



Hospice HURONIA

TOMKINS HOUSE



Patient & Family Handbook

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Welcome to Tomkins House – from cure to comfort.

*“You matter because you are you, and you matter to the end of your life.
We will do all we can not only to help you die peacefully,
but also to live until you die.”*

-- Cicely Saunders, founder of the modern hospice palliative care movement

Our team is here and ready to care for you and your family and to make your Hospice experience as comforting as possible.

Please think of this place as your home away from home. Decorate your room, bring family photos, and encourage your friends and family to visit just like at home. Your room is your private retreat from your worries at home or in the hospital and we hope it gives you comfort knowing our nursing team is steps away should you need them.

Our team, along with your doctor, will focus on your goals of care. Pain and symptom management is our primary focus so that you can enjoy this very special time with your family. Make sure you let us know the things that are important to you. Perhaps you want to visit with someone special, maybe you want ice cream at 3:00a.m., or have a craving for McDonald’s fries, we can help with those things. We can also help letting your loved ones go back to being family while we tend to your personal care. Whether you prefer a bath or shower, or if a bed bath is all you are up to, just let us know.

People often ask us how we can handle the sadness of Hospice. Yes, there is sadness, but it comes from great love. We only get to meet you for a short period of time, but it is an important time and we feel blessed that you have trusted your care to us.

We are also here for your family. We have experience in dealing with every type of grief, and as each person is unique, we will make sure your loved ones receive the best possible care and support.

We can provide these services at no cost to you because of a very generous group of donors who share our vision for exceptional Hospice care for everyone who needs us.

Live for this moment. Look outside the window and allow the beauty of your surroundings to bring you peace. Thank you for honouring us with this special chapter of your life.

Yours in Hospice,



Debbie Kesheshian
Executive Director

What is Hospice Palliative Care?

The World Health Organization, 2020, defines palliative care as “an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual”. 1

Palliative Care:

- ❖ Provides relief from pain and other distressing symptoms
- ❖ Affirms life and regards dying as part of the normal process of living
- ❖ Intends neither to hasten or postpone death
- ❖ Integrates the psychological and spiritual aspects of patient care
- ❖ Offers a support system to help patients live as actively as possible until death
- ❖ Offers a support system to help the family cope during the patient’s illness and throughout their own bereavement
- ❖ Uses a team approach to address the needs of patients and their families, including bereavement counselling, if needed
- ❖ Will enhance quality of life and may also positively influence the course of illness
- ❖ Is offered early in the course of the illness, in conjunction with other therapies that are intended to prolong life and includes investigations to better understand and manage distressing clinical complications

At Hospice Huronia - Tomkins House, all staff and volunteers are committed to providing such care. We believe that you and your family are at the centre of care and we respect the autonomy of you and your family in the decision-making process. Thus, staff and volunteers are here not to direct, nor to take over your care, but to assist, educate, support, and guide you and your family towards a peaceful, dignified end-of-life journey and death.



TOMKINS HOUSE NURSING STATION

1 - <https://www.who.int/news-room/fact-sheets/detail/palliative-care>

Where To Find Us

Hospice Huronia - Tomkins House is located centrally in North Simcoe and provides care to those patients residing in Penetanguishene, Midland, Tiny Township, Tay Township and Springwater Township. Admitting a patient from outside of North Simcoe can help accommodate family situations, and each circumstance is looked upon individually, depending on bed availability.

Tomkins House opened on April 6th, 2020 and is located at 948 Fuller Avenue, Penetanguishene ON L9M 1G7.

Tomkins House



How To Contact Us

Phone: 705-549-1034 - Please press 0 for the nursing station or listen to the menu for a specific person

Fax: 705-549-5366

Mailing Address: 948 Fuller Ave., Penetanguishene, ON L9M 1G7

Email: info@hospicehuronia.ca

Website: www.hospicehuronia.ca

Facebook: [@hospicehuronia](https://www.facebook.com/hospicehuronia)

Instagram: www.instagram.com/hospicehuronia

YouTube: [Driving Die-alogues with Tammy & Debbie](https://www.youtube.com/channel/UC...)

A Tribute To Nicola Tomkins, David Gowen And The Visionary People Who Believed

Penetanguishene has a history of strong palliative care. Many local people remember spending time with their loved ones at the old Penetanguishene General Hospital site and fondly share how important that care was to them.

Hospice Huronia has been providing community support and bereavement programs for over 30 years. The next natural progression was to consider how a Hospice home could be built to support the local hospital and those who were struggling to stay in their own homes. A team of dedicated volunteers brought together people in the community and government partners and the planning began to build a 5-bed residence.

Raising over \$4 million was a huge task for a small community and just when things looked hopeless, Nicola Tomkins stepped forward with a significant gift to name the home. Her partner Dave Gowen joined in, as did many other local philanthropists and the building began.

April 2020 saw the opening of Tomkins House, but not as originally planned. The global pandemic Coronavirus took hold and had a significant impact on the ability to share this wonderful new facility. Even in these uncertain times, we welcomed our first patient on April 16th and 24/7 nursing care helped to give the family respite while making sure pain and symptoms are managed effectively. Those making Tomkins House their home have freed up hospital beds for people in urgent need of life-saving care and joined thousands of others who have had a hospice home-like experience for their end-of-life journey. As you enter Tomkins House you will see our donor wall to celebrate all the generous people who came forward with a donation to build Tomkins House. Our hope is that every donor knows exactly where their donations will make a difference and understands just how grateful we are for their support.

