



Cowichan
**Family
Caregivers
Support
Society**

Phone 250-597-0886
www.familycaregiverssupport.org
1 Kenneth Place, Duncan, BC
V9L 5G3

Useful Contacts for Cowichan Family Caregivers (2018)



This guide is a list of resources that are available for caregiving families in the Cowichan Valley, from Mill Bay to Ladysmith. There are many wonderful people on the Island who have so much to offer ... we heartily encourage you to reach out to them, you will be glad you did.

Cowichan Family Caregivers Support Society provides 1-on-1 support, support groups, support circles, advocacy, counselling, education, information, and referral services for family caregivers. There is no cost for services.

Staff

Jodie McDonald, *Executive Director*
Janis Feurer, *Facilitator*
Kathy Hagerty, *Administration*
Amanda Marchand, *Young Carers & Administration*

Duncan Support Groups

1st and 3rd Tuesdays
2nd and 4th Mondays
Contact Janis @ 250-815-0835

Ladysmith Support Group

2nd Tuesday
Contact Janis @ 250-815-0835

Chemainus Support Group

4th Thursday
Contact Janis @ 250-815-0835

Young Carers Program

Contact Amanda @ 250-597-7708

*** Be sure to call the contact person before attending a support group.**



Island Health - Community Health Services

How do I find out if my family is eligible for government sponsored community health services; how does it work; and how much will it cost?

The first step is to get an assessment from Island Health, whether you choose to use their services or not. Phone **1-877-734-4101** toll-free.

Be sure to have your Care Cards handy when you call. Also have ready a list of medications, known allergies, and general health history information (recent and past) for your loved one. They may ask if you can leave him/her unsupervised. Does he/she need help with walking, bathing or eating? And they will ask you how you are doing; how the “activities of daily living” are being provided at present; what social support is there and/or caregiver support (family, friends, paid support, programs attended, etc.). Be sure not to downplay your need for help. The cost of service is dependent on your income. They will send out a Home Health professional to assess your situation and determine your eligibility. If you qualify a case manager will be assigned to assist you.

What does Island Health offer?

Home Support

A trained community health worker comes to your home to assist with tasks such as bathing, dressing, and giving out medications; or to provide respite care while you are away for a few hours.

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. For example, you might be able to book 5 one-week periods annually. This must be done months in advance. The facilities that provide respite are Cairnsmore Place (Duncan), Chemainus Health Care Centre, The Lodge on 4th (Ladysmith), and Piercy Respite Hotel (Victoria). Note that the Piercy Respite Hotel does not require a minimum 1-week stay. The cost is about \$35 per day. Your case manager will explain how to make a booking and also let you know which private facilities offer weekly care.

Adult Day Care

These are programs where trained staff will take care of your loved one at their own facility. They provide lunch and a variety of activities. There is a minimal charge to cover food.

250-746-9668	St. Ann's Garden Club at Providence Farm (Duncan)
250-737-2037	Waldon House (Duncan)
250-709-3060	Chemainus Health Care Centre
250-743-2124	Acacia Ty Mawr Lodge in Shawnigan Lake
250-739-5777	Ladysmith Community Health Centre

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

250-737-2041 - for Cowichan

250-739-5779 - for Ladysmith

For more detailed information about services online go to: www.viha.ca/hcc/

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**. Some examples include:

250-701-9990

Harmony Health Care - www.harmonyhealthcare.ca

250-748-4357

Nurse Next Door – www.NurseNextDoor.com

250-746-9946

Angel Helping Hands - www.angelhelpinghandshomecare.com

250-746-9224

We Care Home Health Services – www.wecare.ca

250-715-1094

Unique Home Health Care - www.uniquehomecare.ca

250- 612-2995

Pacific Live-in Caregivers - www.pacificcaregivers.com

250-924-2273

Mid Island Home Support (Ladysmith) - www.midislandhomesupport.com

Community Support Groups

1-800-462-2833

Alzheimer's Support - www.alzheimerbc.org

Provides information, education, and support for families who are dealing with dementia caused by Alzheimer's Disease and other conditions.

The support group for caregivers meets on the 3rd Wednesday of the month from 10:30am to noon at the Duncan United Church.

Call Jane Hope at the toll-free number for further information.

250-746-4134

Cancer Society - www.cancer.ca/en/about-us/contactus/?region=bc#

250-748-9717

Lupus (Ann)

There are currently no support groups but Ann can answer any questions you might have.

1-800-268-7582

MS Society - www.mssociety.ca

250-746-0289

Parkinson's Support

Support group meets on the last Monday of the month at 1pm at Duncan United Church (except during the summer and December).

778-455-2095 **Stroke Recovery**
Providing support and education for those recovering from a stroke. Call Chris for information or email vancouverislandsrabc@gmail.com.

