



## **Welcome to Hospice Huntsville – Algonquin Grace Residential Hospice**

Hospice Huntsville is a non-profit organization that aims to improve the quality of life for people living with life-threatening illnesses and those grieving the loss of a loved one. Our focus is on quality of life until death. Hospice care extends to residents, their caregivers and family members. We provide 24 hour nursing and personal support care. To supplement our care team, our residents have access to trained volunteers, a medical advisor, and consultants with the HOPE Huntsville palliative care team (including social work and bereavement care).

Care provided at our residential care facility includes symptom management along with social, psychological, spiritual and practical support. Our residential care team assists residents to live with dignity and in comfort, in a place that feels like home to allow life to be lived as fully as possible. Caregivers, family and friends are welcome to participate in care in whichever ways they feel comfortable.

### **Visiting hours at Hospice Huntsville**

We welcome visitors and phone calls 24 hours a day. Children are always welcome but must be appropriately supervised at all times.

Please sign in at the front desk when you arrive. The front doors will generally be open between the hours of 7:00am and 9:00pm. Visitors arriving after hours can ring doorbell and staff will open the door.

### **Policies visitors should be aware of at Hospice Huntsville:**

We ask that residents and visitors respect the following policies which have been implemented to enhance the safety and comfort of our residents:

- Hospice Huntsville is a scent free environment and we ask that everyone refrain from using scented products such as perfumes.
- Alcohol is permitted on Hospice Huntsville property; however, we ask that you drink responsibly and refrain from drinking and driving.

- Smoking is not permitted inside the Hospice Huntsville property; however, smoking is permitted for our residents outside on the property. Family and friends of residents are asked to smoke off property at Muskoka Rd 3 as per the MAHC policy.
- Burning candles / incense or other products are not permitted; smudging is permitted.
- Pets are welcomed but must be appropriately supervised at all times.
- Abuse, Discrimination and/ or Harassment will not be tolerated in any form. Hospice policy exists to ensure a safe and respectful environment for staff, volunteers, clients and consumers.
- Our kitchen is available for everyone to use; we ask that you clean up after your use.
- Parking: we have limited parking available. Please one vehicle per family whenever possible. We ask that extra vehicles please park in adjacent parking lots. There is a minimal fee.

### **Safety procedures**

Please be aware of the emergency exits located off the kitchen at the front of the house and the end of the hallway toward the back of the house. Please follow staff/volunteer direction in the event of an emergency.

When you hear the fire alarm, please quickly exit the building through the nearest exit and proceed to the far end of the driveway. **Do not attempt to evacuate a resident.** Hospice staff will take care of all residents during an emergency.

### **Frequently asked Questions:**

#### **How does a person get admitted to the residential care facility?**

A referral needs to be done by a Home and Community case manager in consultation with the HOPE Palliative Care team- they can be reached at 705-787-0846 ext. 206. Please speak to your case manager to help facilitate this process.

#### **Are all programs and services provided by Hospice Huntsville free of charge?**

Yes, in general, Hospice Huntsville programs and services including residential care are provided free of charge. However, there might be costs associated with medications, laboratory services or therapeutic equipment that are not covered by Home and Community or private insurance.

Hospice Huntsville receives approximately 60% of its annual operating budget through provincial funding. We rely on fundraising initiatives and donations such as in-memoriam to sustain our operations. Please feel free to speak to our reception volunteer if you have any questions regarding gift giving.

**Does Hospice Huntsville conduct tours of the house?**

Yes. We provide tours to individuals and/or their families living with life- threatening illnesses who may be interested in our services. Tours may be pre-scheduled and escorted by a staff member or volunteer. In addition, virtual tours are available on the website at <https://www.hospicehuntsville.com/hospice-residence/>

**Where can we obtain prescription medications for a resident?**

Hospice Huntsville staff will work with you to arrange for medication prescriptions to be filled locally and delivered. However, there may occasionally be additional charges if medications are not covered under the provincial drug plan.

**Does my doctor continue to be responsible for my care once I am admitted to the residence?**

Yes. Your family doctor is welcome to continue your care, but if he/she is unable, we will arrange for a physician to provide medical care to you during your stay.

**Who provides meals at hospice?**

Hospice will provide some basic food items for residents. Dietary needs will vary between residents; while some may take 3 meals a day, others may have little to no intake. Nursing staff will work closely with residents and their caregivers to develop and carry out an appropriate intake plan. Family members are encouraged to be a part of mealtimes but are not required to be present for every meal.

Families and friends are welcome to enjoy coffee and tea and snack type foods provided in the kitchen. There are also outside services such as Meals on Wheels and Muskoka Seniors, who can deliver meals for a minimal fee.

**What personal belongings should I bring to Hospice Huntsville?**

Please provide the following items used for personal care where applicable:

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|----------------------------------|---|
| Night wear                       | Toothbrush and toothpaste/ mouthwash    |
| Denture cup, Polident, Poli-grip | Lip balm                                |
| Soap, shampoo and cream rinse    | Eye glasses and hearing aids            |
| Deodorant                        | Body lotion/ cream                      |
| Nail clippers                    | Shaving equipment                       |
| Incontinent products             | Non-slip slippers and or non-slip socks |
| Colostomy/ ostomy supplies       | *Any medications you are taking at home |

Personal electric appliances brought for use in a residents room must meet CSA standards and be examined by a staff prior to use. Bedding, towels and resident’s personal clothing can be laundered at Hospice Huntsville.