A gift to Hospice Huronia allows us to provide a hot cup of coffee and homemade soup for a tired loved one. It pays for our televisions, computers, telephones, and internet so that our patients can stay connected with their friends and family and continue to watch their favourite shows. Imagine a Grandpa cheering on a sports team with the grandkids or a family Skyping around the world and sharing memories that give comfort. Donations allow us to provide every program and service at no cost so our Patients can focus on every moment they have left. Our hope is that each person will consider paying it forward to the next family and make Hospice Huronia - Tomkins House their Charity of Choice. It is a wonderful way to leave a legacy and make sure that Hospice comfort and care is available to anyone who needs it.

We understand that paying tribute to your loved ones is important. We have many ways here at Tomkins House, especially in our gardens, where we can recognize their name. Unfortunately, we cannot accept items such as art or furnishing, inside of Tomkins House. As hundreds of families will need our care, we simply cannot hang personal tributes. Please discuss any ideas you may have prior to purchasing any items with our Executive Director.

“From the heart, it has come, to the heart, it shall go.”

—Beethoven’s inscription on his Mass

Whether it is a single dollar, a gift today, a legacy for the future, or any other donation, Hospice Huronia celebrates and thanks you from the bottom of our heart.

Our Philosophy Of Care

Hospice Huronia – Tomkins House staff will provide the highest quality hospice palliative care to our patients and their loved ones. We consider it a privilege to support our patients in their end-of-life journey and as such we will:

- ❖ Regard dying as part of living, focusing on enhancing the quality of remaining life by providing holistic support that meets the needs and wishes of our patients
- ❖ Understand that supporting our patients includes providing support to their caregivers, loved ones, staff and volunteers and this commitment extends beyond death
- ❖ Value our patients as experts in their own lives and empower them to choose how they are going to live and how they are going to die, honouring their individualism through our service practices
- ❖ Respect that our patients are important members of the community and recognize that it takes the sum of the community to support hospice palliative care and each patient in their end-of-life journey

Partners In Care

At Hospice Huronia - Tomkins House, we are committed to providing you with care that recognizes your individual experiences, values, and needs. While our philosophy of care describes how you can expect to be treated, the responsibilities outlined in this section describe the important role you and your family play in ensuring that you receive the best care possible.

You are an important member of the team, and we need you to:

Be An Active Partner

- ❖ Share information about yourself and what matters most to you to help us provide you with the care you want
- ❖ Inform us at any time if your needs change or you would like us to do something different for you
- ❖ Ask questions when you do not understand what you have been told about your plan of care or the services we offer

Ensure The Safety And Security Of The Hospice

- ❖ Work with our staff to ensure that the hospice is free of hazards
- ❖ Follow the safety standards that have been established

Follow Our Code Of Conduct

- ❖ Treat other patients, staff and volunteers with consideration and respect
- ❖ Contribute to an environment that welcomes and respects diversity among patients, staff and volunteers

Bill Of Rights

Hospice palliative care providers support an integrated approach to care focused on the rights of an individual to choose how to address their unique needs and desires for support. We adhere to a standard set of criteria that recognizes the importance of individuals in the provision of care and will respect the rights of each patient, caregiver and family member we care for.

Patient Bill Of Rights

As an individual facing the end of my life, I have the right to:

- ❖ Be treated as a living human being with dignity and respect until I die
- ❖ Be physically, emotionally, socially, and spiritually comfortable
- ❖ Maintain the highest possible quality of life
- ❖ Participate in the decisions and choices that impact my care
- ❖ Have my decisions and choices respected and followed
- ❖ Be treated with openness and honesty
- ❖ Receive ongoing medical and nursing care as the goals are changed from cure to comfort
- ❖ Express my feelings and emotions about my approaching death in my own way
- ❖ Maintain a sense of personal hopefulness and be cared for by those who maintain a sense of hopefulness for me, however changing its focus may be
- ❖ Discuss and explore my spiritual and religious experiences
- ❖ Be cared for by compassionate, sensitive, and knowledgeable people who will attempt to understand my needs, values and preferences, as well as try to meet them
- ❖ Receive support for my loved ones in learning how to accept my death
- ❖ Die in peace and with dignity
- ❖ Remember that we share Tomkins House with other families.

Caregiver Bill Of Rights

As a caregiver for a loved one that is dying, I have the right to:

- ❖ Take care of myself, as I recognize that in doing so, I will be better able to care for my loved one
- ❖ Seek help from others, as I recognize there are limits to my own endurance and strength
- ❖ Continue to pursue my own interests without feeling guilty that these activities may not include my loved one
- ❖ Get angry, be depressed or happy, experience frustration, laugh and cry and express the normal range of human emotions
- ❖ Understand that my loved one may experience strong emotions and that these emotions are normal and not truly directed at me
- ❖ Receive affection, consideration, forgiveness, and acceptance from my loved one for the care that I provide to them daily
- ❖ Have choice with respect to whom I wish to, or whom I do not wish to speak to about my loved one
- ❖ Regardless of my age, be treated with openness and honesty about my loved ones' disease, in a language that I will understand

Privacy

To provide services that meet the unique needs of our patients and their caregivers, we collect Personal Information (PI) and Personal Health Information (PHI).

As a healthcare organization, we are accountable for collection, using, managing and sharing this information in accordance with the spirit and intent of the *Personal Health Information Protection Act, 2004 (PHIPA)* and for informing our patients about our privacy.

What is Personal Information (PI) and Personal Health Information (PHI)?

Personal information (PI) includes any information used alone or in combination that may identify you, including, but not limited to your:

Name, birth date, address, phone number and government identification number.

