



Nelcome

TO HOSPICE SIMCOE

TABLE OF CONTENTS

Welcome	3-4
Core Competencies	5
Residence Features	6-12
Our Team	13-14
Complementary Services	15
Residential Floor Plan	16-17
General Information	18-20
Nearing End-of-Life	21
After Death Occurs	22-23
Bereavement Programs	24
Funding Information	25-26
Additional Information	27

Legends say that humming birds float free of time, carrying our hopes for love, joy and celebration.

The humming bird's delicate grace reminds us that life is rich, beauty is everywhere, every personal connection has meaning and that laughter is life's sweetest creation.

- Papyrus



WELCOME TO HOSPICE SIMCOE

The staff and volunteers welcome you and your family to Hospice Simcoe. We encourage you, your family, friends and visitors to make this your 'home away from home'. Hospice Simcoe is committed to creating an inclusive environment, where all traditions, cultures, abilities and lifestyles are celebrated and honoured. Privacy and confidentiality are respected and upheld by all staff and volunteers.

LAND ACKNOWLEDGEMENT

Hospice Simcoe acknowledges that we are situated on the traditional lands of the Anishnaabeg People. The Anishnaabeg People include Odawa, Ojibway and Pottawatomi Nations, collectively known as the Three Fires Confederacy. Hospice Simcoe is dedicated to honouring Indigenous history and culture and committed to moving forward in the spirit of reconciliation and respect with all First Nations, Métis and Inuit People.

Miigwech I Thank you

WHAT IS HOSPICE PALLIATIVE CARE?

Hospice palliative care is aimed at relieving suffering and improving the quality of life for persons who are living with or dying from an advanced illness. This care includes pain and symptom management in conjunction with social, psychological, spiritual and practical support. Hospice palliative care affirms life and regards dying as part of the normal

process of living, while offering a support system to help individuals, family & friends during the illness, and afterwards through bereavement programs.

OUR PURPOSE

We ease the pain by providing person-centred, compassionate care and support to the dying and the bereaved in Simcoe County.

OUR PROMISE

Hospice Simcoe provides compassionate, expert care and services before, during and after death. We provide a personalized approach by journeying with individuals, family and friends to support their specific needs.

OUR PRINCIPLES

Excellence:

We are professionals and experts at palliative care and bereavement support.

Compassion:

We are empathetic and understanding.

Respect:

We respect and honour the life of everyone.

Collaboration:

We work together to provide compassionate care and support.

Integrity:

We are honest, fair and reliable.



HOSPICE SIMCOE'S CORE COMPETENCIES

The staff and volunteers of Hospice Simcoe will endeavour to provide you and your family with compassionate, and supportive care during your journey. Our core competencies are comprised of the following:



COMMUNITY SUPPORT



RESIDENTIAL SERVICES



GRIEF & BEREAVEMENT SUPPORT



COMMUNITY SUPPORT SERVICES

Hospice Simcoe's Community Support Team provides social, emotional, and spiritual support to those diagnosed with a life-limiting illness, as well as their families. Our community programs are available to all ages, and to anyone within the community.



RESIDENTIAL HOSPICE CARE

Our Hospice Simcoe residence has 10 private rooms for those who are at end of life and live in Simcoe County. We provide 24 hour nursing care including pain and symptom management, social, psychological, spiritual and practical support, in a place that feels like home. Our average length of stay is 11 days; but can be as brief as a few hours or as long as a few months.



GRIEF & BEREAVEMENT SUPPORT SERVICES

Hospice Simcoe provides emotional and psychosocial support for individuals of all ages, families, and agencies, who are anticipating a death or experiencing grief due to the death of a loved one. Bereavement support can help you to understand and navigate through the complicated emotions and the significant impact it can have on your life.

HOSPICE SIMCOE RESIDENCE

Our 10-bed residence at Hospice Simcoe gives people who are living with a life-limiting diagnosis the opportunity to live with dignity and comfort in a place that feels like home. We are able to provide excellent clinical care, as well as social, emotional, spiritual and practical support from our staff and trained volunteers.









At Hospice Simcoe, the residents and families are at the centre of care. We respect the autonomy of the resident and family in the decision making process and we are here to assist, educate, support and guide you and your family towards a dignified end-of-life journey.





