

HOSPICE

HALIFAX



Patient & Family Handbook





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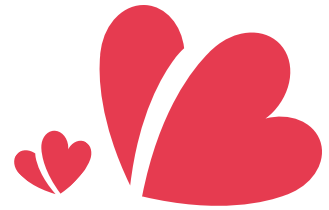


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CEO

Director of Operations

Clinical Care

Medical Director

Physicians

Nurse Manager

Registered Nurses

Licensed Practical Nurses

Care Team Assistants

Support Services

Bereavement Counsellor

Music Therapist

Social Work &
Programs Manager

Volunteer Coordinator

Operations

Facilities Manager

Food Services Assistants

Housekeeper

Receptionist

Fund Development

Special Projects Manager

Social Enterprise Coordinator

Fund Development
& Finance Manager

Volunteers

Food Services

Professional

Reception

Special Events

Support

The Compassionate Closet

Board of Directors

Intentionally Compassionate Organization

Hospice Halifax aims to be an intentionally compassionate community. We look to staff, board members, volunteers, patients, families, community members, partners, and donors for inspiration, connection, and sustainability. We use compassion as a lens for our decision making.





Welcome!

Hospice Halifax is a supportive community of staff members, volunteers, and donors dedicated to making dying and living as comfortable and as meaningful as possible at the end of life.

The following is a guide for all patients and visitors in the hospice. It has key pieces of information about the building, guidelines, programs, and services. If you have a question or concern about anything, please do not hesitate to speak with hospice staff and/or volunteers.



ARRIVAL & ACCESS



Parking & Transportation

The parking spots directly beside the hospice building are reserved for visitors/family members. One of those spots is accessible and reserved for people with mobility issues (eg. someone using a wheelchair). There is also street parking in the area.

The nearest bus travels down Tower Road as far as Point Pleasant Park. The stop at Pine Hill Dr. is the closest to the Hospice – 300 metres (about 2 blocks) to Francklyn St. It runs on a reduced schedule on evenings and weekends.

Hospice Halifax has access to additional transportation support for those who require it. Please speak with the Social Work & Programs Manager.



Arrival

When you arrive, we will spend some time getting to know you, and learning about your care needs and preferences. The team will provide you and your family with a tour of the hospice and can assist you with getting comfortable and settled into your room. Over the first few days in hospice, you will likely meet most of the members of your hospice care team.



Access

Family members and visitors are welcome to come and go through the main entrance of the hospice. A volunteer or staff member may be at the reception desk to sign visitors in and out and to help you find your way through the building. Our doors are locked 24 hours a day and visitors can request access through the intercom system. Staff use a video camera and buzzer system to let people in. Staff may choose not to admit unfamiliar or unexpected visitors after regular business hours, so please advise staff if you are expecting specific visitors.

PATIENT CARE & INFORMATION



Patient Rooms

We have 10 private patient rooms designed to reflect some of the comforts of home. Each room has a bed with a high-quality hospital grade mattress. The head of the bed can be raised and lowered, and so can the entire bed. Every patient room has a television, small fridge, built-in storage space, pull-out sleeper chair for visitors, and a sleep recliner.

We do have some options for making our beds wider or longer. This may be more comfortable for patients of different sizes and make it possible for some patients to have someone lie beside them.



Nursing & Physician Team

Patients receive professional nursing care with physician support 24 hours a day, 7 days a week at the hospice. The nursing team is made up of Registered Nurses, Licensed Practical Nurses, and Care Team Assistants.



Medications

All the medications given in hospice are ordered by a hospice physician and provided by a single pharmacy. Our pharmacy creates a file for each patient and gathers information regarding the patient's current medication coverage.

(**Note:** Medication coverage in hospice is the same as at home and not like in the hospital. Hospice will take steps to minimize medication costs, including enrolling the patient in the provincial Palliative Care Drug Program.)



Call Bells

Every patient room has a call bell that alerts the nursing care team. It does not ring in the rooms or hallways (so you will not hear it), but a member of the nursing care team will come to your room to respond to your request.



