

Our Mission

The Heart of Hastings Hospice is a community-based volunteer organization, dedicated to meeting the needs of individuals and their families who are facing the terminal phase of their illness, and the grief and bereavement period. The Heart of Hastings Hospice will assist these people to remain in their home longer and support those wishing to die where they call home, or in The Heart of Hastings Hospice Residential Hospice House.

Purpose

The Heart of Hastings Staff and volunteers are members of a Compassionate Care Team who support the terminally-ill person and family. Hospice services are intended to complement the activities of other care providers in the community.

Contact Us

Phone: 613-473-1880

Fax: 613-473-4070

Email: info@heartofhastingshospice.ca

Website: www.heartofhastingshospice.ca



The Heart of Hastings Hospice

17 McKenzie Street

Madoc, Ontario

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P.O Box 624

Office Hours 9:00am – 4:00pm

Monday - Friday



Residential Hospice Resource Handbook



Table of Contents

History.....	1
Welcome.....	1
People Involved.....	2
Goals and Values.....	4
General Information.....	5
How You Can Help.....	8



Get Involved



If you would like to get involved in The Heart of Hastings Hospice Special Events, such as our “Handbags for Hospice” or our “Annual Golf Tournament,” please contact our office for our coming events or visit our website at www.heartofhastingshospice.ca. Event planning and fundraising support is welcomed.

Become a Volunteer



Hospice offers volunteers an opportunity to support their community by providing compassionate, dignified end-of-life support for those in end-of-life. Volunteering is more than giving a few hours of your time; it is making the difference in someone’s life. If you are interested in volunteering, please contact The Heart of Hastings Hospice at 613-473-1880. We will work with your schedule and time commitment.

Host a Hospice Fundraiser



We find it exhilarating when individuals or groups in our community decide to host an event in support of The Heart of Hastings Hospice. Individuals or groups approach our organization with ideas for various fundraisers including benefit dinners, golf tournaments, auctions, musical concerts, and car rallies. If you have an idea, please contact us.

How You Can Help

Close to half of The Heart of Hastings Hospice's operational budget for programs and services is provided through donations!

Donate

Online - Make a secure online payment at www.heartofhastingshospice.ca through **CanadaHelps.org**. A receipt is issued directly to you.

At the Bank - If you wish to make an annual or single donation online via telephone, at a bank machine or bank branch contact our office at 613-473-1880.

In-Person - Visit in person or donate by Mail. We are grateful for cash, Cheque, or money orders made out to The Heart of Hastings Hospice.

Gifts in Kind - The Heart of Hastings Hospice welcomes in-kind gifts. Items such as auction items, prizes, medical equipment for our lending program, labor services, as well as food and beverage items, are all useful and are greatly appreciated. As a registered charity, we can issue tax receipts for the fair market value of such items. For this type of donation, please contact our office at 613-473-1880.

Planned Giving - Supporting The Heart of Hastings Hospice 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 for more information 613-473-1880.

Welcome

Our History

In the spring of 1992 The Heart of Hastings Hospice Inc. was born. Since then The Heart of Hastings Hospice has been training volunteers and offering in-home compassionate care support, bereavement support, fundraising, and more recently support for caregivers. In 2011 the board of directors decided to purchase a dedicated residential hospice house. We serve the municipalities of Centre Hastings, Marmora and Lake, Tweed, Tudor and Cashel, and the Townships of Madoc and Stirling-Rawdon.

Welcome to our Residential Hospice

Welcome to The Heart of Hastings Hospice Residential House. We offer care in a comfortable home-like setting 24 hours a day 7 days a week. There is no cost to residents or their families for our services. The funding for the Residential Hospice comes from the generous donations of our compassionate community members, fundraising events, as well as grants from the government and other organizations.

We are honoured that you have selected The Heart of Hastings Hospice House as your residence. This resource booklet is designed to help you and your loved ones learn about the services available to you here.

Resident information is gathered and shared with the care team members to ensure that appropriate care will be provided. This information will be kept confidential at all times to protect privacy. If, at any time, you choose to return home, or your condition improves significantly, you can speak to hospice staff regarding your wishes.

People Involved

The Heart of Hastings Hospice has a dedicated group of individuals that make up the care team, this team includes:

- ♥ Hospice Coordinators
- ♥ Administration Support
- ♥ Board of Directors
- ♥ Hospice Volunteers
- ♥ Palliative Care Physician
- ♥ Home and Community Care
- ♥ Bayshore Home Health

The Heart of Hastings Hospice Coordinators

The Hospice Coordinators are responsible for the overall care and management of The Heart of Hastings Hospice. You will meet our coordinators upon admission to the home. Any complaints, concerns or issues you may have during your stay can be brought up with the Hospice Coordinators and they will follow through to ensure that we are meeting all of your care needs and concerns.



Staff L-R: Kaitlyn Erwin (Residential Coordinator), Laurie Osborne (Community Coordinator), Heidi Griffith (Executive Director), Niki Dodd (Supportive Care Coordinator), Maria Langley (Office Administrator)

Meals

Families are encouraged to bring resident preferred meals, grocery items and snacks. Soft and easy foods are kept available on site for patients. Volunteers, staff or PSW's can prepare residents meals according to their dietary needs and preferences. The meals are prepared for the resident only. Visitors are responsible for preparing/providing their own meals.

Coffee and tea are available daily in the kitchen for family members and visitors. All other meal items will be stored and prepared in the kitchen.