FEATURES AT THE RESIDENCE

BEDROOMS

At Hospice Simcoe, each resident has their own private room. You are welcome to bring your favourite pictures, blankets, pillows or other belongings to make the space your own. Your room is furnished for your comfort, including a telephone, media centre, call bell and more. If additional seating is needed for family and visitors, please ask the clinical team. The room is climate controlled to best fit the resident's needs. Telephones are provided for incoming/outgoing calls. Please see the poster in the rooms for the Wi-Fi password and the long-distance call code.

If family would like to stay overnight, please speak to the clinical team regarding the pullout bed, additional cots, linens, etc. Our clinical team will give you a tour of your room and provide you with any additional information and answer any questions you may have. The entrance to each room must remain free of items that could compromise exiting in the event of a fire or emergency.



Each room has a window with a view to a lovely bird feeder, a storage area, and a pullout bed for a loved one.



FEATURES AT THE RESIDENCE

SPA ROOM

TUB

A large spa-like tub is available for residents, complete with music for your relaxation and comfort.

SHOWER

The shower is available for the residents and families. We ask family members to bring their own toiletries (shampoo, soap, etc.)



BLANKET WARMER

Warm blankets are available in the blanket warmer found across from the clinical station.

ICE MACHINE

The ice machine is available to everyone. It is located across from the clinical station, if you require assistance, you can ask the clinical team.

LENDING LIBRARY

Located in the front foyer, our lending library has a wide variety of resources for adults and children. If you wish to take a book, please use the sign out system provided.







The atrium is located opposite the kitchen area. It offers a sitting area for residents, families and visitors.

KITCHEN

Soups and baked goods are made daily for our residents, family and visitors. Our volunteers and clinical team will offer meals and snacks to our residents at different times throughout the day. Families and visitors are welcome to use our family pantry to prepare light meals and refreshments.

If you wish to use the kitchen to prepare a special dish or family meal, please connect with the clinical team with regard to kitchen availability. Food can be stored in the small fridge in your room or in the full sized fridge in the family pantry area. Labels can be found on the outside of the fridge. Any food in the fridge that is not labelled is meant to be shared.

Please help us keep the kitchen clean and tidy. Please wash your hands and follow the safe food handling guidelines that are posted. If you are ill, or you or a family member are on precautions due to infection, please discuss with the clinical team and they will provide you with guidelines around the use of our kitchen.





Our fully stocked kitchen is always available to everyone at the residence. Our volunteers and clinical team will offer meals and snacks to our residents throughout the day.



The food at Hospice Simcoe is provided at no cost, so we are grateful for the generous donations placed in the kitchen donation boxes set out on the counters, or the tap-to-give machine. These donations ensure that our family pantry is well stocked with comforting foods.

There is a barbecue located on the side patio that family members and visitors are welcome to use. Please ask the clinical team or the kitchen volunteers for instructions on the use of the barbecue.

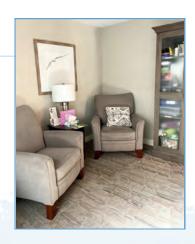
STAN'S HIDEAWAY

Stan's Hideaway is the family room located on the south side of the building and offers a relaxing area where you, your family and visitors can gather. This room has a smart TV, gaming consoles and a computer for your use. Stan's Hideaway provides a comfortable space for family functions and is an ideal spot for children to play.



THE QUIET ROOM

The quiet room offers a private space for reflection, conversations and complementary therapy. Legacy supplies and children's activities are located in the cupboard - please help yourself or feel free to ask for assistance.



COMMUNITY ROOM

The community room is located off the front foyer of the main entrance. It offers another private area for you, your family and visitors to use. You are welcome to reserve this room if you are having a gathering of family and friends (wedding, birthday, holiday celebration, etc.). There are maximum capacity limitations in place to adhere to fire code regulations. Please make reservations through our administrative office or ask the clinical team.





THE OUTDOOR SPACES

Residents and families are invited to spend time in our outdoor spaces. The spaces include lounging areas, a gazebo, bird feeders and hopscotch. The resident beds can be taken outside to enjoy the gardens and surroundings. We encourage you to ask for assistance in making this possible for your loved one, family and/or friends.





THE GARDENS

Our beautiful gardens around the residence offer a large array of colour, blooms, bushes and flowers, all of which are planted and managed by our dedicated volunteers. Whether you want to walk around the property, or gaze out a window, you can enjoy the garden from early spring to late fall.









