



The Hospice of Windsor & Essex County Inc.

HOSPICE RESIDENTIAL HOME HANDBOOK



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ABOUT THE HOSPICE OF WINDSOR & ESSEX COUNTY

Founded to address compassionate end-of-life care, The Hospice of Windsor & Essex County Inc. has been an integral part of the Windsor-Essex region since 1979. The Hospice provides care at no cost in our two Hospice Residential Homes (Windsor and Erie Shores/Leamington), through the Community Palliative Medicine Program and through our Wellness Programs and Services. With only partial government funding, it has been through the generous support of our community that Hospice has become the first palliative hospice village in North America. Over time, The Hospice has adapted to meet the needs of the community, and continues to address the physical, social, emotional and spiritual needs of patients and their families, now and into the future.

OUR MISSION AND VISION

- Our mission is to support, educate and empower those who are affected by or are caring for a person with a life-altering diagnosis, in order to achieve their desired quality of life.
- Our vision is to be an oasis of peace, comfort and trust supporting the whole person with respect, compassion and empathy.

MEET YOUR HOSPICE TEAM

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

- Palliative Medicine
- Spiritual and Religious Care
- Social Work
- Nursing Consultation
- Wellness Programs

Our patient services and programs for family members are available as well. Most Hospice services are funded by donations and grants and are offered at no cost to participants.

The Hospice Residential Home Manager

The Hospice Residential Home Manager is responsible for the overall care and management of the residential home. You will meet with the Hospice Residential Home Manager upon admission to the Hospice Residential Home. Any compliments, concerns or issues you may have during your stay can be brought up with the Hospice Residential Home Manager who will be able to respond and assist to ensure that we are meeting all care needs.

Nurses

The Registered Nurses (RN) and the Registered Practical Nurses (RPN) are responsible for the nursing care of our residents and their families. Each nurse functions within the scope of their professional practice according to the College of Nurses of Ontario.

Personal Support Workers

The Personal Support Workers (PSW) are caregivers with palliative care training who assist our residents with their daily personal care needs and support the resident and family through their journey

Physicians

We have a group of specialized palliative medicine physicians experienced in palliative care who serve our residents. These Physicians also each carry out a community practice. The Physicians rotate in two-week blocks and are available around the clock. Physicians conduct rounds with the patients and their families 2-3 times weekly. The Residential Home Manager can answer any questions about the timing of rounds so that you can plan accordingly.

Social Workers

A Social Worker is available to residents and families for support and counselling.

Social Workers can also link you with community resources or discuss other practical matters affecting you or your family. Our Social Workers will attempt to meet you after admission however you are welcome to request Social Work assistance through a staff member at any time.

Spiritual Care Practitioners

Having someone to talk to about worries, hopes, values, ethical decisions or thoughts about what it means to be facing the end of life can be important for overall wellbeing. We also may want someone to pray with us or help us access religious resources and rituals. These are just a few of the ways that Hospice provides support by means of our Multi-Faith and Intercultural Spiritual and Religious care Practitioners (Chaplains) and trained volunteers. In addition to supportive listening, we can help you access any religious rites that may be important for you at this time. We also offer support with any questions about planning funerals or celebrations of life and bereavement care.

Coordinator of Volunteers

The Coordinator of Volunteers oversees the residential home volunteer program. The Coordinator works closely with all the volunteers to ensure that all needs are taken care of (including weekly meal plans, patient care assistance and special requests). Any compliments, concerns or issues regarding volunteers may be brought up with the Coordinator of Volunteers who will be able to respond and assist to ensure that we are meeting all care needs.

Hospice Volunteers

Hospice volunteers work in a variety of roles within the Residential Home. Reception Volunteers greet every guest, manage the reception desk and will escort visitors to the appropriate room if needed. Patient Care Assistant Volunteers are available to assist the RNs, RPNs and PSWs to provide personal care for our residents. Kitchen Volunteers manage the kitchen, prepare meals and bake treats. Other volunteers at the residential home may include Spiritual and Religious Care Volunteers, Energy Work Volunteers (complementary care), musicians, foot care specialists, nail care and therapy dog volunteers. All Hospice volunteers have completed 36 hours of training before they are assigned to the Hospice Residential Home. Those who assist with patient care have extra training. Hospice volunteers are identified by their Hospice photo ID cards and their blue vests.