Personal Health Information (PHI) includes any written or verbal information that relates to your current physical or mental health, or your health history, eligibility for services, how care is provided to you, and the payment of services who is involved in your care.

How is information collected and used?

Personal Information and Personal Health Information are collected during the admissions, assessment and care processes.

When we collect your information, we will ask you to sign a consent form to ensure that you know how your information will be used and with whom it will be shared. We collect only the information required and limit access to your information to only those who require it to provide your service. You have the right to limit or withdraw the consent you have provided at any time.

With your consent we may also share your information electronically with healthcare partners involved in delivering your care. This information sharing ensures that better coordinated care is provided to you across the healthcare system.

We also use the contact information you provide us to keep you up to date about new programs, special events, and other activities at Hospice Huronia - Tomkins House. If you would like to be excluded from receiving this type of information you can notify our Privacy Officer, any time, via phone, email, or in writing.

How is information stored and protected?

The information you provide us is securely retained during the time services are provided and for 10 years after services have ended, in accordance with our legal obligations. You have the right to access the information contained in your Record and the right to correct it if you believe it is inaccurate.

The confidential and security of your information is our priority. We safeguard it by clearly documenting practices and expectations for our staff and volunteers by providing training and by auditing our practices to ensure that they are consistently and correctly used. In addition, we have put in place security measures to safeguard our information technology and physical facilities.

Privacy (cont'd)

Who can I speak to about privacy?

You can speak to any member of our team about the organization's privacy practices. If you have specific questions or concerns, please contact our Privacy Officer via telephone, email, or in writing. We will ensure your inquiries and requests are handled in a timely manner.

Privacy Officer

*Hospice Huronia - Tomkins House
Debbie Kesheshian, Executive Director
948 Fuller Avenue
Penetanguishene, ON L9M 1G7
705-549-1034
Email: Debbie.k@hospicehuronia.ca*

If we are unable to address your privacy concerns to your satisfaction, you have the right to submit a complaint to the Information and Privacy Commission of Ontario via telephone, online, or in writing.

*Information and Privacy Commission of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
416-326-3333
Website: www.ipc.on.ca*

Your Feedback

At Hospice Huronia - Tomkins House, we believe that we need the involvement of our community to deliver the best possible services.

We need your feedback, and we encourage you to:

- ❖ Share your ideas about our services
- ❖ Complement our staff when they do an exceptional job
- ❖ Share your complaints and concerns so that we can do things better

If you are comfortable doing so, please share your feedback with the staff member you have the most contact with. If you would like to share your feedback confidentially, you can leave an envelope in the Executive Director's office.

The staff member who receives your feedback will share it with the appropriate person. At your request, our Executive Director will contact you to follow up on your compliment, concern, complaint, or idea, and we will report back to our team on your feedback and the resolution reached.

If the staff member you are speaking to is unable to address your issue, we will offer to escalate the issue to the Executive Director, and if appropriate, the Executive of the Board of Directors.

Your Feedback (cont'd)

If we are unable to satisfactorily resolve your issue, you have the right to contact the office of the Ontario Ombudsman, an organization appropriate to oversee those delivering services on behalf of the government:

*Bell Trinity Square, 483 Bay Street
10th Floor, South Tower
Toronto, ON M5G 2C9
1-800-263-1830 (Complaint Line)
Website: www.ombudsman.on.ca*

What You Need To Bring For Your Stay?

To ensure that your stay is as comfortable as possible, we ask that you bring with you:

- ❖ Non-scented soap, body lotion and deodorant
- ❖ Toothpaste and toothbrush or denture cup and Polident
- ❖ Razors (electric)
- ❖ Hair comb and/or brush, shampoo and conditioner
- ❖ Incontinence briefs and wipes
- ❖ A few comfortable night shirts/nighties that can be opened in the back
- ❖ Glasses and/or contact lenses and/or Hearing Aids
- ❖ Please don't bring too much! Extra items will clutter your room with unnecessary stuff. If you are continuing to dress daily, it may be an indication that it is too early for a Hospice bed. Our patients are generally unable to be up and about although each person is unique. Talk to us before admission to Tomkins House.



SPA TUB ROOM

Getting To Know You

To ensure that we meet your needs, we would like to know about you and what is most important to you. To assist us, we appreciate it when families complete our “Getting To Know You” form, which is included in your admission package.

Once you arrive at the Hospice the most responsible physician will be notified. The physician will conduct an assessment and complete the necessary medical orders to ensure your comfort and care.

Shortly after arriving, members of the Care Team will meet with you to ensure that you are settling in well and to inquire about your needs, including your likes and preferences. An initial nursing assessment will also cover your physical, emotional, psychosocial and practical needs. Additionally, we will also ensure that your spiritual needs are understood and if we can help facilitate a visit on your behalf.

Making A Plan For Your Care

With the information gathered from your initial assessments and meetings with the Care Team, these Care Plans will include the specific services that will be provided to you, including medical, psychosocial, spiritual, bereavement, wellness and practical support. In addition, the Care Plan will reflect the personal needs and preferences you have expressed regarding the delivery of this care.

Care Plans are a collaborative process that patients and their loved ones are invited to participate by providing information, sharing personal preferences and needs and be given the opportunity to discuss any concerns or questions that may have about them. Family support, education, wellness, spiritual care and bereavement guidance are also an integral part of your care and may be reflected in the Care Plan.

Care Plans are reviewed daily by the Care Team and discussed at weekly interdisciplinary rounds. The Plan may be revised at any time at the request of the patient or family or to reflect other changes to the patient’s care needs.

