

RESIDENT AND FAMILY HANDBOOK

PILGRIMS HOSPICE SOCIETY

WELCOME TO THE ROOZEN FAMILY HOSPICE CENTRE

Living with a life-limiting illness or caring for someone nearing the end of life can be difficult. Our experienced staff and volunteers understand the challenges you face and will support you with compassion, care and respect.

"Hospice isn't where you go to die. It's where you go to live your final days."
- Family of Former Resident

The philosophy behind hospice palliative care emphasizes comfort, quality of life, and support for meaningful moments shared during someone's final days. At Pilgrims, we enable our residents to live with dignity, honour and choice by offering compassionate end-of-life care in a setting that feels like home.

All of our hospice programs and services are offered **free of charge**, ensuring residents and families can focus on what matters most.

HOW TO USE THIS HANDBOOK

The Resident and Family Handbook provides information about the programs, amenities and services we offer, as well as the care you can expect to receive during your stay. Our Resident & Family-Centred Care Coordinator will review the handbook with you. There's also a copy in the Resident & Family Toolkit for future reference.

If you have any questions about the information in the handbook or if there's something we haven't covered, feel free to ask. We're always here to help.



CONTENTS

OUR TEAM

04 YOUR CARE TEAM
05 IMPORTANT CONTACTS

YOUR HOME AWAY FROM HOME

06 YOUR SUITE
08 THINGS TO BRING
08 SPA ROOMS
09 KITCHEN AND MEALS
10 CELEBRATING SPECIAL OCCASIONS
10 ALCOHOL, SMOKING & CANNABIS
11 COSTS
12 INTEGRATED SUPPORTS AND SERVICES

VISITING THE HOSPICE

16 PARKING
16 BUILDING ACCESS
17 OVERNIGHT GUESTS
17 CHILDREN
18 PETS
18 VISITOR RESTRICTIONS

TISSUE DONATION

19 TISSUE DONATION

INFORMATION FOR CAREGIVERS

20 SELF-CARE SUGGESTIONS
21 UNDERSTANDING THE DYING PROCESS
24 SAYING GOOD-BYE
24 FINAL MOMENTS
25 AFTER YOUR LOVED ONE DIES
26 EDUCATION & SUPPORT
27 GRIEF AND LOSS

CONNECT WITH US

28 FEEDBACK AND CONCERNS
28 STAY IN TOUCH

OUR FUNDING MODEL

29 OUR FUNDING MODEL
31 WAYS TO GIVE
32 SHOWING APPRECIATION

A POEM OF REMEMBRANCE

33 WE REMEMBER THEM

YOUR CARE TEAM

The staff at Pilgrims Hospice Society work as a team to provide care centred on you and your family. They share information and ideas to ensure you receive the highest standard of care and to help you live in accordance with your wishes.

Our interdisciplinary care team offers around-the-clock support to guide residents and families through the end-of-life experience. They can answer any questions or concerns you may have.

Nurses

Our Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) are responsible for your nursing care. They consult with you and the people you choose to be involved in your care (or alternate decision-makers) about your needs, wishes and care preferences. They recognize, assess and respond to your pain, symptoms and changes in health status and communicate updates to the rest of the team.

Physicians

We have a core group of palliative care physicians who provide medical care to our residents. The physicians rotate weekly and will visit you several times during your stay. They are happy to discuss your care with you and those who support you. A physician is on call 24/7 to help ensure comfort and peace of mind.

Health Care Aides

The Health Care Aides (HCAs) in hospice have palliative care training. They help with your daily personal care needs and support you and those closest to you throughout your stay.

Director of Hospice Care & Clinical Practice

The Director of Hospice Care & Clinical Practice manages the direct care of our residents and supervises the Care Team.

Resident & Family-Centred Care Coordinator

Our Resident & Family-Centred Care Coordinator can answer any questions you have and will connect you with our complementary services and in-house activities, as well as caregiver supports such as anticipatory grief, and emotional and spiritual care.

Spiritual Health and Grief Practitioner

Pilgrims' Spiritual Health and Grief Practitioner offers comfort, connection and meaning through faith, personal beliefs or quiet reflection. Spiritual care is available to people of all faiths.

Volunteers

Volunteers offer companionship to our residents and families, support the Care Team as needed and provide complementary services such as music, hairstyling and pet therapy. They also assist with the operations of Pilgrims Hospice Society by providing administrative support, helping with meal preparation, and serving on committees and boards.

IMPORTANT CONTACTS

Pilgrims Hospice Society Main Line
780-413-9801

Nursing Station
1-825-467-8594
NursingStation@pilgrimshospice.com

Director of Hospice Care & Clinical Practice
825-467-8595
PatriciaT@pilgrimshospice.com

Resident & Family-Centred Care
780-777-3669
CaringConnections@pilgrimshospice.com

Grief Support Services
GriefSupport@pilgrimshospice.com

Spiritual Care
825-467-8601
JillG@pilgrimshospice.com





YOUR HOME AWAY FROM HOME

Pilgrims' Roozen Family Hospice Centre offers 12 fully furnished private suites equipped with modern medical technology and space for family and friends. We encourage you to treat the hospice like home and to take advantage of our family rooms, dining rooms, counselling rooms, outdoor courtyard and meeting areas. Family, friends and caregivers are welcome to visit at any time and may even stay overnight.

