


ROOZEN FAMILY HOSPICE CENTRE



PILGRIMS  
HOSPICE  
SOCIETY

**RESIDENT AND FAMILY HANDBOOK**

# WELCOME TO THE ROOZEN FAMILY HOSPICE CENTRE



**Living with a life-limiting illness, or providing care for a loved one as they near end of life, can be very difficult. At the Roozen Family Hospice Centre we are here to help. Our dedicated and experienced staff and volunteers are honoured to serve our Residents and their loved ones.**

Hospice Palliative Care is a philosophy of care which focuses on comfort, quality of life, and supporting the precious moments families will share with their loved one during their final days together. Hospice care is not as much about dying as it is about living each day and each moment to the fullest. We are here to help our Residents live each day with dignity and honour by providing compassionate end-of-life care in a home-like setting.

The Roozen Family Hospice Centre includes twelve fully furnished private suites, with state of the art medical equipment and room for family members to stay overnight if they wish. Additional spaces in the Hospice include family rooms, open kitchen and dining room, private family dining room, counselling rooms, outdoor courtyard, and meeting rooms.

\*Most medications are covered by Palliative Blue Cross, however there may be costs associated with medications not covered

## WHAT TO EXPECT

- We welcome visitors 24 hours a day, 7 days a week.
- Family and caregivers are welcome to stay overnight.
- Meals are provided for Residents. Baked goods, treats, soup, coffee and tea are available for visitors.
- Residents and families are encouraged to treat the building as their home.
- All programs and services are provided at no cost to Residents or their families.\*
- Wide doorways allow beds to move freely from Suites to the Great Room, Spa Rooms and outside to the Courtyard.



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THE SUNFLOWER IS AN IMAGE OF STRENGTH AND HOPE.  
IT IS THE INTERNATIONAL SYMBOL OF HOSPICE.



Compassion for the Journey.  
Support for families.

With its face turned to the sun, it generates strength within itself, showing the strength of Hospice to reach out and provide care throughout a community.

The seeds at the centre represent those who are suffering, their loved ones and their caregivers, surrounded by petals - the many ways Hospice staff and volunteers provide compassionate care with respectful dignity.

## OUR CORE PURPOSE STATEMENT

Making End of Life a Better Experience for All.

### VISION

Any person in Edmonton and surrounding area can access calm and compassionate care at the end of life, or as a survivor or loved one, find help with transition caused by death.

### MISSION

Pilgrims Hospice Society provides supportive and compassionate family centred care to enhance the quality and dignity of life for those diagnosed with a progressive, life-threatening illness as well as support to those who are grieving.

## OUR VALUES

### RESPECT

We create a welcoming environment, honouring diversity through behavior that upholds the dignity and worth of every person.

### EXCELLENCE

We arrive every day inspired to make a positive impact. Through our talents, passion, and hard work we achieve the highest standard in all we do.

### COLLABORATION

We work together by sharing time, resources, and expertise both internally and externally in pursuit of a common purpose.

### SERVICE

Service is the essence of our culture. We serve all with humility, kindness and gratitude.

### INTEGRITY

We will inspire trust through transparency, honesty and fairness in all our actions.



## OUR HISTORY: A HEART LED COMMITMENT

Pilgrims Hospice Society was registered under the Societies' Act in April 1994. With a passionate vision and the belief that there was a need for further support for individuals with terminal illness and their loved ones, founders Dr. Helen Hays, Marion Boyd and Patricia Lynch Ordynec began their work from the basement of Marion's home.

In 1996, with funding from donations, foundations, service clubs and special events, two programs were launched: Adult Grief and Loss and an on site Day Program.

In 2001, with funds from the Tegler Trust, the Allard Foundation and Community Facility program, a building in Edmonton's Crestwood neighbourhood was purchased. The move led to the expansion of community programs to include Expressive Arts for Grieving Children, Teens and Families in 2000 and a Home Hospice Visiting Program in 2003. Coloured Tears Summer Camps for youth began in 2005.

While Pilgrims Hospice Society's expanding programs and services have been a pillar of compassion in greater Edmonton for over two decades, the strategic vision has always included Residential Hospice care for those at the end of life, who can no longer stay at home but do not need to be in a hospital or long-term care facility.

At our sold-out Gala in April 2018, local business leader, Harold A. Roozen, made a historic announcement of a \$3 million commitment to Pilgrims Hospice Society the cornerstone gift of our Home for Hospice capital campaign.

In 2019, construction on the Roozen Family Hospice Centre began, and by the end of 2020, both construction and the Home for Hospice capital campaign were complete.

# YOUR CARE TEAM

Staff members at Pilgrims Hospice Society work together as a team to provide you with person and family centred care. They share information and ideas to provide a high standard of care and to help you live according to your wishes.

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# OUR HOSPICE CARE TEAM

The interdisciplinary Care Team provides 24-hour care supporting Residents and their loved ones through the end-of-life journey.