C.O.P.E. TRAINED SERVICE DOGS

As members of our care team, our C.O.P.E. trained service dogs are great companions for our residents, their families and visitors. They also provide support to those attending grief and bereavement sessions and assist our staff and volunteers as needed.



Our service dogs are involved in our residential & community programs. They share their time between the Community Support location, and the Residence, weekdays between 9am - 5pm. If you wish to visit with the C.O.P.E. dogs, please let the clinical team or volunteer know.

^{*}Above photo: Daisy & Kyle are our current C.O.P.E. service dogs and they must be accompanied by a trained staff member or volunteer.

OUR TEAM

THE CLINICAL TEAM

The clinical team is comprised of Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), our Spiritual Care Coordinator, Residential Care Manager, Physicians, Nurse Practitioners and Medical Director. The team works together with you and your family to provide pain and



symptom management, psycho-social, emotional, and practical support, 24 hours a day. The team will work with you to develop a plan of care based on your needs and what is most important to you and your family.

At Hospice Simcoe, we are committed to creating an environment where all traditions, cultures, abilities and lifestyles are celebrated and honoured. We are committed to person-centred care which respects and values the individual's right to dignity and self-determination when it comes to their end of life experience.

THE COMMUNITY SUPPORT TEAM



Hospice Simcoe's Community Support Team consists of social workers, support staff, volunteers and administrative staff. The team supports individuals, as well as their family and friends, from the time of diagnosis - through to bereavement support.

Bereavement support includes a variety of psycho-educational groups, peer support groups and education.

OUR TEAM

THE VOLUNTEER TEAM

Our volunteers are an integral part of the team both at the residence and in the community. Hospice Simcoe was founded by volunteers, and we continue to rely on them for support in quality resident care, bereavement, administration and governance. Our volunteers also give their time through music and different complementary therapies.

All volunteers complete a comprehensive selection process including application, interview, completion of a Hospice Palliative Care course, vulnerable sector screening and are committed to confidentiality.



SPIRITUAL SUPPORT

Spiritual care is about supporting you and your loved ones with those aspects of life that matter most. Spiritual care can be offered in a variety of ways: talking about what gives life meaning, family, faith, beliefs, receiving emotional, psycho-social, and grief support, engaging in music, art, legacy projects, and through sacred rituals and support of faith traditions. At Hospice Simcoe, we work as a team of staff and



volunteers to provide such support in a caring, creative, and compassionate environment. We also work with community partners and have a list of providers from different faith traditions.

Please speak to our Spiritual Care Coordinator, our clinical team, or one of our volunteers for more information on ways we can support you and your family.

COMPLEMENTARY SERVICES

COMPLEMENTARY THERAPY

Complementary therapies are offered at Hospice Simcoe, including reiki, massage therapy, reflexology, music and therapeutic touch. Other options may include expressive art, yoga, and meditation. These services are available to you and your family members. Complementary therapies are offered by qualified therapists who are registered Hospice Simcoe volunteers. There is no charge for their services.





LEGACY AND MEMORY MAKING

Legacy work and memory making is about helping people to create space and time to reflect on their lives. Sharing or recording memories, engaging in activities, or creating special cherished items are examples of legacy projects. Legacy can serve as a source of comfort for the person who is dying and for their loved ones by assuring them that their life will not be forgotten.



At Hospice Simcoe, we provide many opportunities for legacy work and memory making. To learn more, please speak to our clinical team, our spiritual care coordinator or a volunteer.

Hand molds, creative arts, fingerprint trees, and more, are all part of the Legacy work that can provide beautiful memories of your loved one.

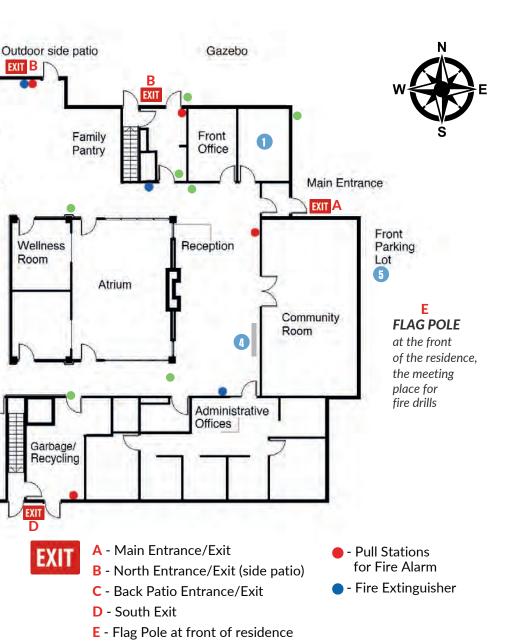
RESIDENTIAL FLOOR PLAN

Side pathway to back parking lot



FLOOR PLAN LEGEND:

- Executive Director
- Residential Care Manager
- Spiritual Care Coordinator
- Lending Library
- 5 Front Parking: visitors & families
- Back Parking: staff & volunteers
- SECURITY CAMERA LOCATIONS (2 cameras located in the lower level)



GENERAL INFORMATION

INFECTION PREVENTION

All visitors are asked to disinfect their hands with alcohol based sanitizer upon entering the facility and when entering and leaving a resident's room. This will reduce the spread of bacteria and viruses. We ask that visitors not visit if they are ill with fever, vomiting, diarrhea or have new cough or cold symptoms.

HOW DO I GET ADMITTED?

A referral request must go to Home and Community Care (HCC): 705-721-8010. HCC will complete an assessment prior to admission to Hospice Simcoe. The request can come from a physician, client or substitute decision maker. Admission to Hospice Simcoe residence is based on a triage assessment tool that identifies the person most needing an admission.

WHAT YOU NEED TO BRING

re ask that you provide tolletries such as:	
☐ Non-scented soap	□ Clothes
\square Non-scented body lotion	□ Deodorant
\square Toothpaste and toothbrush	☐ Incontinence products
☐ Razors	☐ Hygiene wipes
\square Hair comb and/or brush	\square Cane, walker or wheelchair*
☐ Shampoo and conditioner	(*Families will need to take these
ALUABLES	back home upon their departure)

The safe keeping of personal valuables (e.g. wallet, purse, computer, jewellery, cash, etc.) is the responsibility of the resident and family. It is strongly encouraged to have valuable items taken home. Hospice Simcoe will not be responsible for the loss of such items.

LAUNDRY

Hospice Simcoe provides and launders all bed linens and towels. Residents are encouraged to bring and wear their own personal clothing. Families are asked to launder personal belongings.

GENERAL INFORMATION

HOUSEKEEPING

Your room and bathroom are cleaned regularly by Hospice Simcoe staff.

INTERNET

Free Wi-Fi is available for residents, their family, friends and other visitors, and a tablet is available for your use. Please ask a staff member, volunteer, or the clinical team for the password needed.

VISITING HOURS

There are no restrictions regarding visiting hours or the number of visitors allowed. You and your family are encouraged to determine the time of day, the number of visitors and amount of time to spend with visitors. The front door is open from approximately 8am - 8pm; when locked, access is granted via a buzzer. All visitors must be respectful of residents and keep noise levels and possible disturbances to a minimum.

PETS

Resident's pets are welcome at Hospice Simcoe. For the comfort and safety of everyone on the property, all visiting animals should be well behaved, leashed at all times, or in carrier when they are not in the resident's bedroom, and have up-to-date immunization. We ask that the pet handlers please clean up after their pets both in the building and on the grounds.

FRAGRANCE FREE

Hospice Simcoe is a scent-free environment. Perfumes, colognes, and scented products are not permitted at any time.

PARKING

Parking is available at Hospice Simcoe's front parking lot at no charge. There are two wheelchair accessible spaces. There is additional parking at the back of our building if required.

GENERAL INFORMATION

ALCOHOL

Residents, family, and visitors are permitted to consume alcohol within the guidelines of our policy. Please consult the clinical team regarding our policies in order to ensure safety and comfort of all residents, family members, volunteers, and staff at Hospice Simcoe.

SMOKING

Only residents are permitted to smoke on the premises in the designated smoking area, located on the south side of the building. You will need to be accompanied by your family or visitors. Please consult the clinical team regarding policies.

LOST AND FOUND

If you have lost an item or you want to report a found item, please notify any staff member or volunteer. Items will be placed into a basket labeled "Lost and Found" in the coat room.