Patients and/or their Substitute Decision-Maker (SDM) will be asked to consent to the Care Plan prior to implementation and each time it is changed.

Our Services

At Hospice Huronia - Tomkins House, all staff and volunteers are committed to providing excellent care. We believe that you and your family are at the centre of care and respect your autonomy in the decision-making process. Thus, staff and volunteers are here to assist, educate, support and guide you and your family towards a peaceful, dignified end-of-life journey.

Spiritual Care

For many people, spirituality is within religion. Others find it in nature, music, or life in general. For all of us, spirituality is about embracing the search for meaning in our lives. Supporting you in your spiritual care needs is an integral part of hospice palliative care. Please inform us if you have a religious or spiritual leader who has been supporting you and your family; they are welcome at the Hospice. Our spiritual care team is also available to discuss and address your spiritual care needs and to support you with planning for end-of-life services or celebrations. Many of our volunteers are incredible listeners!

Medical Care

Your team will provide comfort measures and good symptom management with a goal of quality of life. There will be 24-hour trained palliative nursing staff with the support of volunteer care providers. If you have a physician or Nurse Practitioner (NP) already providing you with care, they are welcome and encouraged to continue doing so for you at the Hospice, just as they would in your home.

Our Medical Director will ensure that every patient will be followed by a physician and will be available for mentorship to physicians as needed. We will also discuss with your physician/NP alternative medical contacts should they be unavailable after hours.

As part of the medical care provided, the Clinical team will conduct hourly and daily rounds and provide a clinical report at the change of shift. Hourly rounds are utilized to monitor and check in on you throughout the day. Please let us know if you would like to discuss changing the frequency of these visits to accommodate visitors or to meet your comfort level. Daily rounds take place each morning and involve members of the Care Team. The goal of these rounds is to review the needs of each patient and to support good communication and teamwork. At the end of each shift, the Clinical team will transfer your care to the next shift. This occurs at 7:00am and 7:00pm each day and will ensure that the staff providing you support are up-to-date on the events of the day and the needs of you and your family.

Medications

You may have been instructed to bring in all medications (eg. pills, creams, puffers, patches) from home, but this is not always necessary as daily medications will be delivered specifically for you to the Hospice as prescribed by your physician/NP. **Please do not bring Symptom Relief Kits from home. These are to be returned directly to Bayshore Pharmacy.**

Before your arrival, your physician/NP and the clinical staff will review your medications with you and your family. If it is determined, as part of this review, that changes are required to the medications you are taking, any medication you no longer need will be returned to your family. Unused medications should be taken back to your local pharmacy for disposal.

New medications and/or refills will be prescribed by your Hospice physician and delivered to Hospice Huronia - Tomkins House. Most medications are covered by Ontario Drug Benefit (ODB), but in the event that a medication is not covered by ODB, you and your family will be asked to cover the cost of this medication staff.

Often, when people come to Hospice they will begin to reduce the medications they take to focus on comfort rather than cure. This is hard for people to come to terms with so please talk with your Doctor or Pharmacist. Newer palliative medications may be required as your illness progresses and we can help answer any questions you may have in this regard.

Integrative Wellness

Our Integrative Wellness Programs and Services follow an individualized approach that embraces personal responses to illness, death and loss. Integrative Wellness Services will be available through Hospice Huronia – Tomkins House at no cost as our trained volunteers and/or students want to support you. Donations to Hospice in honour of these practitioners are welcomed. The following therapies will be offered by and you can sign up at the nursing station.

- ❖ Art Therapy
- ❖ Relaxation/Visualization & Meditation
- ❖ Reiki
- ❖ Reflexology
- ❖ Legacy Writing Program

Bereavement Support

Bereavement programs provide a safe and nurturing environment to individuals and family members or friends trying to cope with the illness or loss of a loved one. Trained staff and volunteers in the bereavement program help individuals deal with grief that can often manifest itself as sadness, guilt, frustration and anger. Grief & Bereavement services are one of the largest programs we offer at no cost.

These programs are offered in different formats:

- ❖ Individual Support
- ❖ Group Support (Men's Group, Coffee & Conversation, Parents who have lost a child, traumatic loss including death by suicide/overdose and families who have experienced Medical Assistance in Dying)
- ❖ Walk and Talk
- ❖ Art Therapy & Yoga for Grief
- ❖ Bereavement Correspondence Program
- ❖ Children & Teen Program

About Our Hospice

Entrance to the Hospice

The main doors of Tomkins House open into a vestibule waiting area. The interior doors may be locked as staff may be providing care to our patients. Guests are asked to push the intercom (on right side) and wait until one of our team members unlocks the door. This may take a few minutes and staff are able to see you on one of the 13 camera monitors stationed throughout the public areas of the home for safety.

Access/signing in

For safety and security reasons, all families and visitors must sign in and out of the visitor logbook located at the front reception desk. As COVID has decreased, we have stopped taking temperatures but continue to ask you to self-monitor for any illness symptoms. ***Please don't visit if you are unwell unless your loved one is imminently dying. In this situation, we will make a plan for you to visit safely to say your good-byes while keeping other vulnerable patients safe.***

Visiting hours

Here at Hospice, we practice an open hours visiting policy that considers your schedule and comfort. However, if visits are planned early in the morning or late in the evening, for security reasons, families and friends should advise the staff of their plans.

Generally, there is no limit to the number of visitors that a patient may have at a given time, however, team members may need to limit the number if it becomes disruptive for the patient and/or other patients.