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## NURSES

The Registered Nurses (RN) and Licenced Practical Nurses (LPN) are responsible for the nursing care of our Residents and their families. Our nurses consult with Residents, loved ones, and/or the alternate decision maker regarding needs, wishes, and preferences for care. They recognize, assess and respond to Resident pain and symptom management, as well as health status changes, and communicate updates to the interdisciplinary team.

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## PHYSICIANS

We have a group of core physicians experienced in palliative care who serve our Residents in addition to their community practice. The physicians take turns being on-call to accept admissions and follow Residents care throughout their stay. Physicians visit the Hospice regularly.

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## HEALTH CARE AIDES (HCA)

The HCA is a care provider with palliative care training who assists our Residents with their daily personal care needs and supports the Residents and their loved ones through the dying process.

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## CLINICAL NURSE MANAGER

The Clinical Nurse Manager oversees all of the direct care and supervises the Care Team.

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## RESIDENT AND FAMILY LIAISON

The Resident and Family Liaison is the first point of contact for all integrated supports and services for Residents and their loved ones. They are available for any questions or concerns you and your family may have during your stay at Hospice.

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## VOLUNTEERS

Volunteers provide services both directly to our Residents and their families with care, and indirectly with services like reception, assisting in meal preparation, direct support, administration and Board/Committee work.



# YOUR SUITE

Our Resident suites are designed with you in mind. While furnished with state-of-the-art furnishings and equipment, care has been taken to ensure each room has a comfortable, home-like feel. Wide doorways throughout the first floor allow Residents who are bedbound to move through the building and into the courtyard in the comfort of their beds.

## PRIVATE WASHROOMS

With personal storage (family members are welcome to use this washroom).

## HIGH-DEFINITION SMART TELEVISION

With a wide variety of programming.

## FIREPLACE

Electric fireplace adds coziness and ambiance.

## SLEEPING AREA

The custom sofa and recliner chair can also serve as sleeping spaces for loved ones.

## CUSTOM CABINETRY

With built-in fridge, wardrobe and personal storage.

## CUSTOMIZED LIGHTING

Ambient lighting allows Residents to adjust lighting to their preferred brightness within the suite.

## IN-SUITE CLIMATE CONTROL

Allows those in the room to choose their preferred temperature.

## CONCEALED OVERHEAD LIFT SYSTEM

Keeps the room looking home-like but is available for staff to safely transfer Residents in and out of bed as needed.

## CALL BELL SYSTEM

A light-weight call bell resembling a wrist watch. Pressing the rubber button on the wrist band will alert the staff that assistance is required. This system is wireless allowing the Resident to move freely throughout the building. A wireless nurse call system provides the security of knowing help is close by. There are no audible bells ringing throughout the facility.

## TELEPHONE

Long-distance calls within Canada and the US are permitted anytime. International long distance calls may be made with the assistance of a Hospice staff member.

## LAUNDRY

All linens used at Hospice will be washed by Pilgrims staff and volunteers. Personal laundry should be cared for by family/support people. If not possible please discuss with our Care Team.

## STATE-OF-THE-ART CUDDLE BEDS

Designed for safety and comfort, these beds feature the ability to expand with a push of button so loved ones can cuddle. Ask your Care Team for further assistance.



## THINGS TO BRING

Residents and families are asked to bring their own personal items as desired.

Some items Residents may want to consider bringing from home are:

- Hairbrush or comb
- Toothbrush and toothpaste
- Deodorant
- Denture tabs/cup/brush
- Electric shaver
- Nail clippers
- Nightgowns/pajamas
- Slippers
- Own disposable briefs
- A book to have family and friends sign when visiting
- 24 hour of medications until pharmacy delivers
- Any other nursing supplies from home

Residents and families are welcome to bring in personal items such as pictures and mementos. Please do not put nails in the walls to hang items or bring in furniture as this may inhibit our ability to provide care. We are happy to assist in hanging pictures/photos.





## SPA ROOMS

The Roozen Family Hospice Centre features two beautiful Spa Rooms for use by our Residents. Both Spa Rooms feature a therapeutic tub and overhead lift system to enable safe and comfortable transfer in and out of the tub. There is also a large, accessible shower for Residents that prefer a shower. Upon admission the Care Team will ensure that you have an opportunity to express your wishes for your bath or shower and hygiene needs.





## KITCHEN AND MEALS

Our in-house chefs and volunteers prepare all the meals for our Residents, taking into consideration dietary restrictions and preference when possible. Family members are welcome to bring in special meals that cannot be prepared at the Hospice and store them in the refrigerator in the Resident's room. Please note that freezer space is available in family rooms. Meals brought from home may be warmed in the microwave in the refreshment areas. We greatly appreciate your wish to share meals and treats with other Residents and families; however, due to public health restrictions all food must either be prepared in our kitchen or store bought and in the original packaging.