Personal Hygiene

The nursing care team assists with personal hygiene based on the needs and wishes of the patient. Patients can choose to have a shower, bath, bed-bath, or assistance at their bathroom sink. Each patient room has a private bathroom that includes a sink and toilet. The hospice also has a Spa Room with a bathtub (with lift chair) and a wheel-in shower that are for patient use only. Based on patient preference, families are also welcome to assist with bathing and linen changes. All bedding, washcloths, towels, and pillows are provided by the hospice but you are welcome to bring in some of your own.

Some room furnishings have specific cleaning processes and products. If an item or area needs to be cleaned (e.g. a coffee is spilled), please inform a member of the team.



Personal Belongings

Patients and their loved ones are encouraged to bring in some belongings from home to personalize their room. In doing so, please do not stick anything on the walls with nails, tacks, tape, or sticky tack. If you would like to hang something on the wall, please ask a staff member to help you. The hospice is also happy to provide you with some supplies to help display your personal belongings (e.g., picture frames, memo boards). Please wash and dry (in a dryer) any personal bedding before bringing it to the hospice. This helps maintain health and safety standards within the building.

Please inform the Facilities Manager if you have brought in items that need to be plugged in (e.g., lamp, fan, diffuser). For fire prevention purposes, the Facilities Manager needs to confirm they are safe to use.



Valuables

While we encourage you to bring items to hospice that mean something to you, please refrain from bringing valuables. The hospice cannot be responsible for any loss or theft of items that remain in the hospice. Small lock boxes are also located in each room. They can be used to store personal items, including recreational (non-medically authorized) cannabis. Hospice Halifax is not responsible for any loss or theft of these small lock boxes.





Alcohol

While at hospice, patients are encouraged to enjoy the things they usually enjoy at home. If this includes alcohol, patients are welcome to bring in and drink their own wine, beer, etc. This can sometimes be kept in the patient's room/fridge. We request that they let their physician know when and how much alcohol they usually drink. Visitors are not permitted to drink alcohol in the hospice unless it is for a special event pre-arranged with hospice staff (e.g., celebration toast, special dinner). Any alcohol left behind after a patient's discharge or death will be returned to the family or disposed of by hospice staff.



Laundry

Patients are encouraged to wear what makes them feel comfortable, including clothes and pajamas from home. Families and friends will be asked to take the patient's clothing home to clean, if possible. There is a small laundry hamper in the patient's bathroom for this purpose. The hospice will wash all of the hospice bedding, towels, patient gowns, etc. If patients wish to bring in their own pillows or blankets, we request that these be washed and dried (in a clothes dryer) just before bringing them into hospice. Your cooperation on this point is very much appreciated.



Patient Outings

Patients are welcome to leave the hospice for outings when accompanied by an adult caregiver. If additional supports need to be arranged (e.g., medications, oxygen, supplies), it is helpful to plan this with our care team as far in advance as possible. Nursing staff must be told when you leave and when you come back so that they know who is in their care at any given time.



Feedback

Hospice Halifax welcomes feedback about our programs and services. In addition to formal feedback and surveys, patients and their loved ones are encouraged to share their feedback with staff and volunteers as things arise. Please let us know how we are doing and what we can do to provide the best end of life care possible.

HOSPICE AMENITIES



Common Areas

There are several common areas that patients, loved ones, and visitors are welcome to use. If visitors would like to use one of the common areas for a specific purpose (i.e., an event or gathering) we ask that they please check with staff first.

Common areas include:

Lowest level: Desk space and sitting area by the fireplace

Main Level: Quiet Room by the main entrance

Upper Level: Great Room (Kitchen, Dining Area, Living Room), Retreat Room, & Children's Room, Centre for Training and Education (CTE)

There are some places within the building that are intended for staff and volunteers only. Signs will help you identify those areas.





Food Services

Shortly after you arrive, the hospice's food services staff will come and talk with you about your diet type and preferences. We want to make sure you get your food the way you like it. For patients, full service meals are available from **8:00am** to **6:00pm**, and a limited menu is available 24 hours a day. We have coffee and tea in patient rooms and there are some meals and snacks in the Great Room kitchen as well.