Laundry

Our Laundry facilities are located on the lower level and are available for caregivers/family for personal use. Staff and Volunteers will be responsible for maintaining clean linens, towels and resident laundry needs.

Telephone

There is a phone located in the common area for outgoing calls if needed. Residents and visitors are responsible for the cost of long distance calls. Use of personal cell phones is encouraged.

Door Code

The Front wheelchair access door will remain locked during the evening for security purposes. The west front entrance will be used as the primary access door. A code will be given to an individual family member who can share at their discretion. At all times, the doorbell can be rung and someone will be available to answer.

Pets

Pets are family members too and visits are welcome. Pets must be free of fleas and be accompanied by a responsible family member/friend. Pets must be on a leash at all times when on hospice property and family is responsible for picking up after them in the yard. Please avoid exposure to other residents and visitors who may be allergic or fearful of animals.

Visiting Hours

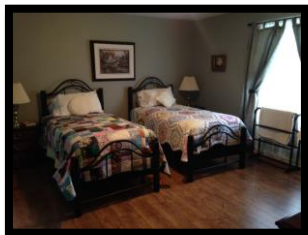
There are no visiting hours at the Residential Hospice. We offer 24/7 care families can be here as much as they desire.

Families are encouraged and welcome to participate in the care of their loved one when they are able. Family are able to stay in-room with their loved one on a Sleep-eez recliner chair or they can stay in the guest bedroom if they wish to spend the night; although it is not mandatory as care is provided 24/7.

The open-concept living room, dining room, kitchen is a multifunctional/common space for patients, families and friends to use. Family members and friends are welcome to visit residents at any time. Visitors are required to sign in and out in the visitor log book located by the front door. It is important for staff/volunteers to know who is here at all times. It is also fire regulation. The Heart of Hastings Hospice reserves the right to refuse entrance to the Hospice House to any one person at any time. During the admission process the resident and family are asked if there are any visitors that they wish to restrict from visiting.

Family Room

Our guest bedroom is open to family members on a first come first serve basis. The room has 2 single beds and a 4-piece ensuite bathroom. There is a sign-in for families to document when the room is in use. If the room is in use and there is another family that would like to stay we can accommodate them downstairs in the living room on a pull-out couch.



Smoking/Alcohol

The Heart of Hastings Hospice is a smoke free home. Visitors and residents are asked to smoke outside to the west of the house. Families and patients are welcome to consume alcohol as long as the physician is in agreement and it is respected that this is a therapeutic environment.

Volunteers

Hospice volunteers work in a variety of roles within the residential home. All volunteers have completed palliative education before they are able to care for residents. Volunteers can be identified with their identification badges. Volunteers are dedicated community members who have a variety of skills. If you have a concern regarding a volunteer, please refer to a Hospice Coordinator.

Home and Community Care (HCC)

Home and Community Care (formally CCAC) provides case management services for residents of the Residential Hospice. Many professional services, such as nurses, PSW's, nutritional counselling, as well as medical supplies and equipment, are available and provided through HCC while you are here.

Bayshore

Registered nurses and personal support workers employed by Bayshore, a local community healthcare agency, will assist in completing activities of daily living and meeting your care needs. They will welcome the involvement of family members if that is your desire, but are also trained and prepared to provide care independently. If you have any concerns regarding care provided, please speak to a hospice coordinator who will address your concerns.

Board of Directors

Our board members contribute skills and backgrounds including law, medicine, nursing, finance, communications, realty, quality assurance, and business ownership. They also contribute their knowledge of our local communities. The Board is responsible for deciding on our policies and ensuring that we are fiscally responsible.

Palliative Care Physician

We encourage your family Doctor to follow care as you transition into the residential hospice. If the Doctor is unable to continue care, our Medical Director will take over your care.

Goals and Values

- ♥ To offer dying persons and their families' quality of life by helping sustain the most meaningful and satisfying lifestyle in the time that is remaining.
- ♥ To promote a compassionate, supportive atmosphere in which family and friends can spend time together and say goodbye.
- ♥ To provide contact and follow-up support with family after death.
- ♥ To advocate for the terminally-ill persons and their families, emphasizing the importance of their individual emotional, spiritual, social and physical needs.
- ♥ To promote the concept of Hospice Care through community education
- ♥ To facilitate teaching programs that will develop and support competent, trained volunteers.
- ♥ To work in co-ordination with all available community services and resources.
- ♥ To strive for continuous quality improvement.
- ♥ To be a fiscally responsible not-for-profit organization.



General Information

Cost

There is **no** charge to residents and families for Hospice support and programs, but the desire is that The Heart of Hastings Hospice will be named as the charity of choice for Memorial donations made at the funeral home. These donations will enable us to continue our programs and therefore be able to provide for the next family that needs our care.

Resident Rooms

The focus of care is the residents and his/her loved ones. At our residential hospice there are 2 rooms available. In the rooms, our beds and mattresses are specifically designed for residents who may spend long periods of time in bed. Each room includes a TV, DVD player, dehumidifier, and fan. We encourage families to bring in items from home to personalize the room and make it more like home.

Recommended Items to Bring

- ♥ Pictures
- ♥ Favourite Foods/Snacks
- ♥ Favourite Movies
- ♥ Favourite Music (We have a CD player)
- ♥ Personal Hygiene Items
- ♥ Toiletries
- ♥ Incontinent Wipes
- ♥ Favourite Blankets and Pillows*
- ♥ Favourite Towels*

*We do supply blankets and towels however some people prefer to use their own. Pillows that we provide have a plastic cover for infection control purposes.