

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 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.

Peer Support Group Sessions:

HepCBC's group Victoria:

Sessions are held at the Victoria Health Unit in the multipurpose room, which is across the street from Royal Athletic Park (1947 Cook St.).

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

HepCBC's group Surrey:

Sessions are held at North Surrey Recreation Centre in MR1 Arena #2 room on the mainland

Every 3rd Wednesday of each month from 7:00 pm - 9:00 pm

Contact

Main office: (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

Peer Support Group Sessions: (During office hours)

Phone: (250) 595-3892

Fax: (250) 595-3865

HepCBC website:

www.hepcbc.ca

Email: 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



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 an informational 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 also began to hold memorial days on World Hepatitis Day in May. This event has now evolved to become not only a memorial but also an event to bring hepatitis awareness to both a community and global 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 peer support group that meets regularly. 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 10 minute "open period" where people are welcome to come in, mingle, get themselves acquainted with group members and settle themselves within the group.

Any new members will be greeted at the door, where one of our helpful HepCBC members will give you some information on the group and help you settle in. You will not be required to give us any personal information if you do not want to but we encourage people to leave us some form of contact information so we can inform you of other HepCBC events or warn you about meeting cancellations.

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.

Sub groups that branch off from the HepCBC monthly group are encouraged. In fact, you are welcome to use our monthly groups as a platform and advertising tool for your own group should you decide to create one! More support for the hepatitis C community is always welcome!



Hepatitis C ribbon

Source: www.personalizedcause.com

Group Structure

Each group session will focus on a particular hepatitis C topic. Topics can range from first diagnosis, to tests, to treatments and to stigma. Peer facilitators, staff members, or guest speakers will either have a presentation or group activity prepared. Discussion will be open to the group after.

Group sessions generally last an hour. People are invited to come and go as they please as there are no time restrictions. If you have to come late or leave early please feel free to do so!

Everyone is welcome at HepCBC peer support! If you would like to bring friends or family to the group, please feel free to do so.

It is important to note that the group is facilitated by peers who have personal insight and experience with hepatitis C. The group is advertised and supported by staff members of HepCBC.

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/Anonymity - 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 and Respect for one another - 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. Hepatitis C discussion only - This is purely a hepatitis C group. If discussion begins to veer away from the topic of hepatitis C, the facilitator reserves all rights to focus the conversation back onto the principle subject.
5. Participation - Talking is up to you so if you don't feel like sharing you don't have to!

Wrapping Up and Feedback

At the end of the session the facilitator will be in charge of ending the session. The facilitator will 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.

HepCBC is trying to create a true peer support group, so please don't hesitate to comment on our efforts!

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.

