

Annual Report

2012 - 2013



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Staff

Barbara MacLean – Executive Director
Barbara Small - Program Development Coordinator
Glendora Scarfone - Caregiver Support & Administration
Marian Bennett - Contract Bookkeeper

Farwell and many, many thanks to
Carolyn Thoms, Irene Laing & Maureen Owen
for your excellent Board Service

President's Message - The One Thing...



I've been on the board of the Family Caregivers' Network for 8 years now and we've seen some tremendous growth over that period of time. We've stabilized our funding structure for the current size of the organization. We've created strategic priorities and seen solid results with regard to developing our technology (updated website/webinars/teleconferences) and brought more attention to key service sectors (ie. employed caregivers).

However, two things still bug me. For the most part, the term 'caregiver' or even 'family caregiver' is still misunderstood in our communities. Many people think caregivers are the people who are paid to come into the home of a senior, for example. Few people really 'get' the term and because they don't, they don't know to seek support AS a caregiver. As a result, we have an offering that is underutilized in the community. Secondly, and in conjunction with this, we still encounter stressed, worn out family caregivers who went through the caregiving journey, only to find out about us after the fact when they say "I wish I'd known about you when I was caregiving".

Frankly, we don't want to hear this anymore. And as a result we've decided to make a much more concerted effort to expand awareness about what we do and what a family caregiver is. It's an exciting prospect. When you know what a family caregiver is you can identify one easily, in yourself and others, and can recommend or find resources like FCNS. The 92 year old wife of a 95 year old man will no longer just think of herself as just a wife doing her duty. She'll know she's a family caregiver because two dozen people have told her so, and told her about the resources she can get to help.

The one thing you can do is identify one when you see one. In the end, this awareness campaign can help everybody. ~ Rick Hoogendoorn

Executive Director's Message



Dear Members, Supporters and Partners,

When you read Rick's message above you'll sense a strong impatience – impatience that I too share. Here at FCNS we are in a position to read the latest research, understand the current and future limitations of our health care system, to track population health concerns and to clearly anticipate an unprecedented burden of care for family and friends. The system is slow to respond to this certainty. Society is NOT preparing to care. There lies the motivation to accelerate change. We asked ourselves how WE needed to change too. Over this past year we've reviewed our entire service delivery, our mandate, our mission, our vision and our higher purpose. We've asked, "*How do we most effectively help society prepare to care? What changes do we need to make to meet family caregivers' needs in the next 5 years? What do we keep doing? Stop doing?*"

While this active exploration was taking place we continued to focus on our 3 key program areas: Education, Caregiver Support and Improving the System/Being a Voice for family caregivers. We used the lenses of partnerships and technology to close gaps, avoid duplication and offer high quality, effective services. We forged ahead with an innovative tool, Tyze Online Personal Networks, and our commitment to a 3 year pilot to learn how family caregivers could benefit. The Employed Family Caregiver focus continued, and we released a new Toolkit for Employers.

On a final note, I'd like to acknowledge our staff and volunteers- our greatest assets. They work every day with patience, caring and skill, balancing the tension between how we envision the future strategically and how we serve family caregivers every day, every week, every month. It is Barb Small's 10th year of service with FCNS and her impact as our Program Development Coordinator has been significant! Congratulations Barb on an excellent decade. And to our volunteers – you give the gift of your time and talent, and the richness of our society's output is a direct result of that. Thank, you, thank you. ~ Barbara MacLean

FCN Family Caregivers' Network Society
22nd Annual General Meeting June 19, 2012

1. Everyone welcomed by Barb MacLean.

Board members present were introduced, then staff, Barb Small, Program Development Coordinator, Glendora Scarfone, Caregiver Support and Administration and distinguished guests, Faith Magwood, Nick Klompas, Barb Warman, Bonnie Davoren and Mary Grant. There were 19 present at the meeting and thus quorum was established.

