



Welcome Guide

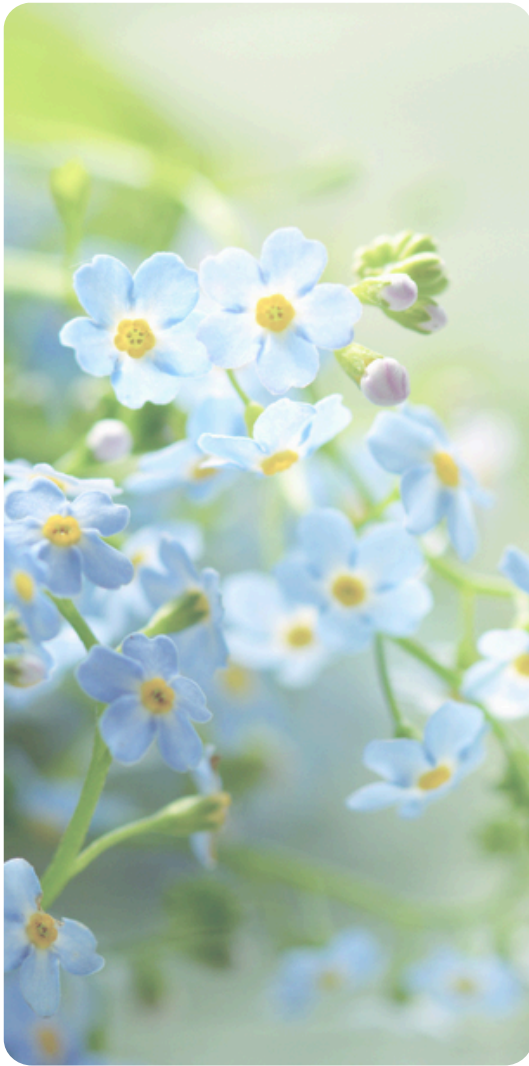
Hospice Prince Edward

We are very honoured to support our residents and their families during this time. We have provided this guide to assist you to learn more about what is available to you at Hospice.

Our staff and volunteers aim to provide compassionate, supportive, comfort care in a home-like setting. Our goal is to enable you to be the “loved one” – not the “caregiver”.

40 Downes Ave
Picton, ON K0K 2T0

613-645-4040
info@hospicepe.com



OUR STORY

Hospice Prince Edward came about through the extraordinary work of people who saw a need in the county. In 1989, a group led by Mark Davis, Wendy Davis, and Donna Joyce, came together to form COPE...HELP FOR THE BEREAVED. COPE was incorporated in March 1990 and became a registered charitable organization.

The Prince Edward Palliative Care Association formed in 1996 by Dr. Graham Burke, a general practitioner with an interest in palliative care. The two organizations amalgamated to become Hospice Prince Edward in September 2000. Volunteer-run home visiting programs have been offered since 1998. These programs have served hundreds of patients in the community through home-visiting programs. In August of 2013, the 3 bed residential hospice opened on Downes Avenue.

Our Mission

To provide quality of life, dignity in death and grief and bereavement support for all those living with or affected by a life-limiting illness.

Our Values

COMPASSION
Caring for the ones we serve.

DIGNITY
Allowing personal choice.

RESPECT
Respecting the intrinsic worth of each individual.

INTEGRITY
Doing the right thing.

EXCELLENCE
Providing quality end-of-life care.

TRANSPARENCY
Holding ourselves accountable.

GENERAL INFORMATION

COST

Hospice services and programs are provided **free of charge**. Families can donate in memory of their loved one which enables us to continue our programs and provide excellence in care for future families.



RESIDENT ROOMS

The focus of care is the resident and their loved ones. At our residential hospice there are 3 rooms available. Our beds and mattresses are specifically designed for residents who may spend long periods of time in bed, to optimize comfort. Each room includes a TV, small refrigerator, and private washroom. Two of our rooms have adjoining private patios. We encourage families to bring in items to personalize the room and make it feel more like home.



WHAT TO BRING?

- Pictures & mementos
- Favourite Music
- Personal Hygiene Items
- Favourite Blankets and Pillows

COMMON AREAS

- Kitchen
- Living Room
- Outdoor Patio
- Tranquility Garden

VISITING

- Visitors are welcome based on resident or family preference.
- Visiting is not restricted to specific hours or times of day.
- Each room is equipped with a chair that pulls out into a bed for those individuals who wish to spend the night beside their loved one.
- We can also accommodate loved ones in our guest family room (available to family members on a first come first serve basis).
- Hospice Prince Edward reserves the right to limit the number of visitors if space or noise disruption occurs.

