

WELCOME GUIDE



THE HEART OF HASTINGS
HOSPICE

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A GUIDE TO OUR HOSPICE RESIDENCE

Welcome to our hospice residence. We are very honoured to support you, and your loved ones, during this difficult journey. We have provided this guide to assist you to learn more about the services available to you at Hospice. We understand that making the decision to come to hospice is often a difficult one for families. Rest assured, your loved one will receive 24 hour care 7 days a week. Our goal is to enable you to transition from “caregiver” to simply a “loved one”.

Our staff and volunteers aim to provide compassionate, supportive, comfort care in a home-like setting. There is no cost to residents and their families for our services at Hospice. Our funding comes from generous donations through community members, fundraising events, memorial donations, and grant foundations.



“Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.”

~ Margaret Mead



Our History

The Heart of Hastings Hospice started with a group of individuals who had an idea, and recognized the need to better support those in the last stages of life in our community. Hospice's core ideals were to: treat the whole person including family and friends, alleviate pain and suffering, and allow individuals with a terminal illness to “live” the last days of their life as comfortably as possible. Perseverance, determination and compassion from this group of individuals empowered an idea to come to fruition which is, The Heart of Hastings Hospice.

Since 1992 The Heart of Hastings Hospice has trained volunteers to provide community support in people's homes, bereavement support, support for caregivers, and assistance with fundraising.

In 2012 the hospice residence opened its doors, after years of fundraising and grant applications. Since then The Heart of Hastings Hospice Residence has provided a warm, compassionate and supportive home to individuals as they transition in their end of life journey, along with supporting their loved ones.

We take pride in serving the municipalities of Centre Hastings, Marmora and Lake, Tweed, Tudor and Cashel, the Townships of Madoc and Stirling Rawdon. We are truly at “The Heart” of Hastings County.

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.

Our Mission

The Heart of Hastings Hospice is a community-based, volunteer driven organization. We are dedicated to meeting the needs of individuals and their families 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 House.

Our Purpose

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



GENERAL INFORMATION

Cost

There is **no** charge to residents and their 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 who needs our care.

Visiting

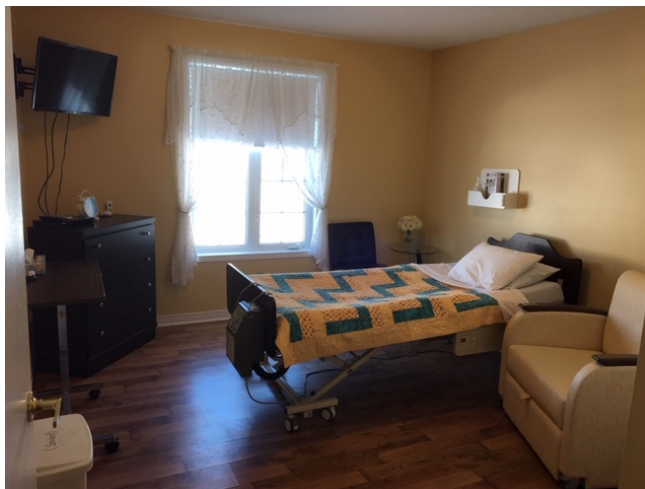
Visitors are welcome based on resident or family preference.

Visiting is not restricted to specific hours or times of day.

Each room is equipped with a “Sleep-Eze” recliner. This recliner chair pulls out into a bed for those individuals who wish to spend the night beside their loved one.

We can also accommodate family in our two guest bedrooms which are available to family members on a first come first serve basis. Each guest bedroom has a twin bed and a 3-piece ensuite bathroom shared with your family member. If the guest bedrooms are in use, and another family requires accommodation, we have a pull out couch in the lower level of the house.

Visitors are required to sign in and out in the visitors log located by the front door. It is important for staff/ volunteers to know who is in the building at all times due to fire regulations.



