

<b>Applies to:</b>	All referrers to the Community Virtual Care (CVC) Caregiver Support Program
<b>Purpose:</b>	To provide information about the CVC Caregiver Support Program

## Program Description

The CVC Caregiver Support Program employs social workers who works with family caregivers to provide a remote individualized program focused on strengthening emotional wellbeing and coping skills.

The social workers guide caregivers to set realistic goals to meet more advanced needs that cannot be supported in other Island Health or community services. The time-limited program includes two service streams:

1. Brief one-to-one counselling
2. Flexible rotating skill-building group

These streams may be offered alone or in combination, based on the caregiver's goals. Caregivers will be encouraged to develop a self-care plan and will leave the program with relevant resources and referrals to services to provide an ongoing connection.

## Eligibility Criteria

### The caregiver client must:

1. Meet criteria for Community Health Services ([CHS Eligibility for Professional Services](#)). The criteria may be based on caregiving needs.
2. Live within Island Health's boundaries.
3. Agree to register as a CHS client.
4. Be caregiving for a person who requires *senior type* services.
  - a. Age is not a criteria but the **care needs** of the person being cared for might include:
    - home support
    - long term care
    - Community Health Services
    - palliative care
    - dementia, chronic or life threatening disease that requires significant support from others
  - b. The person being cared for **may or may not** currently be receiving services.
5. Have **high needs** related to emotional/psychological demands of caregiving that are **not being met** by other Island Health or community services (i.e. CHS social work, palliative counsellors, Family Caregivers of BC, Alzheimer's Society) or cannot afford private supports.

Emotional and psychological demands might include one or more of the following **examples**:

- a. Person being cared for has multiple/complex health needs
  - b. Place of residence is rural or remote and other services are difficult to access
  - c. Small network of social support (socially isolated)
6. Be able to respond to teaching and direction over the phone and be able to manage the monitoring equipment (iPad), or have someone who can assist them.
  7. If no internet service available, a personal phone must be available.
  8. The caregiver must understand and consent to a virtual program.
  9. Require counselling focussed on their caregiver role.
  10. Be willing to commit to a program of approximately three months with regular check-ins.
  11. Be ready, willing and able to participate in an intensive self-management program.

## Referrals

Referrals to the Caregiver Support Program are accepted internally, externally or through self-referral to Community Access.

If the Caregiver is **known** to CHS:

1. Discuss the program criteria with the client and determine suitability.
2. Obtain consent to refer to the CVC Caregiver program.
3. Complete a referral in Paris, referral reason: SW-CVC

If the Caregiver is **not known** to CHS:

1. Provide the phone number for Community Access to the caregiver (see below)
2. If the caregiver is unable to make the call themselves, get the full name, PHN and birthdate of the caregiver and make the call to Community Access on their behalf.

Referrals are through usual Community Health Services pathways; phone or fax Community Access:

- South Island (250) 388-2273 or toll-free 1 (888) 533-2273
- Central Island (250) 739-5749 or toll-free 1 (877) 734-4101
- North Island (250) 331-8570 or toll-free 1 (866) 928-4988

To refer by fax, please find the applicable referral form [here](#).

For more information, email [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca) or call 250.519.7700 loc. 11928.