

North Shore Palliative Care Program



This booklet is intended for patients and families who are facing a life threatening illness. We hope that this booklet provides you with answers to some of your questions and provides you with information about our program, resources, services and care team.

For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. **GV.110.P351**
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The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca

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www.CoastalPalliativeCare.ca

Where Can Palliative Care Be Provided?

Palliative care can occur in any setting including home, hospital, hospice and residential facilities. Palliative care focuses on comfort care and may include active treatments. If a change in care setting is needed, your team of health care providers will make your move between care settings as seamless as possible.

Home and Community Care

A health care team works with you and your family in your home, to assess and manage your symptoms. Home visits by a Registered Nurse, Nurse Practitioner, Physician, Dietitian, Physiotherapist or Occupational Therapist early in your journey may help to prevent hospital admission and promote optimal symptom control. Planning and setting goals is an important part of community care.

Lions Gate Hospital

7 West (7W) is an acute care unit located on the 7th floor of the Lions Gate Hospital. Admission to 7W is for symptom management, with the goal to stabilize the acute issue (e.g.: pain control) and assist you to return to your home with community supports. Sometimes your care will be provided on another floor of the hospital and the Palliative Care On-Call Physician will work with your Family Doctor to support you.

North Shore Hospice

The North Shore Hospice is located one block east of the Lions Gate Hospital at 314 East 14th Street. All rooms are private with en-suite facilities.

The Hospice is an alternative when you are not able to be cared for in your home and acute hospital care is not needed. The North Shore Hospice is a home like setting where 24 hour nursing care is given in the last three months of your life.

Donations

Many patients, families and friends ask for information about donations to our program.

Donations support high patient quality of care and can be used for new state of the art equipment/supplies, facility improvement, staff education and research.

Should you or your family choose to give to this fund please contact our Program Assistant at 604-984-3743.

Donations are gratefully acknowledged and you will receive a tax deductible receipt. If you wish to designate your monetary gift for a specific need we will be happy to discuss this with you.

For any further information please call:
Program Assistant 604-984-3743

Financial Supports

BC Palliative Care Benefits Program

This provincially based fund provides financial coverage for most medications, equipment and services needed while receiving palliative care at home and at North Shore Hospice. Speak to your team for more information regarding specific criteria.

For more information please call:

Health Insurance BC (HIBC) at 604-683-7151 or visit <http://www.health.gov.bc.ca/pharmacare/outgoing/palliative.html>

Compassionate Care Benefit

This federally based program offers financial support to family members who choose to take a 6-week temporary leave from work to provide end-of-life care for a family member at home.

For more information visit:

<http://www.servicecanada.gc.ca/eng/ei/types/compassionatecare.shtml>

Other options

The Social Worker can assist you to explore other financial options that may be available to you.

What can patients and families expect in Hospice?

- Compassionate care for you and your family
- Management of symptoms
- Comfort and dignity related to death and dying when dying at home is not possible
- Plans for support during and after death

Refer to the Welcome to the North Shore Hospice brochure for more detail.

Your Palliative Care Team

The most important members of the palliative care team are you and your family/friends. The following are members of the health care team or staff who are available to work with you if needed:

Nurses

The nursing staff will provide physical care and emotional support. They will help teach you and your family to take care of your needs whenever possible. Nurses work in your home, 7W, hospice and care facilities. There is a team of specialized nurses including Registered Nurses, Licensed Practical Nurses, Nurse Practitioners, Nurse Educators and Care Aides who support you.

Doctor

Your Family Doctor will be in charge of your care. Our Palliative Care on Call Physicians can also help your Doctor or Nurse Practitioner and team with your care needs. If other Specialist Physicians are needed in your care, your team will set this up for you.

Dietitian

The Dietitian will answer any questions about your meals or nutritional needs. A meal plan based on your food likes/dislikes that provides the best nutrition can be set up with you.

Physiotherapist

The Physiotherapist will help you work towards maintaining your strength, balance and mobility so that you can care for yourself and remain safe in the hospital or at home.

Occupational Therapist

The Occupational Therapist can help you adapt to your everyday needs, such as personal care, work and leisure. The Occupational Therapist can also help you plan in order that you can take part in activities that you enjoy.

Social Worker

The Social Worker is able to provide counselling and assistance to you and your family to cope with issues like adjustment to illness, difficult family dynamics and grief. The Social Worker can support families to identify effective coping strategies with potential emotions including anxiety, anger, depression, meaningfulness and hope, grief and bereavement. The Social Worker provides information and resources about end of life decision making (Advance Care Planning), financial concerns, wills and estate planning.

Chaplain

The Chaplain is available to help you and/or your family as you face living with a life threatening illness. The Chaplain can help connect you with a clergy, rabbi or leader from your own religious or spiritual area.

Music Therapist

Music therapy can help to lessen anxiety and feelings of being alone, to give comfort and bring back memories. The Music Therapist will offer live and taped music sessions and will give you other ideas such as how to do life review tapes and song writing.

Community Health Workers

Community Health Workers are individuals trained to provide basic personal care in the home. They are arranged by the community Home Care Nurse, Occupational Therapist, or Physiotherapist. The number of hours you receive depends on your care needs.

Discharge Care Coordinators

Discharge Care Coordinators are available to talk to you in the hospital about the help you may need when you return home. The Discharge Care Coordinators work closely with the community and hospital teams to plan your care when you leave the hospital. The Discharge Coordinators are located in the hospital, Monday through Sunday, 8:30 a.m. – 4:30 p.m.

Shift Care Nurses

Shift Care Nurses are nurses experienced in palliative care and are usually made available as your needs increase. They work up to 12 hour shifts – days or nights. Based on resources, these nurses provide care for particular needs, such as end of life care or symptom management. The community Home Care Nurses will arrange for this service when needed.

Volunteers

You may see a Volunteer at any point in your journey in the hospital or hospice. Volunteers can run small errands, or share a cup of tea or coffee. Sometimes you may like to have someone sit with you quietly or be a “good listener” if you have things you wish to talk about. Volunteers are available to do many things for you, so please let them know how they can help.

Bereavement Services

The program includes help for family members whose loved ones have died. This may include support from volunteers, the Social Worker or Counsellors. Please ask to speak to the Social Worker if you have questions about these services.