Our menu caters to common comfort foods, but do not hesitate to ask staff about your favourite food items and we will try to accommodate your wishes.

Meals are available for visitors to order:

Breakfast: \$5.00

Lunch: \$6.00

Supper: \$6.00

We have a fully equipped family kitchen in the Great Room where you can bring in or prepare any food you like. Please make sure that all food left in the common fridge is dated and labelled. Visitors and family members are not permitted to use the kitchen on the lowest level – it is for staff and volunteer use only.



WiFi

Free Wi-Fi is available for everyone. Details about the Wi-Fi network can be found at the reception desk, nurses' station, or by asking a staff member or volunteer. (We also have iPads available for patients to borrow and a subscription to the local newspaper.)



Phone Use

Hospice has phones available for use in patient rooms. If you would like to have a phone connected, please ask a member of the team. If a visitor needs to make a call, they are also welcome to ask about using the phone at the reception desk for brief periods of time (e.g., to call a taxi or a ride).

SAFETY



Emergencies & Fire Safety

In the event of an emergency, all those present in the building are asked to follow Hospice Halifax's fire and evacuation plan. The full plan is available for review upon request. Patients and visitors will be directed by Hospice Halifax staff. All emergency exits are clearly marked.

Hospice is equipped with an alarm system that includes smoke detection and a sprinkler system. Open flames (e.g., candles) are not permitted within the hospice building. Some exceptions are made for spiritual practices that require the use of smudging or incense. You must talk to Hospice Halifax staff prior to the use of these practices.



Infection Control

Hospice Halifax wants to provide a safe, clean, home-like environment that minimizes the spread of germs for everyone. Hand sanitizer is placed throughout the building, and everyone is encouraged to use it regularly, especially before entering and when leaving a room. When someone comes into your room, please do not hesitate to ask if they have cleaned their hands!

Small bottles of hand sanitizer can also be provided and kept at the bedside upon request. The hospice strives to follow best practices for house-cleaning, disinfecting equipment, food safety and storage, etc.



Scents

Hospice Halifax thanks you for your help in keeping this building a scent-reduced environment. Please do not bring in or use highly scented products such as certain flowers (e.g., lilies), perfumes, or aftershave.



Footwear

To keep our hospice floors dry and safe, we ask that everyone coming into the hospice during rainy or snowy weather remove their outdoor footwear at the entrance. Non-slip mats are placed at all entrances. Regular visitors are encouraged to bring a pair of indoor shoes in the winter. At no time are staff, patients, families or visitors allowed to walk around the building in their bare feet.



Smoking

Smoking of any kind (e.g., tobacco, cannabis, vaping) is not permitted inside the hospice building. Municipal bylaws state that no smoking is permitted within 4 metres of windows, air intake vents, and entrances to places of employment. There is a designated smoking area in the garden. The hospice asks that all patients and visitors use this designated area if smoking on hospice property.



Privacy

The Patient/Family Bill of Rights and Responsibilities helps patients and families understand their rights and responsibilities regarding care at hospice, as well as those of Hospice Halifax.

The Hospice Halifax Written Privacy Statement explains how information about patients and families can be used and the kinds of consent needed when information is shared.

These documents are posted by the elevator on the main level.



Violence

Violent behaviour is not acceptable on hospice property. People engaging in violent behaviour will be asked to leave and will not be able to return. If necessary, emergency services will be notified.



VISITORS



Visitors

Families and friends are welcome at any hour according to the wishes of the patient. Hospice Halifax reserves the right to refuse entry and/or remove visitors from the hospice at any time to protect the safety and comfort of everyone in our residence. At times, there may be more specific guidelines in place (e.g., the number of visitors and visiting hours) to help us maintain infection prevention and control measures.



Overnight Guests

Overnight guests of patients are welcome at the hospice. There are a few sleeping arrangements available for those looking to spend the night:

Patient Room Sleeper Chair or Recliner: Each patient room is equipped with a pull-out sleeper chair and a sleep recliner.

Patient Bed: Members of the clinical care team can sometimes modify the width or length of the patient bed to accommodate space needs.