Kitchen staff are made aware of the dietary restrictions for each Resident when they arrive and as their condition changes. **Always check with the Care Team before providing food for your loved one.**

Full meals are not normally provided for family members. We supply complementary soup, baked goods, treats, coffee and tea daily in the Great Room and in Bistro Stations located in each wing of the Hospice Residence. We are also happy to provide complimentary tea cart and ice cream cart on designated days.

## CELEBRATING SPECIAL OCCASIONS

Families are encouraged to celebrate special occasions and have family gatherings at the Hospice. The Private Family Dining Room is the perfect location to celebrate a birthday, anniversary or special dinner. Other meeting spaces can be booked to celebrate special occasions, host movie nights, watch sporting events and enjoy some precious time together. The Resident Family Liaison would be happy to help make these arrangements.



## ALCOHOL

Alcohol may be consumed by Residents and visitors in moderation, in Resident rooms only. Please inform the staff if you have alcoholic beverages in a Resident room and ensure that you remove all empty containers. Staff reserve the right to revoke this privilege if it is abused or used inappropriately. Pilgrims Hospice Society is not responsible for any consequences of the overuse or misuse of alcohol by visitors. We have a Happy Hour Cart that comes around each week that is available to Residents and their visitors.

## SMOKING

In accordance with the Alberta Tobacco Legislation, smoking (including e-cigarettes, vaporizers and cannabis) is strictly prohibited in the Hospice including patios, doorways and the courtyard. If Residents or visitors wish to smoke, there is an outside smoking area located at the northeast side of the building. Please help keep our Hospice grounds clean and use appropriate receptacles to dispose of cigarette butts, etc. Also please be sure all fire is carefully extinguished.

Visitors and family are primarily responsible for the transport of Residents to the designated smoking area. The Care Team may assist a Resident who is deemed cognitively aware and physically capable of smoking independently into a wheel or Broda Chair and transport them to designated smoking area when workload and time allows.

Smoking materials may be kept in Resident room however, staff reserve the right to revoke this privilege if its abused, used inappropriately, or deemed a danger to the Resident or facility. At which time, all smoking materials will be kept in the nursing station.

## CANNABIS

Residents are permitted to use cannabis on the Hospice property. Please discuss your cannabis use wishes with a physician or nurse manager in order to ensure adherence to Hospice policy and current legislation.

Visitors are not permitted to use recreational cannabis (live leaf, dried products, concentrates or consumables) on Pilgrims Hospice Society property.



## COSTS

There is no cost to Residents or their families for Hospice care thanks to the generous donations we receive from the community and funding from an Alberta Health Grant. However, some expenses may arise in relation to the care needs of the individual Resident that are paid directly to the third party involved. These may include:

- Charges for medication and oxygen that is not covered by Palliative Blue Cross or your third-party insurance. If you have questions about any charges please see our Resident Family Liaison.
- Familiar personal care items such as preferred brand toiletries which may bring comfort to the Resident.





## VISITING THE HOSPICE

The Roozen Family Hospice Centre operates 7 days a week, 24 hours a day. The reception desk is staffed by a volunteer daily from 8:00am to 8:00pm to welcome family members and visitors. After hours, the Care Team will assist with access please call: 1-825-467-8594.

## PARKING

There is angled parking directly in front of the Roozen Family Hospice Centre, as well as street parking on both 148 Street and 98 Avenue.

Out of respect for our neighbour across the street, we ask that you do not park on the south side of 98 Avenue.

## BUILDING ACCESS

For everyone's safety and privacy we keep all exterior doors locked. Visitors are requested to use the main entrance, conveniently located on 148 Street. To request entry please press the button to the right of the double doors, and say the reason for visiting into the intercom. A volunteer or team member will buzz you in; you will hear a sound indicating that the door is now unlocked and you can enter the building. You will be greeted warmly by either a volunteer (or a Care Team member after hours), who will ask you to sign in.

## OVERNIGHT GUESTS

The Roozen Family Hospice Centre welcomes families and caregivers to stay 24 hours a day - each suite can accommodate family members wishing to stay overnight on the convertible sofa. There is also a family room which converts to an overnight guest suite, and portable cots available upon request that can be booked by speaking with the Care Team or the Resident Family Liaison. A family washroom with shower provides overnight guests a place to freshen up.

Please notify the Care Team if you are planning to stay all night and they will provide you with linens.

Children under 18 need to have an adult (other than Resident) stay with them.

\*Family rooms are prioritized for visitors who do not live locally. Also, they may only be booked for two days consecutively to allow availability to all.

## VISITOR CONSIDERATIONS

PHS does not have any visitor restrictions however, our front doors remain locked and all visitors must sign in at front desk. If the Resident wishes to implement any visitor restrictions, short or longterm, during their stay please discuss with the Resident Family Liaison to ensure clarity and proper communication.

For privacy reasons, we do not tell people the names of our current Residents. If there are any family members or friends who may wish to visit your loved one while at the Roozen Family Hospice Centre, you will need to let them know they have moved here.