SECURITY

All staff and volunteers are required to wear an identification badge showing their name and job title. Hospice Simcoe is monitored by a protection service. Cameras are placed inside and outside of the residence. If the staff feel that there is a threat to their safety/security or a resident's safety/security, they will call 911.

FIRE SAFETY

Fire drills are held monthly by the Properties Coordinator. Families are notified prior to the drill conducted. Education is given to families during the orientation tour and during the monthly fire drill. Families are advised of the emergency exit protocols, including emergency exits, fire extinguishers, and pull stations. An annual evacuation is conducted by the Barrie Fire Department to ensure safety compliance.

NEARING END OF LIFE

Nearing end of life, your loved one may experience: changes in sleeping patterns, restlessness, confusion, incontinence, immobility, difficulty swallowing, changes in skin and changes in breathing. Many emotions and concerns are also common at this time, including fear of abandonment, fear of being a burden, loss of dignity and loss of control. The clinical team and volunteers are here to provide support, reassurance, and resources during the last days and hours of life. Please approach the clinical team and/or volunteers at any time with questions or concerns. For more details on what to expect when your loved one is nearing the end of life, our clinical team can provide you with resource volunteers at any time with questions or concerns. For more details on what to expect when your loved one is nearing the end of life, our clinical team can provide you with resources.s.

There are many ways that family members and care providers can help support their dying loved one:

- Keep company by talking and participating in quiet activities;
- Allow them to express fears and concerns;
- Honour their wishes and values;
- Ask if there is anything you can do;
- Respect their need for privacy;
- Support your loved one by listening, reassuring them, sharing memories and surrounding them with support.

Joy and Sorrow

The most helpful discovery of today has been that right in the midst of my sorrow, there is always room for joy.

Joy and sorrow are sisters; they live in the same house.
- Macrina Wiederkehr

AFTER DEATH OCCURS

CONFIRMATION OF DEATH/DEATH CERTIFICATE

The nurse will confirm that death has occurred; this is called "pronouncement of death". The physician will be notified and will complete a death certificate either at Hospice Simcoe or at the funeral home.

FUNERAL AND CREMATION SERVICES

The funeral home or cremation services of your choice will be notified at the time of death by our clinical team. For a list of resources, please consult our clinical team.

WALK OF LIFE

When the funeral home or cremation services staff arrive, your loved one will be placed on a stretcher and covered with a handmade quilt. Your loved one will be escorted out of their room, followed by family, friends and the clinical team. Some families may wish to ring bells during the walk or have music played. All other staff, volunteers and visitors respectfully



stand in honour in the hallway to pay their respects.

THE HUMMINGBIRD LAMP

The hummingbird lamp on the front reception desk is lit at the time of a resident's death as a sign of respect and to notify everyone that a resident has died. It remains lit for 24 hours in honour and memory of the deceased.



AFTER DEATH OCCURS

GRIEF AND BEREAVEMENT SUPPORT

Throughout your time at Hospice Simcoe, emotional and spiritual support is available from the staff and volunteers. In addition to this, after the death of your loved one, our bereavement program is available to you. These programs are led by our skilled staff and volunteers who have completed additional grief and bereavement training. Support may include an intake with a bereavement coordinator, peer support, memorial services and/or bereavement support groups. Please speak to our clinical team for more information on our bereavement programs.

BEREAVEMENT PROGRAMS

Hospice Simcoe's well established bereavement programs provide support to individuals, ages 4+, whether or not they've had a previous relationship with Hospice.

Grief is an individual experience, however it does not need to be done alone. Using a person-centred approach, we can provide support unique to the individual's needs, while offering a community where people can openly share in their grief.

The grief & bereavement support programs provided by Hospice Simcoe are focused on the individual's specific needs.

These programs are: • PSYCHO EDUCATIONAL GROUPS

PEER SUPPORT GROUPS

EDUCATION





Our Community Support location on Bell Farm Road, opened in 2019.

BEREAVEMENT PROGRAMS

A variety of support groups are run by Hospice Simcoe's social workers, community care coordinators and trained volunteers. Some of the options for bereavement support groups are the following:

PSYCHOEDUCATIONAL GROUPS

- Spousal Loss
- Young Spousal Loss
- Adult Child Loss

- Parent Loss
- Young Parent Loss
- Sibling Loss

PEER SUPPORT GROUPS

The following support groups are led by our trained volunteers that explore alternative ways to express grief.