We ask that guests be mindful that the Hospice is also a home for others and respect the need for quiet after 9:00p.m. At the discretion of the management team, we may have to lock the doors temporarily or restrict visitors for short periods of time. Some families may also choose to have their own visiting hours to allow privacy or to let their loved one rest.

Visitor code of conduct

Receiving visitors is a very important part of your life and can improve emotional well-being. Families and friends are encouraged to visit as often as possible. We ask that caregivers and families share the policies and practices of the Hospice with visitors to ensure that we maintain a safe, comfortable, and home-like environment for all.

About Our Hospice (cont'd)

Visitor code of conduct (cont'd)

As with any individual using the Hospice, visitors are required to be considerate of others when using common room areas; return the common room areas to reasonable order following their visit; and be responsible for their own personal belongings.

Visitors are welcome to stay overnight if invited by the patient to do so. Please inform a member of the Care Team if there is an overnight visitor.

If you are planning a large gathering or special occasion, please discuss first with the staff so they can help you find the best location for a gathering that will not conflict with the other families who share our home.

Parking

There is ample parking at 948 Fuller Avenue and both the front and rear parking lots are well lit with security cameras recording at all times. As an additional precaution, please ensure your car is locked and not left running close to the building as exhaust fumes can enter in through our ventilation system.

Children

We know that children, particularly young ones, often have a hard time keeping still during long visits. Our family rooms and quiet rooms can be used for families and televisions, video game consoles, computers and other interesting activities are available to help them pass the time.

We ask that you supervise your children at all times. We encourage children and grandchildren to join their loved ones as a Hospice experience is a peaceful environment. Our goal is to normalize death and dying and help to lessen the fear. Our team can help with books, websites and other resources if you need help supporting the young ones in your life. We also offer Grief & Bereavement Support Programs specifically for children, please ask us for more information.

Smoking

Smoking is not permitted anywhere within the Hospice. We understand that our patients are at a point where smoking may provide comfort and will make every attempt to assist patients to go outside the building to a designated smoking area. The nursing staff must be advised that you are leaving the building and exit through the kitchen double doors. This exit has an exterior call bell should you require assistance and cameras can alert the clinical team in the case of emergency. Staff will make every attempt to assist patients to go outside to smoke but as we are a small facility, and they may be required to attend to other patients. Family members are asked to support staff and we may also find volunteers willing to help.

Guests and family members are asked to return to their car or to the far back parking lot should they wish to smoke while visiting at the Hospice. Please make sure all cigarette butts are disposed of so we can maintain our beautiful Hospice grounds. Garden volunteers spend hours tending to our property so please respect their efforts.

Alcohol

Since alcohol may interfere with some medications, you may only consume alcohol if it is a written order within the Care Plan by your physician/NP. Care Team members should be informed if you are bringing alcohol onto the premises and the alcohol will be stored in your room. Alcohol can be consumed in moderation in your room. If alcohol consumption is to become a problem and interferes with safety of staff or the other patients, staff are obligated to request that the behaviour be rectified and will notify the police if necessary.

About Our Hospice (cont'd)

Scent-free environment

In consideration of those who may have sensitivities to scents, we request that visitors NOT wear any perfume or cologne when coming to the Hospice. Flowers such as lilies are also a common allergen.

Pets

Pet visits are an enjoyable and welcome experience within the Hospice. Although pets are welcome guests to the Hospice, we ask that families consult with the Care Team before they visit. Please be reminded that:

- ❖ Pets must always be leashed on the Hospice property
- ❖ Pets must be well behaved, friendly to strangers, house broken, and must not be a disturbance to other patients or visitors (i.e. barking and whining can be very upsetting to other patients)
- ❖ Pets visiting the Hospice must have up-to-date immunization records, which must be provided prior to the visit
- ❖ Pets must not be left unattended
- ❖ Pets are not allowed in the kitchen area
- ❖ Pets must be accompanied by a responsible adult who will ensure that any clean-up duties related to their pets are attended to immediately
- ❖ Regretfully, if another patient has significant pet allergies we may be required to restrict animal visits to the Hospice
- ❖ Hospice Huronia may participate in a visiting pet program through St. John's Ambulance. These trained dogs are working and not allowed to interact with other animals while at the Hospice. If your animal is visiting at the same time, they must stay within your patient room with the door closed. Please remember that bringing pets to Hospice is a privilege and help us to continue to allow this important opportunity for our families

Using common areas

In addition to the private areas located in your room, you and your family are welcome to use all the common areas at the Hospice. These include the Family Kitchen and Dining Room; the Family Room which has a television, video gaming consoles, family play area, and work station; the Quiet Room, and the outdoor gardens and patio areas. For health and safety reasons, the main kitchen is restricted to staff and volunteers. Families are asked to use the coffee bar area in the kitchen, as well as the family refrigerator. Hospice Huronia will provide meals, drinks and snacks for our patients at no cost, but if you have something special to bring, please use the fridge in your room or the family fridge and label all your items.

Each day we will provide family members with continental breakfast items such as cereal, yogurt and toast. Homemade soup and baked goods will be offered each day because of our generous donations. Coin boxes are placed throughout the home as we appreciate your support, and it assists us in caring for the next family who needs us. Donations can be specifically made for food in the kitchen and grocery store gift cards are excellent ways to support our work and are tax receiptable. If you have a large family, it may be difficult for us to keep up with food. Please encourage people to bring in their own food, order take out or go home knowing your loved one is well cared for. A volunteer run kitchen means we are limited in what we can offer.