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

VISITING THE HOSPICE

Parking

Parking for the residents' visitors is available within the grounds of the Hospice. We ask that you park in the provided spaces. Parking is not allowed in any fire route or in the entrance to the Residential Home unless picking up or dropping off people or belongings.

Entering and Exiting The Hospice

For everyone's safety, we ask that visitors enter and exit through the front door. Please do not use the patio doors for this purpose. Please ring the doorbell for entry. There may be a delay before the door is opened and you may be asked your name and who you are visiting.

There is a guest registry at the reception desk which we ask you to complete each time you visit the Hospice so that staff are aware of who is in the house in case of emergency. It is also important that you sign out when you leave.

Please note that we are a scent-free facility. Please respect the sensitivity of others to scents on your person or clothing. Please do not include lilies or hyacinths in floral arrangements.

VISITORS

When Can I Visit?

Visitors are welcome 24 hours a day, subject to the needs and requests of the resident or their decision maker. The exterior entrance is locked at all times and a volunteer or staff member will open the door for you.

For The Comfort of All

Please maintain a respectable volume in the hallways so as not to disturb others. We ask that you do not gather in the hallways for discussions; there are common areas available to gather or take a break outside the resident's room.

At times, receiving visitors can be very tiring for our residents. Groups of visitors are encouraged to gather in one common area and take turns having brief visits so as not to fatigue a loved one.

If you need staff assistance, please use the call bell rather than leaving the room to find a staff member. This will elicit the most efficient response.

SPECIAL VISITORS

Pets

Your furry friends are welcome to visit our Hospice provided we have a copy of their current core vaccinations. Please consult with a member of staff prior to a first visit.

Pets must be in a carrier or on a leash when outside of the resident's room and are not allowed in the kitchen areas

Lizards, reptiles, birds and other exotic animals are not permitted due to potential health concerns.

TELEPHONE SYSTEM

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

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 phone.

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 only be made to the resident's Power of Attorney for Personal Care or others as noted by the resident.

Resident Rooms

Each resident room has a landline phone with an attached phone number. Ask the volunteer at the reception desk to assist you in determining the number.

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.

Video Chatting

Video calls can be set up. Ask the Residential Home Manager or Coordinator of Volunteers for assistance.

THE RESOURCE LIBRARY AT THE HOSPICE

Open to the public: Monday – Friday, 9:00 a.m.-5:00 pm, with a Librarian on duty Tuesday, Wednesday and Friday.

The materials in the lending library support patients and their families by providing evidence-based, current research to educate and empower people through a life-altering diagnosis, end-of-life, grief and bereavement. Resources are available to everyone.

Books, DVDs and CDs are available for a lending period of up to four weeks.

- **Library staff ask that you put your first and last name and phone number on the card**
- Place the sign out card in the black box on top of the return box in the library, by the door
- Please place returned items in the mail slot of the return box

Research Service by the librarians on specific topics is available by request.

Contact: info@thehospice.ca for more information.

Complementary Information

- Disease-specific information
- Articles
- Pamphlets
- Children's Activity books

Topics Available (*In Packets and Books*)

- Advance Care Planning
- Children's books on illness, death, dying and grief
- Stress Management
- Health and Wellness
- Motivation
- Guided Imagery and Relaxation
- Caregiving
- Palliative Care
- End of Life
- Grief and Bereavement

STAYING OVERNIGHT

Although we suggest that family and friends return home at night to ensure their own well-being with adequate rest, if you do choose to spend the night, each resident room has a pull-out sofa for overnight stays. All linens are provided and laundered by the staff and volunteers.

