



North Shore  
Community  
Resources

# CAREGIVER COACH & PEER FACILITATOR PROGRAM INTRODUCTION



# Agenda

Welcome and Introductions

History

Program Objectives

Structure & Process

Volunteer Roles

Benefits

Process

Early Results

Contact

# HISTORY

- NSCR ~ 1976
- Caregiver Support Program ~ 16 years
- Caregiver Coach and Peer Facilitator Program ~ 2020
  - New Horizons for Seniors Project

# PROGRAM OBJECTIVES

- Matching Caregivers with 1-1 Coach Volunteers
- Promotion of Wellness and Health
- Participation and Inclusion
- Seniors at the Center of Planning and Development
- Peer Facilitator
  - Small Group Development
  - Educational Seminars/Series
  - Personal Expertise

# Structure and Process

- Focus Groups
- Individual Interviews
- Advisory Committee
- Processes & Protocols
- Program Promotion
- Recruitment
- Training & Matching

## VOLUNTEER CAREGIVER COACH ROLE

- Provide emotional support through active and empathetic listening
- Possess patience, good communication skills, good discernment, and discretion
- An interest in meeting new people and helping them to connect with services in the community
- Capacity to appreciate the various challenges and stresses of the caregiving role
- Ability to converse comfortably
- Reliable and committed
- Ability to participate in orientation and ongoing training



## VOLUNTEER PEER FACILITATOR ROLE

- Provide emotional support through active and empathetic listening
- Possess patience, good communication skills, good discernment, and discretion
- Established facilitation skills (participation in FCBC Support Group Facilitation training)
- An identified area of passion/expertise and the ability to translate this into educational and/or support group sessions
- An interest in meeting new people and helping them to connect with services in the community
- Capacity to appreciate the various challenges and stresses of the caregiving role
- Ability to converse comfortably
- Reliable and committed
- Ability to participate in orientation and ongoing training



## LOOKING FOR SUPPORT?

Register for the Caregiver Coach and Peer Facilitator Program

# BENEFITS FOR CAREGIVERS

- Additional Support
- Emotional Shoulder
- Resource Investigation and Navigation
- Practical Skill Development
- Coping Strategies
- Connection and Collaboration



# VOLUNTEER BENEFITS

- Contribution
- Training
- Wellbeing and Connection
- Sharing Expertise
- Community of Practice
- 1-1 Support

# PROCESS

- Volunteer Screening Process
- Caregiver Intake Process
- Orientation and Ongoing Training
- Matching
- Supports Available
  - 1-1
  - Community of Practice

# HOW TO BEGIN...

- Visit website:
- <http://www.nscr.bc.ca/information/caregiver.html>
- Complete the form that aligns with your interest (coach, facilitator, caregiver)
- Follow up with Elizabeth
- Connection with Volunteer Coordinator
- CRC and paperwork
- Orientation and Matching

# EARLY RESULTS

- Advisory Committee
- 4 matched Caregivers and Coaches
- 7 new Volunteers
- Men's Group
- Bereavement Group
- Orientation Session
- FCBC Training

# CONTACT

- Elizabeth Bishop
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# Questions



**NEW!**

Caregiver Coach and Peer  
Facilitator Program



North Shore  
Community  
Resources

CONNECT • EMPOWER • PARTICIPATE