We will be planning regular family dinner nights and inviting local chefs and volunteers to join us to make a special meal. Holidays and special occasions are a big part of the Hospice experience, and we encourage you to join us, but we understand if you would rather take a meal and return to your loved ones room. During warmer weather, our BBQ will be available and we hope to have great outdoor picnics and parties as we celebrate together.

About Our Hospice (cont'd)

Using common areas (cont'd)

We ask that all patients, family members and visitors be mindful of the need to share all spaces with other and to be respectful of the rights of others. If you would like private space (for a special event or visitor) please speak with a member of the Care Team and they will help to make the necessary arrangements.

Personal belongings

For safety and security reasons, jewelry and large sums of money should not be kept in your room. You or your family are solely responsible for the care, protection and well-being of valuables, personal effects, dentures, hearing aids or cash. We do not accept responsibility for loss or damage to personal belongings. We also recommend that your valuables, personal effects and furnishings be insured.

Food

Volunteers, staff and family members work together to provide you with food and beverages. We do not have set meal times; you are welcome to eat or drink if and when you wish. Please inform the Care Team of your favourite foods and beverages. Volunteers can prepare your favourite foods upon request; simply let us know what you feel like and we will do our best to provide it. Kitchen volunteers and staff members have taken a Safe Food Handling course and will be happy to help you preparing meals.

The main kitchen fridge is used for Hospice patient food. Please ask before using it as we are careful to provide enough groceries to care for our patients. We also love to help make our Patients dreams come true whenever we can. If you feel like something special (i.e. Dairy Queen or McDonald's fries), just let us know and we will try to make that happen for you!

Donations of cash or gift cards are ideal as our team can shop sales and purchase much needed items like milk, cream, butter and flour in bulk. If you would like to assist, please talk to a member of our team.



KITCHEN WHERE VOLUNTEERS BAKE AND MAKE HOMEMADE COMFORT FOODS

Dishwasher

Please rinse any dishes you use in the sink and leave in the dish basin on the trolley. Staff and volunteers are responsible to take all the dishes and run them through our high-temperature sterilizer. Due to the complexity of this unit, we ask that you do not use it. Cloth dishtowels are not to be used in the Hospice and after sterilizing, dishes must be air dried.

Safety Information

Know how to respond in the event of fire

At Hospice Huronia-Tomkins House we have an approved Fire and Emergency Plan. All employees are trained on how to respond in the event of an emergency and we conduct regular drills to ensure that in the event of a real emergency we are able to quickly and efficiently secure the safety of all individuals in the Hospice.

To prevent fires, open flames, matches, candles, and cigarettes are prohibited in the patient rooms. If you become aware of a fire, promptly evacuate the room or area where the fire is. If possible, close the door to the area in order to contain the fire and activate the fire alarm by pulling the nearest station.

In the event that fire alarm sounds when visitors and family are on the premises, we ask that all able-bodied individuals evacuate the patient rooms and meet at the nursing stations to await further instructions. Please note that the door to the patient room is fire rated and should be closed to provide further protection to those harbouring in place.

In the event that there is a need to evacuate the building, the Nurse-in-Charge and emergency services will safely assist your loved one out of the building.

Smudging

Tomkins House has two rooms specifically ventilated to allow for the practice of Smudging. Please speak to a member of the Care Team so we can help with this very special and sacred practice.

Help prevent infection

Stay healthy by:

- ❖ Sneezing or coughing into your elbow
- ❖ Cleaning your hands often with soap and water or alcohol-based hand rub
- ❖ Avoiding close contact with people who are sick

If you are sick:

- ❖ Please try to stay home. We have very vulnerable patients at Hospice
- ❖ If you must visit, stay within your loved one's room and wear a mask at all times
- ❖ Keep your distance from others to protect them from getting sick
- ❖ Try not to touch your eyes, nose or mouth as germs often spread this way

Clean your hands:

- ❖ Keeping hands clean is the best thing you can do to prevent the spread of germs
- ❖ Help stop germs by using alcohol-based hand rubs or washing your hands thoroughly with soap and water
- ❖ Remind others to follow good infection and control practices
- ❖ Care Team members will wash their hands using soap and water or hand sanitizer before and after providing care. If you are not sure if your health care provider has cleaned their hands, it's okay to ask
- ❖ Caregivers are also reminded to wash their hands before and after assisting with care
- ❖ Remind others that visit you to wash their hands

Prevent Falls

Falling can result in serious injury, but most falls are preventable. Individuals are at greater risk of falling when they are feeling unwell or are in unfamiliar surroundings. Reducing falls is everyone's responsibility: Patients, family, friends and all the Hospice team members.

To Reduce the Risk of Falling:

- ❖ Look around, slow down, hold onto something, ask for assistance, and be cautious
- ❖ Tell staff if you are unsteady on your feet or if you have ever fallen
- ❖ Use supports when getting up such as a cane, walker or crutches
- ❖ If you need help, ask, do not take a chance
- ❖ Take your time, especially when getting out of bed or a chair
- ❖ If you are asked to wait for assistance before getting out of bed, or standing, please do so for your own safety
- ❖ Report spills and wet floors right away as they can cause accidents. Use caution when you see a "wet floor" sign
- ❖ Avoid wearing clothing that may cause you to trip (i.e. too loose, too long)

Report hazards

We believe that everyone in the Hospice shares responsibility for ensuring that the environment is safe and healthy. We ask everyone to participate in identifying hazards that pose a potential or immediate danger to you, your family, caregivers, visitors, volunteers and staff.

Types of hazards you may look out for include:

Physical hazards are hazards often associated with the facility and its infrastructure. Examples include: security breaches, frayed electrical cords, unguarded machinery, constant loud noise, vibrations, spills, and tripping hazards.