Resident Rooms

The focus of care is the resident and their loved ones. At our residential hospice there are 3 rooms available: The Butterfly Room, The Dragonfly Room and The Cardinal Room. In the rooms, 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, DVD player, Alexa Echo, air purifier, and fan. We encourage families to bring in items from home to personalize the room and make it feel more like home.

Recommended Items to Bring

- Pictures & mementos
- Favourite Movies
- Favourite Music (we have a CD player)
- Personal Hygiene Items
- Favourite Blankets and Pillows

Common Areas

The open-concept living room, dining room and kitchen is a multifunctional/common space for residents, families and friends to use as their own. We also encourage friends and family to use our front porch and large wrap around deck, as well as our beautiful back yard with serenity garden.



Wifi Login:
Hospice Guest
Heart1880



Meals

Families are encouraged to bring preferred grocery items, snacks and drinks, or prepared meals for residents to consume. Each resident has their own separate area in the kitchen for food storage, and in the refrigerator. A supply of soft easy foods are always available at the hospice should they be needed.

Volunteers, or staff can prepare residents meals according to their dietary needs and preferences. Coffee and tea are available for residents and their guests. We welcome visitors to prepare food for themselves and our residents should they wish to.

Laundry

Our laundry facilities are located on the lower level and are available for caregivers/ family for personal use. Staff and volunteers will maintain clean linens, towels and resident's laundry.

Telephone

Family are encouraged to call Hospice any time, night or day, to be provided with updates on loved ones.

For outgoing calls, the use of personal cell phones is encouraged, however there is a telephone located in the care station for outgoing calls, if needed. Please ask a staff member to assist you. Residents and visitors are responsible for the cost incurred for personal long distance calls.

Pets

Pets are family members too, and visits are welcome! Pets must be free of fleas and ticks and be accompanied by an adult. Pets must be on a leash at all times when outside of the resident's room.

Family members are responsible for cleaning up after the pet, and scooping any pet waste from our great backyard.

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.

The Heart of Hastings Hospice reserves the right to refuse entry to the Hospice House to any person at any time if there are safety concerns.



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 the 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 Compassionate Team

We have a dedicated team of Hospice Coordinators and clinical staff who are responsible for the overall care and management of The Heart of Hastings Hospice. You will meet our coordinators and clinical staff upon admission to the home. If you have any concerns, issues or questions during your stay, please bring it up to the Residential Manager, and the appropriate measures will be taken. We want to ensure that we meet all of your care needs and concerns.



Top Row L-R

Heidi Griffith - Executive Director, Pauline Peitchman - Community and Fundraising Coordinator,
Kaitlyn Erwin RPN - Hospice Residence Manager, Maria Langley - Office Administrator

Bottom Row L-R

Rachel Fleming PSW - Volunteer Recruitment Coordinator, Tristan Lindsay SSW - Grief and Bereavement Coordinator,
Christina Telewiak RPN - Visiting Hospice Coordinator

Clinical Staff

Hospice Clinical Staff consists of a team of Registered Practical Nurses and Personal Support Workers. The clinical team will assist in completing activities of daily living, administering medications and meeting 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.

Volunteers

Hospice volunteers are an integral part of our team, both within the residence, in the community and behind the scenes. Our supportive care volunteers directly serve residents in the house and clients in the community. They have completed comprehensive palliative education, screening and uphold confidentiality.

Our behind the scenes volunteers who are known as "Friends" are dedicated community members who have a variety of skills that are utilized in non-client care, such as through bereavement companionship, gardening, administrative support and fundraising. If you require any assistance, a volunteer would be happy to assist.

Pictured below are a few of our supportive care volunteers undergoing hands on training. In the second picture are volunteers decorating Hospice House for the holidays.



Board of Directors

Our board members contribute skills and backgrounds including medicine, finance, communication, quality assurance and business ownership. They also contribute their knowledge of our local communities. The board is responsible for deciding on our governance policies and ensuring that we are fiscally responsible. Our board consists of the Board Chair, Vice Chair, Medical Director, Secretary, Treasurer, and 2 additional Directors who make up our team of Board Members.