YOUR SUITE

Our resident suites are designed to support your comfort and well-being. Each suite features state-of-the-art furnishings and equipment while maintaining a warm, home-like atmosphere.

Each suite includes:

Private Washroom

The in-suite washroom offers ample space for easy movement and personal storage. Family members are welcome to use it.

Cuddle Beds

Our cuddle beds are designed for safety and comfort. With the push of a button, the bed expands so residents and loved ones can rest close together. Please ask the Care Team for assistance.

High-Definition Smart TV

The in-room television offers a wide range of programming.

Electric Fireplace
The wall-mounted fireplace provides warmth and ambience while ensuring safety.

Sofa and Recliner
Comfortable furniture provides ample seating for visitors and offers those closest to you a place to rest.

Custom Cabinetry
A built-in fridge and wardrobe provide ample storage space while preserving the home-like feel of your suite.

Adjustable Lighting
Dimmable lights let you set your preferred brightness level.

Climate Control
An in-suite thermostat lets you adjust the temperature to your comfort level.

Overhead Lift
Concealed within cabinetry to preserve the home-like feel of your suite, the overhead lift helps the Care Team safely transfer you in and out of bed as needed.

Call Bell
A silent, wireless system that lets you alert the Care Team with the press of a button while maintaining a quiet, calm environment.

Telephone
An in-suite telephone helps you stay connected with family and friends. Local and long-distance calls within Canada and the U.S. are permitted at any time; international long-distance calls can be made with the Care Team's assistance.

Laundry Service
Ensures regular cleaning and sanitizing of suite linens. We ask that family members or caregivers handle personal laundry. Please speak with the Care Team if this isn't possible.

Wide Doorways
Our hospice doorways are wide enough to accommodate our residents' beds, allowing bedbound residents to move safely throughout the building and into the courtyard.

Resident & Family Toolkit
A collection of information and resources to make your stay more comfortable, including nearby restaurants, places of worship, funeral homes and house-cleaning services.

THINGS TO BRING

To make your stay as familiar and comfortable as possible, we encourage you to bring some **personal belongings** with you. These may include:

- **Clothing and footwear** (e.g., nightgown, pyjamas and slippers)
- **Toiletries** (e.g., hairbrush, deodorant, toothbrush/toothpaste, denture tabs/ cup/brush, electric shaver, nail clippers)
- **Hearing aids**
- **Electronic devices**
- **Disposable briefs**
- **48-72 hours of medications** (enough to last until our pharmacy can deliver)
- **Any other home nursing supplies**

You are also welcome to bring personal items, such as pictures and mementos, to help you feel at home, as well as a book for family and friends to sign during their visits. Please do not nail items to the walls (we're happy to help with other options) or bring furniture into the suite, as this may hinder our ability to provide care.

After your death, your friends, family and caregivers should take all personal belongings home. Returning to hospice to collect these items can be emotionally taxing in the days and weeks after your death. Items left at hospice for more than 30 days will be donated or discarded appropriately.

> **Please leave valuables, such as jewellery, watches and important documents, at home or with someone you trust for safekeeping.**

SPA ROOMS

Pilgrims' Roozen Family Hospice Centre features two beautiful spa rooms for your comfort. Each room includes a therapeutic tub and an overhead lift system to help you get in and out safely and comfortably. A spacious, accessible shower is also available if you prefer. Upon admission, the Care Team will ask about your preference for a bath or shower and any other hygiene needs.





KITCHEN AND MEALS

Our in-house chefs, supported by volunteers, prepare all meals for our residents. We ensure they are informed of your dietary needs upon arrival and as your condition changes. They also strive to accommodate your preferences and special requests.

Family and friends, please consult the Care Team before offering your significant person food. With their approval:

- You may bring special meals that cannot be prepared at the hospice.
- Food brought from home can be stored in the refrigerator in your suite (freezer space, if needed, is available in our family rooms) and reheated in the microwaves in the bistro areas.

We do not serve full meals to family and friends; however, you are welcome to enjoy complimentary soup, baked goods, treats, coffee and tea in the main dining room and at the bistro stations in each wing of the hospice. Volunteers bring treat and ice cream carts to resident suites on designated days.

We also host **Resident & Family dinners** periodically throughout the year to mark special occasions, such as holidays and community events. These are wonderful opportunities to share a meal together, connect with others, and strengthen the sense of community that makes Pilgrims feel like home.

> **Although we appreciate your desire to share meals and treats with other residents and their families, please refrain from doing so. They may have dietary restrictions you're not aware of.**

CELEBRATING SPECIAL OCCASIONS

Even at the end of life, moments of joy, connection and togetherness continue to matter.

