

HOW CAN I OR SOMEONE I LOVE FIND OUT MORE ABOUT THE HOME?

Hospice help is just a phone call away. If you, a loved one or a friend is facing a life-altering diagnosis and you're interested in learning more about the Residential Home— or any of our services – please call Linda Sabatini, Hospice Service Coordinator, at 519-974-7100 ext. 2202 for more information. You are welcome to come for a tour or take a look at photographs on our website at www.thehospice.ca

HOW DOES SOMEONE ARRANGE TO RECEIVE CARE AT THE RESIDENTIAL HOME?

Call your CCAC case manager at 519-258-8211 to request an assessment. CCAC will carry out an assessment and complete the application. The Hospice will review the application and the person may be placed on the waitlist.

WHAT HELP IS AVAILABLE WHILE WAITING FOR A BED?

The Hospice is able to support you with our wide variety of service available to either the person who has been diagnosed or to their caregivers. Call Linda Sabatini at 519-974-7100 ext. 2202. Your CCAC case manager (519-258-8211) is the person to call if your needs are changing and more help in the home is needed.



The Hospice of Windsor and Essex County Inc.

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**Dawn Pears,
Coordinator of the Hospice
Residential Home**



THE HOSPICE RESIDENTIAL HOME

The Hospice of Windsor and Essex County opened our Residential Home in April 2007. The Residential Home is where we provide 24-hour care for people with a life-altering diagnosis.

The Residential Home compliments the existing support we provide to over 1,000 individuals and families in their homes, hospitals and long-term care facilities across Windsor and Essex County each year.



Our goal is to help people and their families facing a progressing, life-altering diagnosis to be in a home-like setting when staying home is not possible or when a caregiver is unable to continue providing a high level of support.

The Residential Home is the newest addition to Canada's first Hospice Village. The Hospice Village provides a whole range of programs and services for patients and their families. In the village there is an eight-bed Residential Home, a Wellness Centre, a Pain Clinic and a Children's Home. There is no cost to reside at the Residential Home and all other services and programs come at no cost to residents and their families. Funding for The Hospice of Windsor and Essex County is provided by the Ministry of Health and Long-Term Care, community donations and fundraising.

WHAT DOES THE RESIDENTIAL HOME LOOK LIKE?

Please visit our website at www.thehospice.ca to view images of the Residential Home in a small, virtual tour.

There is a total of eight large bedrooms in the Residential Home. Each suite is filled with natural light and has its own sitting area, granite fireplace and private bathroom/shower. Family members and friends of residents may stay over with their loved one, as there is a pull-out sofa in every room. Residents, their family and friends can enjoy music, TV and conversation in a comfortable setting. As well, attached to each room is a lovely outdoor patio.

A registered nurse and personal support worker will provide around-the-clock care for residents of the home. Trained Hospice volunteers also play a very important role by providing care for residents of the home. They assist with patient care, reception, food preparation, housekeeping, gardening and maintenance.

Palliative care physicians make rounds at the Residential Home and provide on-call services. Other Hospice services, such as spiritual care, social work, Therapeutic Touch, Radiant Touch, massage therapy, music therapy and pet therapy are also offered and compliment the traditional medical care given.



WHO IS ELIGIBLE FOR THE RESIDENTIAL HOME?

There are a number of specific criteria for the Residential Home in order for The Hospice to ensure priority to those who can most benefit from our residence. We work closely with the Erie-St. Clair Community Care Access Centre (CCAC) to determine those patients and families eligible to live at The Hospice Residential Home. Admission to the Residential Home will be based on the CCAC's determination of eligibility and The Hospice's ability to accommodate patients.

The Residential Home is for individuals and families who can benefit from an alternative to their own home and whose diagnosis and care needs have progressed to a point beyond which their care can no longer be managed in their home. It is also appropriate for those patients who are alone without family to assist them.

WHAT OTHER CHOICES DO I HAVE FOR PALLIATIVE CARE IN WINDSOR AND ESSEX COUNTY?

The Hospice of Windsor and Essex County offers support to patients in their own homes from our team of physicians, nurse educators, social workers and volunteers. You can also speak with your case manager at CCAC to see if additional services can be provided to help you remain at home. Windsor Regional Hospital Palliative Care Unit is also available for residential care and is based at the Windsor Regional Hospital Malden Park site, just west of Huron Church Road.

For more information on Malden Park or in-home care, please call CCAC at 519-258-8211. CCAC is a great resource for all community services.

