_\_\_\_ Extended Health #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Gender (circle): Woman Man Agender Non bianary Fluid Prefer not to disclose

Do you identify as Trans? (circle): Yes No Prefer not to disclose

PHONE #: \_\_\_\_\_ OR \_\_\_\_\_

### First Emergency Contact

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

Relationship: \_\_\_\_\_

Phone Home: \_\_\_\_\_

Phone Work: \_\_\_\_\_

Family Doctor: Name: \_\_\_\_\_

### Second Emergency Contact

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

Relationship: \_\_\_\_\_

Phone Home: \_\_\_\_\_

Phone Work: \_\_\_\_\_

Phone: \_\_\_\_\_

### Medical History

Do you have (circle): Heart disease Yes / No High Blood Pressure Yes / No  
Breathing Problems Yes / No

Other Medical Concerns / Illnesses / Surgeries / Allergies:

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### Medications (Prescription and Non-prescription)

Medication	Dose (mg)	Frequency
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Location of Medications: \_\_\_\_\_

Circle the forms you have completed: Living Will Yes / No Organ Donation Yes / No

**CAN BE LEFT ALONE (circle:) Yes / No**



# EMERGENCY RESPONSE INFORMATION KIT - CARE RECIPIENT

Name: \_\_\_\_\_ Date Of Birth: \_\_\_\_\_

BC CARE CARD #: \_\_\_\_\_ Extended Health #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Gender (circle): Woman Man Agender Non binary Fluid Prefer not to disclose

Do you identify as Trans? (circle): Yes No Prefer not to disclose

PHONE #: \_\_\_\_\_ OR \_\_\_\_\_

## First Emergency Contact

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

Relationship: \_\_\_\_\_

Phone Home: \_\_\_\_\_

Phone Work: \_\_\_\_\_

Family Doctor: Name: \_\_\_\_\_

## Second Emergency Contact

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

Relationship: \_\_\_\_\_

Phone Home: \_\_\_\_\_

Phone Work: \_\_\_\_\_

Phone: \_\_\_\_\_

## Medical History

Do you have (circle): Heart disease Yes / No High Blood Pressure Yes / No  
Breathing Problems Yes / No

Other Medical Concerns / Illnesses / Surgeries / Allergies:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Medications (Prescription and Non-prescription)

Medication	Dose (mg)	Frequency
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Location of Medications: \_\_\_\_\_

Circle the forms you have completed: Living Will Yes / No Organ Donation Yes / No

## CAN BE LEFT ALONE (circle:) Yes / No





## Family Caregivers of British Columbia

### A Caregivers Bill of Rights

#### **I HAVE THE RIGHT:**

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

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 do 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:

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*ADD YOUR OWN STATEMENTS OF RIGHTS TO THIS LIST.*

*READ THE LIST TO YOURSELF EVERYDAY.*

(By Wendy Lustbader)