We encourage you to celebrate special occasions and host family gatherings at the hospice. Our private dining room is an ideal space for birthdays, anniversaries and special dinners. You can also reserve our other meeting areas to mark special moments, host movie nights, watch sporting events and enjoy quality time together.

These gatherings can offer comfort, create lasting memories and provide meaningful opportunities to simply be together. Our Resident & Family-Centred Care Coordinator would be happy to help with these arrangements.



ALCOHOL, SMOKING & CANNABIS

Alcohol

You and your visitors may consume alcohol in moderation while in your suite. You are welcome to bring your own alcoholic beverages. We also have a Happy Hour Cart that volunteers bring around each week. If you are bringing alcohol to the hospice, please inform our staff and remove all empty containers.

> **We kindly remind you that this privilege may be withdrawn if it is misused or abused. Pilgrims Hospice Society is not responsible for any problems caused by a visitor's overuse or misuse of alcohol.**

Smoking & Vaping

To ensure everyone's comfort and safety, Alberta Tobacco Legislation strictly prohibits smoking — including e-cigarettes, vaporizers and cannabis — inside the hospice, on our patios, near doorways and in the courtyard. If you or your visitors wish to smoke, please use the designated outdoor smoking area near the northeast corner of the building. Thank you for your understanding and cooperation.

Note: Visitors and families are responsible for escorting residents who are aware and able to smoke independently to the designated smoking area. Volunteers may assist if they are willing and able.

Please help us keep our hospice grounds beautiful and welcoming by disposing of cigarette butts in the designated trash bins. Also, kindly ensure that all smoking materials are fully extinguished.

> **You are welcome to keep smoking materials in your suite. However, we may withdraw this privilege if the materials are used inappropriately or pose a safety risk to you or to our facility. In such cases, all smoking materials will be stored at the nursing station for safety.**

Cannabis

Residents may use non-smoking, non-vaping cannabis products on hospice property. Please discuss your wish to use cannabis with a member of the Care Team to ensure you comply with hospice policy and current legislation.

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

COSTS

Hospice care is provided **free of charge** to you and your family, thanks to generous community donations and funding from Assisted Living Alberta. However, certain expenses related to your specific care needs may arise. These costs are paid directly to the third party and may include:

> **Charges for medication and oxygen not covered by Palliative Blue Cross or your third-party insurance.**

> **Familiar personal care items, such as preferred brand toiletries, which may provide you comfort.**

If you have any questions regarding charges, please contact our Director of Hospice Care & Clinical Practice.

INTEGRATED SUPPORTS & SERVICES

Our skilled staff and volunteers believe that dying is a natural, personal journey rather than merely a medical event. They provide care in a home-like setting through innovative programs that complement and support our other services.

Our whole-person approach to care means we address more than your physical symptoms. We also offer programs and services to support your mental, social and spiritual well-being.

If you are interested in any of these integrated supports and services, please ask a member of the Care Team or the Resident & Family-Centred Care Coordinator.

Spiritual & Cultural Care

We recognize that spiritual and cultural beliefs and practices can be an important part of the end-of-life experience. We are committed to creating space for the traditions, rituals and practices that bring meaning, comfort and connection to you and your family.

- Spiritual care is available upon request, whether through one-on-one or group support.
- We are happy to support cultural, spiritual and religious rituals and traditions that are important to you, provided it is safe to do so.
- You are welcome to invite your own spiritual or cultural leader to support you and your family during your stay. We can also help connect you with a spiritual leader from your preferred faith tradition.

Complementary Therapies

Complementary therapies can help reduce stress, promote relaxation and improve quality of life. Provided by community practitioners who volunteer their time, the following therapies are available to you and those who support you:

- Massage therapy
- Reiki
- Pet therapy
- Foot care (small fee applies)
- Hairstyling





Music

Music can be a meaningful source of comfort, connection and relaxation for people and families at the end of life. Listening to favourite songs or familiar music may help create a sense of calm, evoke memories, encourage conversation and bring people together. We regularly welcome musical guests to the hospice, and we can arrange for a bedside choir to visit you in your suite.

You also have access to a Spotify account through the smart TV in your room, which you can use to create a playlist of your favourite music, or listen to audio books and podcasts. See the instruction sheet in the Resident Toolkit binder or ask a member of our team to help you set this up.

Legacy Letters

A legacy letter is a way to share cherished memories, convey your wishes and blessings, and express your thoughts and feelings about what matters most to you. It's a heartfelt gift that helps those closest to you remember and celebrate your life and love for generations to come.

Pilgrims has volunteers who will guide you through the process, ask thoughtful questions, and help you create a letter that reflects you and the legacy you want to leave.

> **Please note:** Our Care Team and volunteers are not permitted to get involved in your personal or financial affairs or to witness personal legal documents. If you need this assistance, please contact our Resident & Family-Centred Care Coordinator.



Resident & Family Photos

Capturing some of the final moments with your significant person in photos can help you preserve memories that reflect the connection you share.