- Mindfulness Meditation
- Yoga for Grief
- Book Club for Grief
- Writers Club for Grief
- Coffee Talk
- Walking Group
- Expressive Arts Group



EDUCATION

Education is delivered in group format including bi-annual "Dying Matters" events, "Bereavement 101" sessions, followed up by "Bereavement 102", and "Advance Care Planning" presentations.

FUNDING INFORMATION

FUNDING

Hospice Simcoe does not charge for our programs and services. We rely on community donations, including one-time donations, in memoriam gifts, monthly giving, wills, estates, and securities transfers, for approximately 50% of our operating costs. Large or small, every single donation makes a difference. Each dollar raised or given to Hospice Simcoe allows us to continue to serve those in need, and we are very thankful to those who make Hospice Simcoe their charity of choice.

Each year we must raise approximately \$1.5 million to support our daily operations including groceries, hydro, heating & cooling, building maintenance and rent for our Community Programs location. The funds raised may also go to support volunteer training, support staff, and the development of expanded bereavement programming, PPE to help keep everyone safe, and much more.

In addition, third party events represent approximately 10% of that \$1.5 million. We are very grateful those in the community who find creative ways to fundraise on behalf of Hospice Simcoe.

And finally, our signature events, such as our Gala, Golf Tournament, Annual Appeal, and Hike for Hospice, not only raise much-needed funding, but provide an opportunity for us to connect with our community. Through these events we reconnect with many families we have served, and create awareness about Hospice Simcoe's programs and services.

MEMORIAL GIFTS

We are grateful to those who direct donations to Hospice Simcoe in memory of their loved ones. These gifts help us to provide programs and services for other families in the future. When donations are made and/or gifts are donated in memoriam to Hospice Simcoe, the loved one's name is placed on a plaque in our residence.

FUNDING INFORMATION

PLANNED GIFTS

Planning a gift now to support us in the future is an incredible way to leave a legacy. A personal legacy gift or bequest through your estate can be made through your will. Gifts by will have become an increasingly important source of revenue for Hospice Simcoe, enabling us to continue to provide exemplary, compassionate palliative care. Your lawyer or financial planner can assist your in achieving your charitable goals.

WISHLIST

On occasion we are in need of tangible items for our residence. If you would like to support us by purchasing any of these items, please let us know. A current Wishlist is available on our website, visit:

www.hospicesimcoe.ca

On behalf of everyone at Hospice Simcoe, thank you for your consideration, support, and generosity.

SOCIAL MEDIA

Visit us on our social media pages for news on upcoming events, special moments and more!

f • Facebook: <u>HospiceSimcoe</u>

Instagram: @hospicesimcoe

• (X) Twitter: @hospicesimcoe

in • LinkedIn: Hospice Simcoe

YouTube: <u>Hospice Simcoe</u>

WEBSITE:

If you would like further information, or to make an online donation, please visit our website at: www.hospicesimcoe.ca

ADDITIONAL RESOURCES

LINKS TO RESOURCES

- Canadian Hospice Palliative Care Association: www.chpca.net
- Canadian Virtual Hospice:
 - www.virtualhospice.ca
 - https://livingmyculture.ca/culture/
 - www.mygrief.ca
 - www.kidsgrief.ca
- Hospice Palliative Care Ontario: www.hpco.ca
- Advance Care Planning Ontario: https://www.advancecareplanningontario.ca/
- The National Initiative for the Care of the Elderly: www.nicenet.ca
- The North Simcoe Muskoka Healthline: https://nsmhealthline.ca/
- Bereavement Ontario Network (BON): www.bereavementontarionetwork.ca
- Bereavement Families of Ontario: www.bereavedfamilies.net
- Seasons Centre for Grieving Children: <u>www.grievingchildren.com</u>
- Canadian Mental Health Association Simcoe County: https://cmhastarttalking.ca/youth-3/crisis-services/





HOSPICE SIMCOE

336 Penetanguishene Road, Barrie, ON L4M 7C2 T: 705 722 5995 | F: 705 722 0716 Nursing Station Fax: 705-792-9246

COMMUNITY SUPPORT

130 Bell Farm Road, Unit 1, Barrie, ON L4M 6J4 T: 705 725 1140 | F: 705 725 1710



















www.hospicesimcoe.ca

Registered Charity # 134433234 RR0001