250-746-6041 **Duncan Low Vision Support Group**
(leave a message asking Karen to call you back)

250-737-2004 **Diabetes Education Program**

Programs Supporting Seniors

250-709-3040 **Duncan Mental Health**
3088 Gibbins Road, Duncan
The Seniors Outreach Team (Geriatric Specialty Services Mental Health and Substance Use) at the Duncan Mental Health office works with seniors who have concerns about their mental, emotional, and physical well-being. A referral is needed from your doctor.

250-748-2133 **Volunteer Cowichan, Better At Home Program**
#1 Kenneth Place, Duncan City Hall (lower level)
www.volunteercowichan.bc.ca
Better At Home 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.

250-245-3079 **Ladysmith Resource Centre**
630 2nd Avenue, Ladysmith
www.lrca.bc.ca
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, and much more.

250-701-4242 **Cowichan Valley Hospice**
3122 Gibbins Road, Duncan
www.cowichanvalleyhospice.org
Hospice offers compassionate support to people who are living with an advancing illness, caregivers, and those who are grieving. Their services include hospital vigils, education, bereavement groups, wellness treatments, one-on-one emotional support, and more.

250-746-6184 **Ts'ewultun Health Centre**
5768 Allenby Road, Duncan
www.cowichantribes.com
They provide health care for First Nations community members.

250-748-3112

Cowichan Intercultural Society

#205 - 394 Duncan St., Duncan

www.cis-iwc.org

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

1-877-345-9777

Grandparents Support

www.parentsupportbc.ca

Meet with other grandparents who are raising their children's children for support, information, and resources. To find out about the Cowichan Valley groups call Sandi at **1-250-468-9658** or email **parent@telus.net**.

250-746-3930

Cowichan Independent Living

#103 – 121 First Street, Duncan

www.civilr.bc.ca

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

250-715-6481

Cowichan Seniors Community Foundation

135 Third Street, Duncan

www.cowichanseniors.ca

Included in their services are transportation for seniors to appointments (refer to the section on transportation) and brain fitness classes. They publish a Seniors Resource Guide which is updated every year.

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 (Monday to Thursday from 10 until 2)

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.

Phone: 250-746-3930.

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

Medical Alert Systems

Medical Alert systems include personal push-button devices (connected to the phone line) 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. The call center will alert a preselected relative or friend who can come over and assist.

1-866-205-6160 Lifeline

250-746-7757 Medical Alert

Transportation

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

250-338-0196 Wheels for Wellness offers transportation to medical appointments in Victoria (by donation).

250-245-3079 Ladysmith Resource Centre provides transportation to medical appointments for residents of Ladysmith.

250-715-6481 The **Supported Transportation Program** provides rides for seniors to health related appointments (doctor, support groups, hospital visits, etc.). Call first to apply to register at Cowichan Seniors Community Foundation.

1-877-617-0400 Pacific Companion provides assisted transportation (non-emergency) and companion service with lift equipped vans from anywhere on Vancouver Island to anywhere in BC and return. Website can be found at: www.accesstotravel.gc.ca/19.aspx?CarrierCd=2137334604&CityCd=1915131912&lang=en

1-250-947-9641 LifeSupport Patient Transport offers ground patient transfer and air ambulance service. This company is based in Parksville.
www.lifesupporttransport.com/

250-668-5585 Freemasons Cancer Car Program
Passengers must be undergoing cancer treatment in Victoria and be completely ambulatory to take part in the program. It's preferred that passengers have a family member, neighbour or friend drive them to the van's pick-up places in the area, which are along the Island Highway at Chemainus, Duncan and Mill Bay. Contact the van dispatcher in advance for a ride to and from treatment. The service is free, donations accepted.

In-Home Services

250-701-8876	Home Physiotherapy - Heidi Bovey
250-748-9955	Foot Care Nurse – Vicky Allan
250-710-9833	Foot Care Nurse - Gillian Wale
250-715-6568	Mobile Hair Salon - Barb Stewart
250-709-5863	At Home Safety and Respite Services - Daena & Mike McGuire
250- 588-8655	Robyn's Relief Companion Care - Robyn Smale: www.robynsrelief.com

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	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
1-866-522-2122	Veterans Affairs For information have your service # available. Note that you can also contact your local legion service officer for help.

Meal Services

- 250-748-9216** **Gloria's Food Service** - home cooked meals delivered
- 1-888-838-1888** **Better Meals** (frozen meals delivered)
www.bettermeals.ca
- 250- 715-5312** **Duncan Meals on Wheels**
- 250-246-2422** **Chemainus Meals on Wheels** (also 250-246-9702)
- 250-743-2124** **Shawnigan Lake Meals on Wheels** (ask for kitchen)
- 250-245-3844** **Ladysmith Meals on Wheels**

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
- 250-245-3079** **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

Helpful Books Recommended by Caregivers

The Vancouver Island Regional Library has many resources available for caregivers. You can log onto their website at www.virl.bc.ca to order items from their catalogue. All you need is a library card. The following is just a sampling of books available.