Pilgrims is pleased to work with a compassionate photographer who specializes in capturing these moments, providing you with a visual legacy of your relationship.

Tattoos

A tattoo can be more than ink on skin. It can be a way of carrying a person's story with you. When created together at the end of life, the experience offers an opportunity to share a meaningful moment, reflect on a lifetime of memories, and celebrate a relationship that will always remain part of who you are.

Through a partnership with Fountainhead Tattoo, Pilgrims' residents can receive a small, simple, single-colour tattoo for free; family and friends receive a 20% discount.



Adult Day Program

Pilgrims' Adult Day Program is a wellness and recreation program for people in the community or living at home who need support to maintain or improve their physical and cognitive function.

Each day features activities that nurture physical, mental and emotional well-being, including:

- Travel presentations
- Art activities
- Physical activities (e.g., chair yoga)
- Trivia games
- Pet therapy
- Cooking and baking
- Music Therapy
- Educational Presentations

> **As a hospice resident, you are welcome to attend any Day Program activities that interest you. You'll find the current month's activities calendar on the bulletin boards by the bistros.**

A few things to note:

- Our Day Program is located in the basement. Please ask a member of the Care Team for help getting there and back.
- If you will need help participating in an activity, please ask a family member or volunteer to come with you.
- Most activities can be joined on a drop-in basis; however, if you would like to join an art activity, please let the Resident & Family-Centred Care Coordinator know.

Many of our Day Program's resources (e.g., games, puzzles, art supplies) are also available to borrow if you would prefer to use them independently. The Resident & Family-Centred Care Coordinator has a list of what's available, along with a request form you can use.





VISITING THE HOSPICE

Pilgrims' Roozen Family Hospice Centre is located at 9808 148 Street NW in Edmonton, Alberta. The hospice is open seven days a week, 24 hours a day. Reception is staffed by a volunteer from 8am to 8pm daily. After hours, please call 1-825-467-8594 for access.

Parking

Visitor parking is available directly in front of the hospice and on both 148 Street and 98 Avenue. Please do not park on the south side of 98 Avenue to respect our neighbours.

Building Access

For everyone's safety and security, we keep all exterior doors to the hospice locked.

Our main entrance is on 148 Street. To request entry:

- Press the intercom button to the right of the doors, then state the name of the person you are visiting (after-hours call 1-825-467-8594).
- A volunteer or staff member will unlock the door (listen for a click) to let you enter.

You will be greeted by a volunteer (or a Care Team member after hours) who will ask you to sign in.

Overnight Guests

Families and caregivers are welcome to stay overnight if they wish. Each resident suite can accommodate overnight guests on the convertible sofa. We can also convert the hospice's family room into an overnight guest suite.

- Portable cots, if needed, can be booked by contacting the Care Team or the Resident & Family-Centred Care Coordinator.
- Children under 18 may stay overnight if an adult (other than the resident) is present.
- Showers are available in the family washroom in the hospice's north wing. Please ask a team member for access and notify us when you're finished so we can clean and prepare the area for others.

Please inform the Care Team if you plan to stay overnight. They will provide you with linens.

> **Note:** Family rooms can be reserved for only two consecutive nights and are prioritized for visitors who do not live locally. The rooms become available at 8pm, and we kindly ask that you leave the rooms by 9:30am to allow other families to use them during the day.

Children

Children are very welcome at the hospice. To keep everyone safe and comfortable, we ask that children be accompanied and supervised by an adult (other than the resident) while they are here. We're happy to provide child-friendly furniture, toys, books and puzzles in our family rooms.



Pets

Pets may visit at the resident's request and at our staff's discretion. Please ask a member of the Care Team or our Resident & Family-Centred Care Coordinator for a **Pet Visitation Application** and provide **proof of a current rabies vaccination** before bringing your pet to the hospice.

- Pets are the full responsibility of the person bringing them to the hospice.
- Pets must be in a carrier or on a leash when outside the resident's room.
- Pets are not permitted in the kitchen or dining areas.

Visitor Restrictions

Pilgrims Hospice Society has no visitor restrictions; however, for your security, we keep our front doors locked and require all visitors to sign in at the front desk.

If you wish to limit or restrict visitors (either temporarily or permanently) during your stay, please speak with the Resident & Family-Centred Care Coordinator. We will ensure the appropriate people are informed.

> **Note:** For privacy reasons, we do not disclose the names of our residents. If family or friends plan to visit you at the hospice, please ensure they know you are here.



TISSUE DONATION

Give Life Alberta is a program that collects various tissues from deceased donors, prepares them, and stores them for transplantation.

A person can become a tissue donor if:

- After their death, the next of kin consents to the donation, or
- In palliative care settings, the individual consents to donation before their death.

In palliative care settings, corneas are the most commonly donated tissue for sight-restoring surgeries. The sclera, or the white of the eye, can also be used occasionally. Individuals in palliative care may donate other tissues, such as heart valves, skin, bones and tendons, to assist patients with various life-enhancing or lifesaving surgeries, though this is less common.