# SPECIAL VISITORS

## CHILDREN

Children are most welcome at the Roozen Family Hospice Centre, and must be accompanied by an adult. Family rooms have child friendly furniture, toys, books and puzzles.

## PETS

Pets may visit at the Resident's request and the discretion of the Roozen Family Hospice Centre staff. Pets are the complete responsibility of the family member or person bringing in the pet. Pets must be in a carrier or on a leash when outside of the Resident's room and are not allowed in the kitchen or dining areas. Residents and Families must complete a pet visitation application and show proof of current rabies vaccination. Our Resident Family Liaison would be happy to help you with this documentation and welcome your pet to Hospice.





# TISSUE DONATION AND THE ROOZEN FAMILY HOSPICE CENTRE

The Comprehensive Tissue Centre (CTC), operated by Alberta Health Services in Edmonton, is a program that recovers a variety of tissues from those who have passed away and then prepares and stores these tissues for transplantation surgeries.

A person can become a donor when either the next-of-kin have consented to the donation of tissues after the death of their loved one or, in palliative care settings, when the individual consents to tissue donation before their death. In the palliative care setting, corneas are the most common gift that can be used for sight saving surgical procedures.

On occasion, the white of the eye (the sclera) can also be used, for different types of eye surgery. On rare occasion, individuals who are in palliative care can also donate other tissues (heart valves, skin, bone, and tendons) for transplantation into patients for a very wide variety of life enhancing, and even lifesaving, surgeries.

The CTC and Roozen Family Hospice Centre are working together to provide an opportunity for clients to consider and explore the possibility of making this very special gift to others.

Our Resident and Family Liaison will discuss tissue donation with all Residents and loved ones. They will be able to answer any questions you may have, give you more detailed information, and begin the application process if a Resident wishes to be a donor.



## PREPARING FOR THE DYING PROCESS

The Care Team is committed to helping you understand the changes that will likely occur as part of the dying process.

As a person is dying, their body will go through a number of physical changes as it slows down and moves toward the final stages of life. Many of these changes are normal and to be expected. Please remember that each person is different; all of these signs and symptoms won't occur for everyone.

Although the following changes are presented in the order in which they usually appear; some variation is common.

When you notice changes or have any questions or concerns please talk to the Care Team.

We hope that the information on the following pages will help you prepare for changes that are likely to happen. We include some practical tips and comfort measures to help you in your role as caregiver and advocate.

A dying person may...



## **SLEEP LONGER**

A dying person may sleep for longer periods and sometimes have difficulty waking. Times of increased activity and communication may be followed by hours or days of deep sleep and unresponsiveness.

- Plan visits for times when the person is more wakeful and alert.
- Encourage visitors to sit quietly at the bedside. Physical touch, such as holding hands, may be a good way to connect.
- Avoid overtiring the person. Limit the number and length of visits.

## **EAT AND DRINK MUCH LESS**

It is normal at end of life for people to have very little appetite or thirst. A dying person may not be interested in food or drink. This is a natural part of their body preparing for death.

- Ask what they wish to eat or drink.
- Serve small portions of soft, light food or fluids.
- Understand that if a dying person eats or drinks more than is wanted, this can cause nausea, vomiting, constipation and other problems.
- Clean the person's mouth with a damp cloth or mouth swab, and apply moisturizer to the lips to help with dryness.

## **EXPERIENCE EMOTIONAL AND SPIRITUAL CHANGES**

A dying person may talk about going on a trip, ask to go home, or speak to people you don't see. Strong emotions such as fear or anger also may be expressed near end of life. Although not everyone will experience these responses, they are considered normal and expected.

- Continue to respond in your usual way.
- Realize that the dying person may be working through important issues such as life review, saying goodbye and letting go.
- Accept that unusual language or references are not always signs of a problem and may hold helpful insights into the dying person's experience. This is explained in the book *Final Gifts* (1993) by Maggie Callanan and Patricia Kelley.
- Ask for a Spiritual Care Team member or your own spiritual advisor to visit and discuss these changes with you.

## **BECOME CONFUSED AND OR RESTLESS**

A dying person may be unable to recognize familiar people or surroundings, see things that you cannot see, pull at their sheets and clothing or reach into the air.

- Speak calmly, slowly and in a manner that is familiar to the person.
- Offer reassurance about their safety and your presence.
- Consider playing calm and soothing music, gently placing your hand on the person or offering a gentle hand or foot massage.
- Keep the atmosphere quiet and turn down the lights. Try to minimize stimulation.
- Give gentle reminders about the time, where they are and who is present in the room. Use caution when attempting to correct or discount what appears real to the dying person as this may increase their distress.
- Ask the nurse, doctor or Care Team member if medications would help.

## **HAVE DIFFICULTY SWALLOWING**

A dying person may forget to swallow or have difficulty swallowing as weakness increases. Foods and fluids with the consistency of yogurt are easier to swallow than thin water-like fluids.