DON'T FORGET THE ASTERIX!



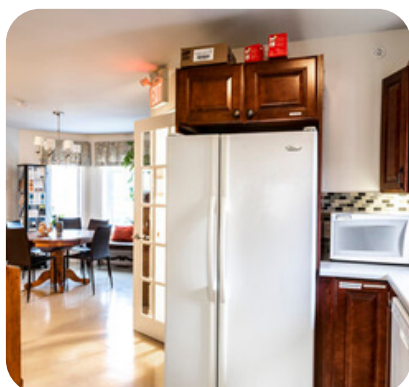
WIFI NETWORK: Hospice Guest

PASSWORD: Residence*

MEALS

Families are welcome to bring favorite grocery items, snacks, drinks, or prepared meals for their loved ones or themselves. Each resident room has a small fridge for food storage. We also keep a supply of soft, easy-to-eat foods on hand.

Volunteers and staff members are available to prepare light meals tailored to each resident's dietary need and preference. Coffee and tea are available for residents and their guests.



TELEPHONE

Families are encouraged to call Hospice at any time, day or night, for updates on their loved ones.

For outgoing calls, we recommend using personal cell phones. However, there is a telephone available, please ask a staff member for assistance.

PETS

Pets are family too, and their visits are welcome! Please ensure pets are free of fleas and ticks and are accompanied by an adult. Pets must be on a leash at all times when outside the resident's room. Family members are responsible for cleaning up after their pets and ensuring our backyard remains clean. Pets cannot be left with a resident unsupervised.



SMOKING/ALCOHOL

Hospice Prince Edward is a smoke-free home. Families and clients are welcome to enjoy alcohol, provided the attending physician approves, and with the understanding that this is a therapeutic environment.

We reserve the right to refuse entry to the Hospice House if safety concerns arise.

CLIENT BILL OF RIGHTS

Clients have the right to:

- Be treated in a courteous and respectful manner and to be free from mental, physical, and financial abuse by the service provider.
- Be cared for with respect for their dignity, privacy, and in a manner that promotes their autonomy.
- Be recognized for their individual needs and preferences, including ethnic, spiritual, linguistic, familial, and cultural factors.
- Receive information about the community services to be provided for them and who will provide it.
- Participate in the service provider's assessment of their needs, the development of the plan of care, and in the service provider's subsequent evaluations and revisions.
- Consent to, or refuse, services.
- Voice concerns or recommend changes about their community services without fear of interference, coercion, discrimination, or reprisal.
- Be informed about policies and procedures affecting service provider operations and to receive written information on the procedures for initiating complaints about the service provider.
- Have their records kept confidential in accordance with the law.



OUR TEAM

Our dedicated team of Hospice Coordinators and clinical staff work together to manage the overall care at Hospice Prince Edward. For any concerns or questions during your stay, please contact our Residential Manager, who will ensure your needs are addressed.



CLINICAL STAFF

Our Hospice Clinical Staff includes Registered Nurses and Personal Support Workers. They assist with activities of daily living, administer medications, and meet care needs. They welcome family involvement but are fully prepared to provide independent care.

VOLUNTEERS

Our award-winning volunteers play a key role both within the residence and behind the scenes. Some volunteers serve our community with palliative education and in-home visits while others contribute skills in bereavement, gardening, administration, and fundraising. If you need help, a volunteer will be glad to assist.



BOARD OF DIRECTORS

Our board members bring expertise in medicine, finance, communication, and local community knowledge. They oversee governance policies and fiscal responsibility. The board includes the President and Chair, Vice-President, Treasurer, Secretary, and several supporting Board Members.

SUPPORTING YOUR LOVED ONE THROUGH THEIR END OF LIFE JOURNEY

Making the decision to come to hospice for end-of-life care is incredibly difficult. One of the hardest aspects is coming to terms with the fact that your loved one is entering their final stage of life, with no further options to prolong it. Many people feel uncomfortable with death, and those close to the person may worry about saying or doing the wrong thing.

Hospice is about comfort—alleviating discomfort and treating the whole person. At its core, hospice is about love and care. When you visit, bring an attitude of love and caring. You can't say or do the wrong thing when you come from a place of kindness. Leave family disagreements and anger outside. As you enter, bring in kindness and love.

