

September 16, 2025

Your Guide to Navigating Long-Term Care

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of British Columbia



Ministry of
Health





Territorial Acknowledgement

We respectfully acknowledge the Lekwungen peoples, on whose unceded territory the FCBC office is located, and the Songhees, Esquimalt, and WSÁNEC peoples, whose longstanding relationship with this land continues to this day.



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About Family Caregivers of BC

- Non-profit charity dedicated to the well-being of family caregivers.
- Local community-based program in Greater Victoria since 1989.
- Serving across B.C. since 2010.
- Home of Caregiver Rx®, our innovative model designed to make health systems “caregiver friendly”.
- FCBC’S Three Pillars: Caregiver Support, Education, and Engagement and Collaboration.



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Learning Overview

What We Are Covering Today

- Navigating Change of Roles.
- Common Challenges in Long-Term Care (LTC).
- Advocacy and Communication.
- Emotional Well-Being and Support.
- Q & A.



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Caregiver Story



Poll Question



What is your biggest concern
about caring for someone in
care?



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Caregiver Role Changes

Shift in Role:

- Hands-on care → Care partner.
- Less physical tasks but more advocacy.
- Loss of control.
- Different approaches by staff.



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Caregiver Role Changes

Strategies You Can Use

- “This Is Me” or “All About Me” profile for the person you are caring for.
- Recreation mailing list.
- Recreate a sense of home.
- Notebook for notes and observations.



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Case Scenario



Maria cared for her mom at home for over four years. After placement in LTC, she felt relieved and also missed the daily care routines. She was able to hold onto some of their previous routines like reading the paper and discovered new ways to connect like sitting in the garden, coming in at mealtimes and joining music afternoons.



What challenges did you have as a caregiver, and how did you overcome them?



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Challenges in LTC

- Staffing shortages.
- Access to direct care.
- Range in how families are informed.
- Communication gaps.
- Lack of awareness of Resident & Family Councils.

Tips:

- *Keep a log of issues with dates/times and names of staff.*
- *Reach out with unresolved concerns to the Patient Care Quality Office.*
- *Use the BC Resident & Family Council Handbook to start or join a council.*



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Advocating for Quality Care

Best Practice & Tips

- “Chain of Communication”:
 - Example: Care Aide → Clinical Lead – Nurse → Site Leader.
- Attend family council meetings.
- Advocacy as a partnership.
 - “Here’s what I’ve noticed [...], I have suggestions on how we might work together on it.”



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Navigating Emotional Responses

Common Emotional Reactions

- Relief mixed with guilt, grief, and fear.
- Sense of loss and lack of control.
- Anger or frustration.

Strategies

- Boundaries.
- Circle of Care.
- Self-Care.



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Making Visits Count

- Maintain emotional bonds.
- Provide continuity and comfort.
- Be their voice when they can't.

Tips:

- *Stay up to date on the monthly activity calendar.*
- *Use visits to observe care and check in with staff.*
 - *Rotate visit types:*
 - *Routine (meals, walks)*
 - *Social (join group activities)*
 - *Personal (photo albums, reading together)*
 - *Outings (with staff approval)*



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Build a Support Network



- Local and provincial caregiver support groups (in-person and virtual).
- Alzheimer Society support programs.
- Cultural-specific organizations (e.g., S.U.C.C.E.S.S., Punjabi Seniors Society).
- Informal or formal coffee groups.



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Questions & Answers



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Reflection:
**What's one thing you'll do
differently after today's
webinar?**



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Thank You!



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