



Palliative Care: Resource Guide for Patients and Caregivers

BC Health System Services

▶ **HealthLink BC:** www.HealthLinkBC.ca 📞 (Toll free, 24/7) 8-1-1 / (hearing impaired) 7-1-1

HealthLink BC provides access to non-emergency health information and advice in British Columbia. Information and advice is available 24-hours a day by phone, a website, or a mobile app. Topics include: [Care at the End of Life](#) and [Advance Care Planning](#).

▶ **BC Cancer Agency Pain and Symptom Management Clinics:** www.bccancer.bc.ca

The Agency offers pain and symptoms management clinics at each of six regional cancer centres to help patients improve pain control and cope with physical problems related to cancer. No referral is required to access these services. Includes information on [Managing Symptoms and Side Effects](#).

▶ **BC Palliative Care Benefits Program:** www2.gov.bc.ca

BC Palliative Care Benefits cover certain drugs, medical supplies, and equipment that are used in palliative care. These benefits are available to individuals of any age who have reached the end stage of a life-threatening disease or illness and wish to receive palliative care at home.

▶ **Program offered by local health authorities:**

- **End-of-Life Care and Palliative Care:** [contact your local health authority to learn more](#)

These services aim to preserve an individual's comfort, dignity and quality of life as their needs change, and include: care coordination and consultation, pain/symptom management, community nursing and rehab, home support, caregiver respite, and residential hospice care.

- **Home and Community Care Services:** [contact your local health authority to learn more](#)

These services are designed to complement and supplement, but not replace, individual efforts to care for themselves with the assistance of family, friends and community (on a short-term or long-term basis, depending upon individual needs).

Patient and Caregiver Support

▶ **Employment Insurance Compassionate Care Benefits Program:** www.Canada.ca

Employment Insurance benefits may be paid to people who have to be away from work temporarily to provide care or support to a family member who is gravely ill and who has a significant risk of death. A maximum of 26 weeks of compassionate care benefits may be paid to eligible people.

▶ **Family Caregivers of BC:** www.FamilyCaregiversBC.ca 📞 (Toll free) 1-877-520-3267

Non-profit group provides direct support for family caregivers (support groups, referral to community organizations, support line), as well as education and engagement.

▶ **After Hours Palliative Tele-Nursing Service:** www2.gov.bc.ca

Telephone nursing support by a palliative care nurse expert helps family caregivers problem solve and determine whether the patient needs hospital care. Available 9:00 pm – 8:00 am, seven days a week, to all palliative care patients using home care services and their caregivers.

▶ **Inspire Health:** www.InspireHealth.ca 📞 (Toll free) 1-888-734-7125

Supportive care for patients living with cancer and their families, including guidance on diet, stress reduction and emotional counseling, decision making, exercise, and personal coaching.

Advance Care Planning

Advance care planning is the process a capable adult follows to ensure that their beliefs, values and wishes for future health care are known in the event that the adult is incapable of making health care decisions when the health care is required. All capable adults in B.C. are encouraged to do advance care planning, and to document their wishes and instructions for future health care.

▶ **HealthLink BC:** www.HealthLinkBC.ca/health-feature/advance-care-planning

- **My Voice: Expressing My Wishes for Future Health Care Treatment:** The BC government has developed a resource on advance care planning and making your own advance care plan.
- **No Cardiopulmonary Resuscitation Form (No CPR Form):** A legal option to order that no CPR be provided by health care providers and first responders.
- **Medical Order for Scope of Treatment (MOST):** A form written by your doctor that sets out the level of treatment you wish to receive. See local health authority websites for more information.
- **Expected/Planned Home Death:** In BC, individuals have the right to choose to die at home. The website provides guidance on how to have an expected/planned natural home death.

▶ **Speak Up – Advance Care Planning BC Workbook:** www.Speak-UpinBC.ca

Informs British Columbians about the importance of advance care planning and includes useful tools such as a workbook to help individuals begin their own advance care plan.

▶ **Nidus Personal Planning Resource Centre and Registry:** www.Nidus.ca

Non-profit charitable organization providing information on Representation Agreements and other personal planning tools. Also operates a centralized Registry for personal planning documents.

Grief and Bereavement

▶ **BC Association of Clinical Counsellors:** BC-Counsellors.org 📞 (Toll free) 1-800-909-6303

Resource for connecting with professional counsellors in BC.

▶ **BC Bereavement Helpline:** www.BCbereavementhelpline.com 📞 (Toll free) 1-877-779-2223

Non-profit, free, and confidential service that connects the public to grief support services within BC.

▶ **Victoria Hospice:** www.VictoriaHospice.org 📞 (Victoria) 250-370-8715

Bereavement team offers counselling to anyone in the community who is suffering loss, regardless of a prior connection to Victoria Hospice.

▶ **Lower Mainland Grief Recovery Society:** Imgr.ca 📞 (Lower Mainland) 604-696-1060

Non-profit charitable organization that organizes grief support groups in the Vancouver area.

Additional Resources

▶ **BC Hospice Palliative Care Association:** bchpca.org 📞 (Toll free) 1-877-410-6297

Non-profit organization providing a broad range of services to British Columbians who are dying and to their loved ones who are grieving.

▶ **Canadian Virtual Hospice:** www.VirtualHospice.ca

Website provides support and personalized information about palliative and end-of-life care to patients, family members, health care providers, researchers and educators.

- **LivingMyCulture.ca:** Online forum for people from various cultures to voice their experiences, wisdom, and traditions relating to palliative care and grief.
- **Mygrief.ca:** Online resource developed to help people work through their grief.