- Give only small amounts of food and fluid. Too much may cause choking and/or vomiting.
- Remind the person to swallow.
- The nurse or doctor will suggest changes in how to give medications when the person can no longer swallow.

## **HAVE IRREGULAR OR SHALLOW BREATHING**

Rapid, shallow breathing is common. There may be pauses between breaths of 10 to 30 seconds or longer. Changing breathing patterns are normal, and usually the dying person is not aware of and not troubled by these changes.

- Remind yourself to breathe. Sometimes caregivers temporarily forget to breathe when focused on the dying person's breathing patterns.
- Remember these breathing changes are not signs of shortness of breath or discomfort.

## **DEVELOP WET-SOUNDING BREATHING OR MOANING**

Moaning as the person breathes in or out may or may not be an indication of discomfort.

- Discuss what you are hearing with the nurse or doctor. There are medications that sometimes can decrease congestion.
- Change the person's position, perhaps by turning him or her to one side, raising the head of the bed or using pillows to prop the person up.

## **BECOME UNRESPONSIVE**

The person may no longer respond to voice or touch or may seem to be sleeping with their eyes open. Continue to speak to the person. Your familiar voice is likely to be comforting. It is generally believed that people can still hear even when they cannot respond. In the moments before death occurs, many people appear to be sleeping or comatose.

- Tell the person what you are going to do before you do it (e.g. a position change, personal care or giving medications).
- Ask the nurse or doctor if drops would be helpful to prevent eye dryness.

## **LOSE CONTROL OF BLADDER OR BOWELS**

If the person has stopped eating and drinks very little, loss of bowel and bladder control may be an issue. Decreased urine output and bowel movements are normal at the end of life.

- Ask the nurse for information about protective padding and whether a catheter is appropriate.

## **HAVE A CHANGE IN BODY TEMPERATURE**

The person may feel unusually warm or cool to the touch. When the temperature-regulating part of the brain is not working or a fever has developed, the person will feel hot. Conversely as circulation slows, their arms, legs, hands and feet may feel cool and the skin may look patchy or bluish in colour. This is a normal part of the dying process and, usually, people do not feel these changes.

- Remove blankets or place cool cloths on their forehead if the dying person is too warm.
- Use mouth swabs or damp cloths to prevent dryness in the mouth.

## **AT THE TIME OF DEATH:**

You will notice that the person's:

- breathing and heartbeat have stopped.
- Eyes are not moving and may be open or closed.
- Mouth may fall or remain open as the jaw relaxes.
- Skin becomes pale and waxy looking.



## FOR THE CAREGIVER

At this time, you may find you are so busy being a caregiver that you are not looking after your own health. Remember it can be difficult to care for another when you don't care for yourself. Pilgrims Hospice Society offers caregiver support through bi-weekly support group meetings and other wellness opportunities.

### SELF-CARE SUGGESTIONS

- Ask for and accept help with care, household and other tasks (e.g. phone calls, shopping).
- Find ways to handle updates and inquiries (e.g. use email, designate a friend).
- Notice what gives you comfort or pleasure (e.g. time with others, reading, nature).
- Remember to breathe, to eat and to sleep.
- Set limits and say no when you need to. Let others know how you are doing.
- Don't ignore the humour and beauty in life.
- Share stories and memories.
- Acknowledge this is a difficult time. Remember that everyone (including you) is doing their best.
- Do anything that feels like self-care (e.g. massage, haircut, nap, walk, sit quietly, cry).
- Maintain your spiritual and religious practices.
- Sing, play or listen to music that comforts or uplifts you.
- Meet with our Resident Family Liaison or a member of our Grief Team. They are a calm, listening ear and can provide you with strategies and tips supporting you in your grief journey.





# THINGS TO CONSIDER

## SAYING GOOD-BYE

For many people, saying good-bye is very important. The person who is dying, as well as friends and family members, may wish to express their love, gratitude and sorrow to each other. Some people may say goodbye through conversations, letters, trips, rituals, or simply by being together. Some dying people are most comfortable with having people around, while others are more at ease with quiet and privacy. Sometimes a person seems to choose the time to die, perhaps when alone or when particular people are present.


## YOU MAY WISH TO:

- Talk about shared experiences, offering and receiving love.
- Offer or ask for forgiveness.
- Remember that tears are a natural and healing release of sadness.
- Reassure the dying person that you and your family will be okay.
- Choose a funeral home if you have not already done so.





# WHAT HAPPENS AFTER MY LOVED ONE DIES?



**Even when a death is expected; it can be difficult to prepare for the actual moment of death. It is our role to support you through this time.**

Though the death of your loved one is expected once they are admitted to Hospice, it is difficult to absorb the experience. We are here to help and guide you through this time, as well as offer support after the death.