Guest Suite: For loved ones who do not have access to accommodations (i.e., people from out of town), a guest suite is available upon request, subject to availability. The guest suite is located on the upper level and can be booked through the reception desk or nursing station. There is no charge for staying in the guest suite.



Pets

Pets are welcome to visit at Hospice Halifax. Visiting pets must be under control at all times (i.e., dogs must be on leash and managed, unless in a room with a closed door; cats must be in carriers while being transported) and should have up-to-date immunizations. Hospice Halifax may request that a pet leave if issues arise (e.g., conflict with another visiting pet, excessive noise or disruption). While on hospice property, pets are the responsibility of the individual facilitating the visit. Owners are also expected to clean up after their pets.

ADDITIONAL SUPPORTS & SERVICES

The following services are available through Hospice Halifax at no cost. If you are interested in accessing one of these services, please speak with any of our staff or volunteers:



Social Work

Social work services are available to all patients and their family members and friends. An overview of support services is provided around the time of admission which explains in detail some of what the social work team offers: supportive conversation, grief education, counselling, resource navigation, care planning, advocacy, legacy work, referrals, end-of-life planning, and special requests.



Spiritual Care

Spiritual Care is an important part of the holistic approach to care at hospice. Patients and their loved ones are welcome to use the Quiet Room or Retreat Room for any private spiritual or religious practices. The Social Worker is responsible for coordinating spiritual care for patients and their loved ones. If a visit from a member, leader, or elder from one's spiritual or religious community is desired, the Social Worker can make arrangements. If preferred, patients and their loved ones are welcome to make their own arrangements.



Music Therapy

Music Therapy is an expressive therapy, facilitated by a trained music therapist in one-on-one sessions or groups using a variety of interventions, primarily with live music, to enhance well-being. Support is provided through: communication during lyrics, review and reminiscence, legacy work, music and movement, music and relaxation, songwriting and more. All sessions are tailored to your personal musical preferences.



Family Meetings

Hospice Halifax believes that patients and family members are part of the care team. Although family meetings or conferences are not needed or held on a regular basis for everyone, they can certainly be part of the plan of care. These meetings can take place in the patient's room or in one of our private meeting rooms.

Please ask if you wish to schedule a meeting with one or more members of our care team.



Cultural Considerations

Hospice Halifax tries to create an atmosphere in which one's culture is respected, valued, and represented. Please share or teach us about any specific cultural practices, rituals, or preferences that would add meaning to your time here at hospice. We consider all aspects of one's identity (race, ethnicity, nationality, class, religion, belief, sex, language, sexual orientation, gender identity or expression, age, health or other status) as components of one's culture.



Language Interpretation Services

An audio/video based interpretation service provides language assistance for those who would prefer to converse with the care team in a language other than English. This service (Language Line/Insight) is available 24/7.



Body Work

Volunteer Registered Massage Therapists, reiki practitioners, acupuncturists, aromatherapists, and others offer sessions to patients and their loved ones.



Esthetics

Volunteer hairstylists and estheticians offer haircuts, manicures, pedicures, and other spa-like treatments to patients and their loved ones.



Photography

Volunteer photographers offer services (e.g., portraits, candid shots) for patients and their loved ones.



Pet Therapy

Certified therapy pets are available to visit on request. Volunteers accompany the visiting therapy pets.



Yoga/Meditation

Volunteer certified yoga instructors and meditation practitioners offer services and programs to patients and their loved ones.

If you would like to access an additional service/support not listed above, please speak to any of our staff or volunteers and we will do our very best to accommodate your request.



Bereavement Support

Our support programs are open to patients, family members, loved ones, and friends. Please talk with our nursing staff, volunteers, or Support Services staff if you would like to take part in our programs or services during your stay at the hospice. Anyone is welcome to join our bereavement support programs and services at any time after a patient dies -- there is no time limit to participate. All programs are offered free-of-charge.

Legacy Projects

We encourage patients and family members to spend meaningful time together during their stay at the hospice. Patients and families can make their own legacy projects -- taking photos together, filming, making collages, or taking dictation for letters or cards, for example. If needed, volunteers can help patients and families with legacy projects using equipment and materials available on site.