**What is provided in a resident's room?**

Each of the 5 rooms at Algonquin Grace is equipped with a hospital bed, a nurse call bell, cable television, DVD player, a telephone and a small fridge. There is also a Murphy bed and a recliner in each room to provide space for a family member to stay overnight. *The telephone can be used for local calls only.* For long distance calls we ask that you please use a calling card or reverse the charges. Incoming calls can be received at our main number (705-789-6878) and will be transferred to the resident's room. We encourage residents to personalize their room with pictures, ornaments and other mementos that are significant. There is a magnetic strip provided for photo hanging. **We cannot assume responsibility for missing /broken items.**

**What is the average length of stay in the residence?**

We will accept a referral from the Home and Community Case Manager if the client's life expectancy is three months or less. The provincial average length of stay in residential hospice is 11 days.

**Am I allowed to pay the volunteers in some way?**

No. Volunteers are not permitted to accept payment of any kind. If you are considering donations, it can be made to Hospice Huntsville.

**Are pets allowed to visit the residents?**

Yes. Well-behaved dogs and cats are welcome to visit residents in their rooms. Pet owners are required to monitor their pets at all times and clean up after them. For the safety of others, we request that the pet's immunizations are up to date and the pet is in good health. If a pet is disturbing other residents or causing allergic reactions among other residents, we will require the pet owner to remove the pet from the premises.

## **PHILOSOPHY OF CARE**

When a disease is not curable, palliative care provides support for patient, family and friends. This includes symptom relief and supportive care for resident and family. Usually palliative care includes not only physical and psychological care but emotional and spiritual care as well. Medical testing is usually no longer helpful or necessary. The urgent, and often complex care required for palliative residents is often most effectively given by a specialized home care team or in the home-like setting of a residential hospice. Your family doctor or alternate is a core person in this palliative team. We encourage the resident and family to live as fully as possible during this time of hospice palliative care.

## **SUPPORT SERVICES**

The priority in hospice care is helping residents and their families to cope with fears and losses that accompany advanced illness. The palliative care team is comprised of professionals who can help you and your family in different ways. Trained volunteers are also available and can provide a range of support to you and your family.

## **INVESTIGATIONS/TREATMENTS**

Routine investigations are not necessary for residents in hospice care. Any necessary interventions (e.g. urine testing) will be determined by the care team and reviewed with the resident and/or family. Interventions such as cardio pulmonary resuscitation (CPR) are not done at the hospice and ventilators are not used. Intravenous medications are not commonly used since most palliative medications can be given by a more comfortable route. If desired, residents can utilize complementary therapies in consultation with their care team. There are many medications available to people receiving hospice palliative care. These medications provide symptom relief to reduce and control pain and suffering, and are part of the resources available for all residents.

## **NUTRITION and HYDRATION**

Decreased nutritional intake is a very common component of advanced illness. It is often a great source of concern for families but rarely for the hospice resident. People commonly feel it is necessary to encourage the dying person to eat in the hope of sustaining life. Rather, promoting food for comfort if the resident wishes is more appropriate at this stage of illness. Intravenous fluids are not commonly used since in many situations artificial hydration is neither necessary nor helpful to the resident.



## **Hospice Huntsville Supported Programs**

### **Visiting Volunteers**

Pam Martin - (705)789-6878 ext. 229

Clients and families dealing with life threatening illnesses can request to be provided with volunteer visiting and support. Whether it involves making a cup of tea, reading or listening to a client talk, providing relief for caregivers to sleep, leave the home or reflect, the volunteer tries to accommodate the needs of the family. These volunteer visits take place in Hospice, hospital, long term facilities and in individual homes, wherever there is a need for support.

### **Hope Huntsville Palliative Care Team**

Norma Connolly (RN), Susan McGee (RN), Dr. Deb Harrold, Dr. Stacey Erven, Dr. Rebecca Kent (705) 787-0846 ext. 206

The Hope Huntsville team is comprised of specially trained palliative care registered nurses, social worker and physician's consultants whose goal is to improve the quality of life for their clients and families. They provide multidisciplinary coordinated palliative care in any setting providing specialized assessments and ongoing follow-up, to help reduce the severity of pain and symptoms associated with life threatening illness.

### **Social Work**

Leslie Patterson - (705) 787-0846 ext. 218

The social worker helps clients and families address the psychological, emotional, social and practical concerns associated with living with a life threatening illness, while working closely with the hospice and palliative teams.

### **Bereavement and Grief Support Programs**

Program Co-ordinator - (705) 789-6878 ext. 200

The Bereavement Program includes individual, one to one support for any family members who have lost a loved one. Support can be provided face to face or via telephone conversation.

Hospice Huntsville offers two grief support programs a year, led by a trained hospice facilitator. These 7 week peer support programs are designed to help an individual cope with the loss of a loved one. There is NO CHARGE for the program. The program is intended to give people a chance to address the pain they feel upon the death of a loved one. The program allows people to share their feelings and experience healing in a small group.