Once a loved one has died a sunflower wreath will be placed on the door that will indicate "Please do not enter at this time as we are honouring the memory of our loved one."

We encourage family members to take the time they need to with their loved one after the death. This is a time that some may wish to sit and share stories and memories with others, or when a ritual can be performed.

Once you have spent time with your loved one and are ready for the next step, our team will contact the funeral home or crematorium on your behalf. Before they arrive, final preparations will take place at Hospice. At this time, you may wish to gather special objects or notes to send along with them.

When the funeral home attendants or staff arrive, they will gently move the Resident to a stretcher and place them inside a special zippered bag for the purpose of transport. The attendant or staff may ask you to confirm details and/or provide any additional contact information they may need.

When you are ready, your loved one will be covered with our Dignity Quilt and with your permission, the Hospice staff and volunteers will form an honour guard for the walk of honour. The staff will then escort the family and Resident to the front doors.

There will be a few moments of reflection before the Resident leaves the building. Your family is welcome to return to the suite and take their time in gathering any personal items.



# INTEGRATED SUPPORTS AND SERVICES

## MUSIC THERAPY

Offered to our Residents and their families our talented Music Therapist will use music and musical elements to promote, maintain and restore personal health.

Music Therapy can:

- Help with pain & symptom management.
- Decrease anxiety helping with relaxation.
- Be an outlet for emotional expression.
- Provide connection to others and decrease isolation.
- Encourage reminiscence and life review.
- Be a form of legacy work and personal history.

We offer many therapies to our Residents and their families to reduce stress, promote relaxation and improve quality of life facilitated by community practitioners who volunteer their time. These include:

- Massage Therapy
- Reiki
- Pet Therapy
- Foot Care• (Contracted service for a cost)
- Musical Guests
- Hair Styling
- Guided Meditation
- Legacy Work
- Bedside Choir

## REFLECTION ROOM

During your time at the Roozen Family Hospice Centre and any time after your stay, please feel free to spend sometime in our Reflection Room. We have provided the Reflection Room as an opportunity for you to pause, reflect, and share. If you'd like, you can write about your experiences with death, dying and grief, including the grieving that comes from other forms of loss. The Reflection Room is also an opportunity to learn from other peoples reflections. For more information visit: [www.thereflectionroom.ca](http://www.thereflectionroom.ca)

# GRIEF AND LOSS

Pilgrims Hospice Grief Support and Spiritual Care program aims to build a compassionate community for those grieving the death of a loved one. We offer group support programs, both structured and drop-in. Groups provide a safe space for individuals to begin processing their grief with others who have experienced loss.

Groups are intentionally kept small to allow participants the opportunity to share their stories. All groups are run by a skilled facilitator and trained volunteers. Our programs are open to anyone in the community who is grieving the death of a loved one.

\*Individual counselling is offered to those whose loved one is admitted to, or has died at the Roozen Family Hospice Centre.

## GROUPS WE OFFER:

- Drop in groups occur weekly. Our current schedule includes:
- Drop in movement/walking group
- General Drop in Grief Group
- Structured groups run throughout the year – please reach out to the Grief Support Team for learn more.
- Some examples of groups include:
- Partner Loss Grief Group
- Adult Grief Group
- Men's Grief Group
- Children, Teens and Families Grief Group

Some of the emotions a grieving person may feel during this time include remorse, guilt, regrets, loneliness, anger, fear and relief. Almost any emotion that is known will be felt at some point. The good news is that support, education and caring compassion are available for anyone who is grieving at the Roozen Family Hospice Centre, as well as in the broader community.



# SPIRITUAL CARE

Our spiritual care team, led by a professional Spiritual Health Practitioner and supported by trained volunteers, will provide space in which residents feel free to discuss their spiritual concerns, ask essential questions, embrace life, and feel at peace as they near death. Our team will also offer comfort and support to the families of Residents in hospice care.

Through one on one sessions, or group sessions, spiritual care can be provided by our team to residents and families as requested. Connections to community spiritual leaders of various faith traditions is welcomed and can be arranged by our team. Residents and families are welcome to invite their own spiritual leaders to support them in Hospice.

## HOW TO ACCESS OUR SERVICES

**During your stay at Hospice please see the Resident and Family Liaison and they will be happy to make a referral to our grief and spiritual care teams.**

After your stay at Hospice please contact our Grief Support Team at:

Contact us: 587-414-1148  
[griefsupport@pilgrimshospice.com](mailto:griefsupport@pilgrimshospice.com)





# COMMUNICATION WITH RESIDENTS & FAMILIES

## FEEDBACK AND CONCERN PROCESS

Pilgrims Hospice Society is committed to providing quality care to meet individual needs. We would like your support and involvement, and encourage you to complete the Family Satisfaction Survey following care at the Roozen Family Hospice Centre. During your time at the Roozen Family Hospice Centre we encourage you to share your feedback with the Care Team, Resident and Family Liaison, Clinical Nurse Manager or Chief Executive Officer. We also welcome feedback via our suggestion box located by the reception desk. We are committed to addressing your concerns, and welcome your positive feedback as well.