2. Minutes of the previous AGM meeting were adopted as read. M/S/C
3. Rick Hoogendoorn gave his President's Message on "The Power of Focus", saying that he enjoys serving with a focused, strategic organization with a lot of heart. He had donated the proceeds of his book "18 Holes to Your Goals" to help FCNS reach their financial goals this year. Rick thanked his spouse Cheri for her teamwork in supporting FCNS as their Charity of Choice.
4. Maureen Owen presented a verbal Treasurer's Report and said that she was "cautiously optimistic" for the next year's finances.
5. Nick Klompas presented his Year End Financial Statement and thanked the FCNS staff for great accounts keeping which make his work easy. Nick has been the auditor for FCNS since its inception and Barb thanked him for his generous assistance to the Society. It was moved to continue the appointment of Nick Klompas as auditor. M/S/C
6. Barb MacLean gave her Executive Director's message – "Driving Change or Cultivating It?" In the last two years FCNS has taken on the mandate for a BC wide voice for caregivers and a such has been involved in round tables, workshops, research, symposia, presentations and media interviews. Many doors are being opened for family caregivers and we pleased to respond to opportunities to collaborate and influence. She thanked Rick for his wonderful work on the YouTube videos, his book proceeds donation and his hundreds of volunteer hours for the Society.
7. The election of next year's Board Members was called three times by Rick Hoogendoorn. The slate was declared by acclamation. M/S/C
8. Barb MacLean gave her appreciation and thank you to retiring Board Members, Susan Benesch and Dan Harsent.
9. Completion of the business portion of the meeting ended at 5:45 pm. A short break followed then Barb spoke on a "No One Cares Alone" project through Barbara Strachan and the Retired Teachers Association of Ontario.
10. Barb introduced our guest speaker, Rick Hoogendoorn who challenged us 'about our dreams.' He used a questionnaire to help us focus first to find our dream then how to be unstoppable in the pursuit of our dreams. He left us much to think about especially "why you don't want what you want" and "what is your brake pedal?"

Meeting adjourned at 6:30 pm

Funding & Resources

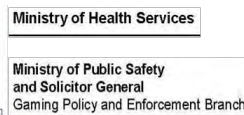
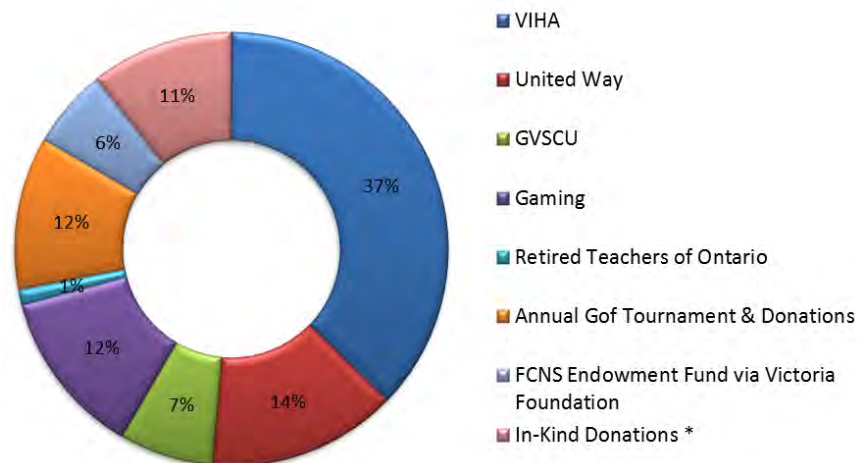
We gratefully acknowledge and thank every supporter, investor, champion, donor and member. The United Way of Greater Victoria, GVSCU (Greater Victoria Savings Credit Union) and the Province of BC via Community Gaming funds have all made it possible to offer both an excellent education program and direct 1-1 support. Education, as we know, is one of the greatest building blocks for positive change. The United Way's funding commitment is for 3 years, an absolutely fantastic gift from so many people in the Greater Victoria community. We also know that in times of stress, turmoil and worry, the addition of a "safe harbor" is priceless – our Caregiver Support service and Support Groups mean no one has to care alone.

The core of our operations is funded by VIHA – the Vancouver Island Health Authority. VIHA gives us a home base and the continuity of core administrative functions that support everything else and our ability, in part, to be a "voice" for family caregivers. This year we launched the No One Cares Alone project to expand awareness on Vancouver Island, funded by an association of many generous retired Ontario Teachers from Ontario – RTO.

Our one annual fundraiser, our Golf Tournament, is led by an outstanding group of volunteers and supported by many, many sponsors (the Peninsula Co-op as Gold Sponsor) and contributors.

A growth area for us is our Endowment Fund held in perpetuity by the Victoria Foundation, currently \$20,939. We are grateful to Faith Magwood, our co-founder and longtime Endowment Champion who shares the vision of investing for future caregivers, and to the Victoria Foundation for the matching funds with the 75 Hour Challenge.

