

# H SPICE

## VAUGHAN

MARIO AND NICK CORTELLUCCI HOSPICE  
PALLIATIVE CARE CENTER OF EXCELLENCE



## **WELCOME**

Hospice Vaughan is a warm, home-like, 12 bed hospice that is committed to providing a holistic approach to end-of-life care focusing on the psychological, social, physical, and emotional needs of its residents to improve quality of life. We ensure that dignity and comfort are preserved and provide ongoing support for residents' loved ones through several programs and services, such as grief and bereavement support. Hospice Vaughan is staffed by an interprofessional care team specialized in hospice palliative care and many volunteers. The care we offer aims to help those living with a life-limiting illness to live fully, and reflects our values of Compassion, Respect, Dignity, Inclusivity and Transparency. Each resident room enables residents and their visitors to create their own space by incorporating personal pictures and items that are important to them. People of all backgrounds and cultures are welcome.

## **ADMISSION CRITERIA**

All admissions into the residential hospice meet the eligibility criteria to ensure that our residential hospice beds are being used appropriately.

Clients with the following criteria will be considered for admission into Hospice Vaughan:

- Require symptom management and supportive care
- PPS 30-40%
- Agree to allow a natural death in hospice
- Does not wish to pursue any further treatment and/or lifesaving interventions (I.e., blood transfusions), diagnostic testing, receive artificial hydration and/or nutrition
- A DNR form has been discussed and signed
- Valid OHIP card or coverage under the Interim Federal Health Plan or Treaty Status (First Nations people)
- The client is a resident of York Region and/or has a family member who is a resident of York Region
  - a. At times when Hospice Vaughan's census is low and referrals within our catchment area are limited, Hospice Vaughan may accommodate clients located outside of the catchment area
- ☐ A referral from a health care professional has been made using the Common Referral Form (CRF)

## **SUITE INFORMATION**

Each room includes a Smart TV and Roger's cable package (provided at no cost), mini fridge, closet, safe, sleeper chair, and recliner chair. There is an accessible two-piece bathroom in every suite, adding an extra layer of privacy for residents. We do not have landlines. We encourage you to bring a cellphone/tablet to keep in contact with your loved one.

## **SPA ROOM**

Hospice Vaughan is equipped with a state-of-the-art therapeutic spa tub, and shower for resident use only. Residents will be assisted by staff members when using the room.

## **VISITING INFORMATION**

Parking is available free of cost.

Families are encouraged to visit between 9am and 8pm (but are not limited to those times). There is no limit to the number of guests that may visit in a 24-hour period; however, Hospice Vaughan's policy allows a maximum of 5 visitors in a resident's room at a time. All visitors and guests must sign in and out at the front door each time they enter and exit the building; this is a mandatory requirement, as per fire regulations. A visitor pass will be issued each new calendar day when you sign in.

Religious leaders are welcome to visit residents. Please let our staff know if you would like to have a visit arranged or if you have arranged one.

Children are welcome to visit and use the children's area. Parents are asked to supervise their children while visiting.

There is a kitchenette in the residence. We provide coffee, tea, baked goods and soup for family members. Please ask a member of the care team for assistance as the kitchenette is closed to visitors' use.

There are designated spaces that offer families and visitors a private space to visit: family rooms, solariums, and spiritual room. Common areas such as our living/dining room, foyer and community area are available for social gatherings.

If you would like to host a family celebration (maximum number of guests shall not exceed 12 unless otherwise approved by the Manager of Residence) please inquire with a member of our care team for more information.

For family use, there is a shower located in the South wing. Please ask a staff member for more information.

## **OVERNIGHT STAYS**

Hospice Vaughan allows a maximum of 2 visitors for overnight stays and asks that you arrive no later than 8pm.

For visitors arriving after 8pm, we ask that you call the residence to inform the nurses on duty of your approximate arrival time. Once you have arrived, please call the same number and the nurse will meet you at the front door to let you in. There are no restrictions on the number of visitors when death is imminent. Overnight guests are asked to visit front desk the following morning at 8:30am to sign in and get a new name tag from a volunteer with the current date.

Each resident room has a sleeper chair and recliner chair that visitors may use. For fire safety concerns, visitors are not permitted to bring additional furniture (i.e., chairs, tables, cots, etc.). Sleeping in common areas is not permitted.

## **INFECTION CONTROL**

Hospice Vaughan's priorities include the safety of all residents, staff, and visitors. Visitors must complete self-screening upon entering the building and sign into the visitors' log. Mask use is optional. If you choose to wear a mask, you may bring your own or one can be provided to you.

For the protection of everyone in the building, there is a significant emphasis on hand hygiene. Frequent hand washing and sanitizing is encouraged throughout visits and required when entering and exiting a resident's room. Visitors are permitted to use the resident's bathroom if the resident is not on enhanced infection control precautions (please speak to your care team to review).

If you are feeling ill or developing symptoms (i.e., runny nose, cough, fever, chills, etc.), we ask that you refrain from visiting until your symptoms have cleared and/or you have not developed new symptoms for at least 24 hours.

## **PETS**

Pets are welcome to visit the residence. Visitors are asked to speak to staff before bringing a pet onto Hospice Vaughan property. Pets must be up-to-date on vaccinations and on a leash in common spaces. Additionally, the pet must not pose a risk to anyone in the hospice.