Pilgrims Hospice Society collaborates with Give Life Alberta to offer you (or your alternate decision maker) the opportunity to consider making this meaningful gift to others. Our Resident & Family-Centred Care Coordinator will discuss tissue donation with you. They can answer any questions, provide detailed information, and initiate the application process if you decide to become a donor.

Give Life Alberta

INFORMATION FOR CAREGIVERS

Support for caregivers is an integral part of our hospice care, as many people face significant challenges when someone important to them has a serious illness.

This section provides information to help caregivers and those supporting a person in hospice care navigate the days ahead. We've included self-care tips, details about the dying process, and information about the support available to you as you grieve.

SELF-CARE

Being a caregiver can be a full-time job, leaving little time for yourself. Remember, caring for others becomes even harder if you neglect your own well-being.

The following self-care suggestions can provide you with the support you need as a family member, friend, caregiver or advocate, helping you manage your responsibilities while caring for yourself.

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., via email or by delegating to a family member or friend).	**Prioritize activities that bring you comfort or joy** (e.g., dinner with family, reading or time in nature).	**Remember to breathe, eat and sleep.**
Set boundaries and learn to say no when necessary.	**Open up to others and share how you're feeling.**	**Look for humour and beauty in the world around you, and take a moment to appreciate them.**	**Reminisce about your significant person and share stories and memories with family and friends.**
Acknowledge that this is a tough time, and remember that everyone is doing their best, including you.	**Take some time just for yourself; do whatever you need in that moment** (e.g., get a massage, get a haircut, take a nap, go for a walk, sit quietly, cry).	**Keep up with your spiritual and religious practices.**	**Sing, play or listen to music that comforts or uplifts you.**

Finally, remember that we're here to support you while you're here. Whether you need someone to lean on, a listening ear, or advice and tips for coping with your grief, we're always available.

UNDERSTANDING THE DYING PROCESS

As a person nears death, their body undergoes physical changes as it slows down and enters the final stages of life. These changes are normal and expected; however, it's important to remember that every individual is different, and not everyone will have the same experience.

> **Knowing what to expect will help you prepare for and manage the upcoming changes. If you notice any changes in the person you are supporting or have questions or concerns, please speak with the Care Team.**

Along with the information below, you'll find a copy of *Journey's End: A Guide to Understanding the Final Stages of the Dying Process* by Deborah Sigrist, BSN, RN, in your hospice suite. Please refer to the book during your stay but leave it for the next family when you leave.

Common Signs and Symptoms

Although some variation is common, the following changes typically occur in the order listed. We've also included practical tips and comfort measures to support you in your role as a family member, friend, caregiver or advocate.

What You May Notice	How to Respond
Sleep A dying person may sleep longer and sometimes have difficulty waking. Periods of increased activity and communication can be followed by hours or days of deep sleep and unresponsiveness.	Schedule visits when the person is more awake and alert. Encourage visitors to sit quietly at the bedside. Physical touch, such as holding hands, can be a meaningful way to connect. Limit the number and duration of visits to avoid overtiring the resident.
Eating & Drinking At the end of life, it is common for people to have little appetite or thirst, or even show no interest in food or drink. This is a natural part of the body's preparation for death.	Ask the resident what they want to eat or drink. Serve small portions of soft, light foods or fluids. Understand that eating or drinking too much can cause nausea, vomiting, constipation and other issues. After eating, gently clean their mouth with a damp cloth or mouth swab, then apply moisturizer to their lips to prevent dryness.

What You May Notice	How to Respond
Emotional & Spiritual Changes A dying person may talk about going on a trip, ask to go home, or speak to people you don't see. They may also express strong emotions, such as fear or anger. While not everyone will experience these responses, they are normal and should be expected.	Keep responding as you normally would. Understand that the resident may be working through significant issues, such as reflecting on their life, saying goodbye and letting go. Know that unusual language or references are not always signs of a problem and may offer helpful insights into the dying person's experience. This is explained in the book *Final Gifts* (1993) by Maggie Callanan and Patricia Kelley. Ask our Spiritual Care Practitioner & Chaplain or your spiritual advisor to visit and discuss these changes with you.
Confusion or Restlessness A dying person might not recognize familiar people or surroundings, might see things you cannot see, might pull at their sheets and clothing, or reach into the air.	Offer reassurance about their safety and your presence. Play soothing music. Gently place your hand on the person or offer a gentle hand or foot massage. Keep the lighting dim and the atmosphere calm to reduce stimulation. Give gentle reminders about the time, their location, and who is in the room. Avoid correcting or dismissing what seems real to them, as this may heighten their distress. If you're ever unsure or concerned, please talk to the Care Team.
Difficulty Swallowing A person nearing the end of life may forget to swallow or struggle to swallow as their weakness grows. Foods and fluids with the consistency of yogurt are easier to swallow than thin, water-like liquids.	Give only small amounts of food and fluid. Too much can cause choking or vomiting. Remind them to swallow. The Care Team will let you know when the time comes to stop offering food to your significant person.