Guests are also welcome to take a rest break from the resident's room and use the family rooms and a sunroom within the residential home.

- Patio doors must be closed and locked overnight
- If a pull-out sofa is used, it should be put away each morning
- Please refrain from bringing in personal bedding, our staff will provide linen for you

PERSONALIZING YOUR ROOM

You are welcome to bring in personal items such as pictures and mementos that are significant to the resident. We ask that you do not put any nails in the walls to hang these items. We suggest using *Command* strip products that allow you to hang pictures without damaging the walls.

We ask that you do not bring in additional furniture as it may inhibit our ability to provide care.

Bedding and Laundry

To minimize potential health concerns, we provide bed linens and towels for use in the Hospice. We ask that those staying overnight request linens from staff. Please do not bring these items from home.

Room Temperature

We have a central air and heating system. If you choose to open windows or doors in a resident's room, please close the interior (hallway) door in order to avoid impacting the temperature of the home. Patio doors must be closed and locked at night.

Please speak with staff if you need a fan or heater to help regulate your room temperature.

Private Time For You and Your Loved Ones

We understand that, for some people, it's important to have private time for intimacy. We respect these moments and have provided each room with a PRIVATE TIME sign that can be put on the door. This lets us and other visitors know not to interrupt.

A DAY AT HOSPICE: WHAT TO EXPECT

Morning Routine

As we strive to keep your loved one as close as possible to their morning routine at home, we let residents wake up naturally. We do not wake up our residents in the morning for medications. We allow them to sleep as we try our best to keep the hallways quiet to allow for a peaceful sleep. Medications are administered once the resident is awake.

Once awake, the kitchen volunteer will come around to see what the resident would like for breakfast. All our meals are cooked fresh in the kitchen by our wonderful volunteers. In the morning and throughout the day the Personal Support Workers (PSW) and Personal Care Assistants (PCA) will offer the resident personal care, showers, bed baths, turning and repositioning and bedding changes. They will also assist with moving to a chair, getting up into a wheelchair or even going out onto the patio in the bed. They also provide toileting via bedside commode, wheeled commode to the bathroom or bed pans.

Lunch

The kitchen volunteers will come around and ask what you would like for lunch. If the resident is sleeping, they will make sure that they return later to bring them something for lunch. Please feel free at any mealtime to come and enjoy the beverages and snacks in the dining room area. Please notify a staff or volunteer if assistance is required.

Dinner

Every evening our volunteers make a lovely dinner; however, if that is not something that the resident can eat, or if there is a specific preference, the volunteers will attempt to prepare a separate meal.

Bedtime

If the resident has a bed time preference, please let the staff know and we will do our best to accommodate bedtime care and medications. Staff will come around and offer care before bed and will be around hourly throughout the night to check on residents.

Throughout The Day

Throughout the day, residents will be asked if they would like to get in a wheelchair and tour the gardens, sit on the patio or join us for any activities that the resident may be able to attend.

If you need staff assistance, please utilize the call bell instead of leaving the room to find staff members. This will ensure the most efficient response time.

We try to keep the routine as home-like as possible. Please notify staff of anything that we can do to make your stay or your room more familiar.

At any point throughout the day, the resident may call to ask for food, drink, toileting, or personal care on top of what is offered when staff and volunteers come around to visit.

AMENITIES

WIFI – There is complimentary WiFi in the residential home and surrounding buildings

WIFI Name: hoguest **Password:** hospice1

In The Residents' Rooms

Included are: Cable or Satellite TV, iPad, CD player/clock radio and a DVD player.

Please do not remove electronic devices from resident or family rooms.

Contact the HRH Manager if an adjustment is required.

In The Family Rooms

Included are: Bell satellite TV, books, magazines and Hospice Library information pamphlets.

There is also a shower that can be used for family members that have been staying in the patient room overnight.

Children Toys

These are available:

- Windsor Home – in our Family Rooms or through our social work team.
- Erie Shores Home - in our Children's playroom – follow the blue feet down to the playroom. Please place toys in the yellow bin after use. There is also a virtual reality headset for residents and families to use. Please see the nursing staff for assistance.