The 36-hour day: a family guide to caring for persons with Alzheimer Disease, related dementing illnesses, and memory loss in later life. (1999) Nancy Mace and Peter Rabins

Contented Dementia (2009) - Oliver James

SPECAL Method of Care for Alzheimers Patients - "A wonderful method of relating to someone with dementia, a method which helps to keep them happier by minimizing their anxiety".

Embrace the Journey – A Caregiver's Story (2008) - Valerie Green

The very personal story of her own journey as a caregiver to her elderly parents. This will touch many hearts and be relevant for numerous adult children who, in mid-life, are faced with a similar challenge and must make agonizing decisions and choices.

They're Your Parents, Too!: How Siblings Can Survive Their Parents' Aging Without Driving Each Other Crazy (2010) - Francine Russo

Wrestling with illness, dementia, longterm care, and the death of aging parents can inflame sibling tensions that have laid dormant for decades and spark new ones. In her book Francine profiles dozens of families dealing with the issues.

Final Gifts - Understanding the Special Awareness, Needs, and Communications of the Dying (1997) Maggie Callanana & Patricia Kelley

Caregiver's Guide for Canadians (2014) - Rick Lauber
by Rick Lauber (2014)

The Caregiver's Guide will provide readers with valuable tips and practical advice to help them to provide the best eldercare possible while balancing the demands on their time.

Loving Someone Who Has Dementia (2011) - Dr. Pauline Boss

Pauline helps caregivers find hope in "ambiguous loss" when their loved one is physically present but mentally absent.

A Guide To Understanding Guilt During Bereavement (1997) – Bob Baugher

A wonderful book to read if you have recently suffered the loss of a loved one. Available at Cowichan Valley Hospice in Duncan along with many other excellent publications and videos.

Helpful Websites

www.fcns-caregiving.org
www.alzheimerbc.org
www.viha.ca/seniors
www.caring.com

Family Caregivers Network Society
Alzheimer Society of BC
Island Health Authority
Advice & Answers for Caregivers

Handy List of Phone Contacts for Family Caregivers

Cowichan Family Caregivers Support Society.....	250-597-0886
Community Health Services (CHS) Intake, Assessment.....	1-877-734-4101
Cowichan CHS.....	250-737-2041
Ladysmith CHS.....	250-739-5779
Nurseline.....	811
Dementia Helpline.....	1-800-936-6033
Cowichan District Hospital.....	250-709-3000
Red Cross Equipment Loan.....	250-748-2111
Cowichan Independent Living.....	250-746-3930
Duncan Mental Health.....	250-709-3040
Vancouver Island Crisis Line	1-888-494-3888
Hospice.....	250-701-4242
HandyDart.....	250-748-1230
Wheels for Wellness.....	1-250-338-0196
Supported Transportation.....	250-715-6481
Volunteer Cowichan.....	250-748-2133
Cowichan Intercultural Society.....	250-748-3112
Veterans' Assistance.....	1-866-522-2122
Ladysmith Resource Centre.....	250-245-3079

I.C.E. ... In Case of Emergency



Those of us who have a mobile phone or blackberry usually carry it everywhere. We store names and numbers in its memory but nobody, other than ourselves, knows which of these numbers belong to our closest family or friends. If we were to be involved in an accident or were taken ill, the people attending to us would have our mobile phone but wouldn't know who to call.

You can add one or more contact persons specifically for emergency purposes. Simply add an entry in the contact list on your phone under ICE with the name and number of the person that emergency service personnel should call on your behalf. To add multiple contacts, key in ICE1, ICE2, etc. This will save hours of critical search time and could even save your life. The idea was conceived by a paramedic who found that when he went to scenes of accidents, there were usually mobile phones but no information on who to call. He thought it would be a good idea if there was a nationally recognized name for this purpose ... ICE. Please program your own phone and pass this on to others.

If you do not own a mobile phone and even if you do, it is a good idea to carry with you up-to-date information about yourself and the person you are caring for. Such a form is on the next page, it is best to make copies of it and keep it up-to-date. The drug information is especially important when you go to the emergency room or to the doctor's. On the back of the form, you can write down detailed instructions for the person you have chosen to help you in the event of an emergency. Include as much information as you can about the person you are caring for (routines, etc.) and about any pets in your household.

IN CASE OF EMERGENCY

1st contact _____ Phone _____ Relationship _____

2nd contact _____ Phone _____ Relationship _____

Location of Medical Documents (eg. Advance Care Plan, DNR, etc.) & Other Emergency Instructions

Name of **Caregiver** _____ Birth Date _____

Address _____ Phone # _____

Care Card # _____ Doctor _____ Pharmacy _____

Allergies _____ Blood Type _____

Medical Conditions _____

Medications _____

=====

Name of **Care Receiver** _____ Birth Date _____

Address _____ Phone # _____

Care Card # _____ Doctor _____ Pharmacy _____

Allergies _____ Blood Type _____

Medical Conditions _____

Medications _____