What You May Notice	How to Respond
Irregular or Shallow Breathing Rapid, shallow breathing is common. A dying person may pause for 10 to 30 seconds or longer between breaths. Changes in breathing patterns are also normal. The dying person is usually unaware of and unaffected by these changes.	Remind yourself to breathe. When you focus on the person's breathing pattern, you might forget to breathe yourself. Keep in mind that changes in breathing are not signs of shortness of breath or discomfort.
Wet-Sounding Breathing or Moaning Wet-sounding breathing or moaning is common at the end of life. It is usually caused by air blowing over loose secretions in the major airways and does not cause discomfort.	Talk with the nurse or doctor about what you are hearing. There may be a medication the person can take to reduce their congestion. The Care Team may adjust the person's position by turning them onto one side, raising the head of the bed, or using pillows to support them. This can help make breathing easier and reduce the wet or moaning sounds of their breathing.
Unresponsiveness A person near death may no longer respond to voice or touch, or may seem to be sleeping with their eyes open. In the moments before death, many individuals appear to be sleeping or in a coma.	Keep talking. Familiar voices can be comforting. It is generally believed that people can still hear, even if they cannot respond.
Changes in Bladder & Bowel Functions If the person has stopped eating and is drinking very little, decreased urine output and bowel movements are expected. Loss of bowel and bladder control may also occur towards the end of life as the muscles weaken.	Ask the Care Team about protective padding and whether a catheter is appropriate.

What You May Notice	How to Respond
Change in Body Temperature A dying person might feel unusually warm or cool to the touch. When the brain's temperature regulation fails or a fever develops, the person will feel hot. As circulation slows, the arms, legs, hands and feet may feel cool, and the skin may appear patchy or bluish. This is a normal part of the dying process and shouldn't cause discomfort.	If the person feels too warm, remove blankets or place a cool cloth on their forehead. Use mouth swabs or damp cloths to prevent dry mouth.

SAYING GOODBYE

For many people, saying goodbye is deeply meaningful. You and the person you are supporting may want to express your love, gratitude and sorrow to each other. Common ways to say goodbye include conversations, letters, rituals or simply spending time together. You may wish to:

Talk about shared experiences	**Give and accept love**	**Offer or ask for forgiveness**	**Reassure them that you and others will be okay**

Your significant person might feel most comfortable around people, or they might prefer quiet and privacy. They may also seem to choose their time to die — perhaps when they are alone or when certain people are present.

FINAL MOMENTS

At the time of death, you will notice that the person's breathing and heartbeat have stopped, their eyes are still and may be open or closed, their mouth has fallen open or remains open as the jaw relaxes, and their skin appears pale and waxy.

> **When your significant person dies, the first thing you should do is nothing. You don't need to call a nurse or pick up the phone. Simply take a deep breath and stay present with what's happening. Sit by their bedside. Tune in to your feelings. Say your final goodbyes. Taking a moment to pause gives you time to adjust.**

When you're ready, inform the Care Team and do something simple, like calling the one person who needs to know. Take your time. You won't have a chance to catch your breath later, so do it now. The Care Team will guide you through everything that happens after death.

AFTER YOUR LOVED ONE DIES

Even when death is expected, preparing for the moment can still be challenging. The most important thing to remember is that tears are a natural and healing way to release the sadness you may be feeling. We are here to support you during this time.

What to Expect	What You Can Do
Sunflower Wreath When a resident dies, a member of our team will place a sunflower wreath on the door of their suite to notify staff and volunteers.	We encourage you to take as much time as you need afterward with your significant person. You may wish to share stories and memories or to perform a meaningful ritual.
Funeral Home or Crematorium When you are ready, our team will contact your preferred funeral home or crematorium and prepare the resident for their arrival.	If you have any special items or notes you would like to leave with your significant person, please gather them and let us know.
Transferring Your Loved One When the funeral home attendants arrive, they will gently transfer the resident onto a stretcher and place them in a special zippered bag for transport.	The funeral home attendant may ask for your contact details and to verify some information.
Dignity Quilt When you are ready, we will gently cover the resident with our Dignity Quilt.	With your permission, hospice staff and volunteers will respectfully line the hall to pay their respects as your significant person is escorted to the hospice's front doors. There, we will take a few moments for reflection before escorting them outside. You are welcome to return to the suite and take your time gathering any personal belongings.

EDUCATION & SUPPORT

Reading

Two books are included in the Resident and Family Toolkit in your hospice suite.

- **Journey's End: A Guide to Understanding the Final Stages of the Dying Process** by Deborah Sigrist, BSN, RN
- **Expected Loss: Coping with Anticipatory Grief** by Dr. Alan Wolfelt

These books are excellent resources to help you understand and prepare for the death of your significant person. Please refer to them during your stay but leave them for the next family when you leave.

Death Matters

Death Matters is an education and support program for family, friends and caregivers.