It is important to Pilgrims Hospice Society to hear from you and your families to continue to improve the services we provide.

## COMMUNICATING ELECTRONICALLY

### PILGRIMS HOSPICE SOCIETY WEBSITE

Contains a wealth of information on the Roozen Family Hospice Centre, Programs and Services, what's new and ways to get involved or support Pilgrims Hospice Society.

### FACEBOOK PAGE

Posts, news and photos about upcoming and past events, as well as valuable information for staff, volunteers, and family members.

### MONTHLY NEWSLETTER

Features upcoming events, reviews of past events, and information about Programs and Services, Fundraising Initiatives and stories of Hospice.

To have your e-mail address added to our distribution list for the monthly newsletter, please go to our website and sign up for our newsletter.



## HOW IS HOSPICE FUNDED?

Operating as an independent facility, Pilgrims Hospice Society relies on the generosity of our donors to raise the funds needed to operate the Residential Care Program, Hospice Community Programs and Grief Support Programs. All programs and services are provided at no cost removing any financial barriers to accessing exceptional end-of-life care, at one of life's most challenging times.\*

Funds are raised in a variety of ways, through the philanthropic giving of individual donors, foundations and corporate supporters, through our two signature events – our annual Hike for Pilgrims Hospice and Sunflower Luncheon, and through third-party fundraising activities and events.

Volunteers are essential in supporting the work of Pilgrims Hospice Society, sharing their time and their talents while helping to keep operating costs as low as possible.

\*The Hospice Day Program is funded through an operating contract with Alberta Health Services (AHS). Participants in this program pay a nominal fee of \$10/day as required by AHS.

# HOW YOUR DONATIONS ARE USED

## CONNECTED AND COMFORTABLE

Your donation will help keep our Residents and their families comfortable and connected by covering the cost of utilities such as natural gas, electricity, water, cable, telephone and internet.

## EDUCATION AND AWARENESS

Ongoing education and awareness will ensure the sustainability of our Residential Hospice centre. Your donation will support ongoing staff & volunteer education and training, community education and efficient donation management.

## KEEPING HOUSE

Like your home, we want to keep a safe and tidy home. Your donation will help us do that by covering costs for laundry & housekeeping, ongoing maintenance, safety and security.

## COMPASSIONATE CARE

Resident and client care is our top priority. Your donation will help cover the cost of 24/7 nursing care, grief counselling and support, as well as things like personal care products, medical equipment and supplies.

## BUSINESS AS USUAL

Although we want our Hospice to feel like home to our Residents, we must operate as a business. Your donation will cover costs associated with running a business such as accounting, human resources, purchasing, office equipment and supplies and insurance.



## WAYS TO GIVE

Thanks to the generosity of our many donors, our Hospice programs and services are offered at no cost. This includes care for Hospice Residents as well as support and grief services for their family, support for our community Hospice clients and grief services for anyone grieving the death of a loved one from any cause.

Donors give to Pilgrims Hospice Society in a number of different ways:

**Gifts in Memory** - It is the highest honour to be named the recipient of Memorial Gifts. When writing an obituary you may consider requesting donations to Pilgrims Hospice Society in lieu of flowers. Donors will receive a tax receipt and we will notify you of their generosity.

**Annual Donation** - Your gift will help us provide future Hospice families with end-of-life care and grief programming at no cost.

**Gives Every Month (G.E.M)** - One of the easiest ways to give is to become a monthly donor. An amount of your choice can be charged to your credit card or transferred from your bank account each month.



**Larger gift pledged over several years** - A larger gift makes a huge impact in the care we are able to provide now and in the future, and gifts pledged over several years provide for sustainable revenue for Pilgrims Hospice Society.

**Leave a Legacy** - After you have considered your family please consider a gift in your Will for a specific amount or as a percentage of your estate to support the future work of the Hospice.

**Gift of Securities** - By donating publicly traded securities, you eliminate the capital gains tax that becomes payable if you were to sell on the market. A tax receipt will be issued for market value on the date of the transfer.

**Organize a fundraising event to benefit Pilgrims Hospice Society** - Let us know if you have an event idea and we will let you know how we can help.

**Share your Hospice Story** - Let us help you put your Hospice experience in a personalized story to help other families understand how Hospice could help them.

Our Fund Development Team is always happy to provide more information on any donation option or meet with you to discuss how you can assist with our mission.

**CONTACT:**

Nicole Craft

Manager Fund Development

nicolec@pilgrimshospice.com | 587-735-2373

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## **GIFTS AND GRATUITIES**

We recognize that families and friends may want to express appreciation to staff. We encourage cards, notes, letters or personal words of appreciation, or goodies to the whole staff or a team. Financial gifts to the facility are also appreciated. We request that you do not offer money or gifts to any individual employee or volunteer.