Dr. Sue Dullege - Board Chair

Palliative Care Physician

We encourage your family doctor to follow care as you transition into the hospice residence. If your doctor is unable to continue care, our Medical Director will manage your care.



Dr. Janet Webb - Medical Director

Home and Community Care Support Services

Home and Community Care Support Services (formerly SELHIN) provides case management services for all hospice residents. Many professional services, such as Occupational Therapy, Physiotherapy, Social Work, Nutritional Counselling, as well as medical supplies and equipment are provided for you through HCCSS while you are here.

SUPPORTING YOUR LOVED ONE THROUGH THEIR END OF LIFE JOURNEY

Making the decision to come to hospice to be cared for in the final days of life is a difficult decision. In some ways the hardest part of the decision is coming to terms with the fact that the person you love is entering into their final stage of life, and there is nothing left to do that may prolong life. Many people feel uncomfortable with death, some who are close to the person who is dying worry that they may say or may do the wrong thing.

The hospice experience is about comfort. It is about alleviating discomfort, treating the whole person. What hospice is really about is love and caring. If you visit a loved one and bring the attitude of love and caring, you cannot do or say the wrong thing. Leave family disagreements or anger outside of the hospice door, as you enter the doors think about yourself wearing kindness and love.

What to Expect

A dying person may experience a number of physical changes as their body “slows down”, and prepares for the final stage of life. Awareness of these changes may help to prepare you for the experience of being with someone who is dying. Each situation is different and not all of these changes occur in all dying persons. It is important to discuss your concerns or fears with members of the health care team.

What if I cry?

If you cry, that's alright. If it makes your loved one cry, that's alright. Crying shows love, and it can sometimes allow for conversation.

What if I don't know what to say?

It's alright to just sit and say nothing at all. It's alright to hold your person's hand and just be with them, sending your love. It's ok to talk about your day, or reminisce about a funny shared story. Take your cues from your loved one. If they are tired, just sit with them, if they are chatty, think of things to talk about, just the way you would have before they came to hospice. Dying does not change a relationship.

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

It's thought that hearing is the last sense to go in the dying process. Talk to them, and about them, as if they are able to hear you in the room, because they are. Speak in gentle tones. If you would like to, you can play soft music. Don't try to wake them, just be with them. Be gentle and speak with love.

Remember, if you have any questions, just ask one of the hospice staff. It may seem like a strange question to you, but we help many families through difficult times, if we don't know the answer, we can help you find one.

WHEN DEATH IS APPROACHING

Families often ask staff when we feel that death is approaching. The truth is that it is impossible to totally prepare for the death of a loved one, and just like birth it cannot be completely predicted. There are however, like birth, signs that we as hospice staff and volunteers have come to see as death approaches.

Decreased Appetite

So often we want to feed those who are sick. It feels like a measure of love. Very often in the latter stages of life, people have very little appetite, and interest in food or drink. This is often troubling to those who love them, however this is a natural part of the end of life and it does not cause your loved one distress. You can offer small sips of fluid, or light foods if they are interested and can tolerate it. If they stop eating or drinking, you may wish to relieve the mouth dryness with mouth sponges. We have a stock on hand at all times, and are happy to show you how to use them.. It will be a part of their routine care by staff.

Difficulty Swallowing

Your person may have to sit up to prevent choking on food or fluids, and they may need reminders to swallow. Offer small, manageable amounts. If this is refused, do not insist. This too is a common sign as death approaches.

Sleeping for Longer Periods

Plan conversation for times when your person is more alert. Keep visiting times brief and encourage visitors to sit quietly beside the bedside. Talk to the person while giving care, explain what you are doing, continue speaking in a calm natural way, and always assume that the person can still hear you, even if they appear to be sleeping or unconscious. Pull up a chair and hold their hand, and just be with them.

Confusion and Restlessness

Speak calmly and naturally; identify yourself by name. Remind the person of the time, the place and who is in the room. Ensure that the room is well lit, perhaps adding a night light. Give reassurance and do not argue or correct the person, this will maintain a calm and soothing atmosphere.