Compassionate Companions

Patients and family members sometimes feel more at ease when they know an around-the-clock presence can be available when patients are dying. Trained volunteers can keep company with patients during late hours, on request.

One-on-one Counselling

Patients, family members, friends and visitors can access confidential counselling for life transitions and anticipatory grief (counselling before a patient dies) with a licensed counsellor on site. After a patient dies, family members, loved ones, and friends can access up to 4 sessions of individual bereavement counselling at any point in their grief.

Bereavement Support Group

Adults 18+ older can attend the weekly bereavement support group on Saturdays from 10 a.m. to 11:30 a.m. Guided by two trained facilitators, the group explores the challenges and successes of working through grief. Participants can come at any point in their grief, sharing as much or as little as they'd like.



Closed Counselling Groups

Adults 18+ can pre-register to attend closed groups in the spring or fall. The closed groups explore themes like grief ‘basics,’ practical information for griever, and self-centering practices. The closed groups run for 8 or 10 weeks for a set of participants who attend every week. Registration in advance is necessary.

Walk and Talk Grief Group (Seasonal)

Adults 18+ can join together socially by moving or walking with others through Point Pleasant Park. Guided by trained facilitators, the group explores grief and loss in an informal setting.

END OF STAY

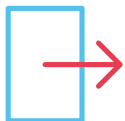


Honour Guard & Memorial Services

As part of our intentionally compassionate approach, Hospice Halifax staff and volunteers will hold a simple ceremony when patients die and their bodies are leaving the hospice residence. Staff and volunteers will stand in silent vigil at any time of day or night, as the patient's body, family members, and funeral service providers exit. To honour a patient's death, candles are lit for 24 hours near the nurses' station and on the lowest level. Staff and volunteers will perform a simple room transition ceremony once the patient's body and their loved ones leave the room.

Please speak to staff or a volunteer if you do not wish the Honour Guard to take place.

Hospice Halifax will host an annual memorial service to honour patients who have died. Family members noted as 'next of kin' will receive an invitation to the service.



Vacating Patient Rooms

Each patient room is intended to feel as much as possible like your own personal and family space. When a patient dies in hospice, family and friends are welcome to stay in the room for as long as they wish or need. Hospice staff and volunteers aim to provide support and assistance throughout all stages of a patient's and family's time at hospice, including when it comes time to leave.



Gifts & Gratuities

Hospice Halifax staff and volunteers are unable to accept gifts other than small food items (e.g., cookies, candy) or small items of little monetary value (e.g., framed photo, small ceramic figure). Gifts of greater value can be discussed with the appropriate manager or CEO.

DONATIONS

Many people ask us how they can support Hospice Halifax. All gifts to the hospice, no matter the size, help us reach our fundraising target of \$1 million a year. If you would like to make a donation, please visit our website **hospicehalifax.ca/donate** or phone us at **902-446-0929**.

Leave a Gift in your Will:

Planning now to leave a gift to the Hospice as part of your estate plans will help ensure that our services are available to those most in need for many years to come.

Host an event:

Plan a coffee morning with your neighbours or colleagues. Bake or fake a cake, brew some coffee, and ask your guests for a small donation in return with all funds donated to Hospice Halifax. We are full of other fundraising ideas and our team will help ensure your event is a success. For more ideas, please contact us and ask for Michael.

Transfer a gift of shares:

Donating shares and securities can be a very tax effective method of giving. For more details on how to support the Hospice through gifts of shares, please ask to speak with Ashley.

Volunteer your time:

Hospice Halifax depends on volunteers to keep the Hospice running smoothly. From greeting visitors at the front door, working a shift at the Compassionate Closet, to helping at fundraising events we are always looking for more volunteers. If you have time to give, please speak with our Volunteer Coordinator, Chrissy.

Shop at The Compassionate Closet:

The Compassionate Closet is Hospice Halifax's new-to-you store located at 32 Glendale Avenue, Lower Sackville. There are bargains and treasures to be found, and we are always accepting donations of clothing too. Purchase with purpose at **thecompassionatecloset.ca**.



