



RESIDENT & FAMILY RESOURCE BOOKLET

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THE HISTORY OF THE HOSPICE OF WINDSOR AND ESSEX COUNTY INC.

The Hospice of Windsor and Essex County Inc. is the oldest and largest community-based hospice in Canada. It began as a grass roots community effort which was formed to consider the development of a comprehensive oncology and palliative care service.

In 1979 a small group of people led by Canon Paul Chidwick met in the basement of St. Mary's Anglican Church to determine how to assist the patients and families facing the complexities of a life-altering illness. The focus was to be placed on the "whole person" which would include emotional, mental, social and spiritual aspects and well as physical concerns. This independent organization, funded by the community, was to provide services to palliative care Metropolitan Hospital oncology patients and their families. The hospital would provide an analgesic consultant.

What had begun in 1979 as a volunteer movement expanded to include Nurse Consultant educators whose role was to provide information to the patients and their families regarding diagnosis, treatment and illness progression or to give direction about pain and symptom management.

The component of psychological support for the patient and care givers was added to assist them to deal with the emotional, physical, social and spiritual adjustments. Spouse, parent, child and group therapies were offered aid in getting used to the many changes that occur within roles and relationships.



The first home of The Hospice, in the Kildare Wing at the campus of Metropolitan General Hospital.

In 1980 the first Patient Care Volunteer Training Program was designed to provide invaluable service which included friendly visits, emotional support and listening presence for patients, families and caregivers in the hospital setting. By 1983 the program was recognized in all hospitals in the county.

As patients returned home, requests for volunteers for Patient Care were made. Volunteers would stay with a patient to allow the caregivers freedom to do various tasks. Whether during the day or during a night vigil, the volunteer has become an integral part of the care team.

In 1989, as programs and services expanded to meet the needs in the surrounding areas throughout the entire Windsor-Essex community, a satellite office was set up in Leamington District Memorial Hospital.

In 1991, Hospice moved to St Vincent de Paul School at 6038 Empress Street and in 1992 the concept of Day Hospice was realized. In 1997 The Hospice purchased the building and property. Then in 1998, in recognition of the county-wide services The Hospice became "The Hospice of Windsor and Essex County Inc."



The original building at 6038 Empress Street.

Also at this time, in striving to implement innovative programs the Hospice undertook an initiative to redevelop its facility. In March of 2000 the new building construction began.

In September 2002 the Wellness and Education Centre opened to patients, families and caregivers. There, they are able to participate in a variety of supportive care programs and services- which are offered at no cost- from the time of initial diagnosis throughout the illness journey.

An on-site library provides up-to-date information and is available to all patients and their families.

In the autumn of 2003 the Pain and Symptom Management Clinic opened to provide a home-like setting for visits with the palliative physician and increased opportunities to access the complementary services of Massage Therapy and Radiant Touch® and Therapeutic Touch™.

With the opening of The Hospice Residential Home on April 30, 2007, a long cherished dream was realized. Hospice is now able to provide twenty-four hour end-of-life and respite care. A team of nurses, personal support workers and volunteers provide care in an eight bedroom home-like setting. With constant care, fireplaces in each room, private bathrooms, hydrotherapy tub, kitchen and dining room and other comfortable spaces and **amenities, this home is now the hoped for "oasis" of comfort and care for patients, families and caregivers that had long been anticipated.** A partnership of CCAC with their assessed **referrals and guidelines, Bayshore staff and The Hospice would direct the home's admissions and placements.**

On December 15, 2007 The Solcz Family Home for Children and Family Programs was dedicated. This is a welcoming space to provide our programs designed for children and youth who have a loved one living with a life-altering illness. They include counseling, music therapy in partnership with the University of Windsor, Art, Play and Talk Therapy. Also included are Kids Can Cope and our Scouting With Hospice Summer Camp.

Today The Hospice of Windsor and Essex County Inc. has a team of dedicated staff and volunteers who provide the very best patient care services. The houses of the Hospice Village stand as a tribute to the countless people who believed in the dream and had the courage to see the dream come true.



Our Mission:
The Hospice of Windsor and Essex County Inc. is a registered charitable organization whose mission is to support, educate, and empower those who are affected by or caring for a person with a life-altering illness.

WELCOME

Welcome to the Hospice of Windsor and Essex County Residential Home, where we provide 24 hour care for eligible persons with life-altering illnesses. We provide these services at no cost to residents, thanks to the generous donations of compassionate community members as well as from funding grants from the government and other organizations.