## **SMOKING AND ALCOHOL**

Guests may smoke/vape in the designated smoking areas outside of the courtyard. Smoking/vaping is not permitted underneath the gazebo or within 9 meters of any doorway.

Alcohol consumption on-site is permitted in the resident's room only (unless there are prior arrangements made with the Manager of Residence) as long as it does not become a problem for the comfort and care of those we serve and other guests. Hospice Vaughan is not responsible for any consequences of the misuse of alcohol by visitors.

## **SECURITY**

Security cameras are located throughout the hospice residence and the outdoor areas for everyone's safety. All visitors must enter and exit through the main entrance in the front lobby only. Patio doors automatically lock at designated times (depending on the season). If you need to gain access to the building, you must enter through the main entrance. If you notice any safety concerns, please notify a staff member as soon as possible.

Monitoring devices (i.e., recording devices, audio/visual monitors) are not permitted in the rooms as per Hospice Vaughan policy.

## **KITCHEN AND MEALTIMES**

Resident mealtimes are not fixed as we cater to the individual needs and preferences of each resident. Our Food and Hospitality Coordinator works Monday to Friday from 8:30am to 1:00pm to prepare meals for the residents. After hours, a staff member or volunteer may assist with light cooking (i.e., eggs and toast).

We do not provide visitor meals and encourage you to bring your own. A fridge is provided in each resident room.

## **SHARED SPACES**

Visitors are welcome to use the family room located in each wing of the residence, spiritual room, quiet room, library, and outdoor spaces. The rooms must be wiped down with the provided disinfectant wipes after each use.

Additionally, there is a children's area with board games and activities that is always open for visiting kids to occupy their time.

## **INTERNET/WIRELESS CONNECTION**

Wi-Fi is available throughout the residence at no cost.

## **THERAPIES**

### **RECREATIONAL THERAPY**

Residents at Hospice Vaughan have the opportunity to participate in Recreation Therapy with a specialized therapist. This enables them to have the chance to engage in interventions that are meaningful to them. Examples of interventions include playing favourite music, performing hobbies, reading and sharing stories.

### **MUSIC THERAPY**

Music Therapy is available for all residents one day per week. Our professional music therapist specializes in legacy songwriting, heartbeat recordings, and more. Music therapy can promote relaxation for residents and facilitate connection with loved ones.

## **THINGS TO BRING**

- Power of Attorney documents.
- Do Not Resuscitate (DNR), if at all possible.
- Advance Care Planning (Funeral home, End-Of-Life decisions) documents.
- Families are encouraged to bring food to offer to their loved one and/or to support any special diet or preferences (i.e., pureed food, cultural or food sensitive needs) or nutrition drinks such as Boost, Ensure or Glucerna.
- Families are welcome to bring food for themselves. There is a small refrigerator in each room and a microwave in the residence kitchenette. There are also many local restaurants close by.
- Toiletries (body wash, lotion, toothbrush, toothpaste, lip balm, razors, etc.).
- Favourite pillows, blankets, or anything else that provides comfort.
- Pictures, personal memorabilia, music, etc.
- Loose clothing, slippers/socks (non-slip), tops with an open back or those that can be opened in the back. Any briefs or pull ups can be brought into the hospice. These will be kept in the resident's room for their use only.

- Please only bring CURRENT medications being taken as discussed with the Intake Coordinator. If there are narcotic medications, staff will ask you to return them to your pharmacy for disposal/destruction after they are no longer needed.
- Please do not bring the symptom relief kit (SRK) from home. Please follow up with your community case manager for proper disposal.

### **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES**

Hospice Vaughan ensures all standards outlined by the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and other relevant accessibility legislation are met. All services are available for individuals with disabilities. We practice inclusivity by providing integrated services, communication support and accessible formats while considering an individual's disability.

### **ADDITIONAL INFORMATION**

In Ontario, the average length of stay in a hospice residence is between 10 and 15 days. Bringing families and their loved ones into the residence for the last few weeks of life gives everyone a chance to spend as much time as possible together.

On rare occasions, an individual's health may stabilize and their care needs may change. Our facility may no longer be suitable or even provide the best care for the individual. If this occurs, our interdisciplinary team will initiate a conversation with the individual and Substitute Decision Maker (SDM)/family to determine what alternative care setting would best meet the current needs. Based on that conversation, a plan for discharge will be developed and implemented.

### **CONTACT INFORMATION**

You may call to inquire about your loved one at any time. The direct nursing line number is 905-850-4403.

If you have further questions, please do not hesitate to contact us. Tours of the hospice can be arranged with the Intake Coordinator. Our Intake Coordinator can be contacted Monday to Friday 8:30am to 4:30pm by phone (905-850-6266 extension 301) or by email at [residenceintake@hospicevaughan.com](mailto:residenceintake@hospicevaughan.com).

Please visit our website for a virtual tour of the hospice and answers to commonly asked questions.

### **FEEDBACK AND SUGGESTIONS**

At Hospice Vaughan, we welcome feedback and suggestions on how we can improve our programs and services. Feel free to email us with your thoughts and input at [info@hospicevaughan.com](mailto:info@hospicevaughan.com).