Ergonomic hazards are hazards related to conditions that put a strain on your body and are difficult to identify. They can include: poor lighting, improperly adjusted workstations and chairs, frequent lifting, repetitive or awkward movements.

Chemical hazards can be present when you are exposed to any chemical preparation (solid, liquid or gas). Examples include: cleaning products and solvents, vapours and fumes, carbon monoxide or other gases, gasoline or other flammable materials.

Biological hazards come from working with people, animals or infectious plant material. Examples include: blood or other bodily fluids, bacteria and viruses, insect bites and animal droppings.

If you become aware of a hazard, please report it promptly to a member of the Care Team. We will assess the problem and either address the issue immediately or make everyone aware of measures that need to be taken until the issue can be resolved.

About Your Room

Your room

Each of the 5 private rooms has been designed to provide a warm and comforting atmosphere that feels like home. The suites have large windows and doors that look out onto the property and gardens, and provide plenty of light. Room-darkening blinds will ensure you can adjust the amount of light you want.

Each suite includes a two-piece ensuite bathroom, a night table and storage space for your belongings.

The patient bed has adjustable side rails with controls to move the head and feet up or down. The bed also goes into a full chair position: if this is desired ask for assistance from the Care Team. The mattress is designed to provide pressure relief and will make sounds as the air pumps adjust. We will provide and launder all Tomkins House linen and bedding.

The Murphy bed (fold out bed) is for the use of family members or visitors who wish to rest or sleep. When this bed is down and the patient bed is in its lowest position, the two beds can be placed side-by-side to create one large bed.

The Nurse Call Bell is located on the wall above the bed and in the washroom. It is accessed by a cord that should be in your reach at all times. When you require assistance of any type, please push the button at the end of the cord; this will alert the Care Team to come to your aid.

You also have access to a small fridge in your room to keep your favourite foods and beverages.



PRIVATE PATIENT ROOM

Personalizing your room

You are welcome to bring small mementos to personalize your suite, but we ask that nothing be affixed to the walls. Personal items should be clearly labelled with your name.

Items you may wish to bring include:

- ❖ Family photos
- ❖ Grooming products
- ❖ Holiday decorations

About Your Room (cont'd)

Your right to personal privacy

Hospice Huronia - Tomkins House acknowledges a patient's desire and need for undisturbed time with or without other people present. In order to enable you to have undisturbed time, you or your family member needs to prearrange the planned, undisturbed time so that care and medication needs can be scheduled accordingly.

The Care Team will document the time until when you wish to be undisturbed, or for a period of time which will not compromise your care. A Do Not Disturb sign will be placed on the outside of the door. We ask that the Care Team be contacted if, after the designated period of time, you wish to extend the period of undisturbed private time.

Family overnight stays

While staff and volunteer care is always available, family members and private caregivers are welcome to participate in your care as they would if you were still in your home setting. Therefore, family are welcome to remain with you in your room whenever it is possible or convenient. Each individual suite has a Murphy bed to sleep on. Visitors are required to provide their own toiletries.



PRIVATE PATIENT ROOM

Room amenities

Each room has a television and clock. Complimentary cable television service and Netflix is available as is free WiFi. This is thanks to our generous donors.

Each room is also equipped with a telephone. You are welcome to make local calls during your stay.

Families are welcome to bring in their own portable personal computers and to connect to the free Wi-Fi which is accessible throughout the building. Guest Wi-Fi can be accessed using the password: HHGuest1234

Hospice Amenities

Family room

The Family room is located at end of the patient wing of the building. This space can be used for quiet family gatherings, meetings, and discussion with your care team. While the room can be used for a quick break, we ask that visitors not sleep in the Family Room. Patient beds can be wheeled into the room when a change of scenery is needed or if you wish to entertain friends in a larger space. Please be mindful of the other patients and ask the Care Team if you are planning something special.



FAMILY ROOM

Quiet room

Our Quiet Room is located in the patient wing. It is designated as a place for quiet, spiritual reflection for patients and their families, and for discussion with your Care Team.

Materials are available for a variety of faith-based activities. We ask that you respect the privacy and spiritual needs of others when using this space.



QUIET ROOM

Hospice Amenities (cont'd)

Dining room

You and your family are welcome to make use of the dining room tables to enjoy a brought-in meal together or for family meals.

Ice chips and water, coffee and tea

A self-serve ice machine is located in the nursing station and a coffee maker and kettle are available in the kitchen. Please help yourself at any time.

Visitor washroom and family shower

For your convenience, fully accessible washrooms for visitors are located across from the Administration offices. There is a family washroom with shower in the patient wing and please let the Care Team know when you would like to use it. This shower is used for patient care but family members are encouraged to use it, if needed. Our hope is that you may decide to go home for a while knowing your loved one is in good hands, but we also understand that being close is very important during this time.

Laundry

Families are required to provide laundry services for all personal clothing. The staff and volunteers will launder all Hospice linens and towels.

Supply and storage rooms

For Health and Safety reasons, we kindly ask that families not help themselves to supplies but rather notify a team member if/when something is needed.

Due to limited storage space, we can only keep personal items for a maximum of two weeks after a patient has departed. We will make one call to make arrangements for pick-up.

Linens

Bed linens and blankets are available for patients, as well as for overnight guests and their loved ones. Please ask your Care Team if you need anything additional. Families may wish to bring special blankets or pillows with them to make your room more homelike and special pajamas can bring great comfort.

Blanket Warmer

Warm blanket and towels are available in the "blanket warmer". Please ask your Care Team to bring you anything you need.