Complaints & Concerns

In an effort to continually improve, we welcome all feedback. If you have a complaint or concern about hospice, we will respond fairly, efficiently, and effectively. Complaints and concerns may be shared verbally or in writing to Hospice Halifax staff. You may be asked to provide more details to help us respond to your complaint.

Hospice Halifax will respond to you verbally or in writing, depending on the complaint/concern. A written record will be kept of the complaint/concern received, how it was managed, and the outcome and actions resulting from the complaint/concern.

Patients and visitors are encouraged to first bring forward any concerns with the staff member most directly responsible for that area (e.g., Nurse Manager, Facilities Manager). You are also welcome to reach out the Hospice Halifax's CEO at any time with feedback or concerns:

Gordon Neal, CEO

g.neal@hospicehalifax.ca

902-446-0929

LOCAL RESOURCES

Below is a partial list of local amenities. If you don't see what you're looking for or have any suggestions, let us know. For a general orientation to the area and businesses, see Halifax's Tourism website: **discoverhalifaxns.com**

Accommodations (Off-Site)

Atlantic School of Theology – 660 *Francklyn St.*

Homewood Suites by Hilton – 1960 *Brunswick St.* (Discount Code Available)

The Westin NS – 1181 *Hollis St.*

The Halliburton – 5184 *Morris St.*

Grocery & NSLC

Cahoa Grocery – 5483 *Victoria Rd.*

Jerry's Kwikway – 5465 *Inglis St.*

NSLC – 1075 *Barrington St.*

Sobeys – 1120 *Queen St.*

Superstore – 1075 *Barrington St.*

NSLC Cannabis – 5540 *Clyde Street*

Restaurants & Cafés

Boneheads BBQ – 1014 *Barrington St.*

Coburg Coffee – 6085 *Coburg Rd.*

Darrell's Restaurant – 5576 *Fenwick St.*

Gingerbread Haus – 1138 *Queen St.*

Halal Basha Restaurant – 5361 *Inglis St.*

Halifax Seaport Market – 1209 *Marginal Rd.*

Peter's Pizzeria – 5391 *Inglis St.*

Resolutes Club – 5461 *Inglis St.*

Subway – 5560 *Fenwick St.*

Tart & Soul Café – 6389 *Coburg Rd.*

Tim Horton's – 1047 *Barrington St.*

Uncommon Grounds – 1030 *South Park St.*

Convenience Stores

Circle K – *5450 Inglis St.*

C-Store – *883 Robie St.*

Fenwick Convenience – *1143 South Park St.*

Point Pleasant Grocery – *508 Tower Rd.*

Pharmacy

Lawton's – *5991 Spring Garden Rd.*

Nova Pharmacy – *6199 Coburg Rd.*

Shoppers Drug Mart – *5595 Fenwick St.*

Gas Stations

Irving – *5450 Inglis St.*

Mobil – *1145 Barrington St.*

Walk-In Clinic

Family Focus Medical Clinic – *5991 Spring Garden Rd.*

Movie Theatre

Park Lane Cineplex – *5657 Spring Garden Rd.*

Parks/Walking Trails

Gorsebrook Park – *Robie St. & Inglis St.*

Halifax Urban Greenway – *Beaufort Ave.*

Halifax Public Gardens – *Spring Garden Rd. & South Park St.*

Point Pleasant Park – *5530 Point Pleasant Dr.*

Victoria Park – *University Ave. & South Park St.*

Food Delivery Apps (*Wide Range of Participating Restaurants*)

Skip The Dishes – *skipthedishes.com*

Uber Eats – *ubereats.com*

THE compassionate closet



DID YOU KNOW YOU CAN DONATE TO US IN MANY WAYS?

The Compassionate Closet is our beautiful “new to you” store in Lower Sackville. All revenues directly support Hospice Halifax!

This is a fantastic place to shop for great items at low prices and you know that every single dollar helps our organization.

You can donate your new or gently used men’s, women’s, and children’s clothing, accessories and jewelry at the store during business hours.

If you are curious and need more information, do not hesitate to ask a Hospice Staff Member or visit **thecompassionatecloset.ca**.