Exterior Buildings

- Windsor Home - April's Garden – This lovely conservatory was donated by the family of a loved one who was a resident of the Hospice Residential Home in Windsor. The Conservatory is open all day and locked at night if not in use. The Conservatory is also available to be booked for gatherings and has hosted weddings, birthday parties, anniversaries and showers, for residents of the Home.

- Erie Shores Home - Gazebo – step out and enjoy quiet time, visiting with friends and enjoying the fresh air in the gazebo. Located at the back of the residential home.

Rooms For Small Special Events

- Windsor Home – Sunroom, April's Garden, Dining Room

Additional Offerings:

- **Tim Horton's** - Coffee, tea and juices are generously provided by the Cardella Family for all residents, family and guests. Volunteers pick up muffins, donuts and cookies as well as prepare soups/chili daily.
 - **Apartment** –A fully furnished one-bedroom apartment is available in the Residential Home in Windsor. The apartment can be booked for out of town guests. Please contact the Residential Home Manager for more information.
- Erie Shores Home – Tea-room, Family Rooms, Comfort Room

SMOKING, VAPING, CANNABIS AND ALCOHOL

Smoking (Tobacco or Cannabis) and Vaping (Recreational)

Smoking and vaping are only permitted on the patio with the door to the resident's room closed. A smoking apron is available to place over clothing or bedding for added protection.

Cannabis (Medical/Prescription)

Residents that have a prescription for the use of cannabis are permitted to smoke, vape or ingest the product according to doctors directions. Cannabis must be stored in a locked container (provided by the Residential Home Manager).

Please consult the Manager for further details on the use of cannabis in the Residential Homes.

NOTE: ALL CANNABIS, RECREATIONAL OR PRESCRIBED, IN ANY FORM, MUST BE KEPT IN A LOCK BOX (includes edibles such as gummy bears, baked goods, etc.).

Alcohol

Residents are permitted to consume alcohol only in their rooms.

WELLNESS CENTRE

At the Wellness Centre you can choose from a wide variety of programs that will enhance your emotional, physical and spiritual well-being.

Some of our programs include:

- Coping with Caregiving
- Grief Support – Offers bereavement support to all family members who have lost a loved one while receiving Hospice services
- Gentle Exercise - With a certified fitness instructor, making exercise fun with music and including chair exercises.
- Relaxation Programs
- *These are just a few of the many programs offered at the Wellness Centre. If you need help making a plan to fit your own needs, or the needs of your family or loved ones, call the Service Coordinator to make an appointment with a Social Worker to see what the Wellness Centre can do for you.*

For information and/or to register for any Wellness Centre programs or activities please visit our website at www.thehospice.ca or contact the Service Coordinator at (519) 974-7100 Ext 2202.

LEGACY PROGRAM

The Legacy Program provides an opportunity for residents and loved ones to connect at the end of life. Working on a legacy project allows residents and loved ones a chance to spend time sharing and reminiscing about their lives together.

It also leaves family with a special memento to remember their loved one for generations to come. There is no cost for this program. Please ask a staff member or volunteer to review the binder containing all the projects available, as they may change over time.

WHAT HAPPENS AFTER MY LOVED ONE DIES?

- Even when a death is expected it can be difficult to prepare for the actual moment of death. Our role at the Hospice is to support loved ones through this time.
- As soon as possible, the death must be officially pronounced by a registered staff member.
- A candle will be lit at the memorial table and a dove will be hung outside the resident's door.
- Family members can take the time they need to be with their loved one. Some families sit with their loved one; some share stories; some perform a religious or cultural ritual.
- When you are ready to leave your loved one's room for a few moments, the staff will provide some basic care and place our hospice quilt on the bed. You will then be invited back into the room.
- Staff will confirm which funeral home or crematorium service you have chosen to use. You do not have to contact them or have anything pre-arranged, although you may find that doing so reduces the stress of tasks that have to be completed later.
- When you are ready for the funeral home or crematorium to be contacted, our staff will do that for you. The transport attendants usually arrive within an hour, depending on the location you have chosen.
- When the attendants from the funeral home arrive, we will once again ask the family to leave the room for a few moments while we transfer your loved one from the bed to the stretcher.