We are honoured that you have selected the Hospice Residential Home as your residence for this part of your journey. We at the Hospice Residential Home will do all in our power to ensure that we make it as positive as possible. This resource booklet is designed to help you and your family and friends learn about the services available to you while you are here.

The Residential Home is the newest addition to Canada's first Hospice Village. You will find eight large bedrooms filled with natural light, sitting areas and fireplaces. We welcome you and your visitors to enjoy music, TV and conversation. Resident information is gathered and shared with team members to ensure that appropriate care will be given to each resident. This information will be kept confidential at all times to protect your privacy.

If, after a period of time as a resident at the Hospice Residential Home your condition improves significantly and you wish to return home, this option is open to you and should be discussed with the Hospice Residential Home coordinator.

We would like you to feel that this Residence is your "home away from home". It is our privilege and honour to provide care and support to you and your family.

—The Hospice Residential Home Director

THE PEOPLE INVOLVED

THE HOSPICE RESIDENTIAL HOME COORDINATOR

The Hospice Residential Home coordinator is responsible for the overall care and management of the residential home. You will meet with The Hospice Residential Home coordinator upon admission to the home.

Any compliments, concerns or issues you may have during your stay can be brought up with the Hospice Residential Home coordinator and he/she will follow through to ensure that we are meeting all of your care needs.

BAYSHORE HOME HEALTH

Registered nurses and personal support workers- employed by Bayshore Home Health- staff the Hospice Residential Home. They are here to assist you in completing your daily activities and to meet your care needs 24 hours a day. They will welcome the involvement of your family members in your care as you wish, but are also trained and prepared to provide all of your care in the absence of family.

Bayshore staff members wear nursing scrubs, and have visible photo I.D. clearly identifying them by first name and last initial as Bayshore employees. The registered nurse status is identified as well.

If you have a concern regarding the care provided by the Bayshore nursing or personal support staff, please speak to the Hospice Residential Home coordinator who will follow up with the manager from Bayshore.

If you or your family caregivers wish to supplement the Hospice Residential Home nursing care, speak to the Hospice Residential Home coordinator about hiring private nurses at your expense.

The base funding for nursing and personal support services comes from the Ministry of Health and Long Term Care and flows through the Erie St. Clair Community Care Access Centre (CCAC).

HOSPICE VOLUNTEERS

Hospice volunteers work in a variety of roles within the Residential Home. They assist the Bayshore staff to provide resident care, they prepare meals and manage the kitchen, they assist the Hospice maintenance staff with housekeeping duties and they manage the reception desk. All Hospice volunteers have completed 36 hours of training before they are assigned to the Hospice Residential Home. Those who assist in patient care have extra training. Hospice volunteers are identified by their blue vests, and their Hospice photo I.D. cards that identify them as volunteers.

Hospice volunteers are dedicated community members who have a variety of skills. Many are family members and friends of past or current Hospice clients.

If you or someone you know might be interested in volunteering with Hospice, ask the Volunteer coordinator for the Hospice Residential Home for more information. If you have a concern regarding the care provided by a volunteer, please speak to The Hospice Residential Home coordinator or the Residential Home Volunteer coordinator.

STUDENTS

From time to time students will be placed at The Hospice Residential Home to enhance their clinical knowledge and experience. The staff member with whom the student is working will introduce you.

The Hospice of Windsor and Essex County Inc. welcomes medical, nursing and social work students from the University of Windsor, other universities and community colleges at various levels of their training, under the direction of the appropriate staff member.

Our Vision:

- *To provide an “oasis” of peace, comfort and trust supporting the whole person with respect, compassion and empathy*
- *Committed to leadership and innovation in supportive care*

THE HOSPICE TEAM

The Hospice of Windsor and Essex County has many professional programs available for community clients, residents of the Hospice Residential Home, and family members. For residents and families, available services include:

- Palliative medicine
- Nursing consultation
- Social work
- Pastoral care
- Wellness Centre Support and Diversional Programs

Out patient services and programs for family members are available as well. Most Hospice services are funded by donations and grants, and are free to participants.

CCAC

Case Management services for residents of the Hospice Residential Home are provided by the Erie St. Clair Community Care Access Centre. Many professional services, such as nutritional counseling, as well as medical supplies and equipment are available through CCAC.

