

HepCBC is a non-profit organization run by those involved in the hepatitis C community. HepCBC was started for people with hepatitis C and provides a spectrum of services for the hepatitis C community as well as the general public. It was established as a charitable organization in 2001 but has been helping those infected with HCV for over 10 years.

HepCBC strives to provide prevention, education and support for those who are affected by hepatitis C. HepCBC provides published educational materials that are available for free on the HepCBC website. HepCBC also participates in public health events and publishes a monthly newsletter to better inform those in the hepatitis C community as well as the general public. HepCBC holds monthly peer support meetings and has a support line that operates 7 days a week.

## Location

### Main Office:

HepCBC's main office is located in the downtown core right across from the Bay Centre.

306-620 View St.

Office Hours are: Monday - Thursday 9:00 - 3:00, Friday 9:00 - 12:00

### Peer Support Monthly Group Session:

HepCBC's group sessions are held at the Victoria Health Unit which is across the street from Royal Athletic Park.

1947 Cook St.

Every last Tuesday of each month from 7:00 - 8:30

### Peer Support Phone Line:

HepCBC's support line is not 24 hours. Please call within the following hours:

7 days a week from 9:00am - 10:00pm

\*Please note if someone does not pick up immediately, if you leave a message, someone will get back to you as soon as possible.

## Contact

### Main office: (During office hours)

Phone: (250) 595-3892

Fax: (250) 595-3865

### Peer Support Monthly Group Sessions: (During office hours)

Phone: (250) 595-3892

Fax: (250) 595-3865

### Peer Support Phone Line: (During support hours)

Phone (Vancouver Island): (250) 595-3891

Phone (Mainland): (604) 576-2022

### HepCBC website:

[www.hepcbc.ca](http://www.hepcbc.ca)

Email: [info@hepcbc.ca](mailto:info@hepcbc.ca)

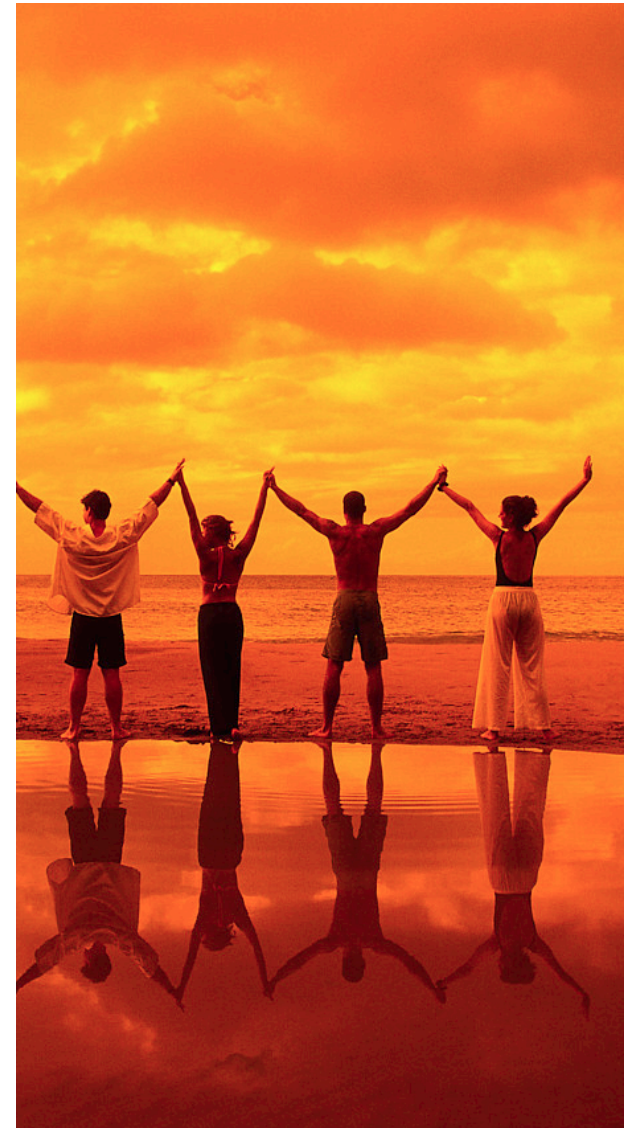
\*Please note that if you are phoning outside of office or support hours, your call will go to voicemail. HepCBC will try and answer your message as soon as possible.