Death Matters: Support for Caregivers	Meets at 6:30pm on two Wednesday evenings each month. One night focuses on end-of-life education, and the other on care for the caregivers. Both nights include time to share with others and to receive or offer support.
Death Matters: Coffee Talk	Meets every Friday morning at 10am for casual, supportive conversations.

Check the bulletin boards near the bistros for more information and dates.

GRIEF & LOSS

Grieving is a natural and instinctive part of death. Your emotions may be intense and varied, including sadness, anger, guilt, regret, fear, loneliness and relief. But you don't have to navigate it alone. Pilgrims' grief support services offer a compassionate space for those at our hospice and in the wider community who are grieving the death of someone significant in their lives. Our supportive grief programs are available to children, teens, parents and adults.

- Group-based grief support provides a safe space to begin processing your grief alongside others who have experienced a death. Our groups are led by skilled facilitators and supported by trained volunteers. We keep our groups small so you can feel comfortable sharing your story.
- One-to-one spiritual care is available for those whose significant person is a resident of the hospice or has died here.
- Anticipatory grief support for children and teens provides age-appropriate information and activities to help them understand and process their emotions.

Grief programs at Pilgrims are free of charge.

For grief support (including anticipatory grief support for children and teens) **during your stay** at the hospice, please ask our Resident & Family-Centred Care Coordinator for information and a referral	For support **after your significant person has died,** please contact Grief Support Services at GriefSupport@pilgrimshospice.com or 587-414-1148

Memorial Events

We host memorial events throughout the year to honour and remember those who have died at the hospice. You will be invited to a quarterly memorial service following the death of the person you were supporting, as well as to an Annual Service of Remembrance.



CONNECT WITH US

FEEDBACK AND CONCERNS

Pilgrims Hospice Society is committed to the continuous improvement of the care and services we offer.

- If you have a concern or feedback during your time at Pilgrims' Roozen Family Hospice Centre, please contact a member of the Care Team or the Director of Hospice Care & Clinical Practice so we can address it immediately.
- You can also fill out our Feedback & Concerns form (there's a copy in the toolkit in your room) and give it to any Pilgrims' employee or put it in the suggestion box at reception. You'll find copies of the Resident & Client Complaint Policy posted to the bulletin board across from the nursing station.
- After your stay, please complete our Family Satisfaction Survey, which you will receive by mail a few months after your significant person's death.

It is important to us to hear from you. Your feedback helps us improve the hospice experience for future residents and their families.

STAY IN TOUCH

As family and friends of one of our residents, you are a valued part of our hospice community. The following resources are a great way to learn more about us and stay connected.

Website (pilgrimshospice.com)

Our website provides extensive information about Pilgrims' Roozen Family Hospice Centre, our programs and services, what's new, and ways to get involved or support Pilgrims Hospice Society.

Social Media

Follow us on Facebook, Instagram and LinkedIn. We regularly share updates on our programs and hospice events, as well as educational content on death, dying and the end-of-life journey.

Hospice Happenings Newsletter

Get our news, events and updates delivered directly to your inbox. You can subscribe to our monthly e-newsletter, Hospice Happenings, on our website under What's New.



OUR FUNDING MODEL

Pilgrims Hospice Society is an independent, non-profit organization that relies on donor generosity to supplement funding from Assisted Living Alberta (ALA) and to enhance our residential care, grief support and community programs. ALA funding covers only about 40% of our annual operating budget and provides a basic level of care for our hospice residents.

Believing that access to exceptional end-of-life care should be available to everyone, we raise funds to cover the remaining 60% of annual our budget. This enables us to offer the higher-quality care and additional services for which our hospice is known, free of charge* for our residents and their families.

We raise funds in various ways:

- Through generous donations from individual donors, foundations and corporate supporters
- Through our two signature events — the annual Hike for Pilgrims Hospice and the Sunflower Fundraising Luncheon
- Through third-party fundraising activities and events

Hospice volunteers are a vital part of our team. By sharing their time and talents, they offer a priceless gift to those nearing the end of life and those closest to them, while helping to keep our operating costs low. They are ordinary people making an extraordinary difference.

* Our Adult Day Program is supported by an operating contract with Assisted Living Alberta. Day Program clients pay a $15 daily fee, as mandated by ALA.

YOUR DONATION AT WORK

Compassionate Care

Resident and client care is our top priority. Your donation helps cover the costs of 24-hour nursing care, grief support, and items such as personal care products, medical equipment and supplies.

Connected and Comfortable

Your donation helps keep our residents and their families comfortable and connected by covering the cost of utilities, including natural gas, electricity, water, cable, telephone and internet.

Keeping House

Like you, we like to keep a safe and tidy home. Your donation helps cover expenses for laundry, housekeeping, maintenance, and safety and security.

Education and Awareness

Continuous education and awareness help sustain our residential hospice centre. Your donation supports ongoing training for staff and volunteers, community outreach, and effective donation management.

Business as Usual

While we want our hospice to feel like home for our residents, we must also run it as a business. Your donation helps cover costs such as accounting, human resources, office equipment, supply purchases and insurance.



