

HOW YOU SAY IT MATTERS: STRATEGIES FOR COMMUNICATING WITH FAMILY CAREGIVERS WEBINAR FOR HEALTH CARE AND SOCIAL SECTOR PROFESSIONALS

RESOURCE LIST AND LINKS

Communication

- [Advocacy Fact Sheet- Dealing with Conflict](#) (Alzheimer Society of B.C.) - this was designed for family caregivers to guide them through a conflict with a health-care provider. Helpful messaging for health-care providers to know.
- [Patient and Family Centred Care Resource Kit](#) (Alberta Health Services)
- Communication Tools:
 - [A Guide to Having Conversations about What Matters](#) (BC Patient Safety & Quality Council) - PEARLS on page six
 - [SBAR](#) (BC Patient Safety & Quality Council)
 - [AIDET](#) (Alberta Health Services, page 24)
 - [STOP](#) (Bay Psychology, page 23)
 - [PC P.E.A.R.L.S. 7 Key Elements of Person- Centred Care](#) (Alzheimer Society of Canada)
 - [Dementia Care Teams Video: Families and Continuing Care Providers Working Together](#) (8-minutes)

Caregiver Burnout and Mental Health

- [Supporting Clients through Ambiguous Loss and Grief: Strategies for healthcare providers](#) (Alzheimer Society of Canada)
- [Tolerance for Uncertainty: A COVID-19 Workbook](#) (Bay Psychology)
- [Care for Caregivers- Mental health support for continuing care providers](#) (Canadian Mental Health Association, BC Division and SafeCare BC)
- [Mindful Awareness Stabilization Training \(MAST\)](#) (St. Michael's Hospital)
- [Health Care Provider Support](#) (BC Centre for Disease Control)
- [Boundary Practice](#) (Developed by Jodie McDonald)
- [Hints for Stress Reduction](#) (Family Caregivers of BC)



Family Caregivers
of British Columbia

Alzheimer Society
BRITISH COLUMBIA

Family Caregivers of BC Caregiver Support Line

Monday, Wednesday & Friday from 8:30 a.m. - 4 p.m. and
Tuesday & Thursday from 8:30 a.m. - 7 p.m. at
1-877-520-3267

Find caregiver resources and support at
www.familycaregiversbc.ca

First Link® Dementia Helpline

English: 1-800-936-6033 (9 a.m. to 8 p.m.)
Mandarin or Cantonese: 1-833-674-5007 (9 a.m. to 4 p.m.)
Punjabi: 1-833-674-5003 (9 a.m. to 4 p.m.)

Available Monday to Friday
www.alzheimerbc.org