# HepCBC

## Peer Support Program

Regular monthly peer support sessions and peer support phone line available

[www.hepcbc.ca](http://www.hepcbc.ca)



# A little history...

HepCBC began with Darlene Morrow who started the organization in 1996. More people began to join the organization and HepCBC became incorporated in 1999. HepCBC quickly established a phone line for those who needed their questions answered about hepatitis C. The *hepc.bull*, established in 1996, by the organization HeCSC, to provide a platform for those within the hepatitis C community to report on hepatitis C-related issues. HepCBC took over the publication in 2000. The HepCBC Peppermint Patti's FAQ's quickly followed as did the pamphlet series. These documents are being and have been used by various members of the hepatitis C community as well as other service providing organizations.

Still, HepCBC felt there needed to be more services provided for the hepatitis C community within the Greater Victoria area. As a result, the organization launched promotional campaigns in Victoria's Regional Transit system as well as local newspapers. In 1999, HepCBC recognized May to be Hepatitis Month and started an annual ribbon and donation box campaign. HepCBC began to have memorial days on World Hepatitis Day in May. This event has now expanded over the years to mark the day and to support the cause of bringing hepatitis to a global awareness level. In addition to World Hepatitis Day events, HepCBC began holding events and educational workshops throughout the year to try and educate the public and help raise awareness.

Its latest project is a monthly peer support group that will take place the last Tuesday of every month. The idea is for the hepatitis C community to start supporting each other and to begin a dialogue about the different experiences people face when living with HCV.



Am I Number 12? Campaign billboard

Source: <http://www.aminumber12.org>

## Getting Involved:

Getting involved and participating in the group is easy. Each group session begins with a 15 minute "open period" where people are welcome to come in, mingle, get themselves acquainted with group members and settle themselves within the group. At this point, new members are welcome to join the group.

You will be greeted at the door, where one of our helpful HepCBC members will ask you a few questions about yourself. You will not be required to give contact information if you do not want to but the two things we would like to know is:

1. Why are you here? Is there a specific issue you would like to address today?
2. What kind of topics would you like to see discussed in future sessions?

We encourage people to leave us some form of contact information so we can inform them of other support events we may have or so we can let them know if a meeting is cancelled.

We also encourage people to mingle amongst themselves and to form connections with those around them. This is a social opportunity to get to know others who are involved in the hepatitis C community and we hope that it will help you in whatever support capacity you need.



Hepatitis C ribbon

Source: [www.personalizedcause.com](http://www.personalizedcause.com)

## Group Structure

Each group session will start with a 5 minute presentation. Presentations will range from any hepatitis C related topic from first diagnosis, to tests, to treatments and to stigma. Presentations will either be given by the group facilitators or by a guest presenter or by yourself! Comments will then be welcomed after the presentation.

Then, based on the needs of the group, individuals will either stay as a large, general circle or there will be opportunities to break into smaller, special-interest circles.

The group sessions generally last an hour and are usually preceded by a 15 minute mingling/sign-in period. Refreshments will be provided at each session.

## Group Rules

There are naturally group rules that everyone will be required to follow in order to participate. Rules will be read at the beginning of each session and will be visible throughout the entire session. We ask that each participant remain respectful of the rules as they are put in place to protect the interests of the group.

1. Confidentiality - Everything said at group sessions is strictly confidential. We do not expect anything said during the session to be repeated outside of the session.
2. No Judgement - HepCBC understands that the hepatitis C community is diverse. There will be no judgement or prejudices against any of our participants and we expect our participants will keep their judgements of others to themselves.
3. No Crosstalking - Each participant will get a chance to talk. It is disrespectful to interrupt people while they are speaking. If you wish to share, the protocol will be to put up your hand after a participant has finished speaking.
4. Respect People's Choices - People in general live different lives from other people around them. It is imperative that we support people's choices and how they live their lives. No idea or opinion will be forced upon anyone while attending a group session.

## Wrapping Up and Feedback

At the end of the session the facilitator will be in charge of ending the session. The facilitator will then invite you to give them feedback about the session. They will be making notes on future topics you would like to discuss, different formats of how you would like to see the group operate or any other general comments or concerns you may have. We are constantly evolving and changing so suggestions are welcome at any time.

If you have any feedback for HepCBC outside of group times we welcome you to contact us or come visit us at our main office location. Details of our contact information are on the back of this pamphlet.

## In Case of Emergency...

HepCBC understands that not everyone may be ready for a group discussion about their hepatitis C issues. In the case where you feel uncomfortable attending the group, please contact us and we will try and meet your support needs in a different capacity.

For contact information please see the back of this pamphlet.