We're shooting for a million bucks one day – go big! ~ Barb MacLean, Executive Director



- ** In-kind donations include items such as:
- ◆ Donated space for support groups and workshops, Strategic Planning; discount on audit services
 - ◆ Volunteer support group facilitators; special event, office and newsletter proofreading volunteers
 - ◆ Newsletter columns written by legal and healthcare professionals; sponsorship of article in Senior Living Magazine



We adhere to Imagine Canada's Ethical Fundraising and Financial Accountability Code

Family Caregiver Support & Education

Desired Outcomes

- ◆ Increased the caregiver's knowledge of community resources and supports available
- ◆ Developed the skills and obtained the information needed to increase their ability to caregiver more effectively
- ◆ Created positive social networks to reduce isolation and increase connection with others
- ◆ Encouraged caregiver to practice better self-care and take time for own well-being
- ◆ Improved relationship and communication with the care recipient and/or with other family members

Family Caregiver Support

In between newsletters, workshops and support groups, family caregivers often need to access support *right now* - one-to-one personal support to family caregivers is vital. Knowing they can call, go on-line or come by the office and find a listening, supportive and empathetic ear is comforting to many.

"In my early days of caregiving - simply popping into the office one afternoon and speaking with Glendora. She sent so much compassion my way and gave me lots of information I didn't have a clue about before. As a result I felt emotionally stronger...I finally had support. Before I was groping in the dark on my own."

Family caregivers face many issues - from how to cope with the feelings of anger, guilt and grief to where to go to access respite and home support; from questions about facility care to legal and financial matters. Caregiver burnout and feelings of isolation are also common among the family caregivers that reach out for support.

In-person, telephone and on-line support provide a connection with someone who understands the caregiver's situation and community resources and can also provide a listening ear when caregivers need to talk. Information and knowledge about community resources and the healthcare system are essential for family caregivers to help them arrange for healthcare and community supports so they can "share the care" and have a break from caregiving demands. This helps them increase their resiliency which ensures they take better care of themselves, the care-recipient and other family members.

It is our hope that after connecting with the Family Caregivers' Network, family caregivers feel stronger, more knowledgeable, more connected and better able to meet the demands placed on them by caregiving.

~ Glendora Scarfone, Caregiver Support & Administration

Family Caregiver Support & Education

The aims of our **Family Caregiver Education Program** are to provide opportunities for family caregivers to connect with and learn from other caregivers and professionals, to gain awareness into their own thoughts and behaviors related to caregiving and to learn skills and techniques to deal more effectively with the many challenges that caregivers face on a daily basis. These sessions also helped caregivers identify community resources that exist to help support them in their journey. We encourage caregivers to focus some of their limited time and energy toward taking care of themselves as well as their family member or friend and developing strong personal support networks.

Some of our goals this year were to increase BC-wide access to educational support through tele-workshops and on-line webinars and to increase attendance at all educational sessions overall. Due to a steady decrease in attendance at in-person workshops over the past few years, this year we focused on providing tele-workshops and webinars. The tele-workshops and webinars helped to increase access for family caregivers who are not able to come to outside events or who live in areas of the province where caregiver support services are limited or not available. The feedback on the webinars has been particularly positive due to the use of the visual presentation (Power Point) in addition to the audio tele-conference and the increased interactivity of the chat room function. Participants have shared that they feel more connected and more willing to participate and share.

Through community presentations (MS Society, Camosun College LPN students, Broadmead Lodge and James Bay Care Centre), lunch and learn sessions (Pacific Forestry Centre and Office of the Representative for Children and Youth) and information booths at various employee wellness fairs (Royal Jubilee and Victoria General Hospitals, Canada Revenue Agency and the Municipality of Saanich) and senior fairs (Senior Living Expo and Alexander Mackie Lodge) we continued to provide information and support to family caregivers and family members who may or may not have previously known of, or accessed, our programs and services.

We continued to focus on increasing awareness of the challenges that employed family caregivers incur when trying to balance the demands of family caregiving, life and employment. One direct benefit of the lunch and learn sessions held at the caregiver's workplace was that co-workers became aware of other co-workers who were in the same situation as them and were able to connect for support and shared experiences and resources. In addition to these lunch and learn sessions, we developed and published a ***Toolkit for Employers: Resources for Supporting Family Caregivers in the Workplace*** (both hardcopy and digital). The toolkit was funded by grants from the Victoria Foundation, the GVSCU Legacy Foundation and through the Thrifty Foods Smile Card program. Employer Engagement and dissemination of this toolkit will be a focus in the upcoming fiscal year.

~ Barbara Small, Program Development Coordinator

70% of participants rated sessions as
Very Good or Excellent
and 98% said they would
definitely participate in
another session.

Family Caregiver Support & Education

Family Caregiver Support Groups

“Just knowing that other people had experienced similar situations with loved ones, or were still in the thick of it, made me feel not so alone. The group offered great ideas and support as well. What a wonderful resource! I felt like I had somewhere to turn if I did start to feel overwhelmed.”