Irregular Heartbeat or Breathing

The number per minute of times a person breaths and the depth may vary. Oxygen can be helpful for comfort measures but is not recommended in all cases. A fan at the bedside can be helpful for shallow, laboured breathing.

Wet or Rattly Breathing

Normal secretions in the throat can cause noisy breathing that is not in any way painful or distressing to the patient. Raising the head of the bed or turning or repositioning the person may help with the "sound". This is often more bothersome to the loved one hearing it, than it is to the patient.

Loss of Bladder/ Bowel Control

Urine production will decrease and the colour of the urine will become more concentrated (darker in colour). Appropriate sized incontinence products as well as keeping skin clean and dry will prevent breakdown. A catheter may be considered at this time.

Cool Extremities

Extremities may become cool, skin may feel damp and become discoloured due to the slowing of circulation. This may occur in the hand and the feet, referred to as mottling and be a dark purple or black in colour.

Moaning or Calling Out

Pain does not usually get worse at the end of life. Moaning may occur upon position change.

HOW TO HELP HOSPICE TO CONTINUE PROVIDING SUPPORT

Donate

Online – Make a secure online payment at www.heartofhastingshospice.ca. A receipt is issued directly to you via email. Or donate through your web banking with an e-transfer to payments@heartofhastingshospice.ca

At the Bank - If you wish to make an annual or single donation via telephone or at a bank branch contact our office for more information.

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. We can also accept Visa, M.C. and Amex at the 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, labour 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 us.

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.

Get Involved

Fundraising Support - 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 or visit our website at www.heartofhastingshospice.ca for a list of our upcoming events. 613-473-1880 x103

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

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 contact us. 613-473-1880 x106



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HASTINGS CABLE VISION

TV Channel Guide

- 2 - TVO
- 3 - Global
- 6 - CBC
- 7 - PBS
- 8 - CHCH
- 10 - NBC
- 11 - CBC Kingston
- 12 - CBC Peterborough
- 13 - ABC
- 14 - The Weather Network
- 15 - Much Music
- 16 - CBC News
- 18 - TLC
- 19 - OLC
- 20 - VTV
- 21 - YTV
- 22 - TSN
- 23 - Spike
- 24 - FOX
- 25 - CityTV
- 26 - Discovery Channel
- 27 - A & E
- 28 - CMT
- 29 - CTV
- 30 - Food
- 31 - TBS
- 32 - Slice
- 33 - CNN
- 35 - HGTV
- 36 - History
- 37 - Comedy
- 38 - TMC
- 39 - National Geographic
- 40 - Sportsnet
- 41 - TSN2
- 42 - Channel Guide
- 101 - 141 Stingray Music



MADOC, ONTARIO

Restaurant Guide

Ace Pizzeria/Welcome International
 18 Durham Street
 Phone: 613-473-5235/613-473-5003

Firehall Food
 44 St. Lawrence Street West
 Phone: 613-847-2376

The Iron Rooster Rotisserie and Grill
 104221 Highway #7
 Phone: 613-473-2000

McDonalds
 14118 Highway 62
 Phone: 613-473-1081

Finn's
 231 Durham St. S.
 Phone: 613-473-1919

Gordino's Pizza
 15 Durham Street
 Phone: 613-473-5550

Hidden Goldmine Bakery
 55 Durham Street
 Phone: 613-473-5310

Madoc Dairy: Burnside Casual Dining
 203 Russell Street
 Phone: 613-473-2963

Subway
 114 Bonjour Boulevard
 Phone: 613-473-2828

Tim Hortons
 14121 Highway 62
 Phone: 613-473-2622

Services

Foodland
 40 Elgin Street
 613-473-4240

Johnston's Guardian Pharmacy
 57 St. Lawrence Street East
 613-473-4112

Madoc Post Office
 24 Davidson Street
 613-473-2866

TD Bank
 18 St. Lawrence Street West
 613-473-4245

Tri Area Medical Centre
 52 St. Lawrence Street East
 613-473-4134