What to Expect

A dying person may go through various physical changes as their body “slows down” and prepares for the final stage of life. Being aware of these changes can help you prepare for the experience of being with someone who is dying. Every situation is different, and not all of these changes will happen to everyone. If you have concerns or fears, please talk to the healthcare team. The next page of this guide will explain some common signs and experience.

What if I cry?

If you cry, that's okay. If it makes your loved one cry, that's okay too. Crying shows love and can sometimes open the door to meaningful conversation.

What if I don't know what to say?

It's perfectly fine to just sit quietly and say nothing at all. Holding your loved one's hand and simply being there, sending your love, is enough. It's okay to talk about your day or share a funny memory. Take your cues from your loved one—if they're tired, sit with them quietly; if they want to chat, talk about whatever comes to mind, just as you would have before they came to hospice. Dying does not change your relationship.

What if they're sleeping and don't even know I'm there?

Hearing is believed to be the last sense to go during the dying process. Speak to them and about them as if they can hear you—because they likely can. Use gentle tones, and if you'd like, play soft music. Don't try to wake them; just be with them, speak with love, and be gentle.

RECOGNIZING THE SIGNS WHEN DEATH IS APPROACHING

Families often ask when we believe death is near. The truth is, much like birth, it is impossible to predict exactly when it will happen. However, there are signs that hospice staff and volunteers recognize as death approaches.

Decreased Appetite

In the final stages of life, appetite often decreases significantly. This is a natural part of the process and doesn't cause discomfort. Offer small sips of fluid or light foods if they seem interested, but know that refusal is also normal.

Wet or Rattled Breathing

Normal secretions in the throat may cause noisy breathing, but this isn't distressing for your loved one. Repositioning or raising the head of the bed can help reduce the sound, making it easier for you to stay present.

Difficulty Swallowing

Your loved one may need to sit up to prevent choking and may require gentle reminders to swallow. Offer small amounts of food or liquid, but don't insist if they refuse. This is a common sign as the body prepares for the end of life.

Loss of Bladder or Bowel Control

As urine production decreases, using appropriate incontinence products and keeping the skin clean and dry will help prevent discomfort. A catheter may be an option if necessary.

Sleeping for Longer Periods

As your loved one sleeps more, keep visits brief and peaceful. Speak calmly, explaining what you're doing, and always assume they can still hear you. Simply being present can be very comforting for them.

Cool Extremities

Extremities may become cool and discolored as circulation slows, a common occurrence known as mottling. This is a natural part of the dying process and is not painful.

Confusion and Restlessness

Speak calmly and naturally, identifying yourself by name. Avoid arguing or correcting them, as this helps preserve their peace.

Moaning or Calling Out

Moaning during position changes is natural and doesn't usually indicate increased pain. It's simply a response to movement, and gentle repositioning can help keep them comfortable.

HOW YOU CAN SUPPORT THE ONGOING WORK OF HOSPICE PRINCE EDWARD

DONATIONS

Make a **secure donation** at www.hospiceprinceedward.ca

A receipt is issued directly to you via email on our behalf from CanadaHelps. You can donate through your web banking with an e-transfer to donations@hospicepe.com

Visit us **in person** or donate **by mail**. We are grateful for cash, cheque, or money orders made out to Hospice Prince Edward Foundation. We can also accept credit cards over the telephone or in-person.

Hospice Prince Edward welcomes **in-kind** gifts. Items such as auction items, prizes, as well as limited food and beverage items are all useful and are greatly appreciated. As a registered charity, we can usually issue tax receipts for the fair market value of such items. For this type of donation, please contact us.

BECOME A FRIEND OF HOSPICE

Supporting Hospice Prince Edward with a planned financial investment is a meaningful way to ensure that compassionate care and support is always available at no cost to those in the final stages of life. Contact us for more information 613-645-4040.

GET INVOLVED

Fundraising Support - If you would like to get involved in any of Hospice Prince Edward's Special Events, such as our Hike for Hospice, Val MacDonald Memorial Golf for Hospice, or any of our other fundraisers, please contact our office or visit our website for a list of our upcoming events.



Become a Volunteer - Hospice offers volunteers an opportunity to support their community by providing compassionate, dignified support for those in end-of-life through direct hands on care or behind the scenes support. Volunteering is more than giving a few hours of your time; it is making a difference in someone's life. If you are interested in volunteering please reach out.



HOSPICE

PRINCE EDWARD



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