We continue to have our three family caregiver support groups (Victoria, Sidney and Salt Spring Island). Family caregiver support groups are a valuable source of social support and connection. Although friends and family can be supportive, opening up and sharing feelings with other family caregivers who can relate to your situation can often be easier and more beneficial. These groups allow caregivers to hear other caregivers’ experiences and concerns and realize that others were going through similar circumstances and that they could learn from their experiences.

“Because of what I have learnt at the support groups, I have found it much easier to talk with Case Managers and other people who can provide services for Mom because of the insights I have found here. I’ve also become better at maintaining perspective when things get difficult at home.”

~ Barbara Small, Program Development Coordinator



Educational Sessions	2010-2011	2011-2012	2012-2013
# of Educational Sessions and Events	20	35	40
Total Participants	528	907	1223

Support Groups	2010-2011	2011-2012	2012-2013
Total Participants at Support Groups	400	447	405

Network News

“Oh yeah, you’re that place that puts out that yellow newsletter!”

The Network News newsletter is our #1 service that we receive unsolicited positive feedback on.

The first issue of the Network News was published in June 1987.

26 years ago!

Today we print approximately 2000 hardcopies of each issue and distribute 880 digital copies by email.

Sense of community

Skills and knowledge

Inspiration

Recognition

Sharing

Humour

Information and resources

Reminders about self-care

“Information on how to make sure I take care of myself so that I can continue to be a caregiver. Information on the general community of caregivers so I don’t feel so alone or isolated”

“It is always nice to know you are not alone and reading how others handled delicate situations helps me cope.”

“The newsletter content helps with aiding open discussion. I was bale to find ways of broaching certain questions which I was worried about how to approach before that.”

“As a community social worker in the health field, I want to express my appreciation for the fantastic resources the FCNS offers to individuals and families in the community. ... When I know I will be visiting a family where family caregivers are present, I never leave the office without a “Network News” in hand. Simply handing a family caregiver this newsletter helps them to feel recognized for their role, gives them valuable information, and connects them to further resources they may need.” ~ With appreciation, Kayla Melchior, Social Worker

The Power of Volunteers

“They choose to donate the most precious commodity in the known universe - their time.

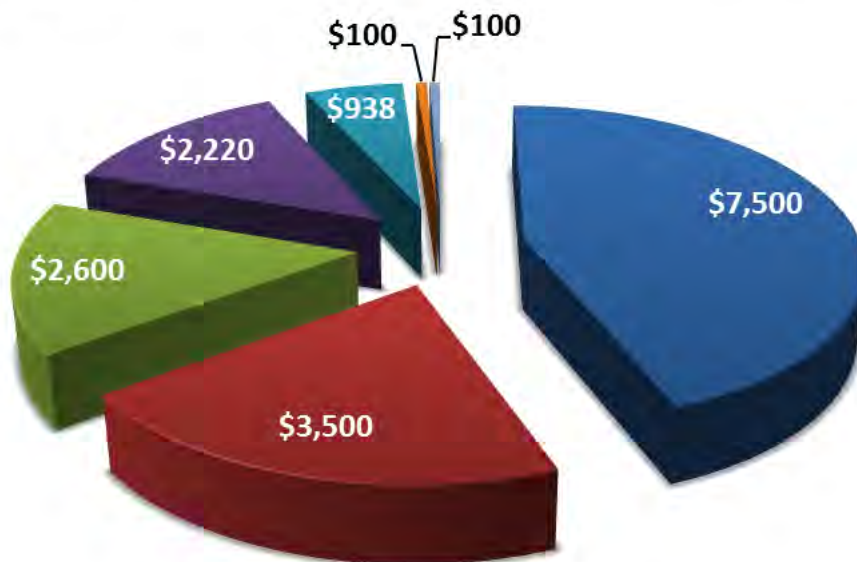
We may count their time in numbers. We may attempt to count their time in cash value.

Though such methods have their reasons we will all be poorer if we don't realize that the giving of their time is simply and utterly magnificent.”

~ DJ Cronin, Manager, Volunteer Services, Brisbane, Australia

The Dollar Value of Volunteer Hours

- Board
- Support Group Facilitator
- Systems Column writer
- Office Volunteers
- Legal Column writer
- Volunteers at Special Events & Fairs
- Newsletter Proofreading



Estimated total dollar value of volunteer hours in 2012-2013 (based on \$10/hr & \$25/hr)

\$16,958!!