One district CCAC Case Manager is responsible for service provision for all residents in the Hospice Residential Home. When you received CCAC services at home or in another setting, prior to moving into the Hospice Residential Home, your previous Case Manager has referred you to the Hospice CCAC Case Manager, reporting on your services and all other important information. The Hospice Residential Home CCAC Case Manager attends weekly team meetings at the Hospice Residential Home.

All admissions to the Hospice Residential Home are arranged by the CCAC, and insured services and supplies are ordered through the Case Manager. Medical supplies will be paid for by the CCAC. Medical equipment (walker, wheelchair, etc.) may be rented by the CCAC for one month, after which the resident/family assumes the monthly rental charges.



The Hospice Village.

INFORMATION

HOME LABORATORY SERVICES

If the resident requires lab tests while in the Residence, Home Lab will be available to come to the Hospice Residential Home to provide those services at a service charge of \$25.00 per visit, which is paid by the resident/family. This amount is subject to change by the lab from time to time.

ONTARIO HEALTH CARD (OHIP) AND BIRTH CERTIFICATE

All residents are required to present both Ontario Health card and one official government document containing the resident's date of birth (birth certificate, passport, driver's license) at the time of admission. The nurse will make copies of both and then return the originals to the resident/family.

FRONT DOOR BELL

The front door at the Hospice Residential Home is always locked, to ensure the safety of residents, staff and volunteers. A volunteer is stationed at the front main entrance (centre door) from 8:00 a.m. until 8:00 p.m. every day. Please press the bell located at the left side of the main entrance. Either a volunteer or a staff member will come to open the door for you. Don't forget to sign in and out at the reception desk.

CALL BELL SYSTEM

There is a light-weight call bell that resembles a cell phone for each resident which the staff will hang around the resident's neck, for easy access. Pressing the bell will alert the staff that assistance is required. The nurse will respond to the request immediately by voice and come to the room to assist the resident with whatever is needed.

VALUABLES

The Hospice Residential Home cannot assume responsibility for lost or missing valuables or money. Please take valuables and jewelry home. A maximum of \$25.00 may be kept and locked in the medication room for safety.

PERSONAL HYGIENE

Residents may choose to shower, have a tub bath or a bed bath. Each bedroom has a walk-in shower for use by the residents. There is also one spa tub for use by residents only. Residents that require partial or total assistance will be assisted by the nurse, personal support worker and volunteer personal care assistant to bathe in their rooms. If the resident prefers, family caregivers may assist with the bath and linen change. All bed and bath linens are provided by the Hospice.

PHYSICIAN ROUNDS

The palliative physician makes rounds to see the residents twice weekly, and he or a delegate is available to the nurse, on call, by telephone 24/7. Rounds are made by the physician, the Hospice Residential Home coordinator, the RN and the Volunteer coordinator, to ensure that all information necessary to the care is communicated to the team members.

Our History:

The concept for this Hospice began in 1979 in a church basement, and was led by Canon Paul Chidwick. In September of 1979 The Hospice of Windsor was incorporated. The Hospice moved to this location on Empress in 1991. In 1998 we became The Hospice of Windsor and Essex County Inc. We were happy to open the doors of the Residential Home in Spring 2007.

SMOKING AND ALCOHOL

The Hospice Residential Home is completely smoke-free. If residents or visitors wish to smoke, they may use the resident patios or other outdoor areas. Please ensure that smoking residue is not left lying around outside. Also, please be sure all fire is carefully extinguished. Many Hospice residents have oxygen; NEVER smoke in the presence of oxygen.

Alcohol may be used by visitors in moderation, in resident rooms only. Please inform the staff if you have alcohol products in the resident room, and ensure that you remove all empty containers. Hospice staff reserve the right to refuse to allow this privilege if it is abused or used inappropriately. The Hospice of Windsor and Essex County is not responsible for any consequences of the overuse or misuse of alcohol by visitors to the Residential Home.

PHARMACY SERVICE

When a resident is admitted to the Hospice Residential Home, he/she must bring all medications from home for the nurse to record. They will be returned to the family. All resident medications will be ordered from the pharmacy service that is always used by the Hospice, for all residents. If the resident requires a medication that is not paid for by the government drug benefit on the insured medication list, the resident and family will be notified in advance that they must accept financial responsibility for the prescription. The co-pay fee for prescriptions is waived for Hospice residents. All medications are kept locked in the medication room and are not in the resident rooms. The RN will deliver the medications as ordered by the physician, and when needed for symptom control.