- The attendant from the selected funeral home or crematorium may ask you when you are able to come to the office to make further arrangements and/or provide contact information for you to call.
- An Honour Guard is held when leaving the Hospice. Family will follow the transfer attendants as they make their way to the front door. Staff and volunteers will line the hallway, and once the procession has passed, will follow the family.
- Staff and volunteers will remain in silence at the front door until the transfer vehicle leaves our sight.

EXPERIENCING GRIEF

Grief is a response to loss and can be experienced in different ways. When someone close to us passes, the confusion and mixed emotions we feel may become overwhelming. It is important to recognise that there is no standard way of experiencing loss and no right way to grieve. You can anticipate experiencing a mixture of shock, anger, guilt, despair and relief, along with many other emotions. These emotions and reactions may be intense and persistent, and your journey may seem long and painful. With time and support, most people will begin to feel better. A “new normal” is developed and hope can be found again. There are things you can do which may help you to cope, along with people that can support you during this challenging period.

For further information, please speak with a staff member and/or use the Hospice library.

Some Suggestions That May Help

- Seek out and accept help and support
- Have patience and understanding for yourself
- Take care of yourself (get adequate rest, eat well, exercise)
- Plan for special days (anniversaries, holidays and other annual celebrations)

When To Seek Help

- If you are experiencing physical symptoms or prolonged, intense emotions, please talk to your family doctor
- You have thoughts of harming yourself or others
- You have persistent anxiety
- You think you are depressed
- You want more support (in a group or one-to-one)

Online Resources

There are many internet resources that may be helpful. Please be cautious when searching for information on the internet and use only credible sites.

Other Resources That May Be Helpful

- The Hospice of Windsor & Essex county offers Bereavement support for families, friends and caregivers of hospice clients through our care team. Bereavement support includes support groups and one-to-one counselling. To access these supports you can call the Intake Coordinator at our main number (519) 974-7100 or ask your Social Worker or Spiritual Care Practitioner, or find information on the website at www.thehospice.ca.
- Hospice Library has packets of information on grief and mourning that can be found in the Hospice Residential Home on the shelf, or in the Hospice main building in the Library. In addition, the Hospice Library has a large selection of grief education and support books for children, youth and persons of all ages. Our librarians can help you locate any further resource you may be seeking to support your healing journey.
- Canadian Virtual Hospice (www.virtualhospice.ca) is a website where one can find online grief support, called MyGrief.Ca as well as discussion forums, articles, books and links related to grieving a loss.

Additional Bereavement Supports

- Canadian Mental Health Association (CMHA): Adult and children bereavement support, as well as those facing complex grief. Call: (519) 255-7440 or visit online at www.windsorsex.cmha.ca
- The Heart and Soul Project: Offers bereavement support for adults and children. Call: (519) 254-HOPE (4673) or online at: www.heartandsoulproject.com
- Bereaved Families of Ontario, SW Region: Connecting people who have experienced the death of a child or children. Call: (519) 686-1573 or online at www.bfolondon.ca

WAYS TO SUPPORT HOSPICE

The Hospice of Windsor & Essex County Inc. (Windsor and Erie Shores Campuses) is run independently of any other Hospice organization in the region or province.

As we are only 43% government funded, we rely on volunteer support to help us offer our programs and services, and donations from our community in order to continually offer our services at no cost to patients and their families.

- If you are interested in volunteering at our Hospice, please contact the Coordinator of Volunteers for more information. Please note there are some guidelines as to when an individual can begin volunteering after experiencing the loss of a loved one in our Hospice.
- If you are interested in making a donation or wish to have memorial contributions made to our Hospice, please ask a member of our team for more information.