Volunteers are the backbone of the Family Caregivers' Network.

They stretch our dollars and our imagination.

Volunteers make possible so much more than our financial bottom line would ever allow.

They are inspiring!

A Note of Thanks

We would like to thank our many funders, sponsors and donors for your ongoing support.

Major Funder

Vancouver Island Health
Authority

Grants

Greater Victoria Savings Credit
Union Legacy Foundation
Province of British Columbia
Retired Teachers of Ontario
Royal Bank of Canada
The J.W. McConnell Family
Foundation
United Way of Greater Victoria
Victoria Foundation

Major Sponsors

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Billy, Danielle
Blakeney, Kyle
Bolen Books
Bowen, Judith
Braden, Nathan
Braefoot Community
Association & Sportball, *Lee
Richardson*

Brown, Lesley
Carlson, Kathy
Carlson, Tony
Carter, Connie
Case, Ralph
Cedar Hill Golf Course
Cheques and Balances, *Bill &
Liz Stafford*
Christie's Carriage House Pub
Classic LifeCare
Clifford, Dawn
Colak, Mary
Cole, Toni
Collaborative Journeys, *Ben
Ziegler*
Connie Carter
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Currie, William
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Davoren, Bonnie
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Day, Robert
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Dickson, Edie
Doersam, Sharon
Dort, Roger
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Hames, Paul
Hammond, Stephen
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& Craig Shemilt*
Issac, Catherine
Jackson, Andrew
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Chris Nordell
KJ Way, *Kerry James*
Jordan, Kristen
Jordan, John
Klompas & Rothwell,
Nick Klompas
Knickerbockers
Knox, Gord
Lahnsteiner, Gary
Laing, Irene
Larsen, Lynn

A Note of Thanks

We would like to thank our many funders, sponsors and donors for your ongoing support.

Levene, Leejay Julius, Shirley & Ron	Preceptor Alpha Omega of Beta Sigma Phi	The Placement Group
M.H. Stimpson & Associates	Priority Time	Thoms, Carolyn
MacLaren, Brad	Remembering to Play Events	Times Colonist
MacLean, Barb	Re: Organized! Professional Organizing	Tourism Victoria
MacLeod, Sam	Real Estate Action Group, <i>Ozzie Jurouck & Ralph Case</i>	Troyer, Todd
MacMillan, Linda	Reid, Cam	Tufford, Hazel
Malcom, Jeanette	Retire at Home, <i>Valerie Fitzpatrick & Vicki Mather</i>	Turner, Joanne
Margeson, Ann	Richardson, Wendy	Vibes Fitness
Marnell, Dustin	Robinson, Leslie	Vitchev, Peter
Martin, Craig	Rochon, Greg	Wallace, Gail
Mather, Vicki	Romanchuk, Lorraine	Warburton, Darlene
McArthur, Jonathan	Rosemary Smyth & Associates	Warman, Barb
McCallum, Allain	Ross Bay Pub	Warrem, Mike
McCarter, Elizabeth	Ross Place Retirement Residence, <i>Chartwell Seniors Housing Reit</i>	Wellburn, Elizabeth
McKay, Mary Anna	Salmond Ashurst Lawyers Notaries Public, <i>Robert Salmond</i>	Wellspring Massage
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Men In Kilts, <i>Peter Waterfield & Duff Gardner</i>	Schneider, Dave	Yorke, Debbie
Molloy, Linda	Schneider, Lane	
Money Depot, <i>Sylvia Sigurdson</i>	Scott, Andrew	
Munro, Marg	Senior Living Magazine, <i>Barry & Barb Risto</i>	
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Palliser, John		
Parker, Spencer		
Play in Victoria, <i>Brad Edwards</i>		
Potentier, Darlene		
Potentier, Doug		
Provincial Employees Community Services Fund		

Thank you to the organizations who donated space for our educational events and support groups.

- Beacon Community Services, Shoal Centre
- Canadian Cancer Society, Vancouver Island Lodge
- Salt Spring Seniors for Seniors Centre

Thank you to the following facilitators.

- Besso, Ellen
- Grant, Maureen
- Gowman Vince
- Reeves, Allison

4th Annual Charity Golf Tournament Dinner & Silent Auction September 14, 2012



Rick Hoogendoorn
Royal LePage Coast
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Erica Horsefield
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Lee Anne Davies,
Carolyn Thoms, Lesley Brown
& Kristen Jordan



Valerie Fitzpatrick, Vicki Mather
Amazing Golf Committee Volunteers
& the winners of the
First Low Net Team Award



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