MEALTIMES/KITCHEN

Resident mealtimes at the Hospice Residential Home are flexible, to meet the individual needs and requests of the resident. The volunteers in the kitchen prepare resident meals according to their dietary needs and preferences. These meals are provided for the residents only. Visitors are responsible for providing their own meals.



- Meals may be eaten in the residence dining room if the resident is able, or in individual resident rooms.
- If visitors wish to bring food in for a resident, please inform the staff/volunteers **that there is food in the resident's room.**
- Hospice Residential Home accepts donations of raw, unprepared food, or commercially **prepared food. Homemade treats that are prepared in a visitor's home may not** be served to residents other than your family member/friend (Health Unit regulations). If you wish to donate treats for visitors, please include a list of ingredients to inform visitors in case of food sensitivity or allergy.
- There are small bar fridges in each resident room. They are available for use by residents and family for personal food and drink items brought in by residents/visitors. Please ensure that you use or discard all items in the fridge in a timely fashion.
- The kitchen fridge is used to store food that is prepared by volunteers/staff for the residents only.
- Grocery day is Thursday. Grocery lists are prepared by the volunteers and a volunteer does the shopping each week. If you have a special food request ask a volunteer if it can be included on the grocery list.
- Some special dietary or food requests can be accommodated. Ask a volunteer or staff member.

Coffee, tea, juice and soup, donated by Tim Hortons, are available daily in the kitchen for family members and visitors. Ask a volunteer to assist you in finding what you need. Visitors are welcome to use the kitchen and dining room. They are also free to bring in prepared food for themselves.



TELEPHONE SYSTEM



Outgoing calls may be made from resident rooms by dialing **9** to reach an outside line.

(i) THE NURSING STATION NUMBER

The nursing station at the Hospice Residential Home is reached directly by dialing **519-251-2554**. This number will ring at the nursing station and be forwarded to the nurse's cell phone. **If there is no answer, please call back in a few minutes, when the nurse has completed the care that prevented him/her from answering the first time.** Confidentiality regulations prevent the nurse from giving clinical information over the telephone. If the nurse needs to call someone regarding the condition of the resident, that call will be made to the resident's Power of Attorney for Personal Care only.

(ii) RESIDENT ROOMS

Each resident room may be reached directly by telephone from outside. Ask the volunteer at the reception desk to assist you in determining the number.

(iii) LONG DISTANCE CALLS

Residents or visitors are responsible for the cost of long distance calls, which may be made from resident rooms if you have a calling card.

VISITING HOURS

The Hospice Residential Home has made sure that families and caregivers are welcome to stay 24 hours a day. There is a pull-out bed for one person in each resident room. As well, there is a family bathroom/shower room. There are also two family rooms, complete with televisions and light reading material, one in each corridor. Please notify the nurse on duty if you are planning to stay all night. Family members and friends are welcome to visit residents at any time a resident wishes. If care needs require, visitors may be asked to wait in the lobby or in one of the family rooms while that care/procedure is completed.



Visitors are required to sign in and out at the reception desk. It is important for the staff/volunteers to know who is in the building at all times. It is also a fire regulation.

SERVICES PROVIDED BY THE HOSPICE

Many Hospice services are available to residents and families. Pamphlets describing these services and ways to access them are available in the family rooms or at reception. Ask the staff or volunteers to assist you. Hospice services and programs are provided at no cost to the recipient, and are funded entirely by donations or government grants.

These programs include:

- The Solcz Family Home for Children and Families
- The Pain and Symptom Management Clinic which includes Radiant Touch® and Massage Therapy
- The Wellness Centre which includes Tai Chi, Yoga, art programs, Therapeutic Touch™, group and individual counseling, relaxation and visualization programs, as well as numerous support groups
- A Clinical Team of Social Workers, Doctors and Nurses who provide education and support to patients and families in homes and hospital rooms throughout Windsor and Essex County
- Scouting with Hospice program for kids
- Transportation services for a wide variety of patient needs such as Hospice programs and physician appointments

Did You Know...?

- Since 1979, over 30,000 people have come to The Hospice of Windsor and Essex County Inc. for pain and symptom management, education, counseling, palliative care, relaxation and stress management
- The Hospice Village in Windsor is the first Hospice Village in Canada
- **45% of The Hospice's operational support for programs and services is provided by donations**
- Over a million dollars is needed each year to ensure that The Hospice can offer its services and programs at no cost



The Hospice of Windsor and Essex County Inc. provides care and support to over 800 individuals and families in their homes, hospitals, and long-term care facilities across Windsor and Essex County each year.