WAYS TO GIVE

Thanks to the generosity of our donors, we offer our hospice programs and services at no cost. This includes care for hospice residents, support and grief services for family, friends and caregivers, assistance for our community hospice clients, and grief resources for anyone grieving the death of a someone important to them.

You can give to Pilgrims Hospice Society in many ways:

Memorial Gifts

Gifts made in memory of someone are a noble tribute. When your significant person dies, consider requesting donations to Pilgrims Hospice Society instead of flowers. Donors will receive a tax receipt, and we will inform you of their generosity.

Annual Donation

Annual donations allow us to provide end-of-life care and grief support to future hospice families free of charge.

Give Every Month (GEM)

One of the simplest ways to give is to become a monthly donor. Automatic payments, set to any amount you choose, can be charged to your credit card or withdrawn from your bank account each month.

Large Gifts

A large gift can have a significant impact on the care we can offer now and in the future. Multi-year pledges provide lasting revenue for Pilgrims Hospice Society.

Legacy Gifts

Including Pilgrims Hospice Society in your will or estate plan is a heartfelt gift. Legacy gifts can be a specific amount or a percentage of your estate, and they will support our hospice's future work.

Gift of Securities

Donating publicly traded securities to Pilgrims Hospice Society avoids paying capital gains tax that would otherwise be due if you sold them on the market. A tax receipt will be issued based on the market value of the securities on the transfer date.

Third-Party Fundraising

If you're organizing an event to support Pilgrims Hospice Society, we'd love to hear about it. These community-driven initiatives are a great way to raise awareness and funds for our programs.

Share Your Hospice Story

Let us help you share your hospice experience through a personal story that helps other families understand how hospice can support them.

Our fund development team is happy to provide more information about any of these giving options or to meet with you to discuss how you can support our mission.

Please contact **Nicole Craft, Director of Fund Development,** at **NicoleC@pilgrimshospice.com** or **587-735-2373**.

DONATE ONLINE

Unable to scan? Visit this page:
pilgrimshospice.com/get-involved/make-a-donation/

TO DONATE BY CASH OR CHEQUE:

Make the cheque payable to **Pilgrims Hospice Society** and ask to give it to a member of the fund development team.

SHOWING APPRECIATION

We appreciate it when families and friends express their gratitude to our staff. If you'd like to recognize a team member or the team as a whole, consider a card, note, letter, personal words of thanks, or treats for the entire team. Please avoid offering money or gifts to individual employees or volunteers. Financial donations to Pilgrims Hospice Society are gratefully accepted.

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 ends,
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.

ABOUT PILGRIMS HOSPICE SOCIETY



As the international symbol of hospice, the sunflower is an image of strength and hope.

With its face turned to the sun, the sunflower draws strength, symbolizing the power of hospice to reach out and provide care throughout the community. The seeds at the centre represent those who are suffering, those closest to them, and their caregivers; the petals represent the compassionate care and the respectful dignity with which our staff and volunteers surround them.

OUR CORE PURPOSE STATEMENT

Making End-of-Life a Better Experience for All

Vision

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

Mission

Pilgrims Hospice Society provides supportive, 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 for those who are grieving.

OUR VALUES

Respect
We create a welcoming environment by honouring diversity through behaviour that upholds the dignity and worth of every person.

Excellence
We arrive each day inspired to make a positive impact. Through our talents, passion and hard work, we uphold the highest standards in all we do.

Collaboration
We work together by sharing time, resources and expertise, both internally and externally, to pursue a common purpose.

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

Integrity
We 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. Driven by a passionate vision and the belief that more support was needed for people with terminal illnesses and their loved ones, our founders, Dr. Helen Hays, Marion Boyd and Patricia Lynch Ordynec, began their work in the basement of Marion's home.

In 1996, two programs were established, funded by donations, foundations, service clubs, and special events: adult grief support and an on-site Day Program.

In 2001, with funding from the Tegler Trust, the Allard Foundation and the Community Facility program, a building in Edmonton's Crestwood neighbourhood was purchased. The purchase led to the expansion of our community programs to include grief programs for adults, teens and children, as well as a Hospice Volunteer Visiting Program.

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

At our 2018 fundraising gala, local business leader Harold A. Roozen announced a $3 million commitment to Pilgrims Hospice Society — the cornerstone gift of our Home for Hospice capital campaign. In 2019, construction of Pilgrims' Roozen Family Hospice Centre began, and by the end of 2020, both the construction and the Home for Hospice capital campaign were complete.

In 2024, we reached another milestone by becoming a contracted hospice care provider with Alberta Health Services (now Assisted Living Alberta). In addition to expanding access to hospice care in Edmonton, the contract affirms our approach to end-of-life care and the value we deliver to our residents and their families every day.

PILGRIMS HOSPICE SOCIETY

9808 148 Street NW, Edmonton, AB T5N 3E8 | Phone: 780-413-9801 Fax: 825-467-8594
www.pilgrimshospice.com | Registered Charity 897041455RR0001