## **STAFF INVOLVEMENT IN RESIDENT AFFAIRS**

Care Staff and Volunteers are not permitted to have any personal involvement in the financial or non financial affairs of Residents and are not allowed to witness personal legal documents. If you require such a service please ask to speak to our Resident and Family Liaison.



# VOLUNTEERING

**WE ARE SO GRATEFUL FOR THE SUPPORT OF OUR MANY VOLUNTEERS!**

Hospice volunteers are an important part of our team and give a priceless gift to those who are affected by end of life challenges. They are ordinary people who make an extraordinary difference!

Our volunteers fill a wide variety of roles that include:

- Direct Support
- Kitchen
- Reception
- Grief Program Support
- Administration
- Special Events
- Gardening
- Maintenance and Repairs

## **HOW DO I BECOME A VOLUNTEER?**

1. Fill out an application - The first step to becoming a Pilgrims Hospice Society volunteer is filling out an application on our website: [www.pilgrimshospice.com](http://www.pilgrimshospice.com)
2. Meet with the Volunteer Coordinator - Our Volunteer Coordinator will be in touch to set up an interview to determine if volunteering at Pilgrims Hospice Society is the right fit. We ask that those who have had a close personal loss and are still in mourning to wait at least 12 months to volunteer. It can be difficult to be of service to others when one is still healing from their own loss. A discussion regarding loss is conducted during the interview to determine if someone is ready to volunteer.
3. Complete Screening - If a mutually agreed upon position is found, two personal reference checks will be completed, followed by a Police Information Check.
4. Training & Orientation - Volunteers will be enrolled in a 34 hour comprehensive training and orientation program to ensure they have the knowledge they need to provide outstanding care to our Residents and families.
5. Start making a difference!

# WE REMEMBER THEM

by Rabbi Sylvan Kamens and Rabbi Jack Riemer

In the rising of the sun and in its going down,  
We remember them.

In the blowing of the wind and in the chill of  
winter,  
We remember them.

In the opening of buds and in the rebirth of  
spring,  
We remember them.

In the blueness of the sky and in the warmth of  
summer,  
We remember them.

In the rustling of leaves and in the beauty of  
autumn,  
We remember them.

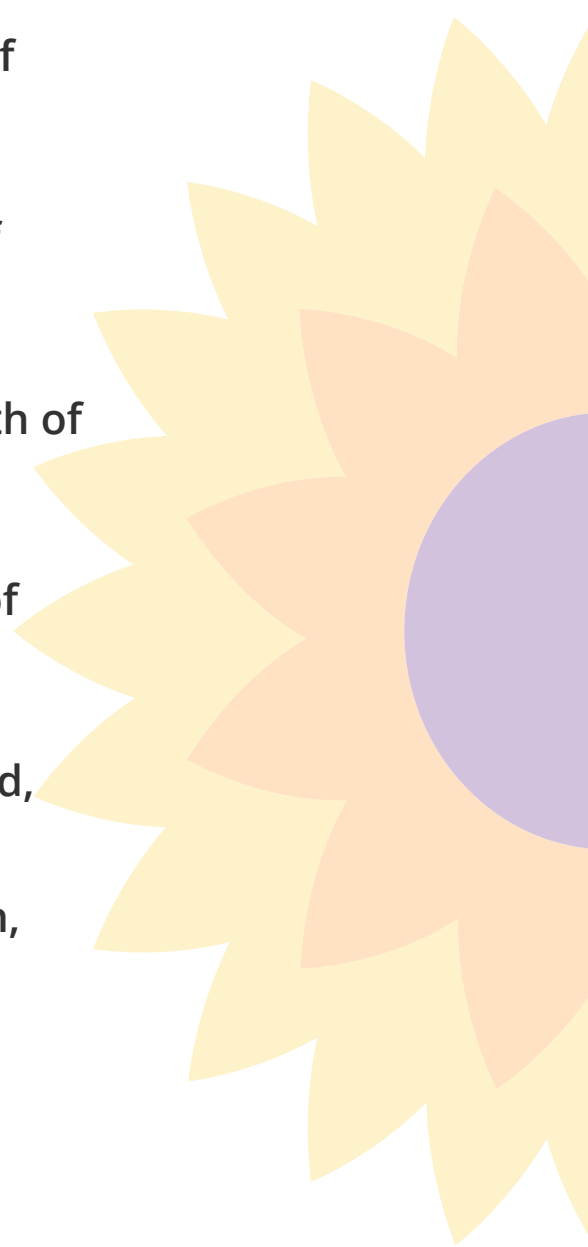
In the beginning of the year and when it end,  
We remember them.

When we are weary and in need of strength,  
We remember them.

When we are lost and sick at heart,  
We remember them.

When we have joys we yearn to share,  
We remember them.

So long as we live, they too shall live, for they  
are now a part of us, as we remember them.

















# PILGRIMS HOSPICE SOCIETY

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