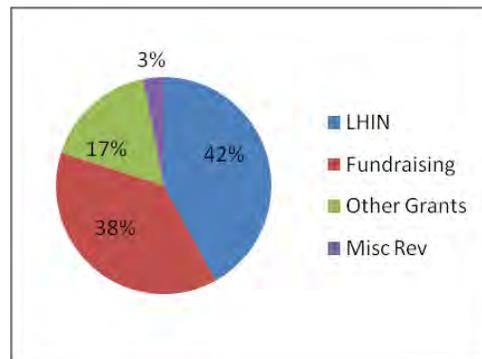
If you are interested in becoming a Hospice volunteer, call the Volunteer Coordinator to schedule an orientation session.

HOW YOU CAN HELP THE HOSPICE

Did you know that close to half of Hospice's operational support for programs and services is provided through donations?

In fact, over a million dollars is needed in financial support from our community each year to help Hospice continue to offer support, education, and empowerment to individuals living with or caring for a person with a life-altering diagnosis in Windsor and Essex County.

Many individuals ask how they can help us continue to offer our programs and services. They want to illustrate their appreciation and commitment to the care Hospice provides in our community. With the uncertain future of funding in healthcare, The Hospice appreciates any support.



Make a Donation. Visit in Person or Donate by Mail. We are grateful for cash, cheques or money orders made out to The Hospice of Windsor and Essex County Inc.

By Telephone using a Credit Card. We accept VISA, MasterCard and American Express.

Make a secure Online Payment at www.thehospice.ca through CanadaHelps. A receipt is issued directly to you.

Memorial Tree Inscriptions. There are currently two trees in The Hospice Village that provide an opportunity for families to commemorate loved ones. Leaves, acorns, rocks and saplings are readily available for inscription with personalized



messages. The Tree of Remembrance is located in the foyer of The Residential Home and The Giving Tree is located in the main lobby of the Wellness Centre. Leaf inscription forms can be found on the wall next to either of the Trees.

Employee Giving Programs. Does the company or organization you work for support a local charity through an Employee Giving Program? You can ask that a portion of your pay cheque be directed to The Hospice. Suggest an Employee Giving Program be set up if there isn't one or find other unique ways to support Hospice in the office. Some individuals have hosted dress down days at work where proceeds come to Hospice.

HOW YOU CAN HELP THE HOSPICE

Check out The Hospice Wish List. This list illustrates exactly what a donation provides in terms of specific items needed at The Hospice, our expenses and some of the general costs associated with providing care and support. We welcome any amount of support.

Host a Hospice Fundraiser. For years The Hospice has been fortunate to have the support of community members holding fundraisers on behalf of this organization. The long-running Hockey for Hospice Tournament and Fitness for Hospice Events are some examples.

Well-meaning individuals or groups approach our organization with ideas for various fundraisers including benefit dinners, golf tournaments, auctions, musical concerts, and car rallies. For more information, please contact the Manager of Events.



The Hospice for Life Foundation. The Hospice for Life Foundation was created in part by the wishes of two remarkable businessmen, Mr. Toldo and Mr. O'Neil, who each left a substantial gift to The Hospice. An Endowment was created that allows The Hospice to draw funds from interest in order to sustain operations well into the future. It means not having to worry where money will come from; not having to rely so heavily on fundraising; and not having to worry whether the government will fund the work that we do. It means that we can concentrate our efforts on providing the best possible care to people no matter what stage they are on in their journey of life. As was the case for Mr. Toldo and Mr. O'Neil, many individuals find that making a planned gift not only illustrates their appreciation of the care Hospice provides in our community but also acts as a testament to their desire to provide stability and continuity to this organization.

Planned giving often provides significant financial benefits to the donor. These benefits include substantial tax deductions and income to donors or their loved ones, as well as other benefits available depending on a donor's circumstances and personal wishes.

There are a number of ways to make a planned gift which include donating part of your assets, for example, stocks, bonds, or mutual funds; naming The Hospice of Windsor and Essex County, Inc. as a beneficiary of your retirement funds, RRSP, RRIF or pension, or naming The Hospice of Windsor and Essex County, Inc. as a beneficiary of your life insurance policy.

For more information about The Hospice for Life Foundation or how to get involved, please contact the Manager of Donor Relations.

CONTACT THE HOSPICE

If you would like any more information regarding our residential homes or any of our services, or if you would like to make a donation, please contact us.

The Hospice of Windsor and Essex County Inc.

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