



The Hospice of Windsor and Essex County

HOSPICE RESIDENCE HANDBOOK



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ABOUT THE HOSPICE OF WINDSOR AND ESSEX COUNTY

The Hospice of Windsor and Essex County was founded to address compassionate end-of-life care and has been an integral part of the Windsor-Essex region since 1979. The Hospice provides care at no cost in our two Hospice Residences (Windsor and Erie Shores/Leamington), through the Community Palliative Medicine Program, through Psychosocial Counselling, 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 evolved 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: Putting your needs at the centre of every interaction.
- Our Vision: A specialized and recognized team delivering memorable care.

PATIENT BILL OF RIGHTS

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Hospice employee, Board member, volunteer and team member shall respect and promote your rights as follows:

1. To be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. To be dealt with in a manner that respects your dignity and privacy, and that promotes your autonomy and participation in decision-making.
3. To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. To receive services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A patient who is First Nations, Metis or Inuk has the right to receive services in a culturally safe manner.
6. To receive clear information about your home and community care services in a format that is accessible to you.

7. To participate in the assessment and reassessment of your needs, as well as the development and revision of your care plan.
8. To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your care plan.
9. To receive assistance in coordinating your services.
10. To give or refuse consent to the provision of any service.
11. To raise concerns or recommend changes related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. To be informed of the laws, rules and policies affecting the delivery of services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

Patient Responsibilities

Just as you have rights and expectations as a patient, you also have responsibilities. Your responsibility as a Hospice patient is to:

1. Treat Hospice staff with courtesy and respect, free from discrimination and harassment (e.g. yelling, name calling, threats). Hospice will not accept discrimination that violates an employee's rights and safety.
2. Provide a safe working environment for Hospice staff and service providers by:
 - i. Providing a smoke-free environment
 - ii. Securing pets during visits
 - iii. Ensuring that walkways to the home are well lit and clear of ice and snow
3. Participate in developing and carrying out your service plan to achieve independence and self-managed care.
4. Keep your care team informed about any changes to your health status and/or support system.
5. Be available and prepared to receive service.
6. Inform your care team in advance if you are not available to receive service.
7. Inform us of any changes to your contact information and/or treatment address.
8. Both the patient and Hospice staff share a joint responsibility to ensure the patient rights are met. However, under certain conditions, the Hospice staff have the right to leave at any time should they feel unsafe.

MEET YOUR HOSPICE TEAM

The Hospice of Windsor and Essex County has many programs available. For community clients, residents and families, available services include:

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

There are patient services and programs available to family members as well. Most Hospice services are funded through donations and grants, and are offered at no cost to participants.

Manager of The Hospice Residence

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

Nurses

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 team of physicians with specialized training and experience in palliative care, who oversee our community clients and residents in the Hospice. The Physicians rotate in two-week blocks and are available by phone around the clock. Physicians conduct rounds with the patients and their families 2-3 times weekly. The Manager of the Hospice Residence 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 residence 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 Residence. Reception Volunteers greet every guest at 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 oversee the kitchen, prepare meals and bake treats. Other volunteers at the residence 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 Residence. 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 Residence 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 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 Residence 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.

Language Line and Translation Services

Our Hospice offers video and audio language translation services in over 354 languages. Ask a member of our care team for more information or to access translation services.

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. Family members and loved ones are responsible for caring for any pets.

Lizards, reptiles, birds and other exotic animals are only permitted in patient rooms, not communal areas.

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 Residence is reached directly by dialing **(519) 251-2554 for Windsor, or (519) 946-4920 for Erie Shores**. 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.

Video Chatting

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

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 residence.

- 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 and/or meet regulatory codes.

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.

Cots

Cots are available to be brought into patient rooms, allowing additional family members or loved ones to sleep comfortably.

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 Residence. 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 or staff members 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 residence and surrounding buildings

WIFI Name: hoguest **Password:** hospice1

In The Residents' Rooms

Included are: Cable or Satellite TV, iPad, 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 spaces for loved ones to gather or take a moment alone.

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 Residence 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 residence.

Rooms For Small Special Events

- Windsor Residence – Sunroom, April's Garden, Dining Room
- Erie Shores Residence – Family Rooms, Outdoor Gazebo Area, Welcome Centre

Additional Offerings:

- **Tim Horton's** - Coffee, tea and juices are generously provided by the Cardella Family for all residents, family and guests at both campuses. 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 Residence in Windsor. The apartment can be booked for out of town guests. Please contact the Residence Manager for more information.

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 Residence Manager).

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

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

A legacy project is the creation of a living memory which represents your eternal legacy. Your legacy is a memorial to who you were, what was significant to you, what you loved, how you loved, and the contributions and memories that you created. The legacy project will leave your loved ones with precious remembrances, comfort, and feelings of connectedness. Just as your legacy is unique, your legacy project will be unique to you and your life, and it will be of great value to your loved ones.

Some examples may include clay heart fingerprints, hand photos, “open when” letters, recipe books and more.

There is no cost for this program. Please ask a staff member or volunteer to review the information with you.

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.

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

As we are only 50% 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 Hospice, please ask a member of our team for more information.