The Service Agreement

As part of the admission process you will be asked to sign a Patient Service Agreement. This agreement is your formal agreement to the terms and scope of service as outlined in the Patient and Family Handbook and documented in our eligibility, admission and transition criteria. You may terminate the Patient Service Agreement at any time.

The Service Agreement (cont'd)

Eligibility Criteria

Prior to admission, a determination of your eligibility will be made based on the following criteria:

- ❖ 18 years of age or older with any life limiting illness who has selected a hospice home as their desired care setting for end-of-life care
- ❖ In the final stages of a life threatening, progressive or terminal illness, with a prognosis of approximately 3 months or less
- ❖ **In a state of progressive functional decline**
- ❖ Unable to manage and remain at home (either lives alone without informal support or individual has informal support but care needs exceed the ability of the support team)
- ❖ Valid Ontario Health Card or coverage under the Interim Federal Health Plan or Treaty status (First Nations people)
- ❖ Patient of North Simcoe and/or family member is a Patient of North Simcoe
- ❖ Receiving services from Home & Community Care (formerly CCAC)
- ❖ Has a Power of Attorney for Personal Care or designated Substitute Decision-Maker
- ❖ Referral from a health care professional

Exceptions to these criteria will be assessed on a case by case basis and in collaboration with other services according to need, bed availability and our ability to meet the applicant's needs.

Admission Criteria

At the point of admission, the patient and/or their Substitute Decision Maker (SDM) must agree to the Hospice's admission criteria as outlined below:

- ❖ Care will be transitioned to a designated palliative physician identified by the Medical Director, if the community physician is unable to provide Most Responsible Physician (MRP) coverage in the Hospice
- ❖ Focus of care will be on comfort measures and palliation only
- ❖ No resuscitation or other life sustaining interventions will be offered
- ❖ No extensive diagnostics or treatments other than those required for pain and symptom management and comfort care will be offered

Transition Criteria

Where the Care Team, inclusive of the patient and their family, identifies that a patient's needs are better served in an alternate care setting, individuals may be transitioned from the Hospice back to the community or to a more appropriate health care setting.

A transition in care may be initiated when:

- ❖ Requested by the individual
- ❖ Care needs can no longer be met by the Hospice
- ❖ The individual's condition is stable as evidenced by care needs and Palliative Performance Scale (PPS)
- ❖ When the individual no longer meets the admission criteria

Hospice care moves from cure to comfort. Often times, patients come into the Hospice and once their pain and symptoms are controlled, they stabilize for a few weeks. This can be a blessing for many and going home can be part of the overall care plan. Our goal is to bring our patient back in closer to the end of their life and avoid an Emergency Room visit. For most patients, Hospice is where they will die and a typical length of stay is days to weeks not months to years.

The Service Agreement (cont'd)

Medical Assistance in Dying (MAID)

In recent years the Canadian Government has approved MAID for those with intolerable suffering. Hospice Huronia – Tomkins House takes the position that medical decisions are made between a patient and their physician.

We make no judgement on any individual decision and will neither accept nor refuse admission based on the decision to have a MAID procedure. Our Care Team will not participate in the procedure itself and all arrangements are made with their personal physician. We will, however, not discharge anyone who is in our facility and wishes to have a procedure that is legal in Canada as their room would be similar to their own home. The Hospice Care and Psycho/Social team will be available to support loved ones through their grief and bereavement. We will celebrate how their loved one *LIVED*, not how they died.

We believe Hospice is a safe place for learning and education about death and dying. All sides of every issue can be discussed and we will bring together people on both sides of this issue so we may better understand the issues and how it will impact our community.

How do I know Tomkins House is right for me?

When we ask people what's their biggest worry as they come to the end of their life they often say, "I worry that I will be in pain and that I'll be a burden to my family." While these are very common, they are also very manageable through a Hospice experience.

- ❖ If you have a prognosis of less than 3 months to live and are no longer receiving active treatment
- ❖ You have signed a Do Not Resuscitate (DNR) order
- ❖ Are 18 years of age or older and have a valid Ontario Health Card

Talk to your doctor about Hospice to see if this is a good option for you and your family. Remember, Hospice helps move from cure to *comfort, compassion and care*.



RECEPTION & DONOR WALL

Admission Agreement

HOSPICE HURONIA RESIDENTIAL PROGRAM ADMISSION AGREEMENT

I, _____ accept admission to Hospice Huronia's residential care program. It is understood that this program is for persons in their final stage of life. As discussed with my physician I understand my diagnosis, prognosis and the expected course of illness.

I understand that my physical, emotional and spiritual care will be provided along with my family and friends in partnership with the healthcare team. I understand that care is available 24 hours a day, 7 days a week by a team of registered nurses, personal support workers, volunteers, physicians, and other health care professionals.

I give Hospice Huronia permission for appropriate personal health information to be collected and shared with the Hospice Circle of Care (community nurses, physicians, HCC) for the purposes of ensuring continuity of care in keeping with our Privacy Policy. I understand that I may access my personal health information at any time.

Residents acknowledge that any request for Medical Assistance in Dying (MAID) is considered Personal Health Information and such a request by a Resident to Hospice Huronia staff will not be conveyed to the family except with the express consent of the Resident.

I understand as a part of my continuing comfort and care, regular assessments will be made. I agree if my condition stabilizes or improves myself, my family and the health care team will meet and discuss discharge plans to where I may be cared for comfortably. Typically, this may take place within the first 3-4 weeks, but I am aware this assessment will be ongoing.

I agree to abide by the policies and procedures of Hospice Huronia, and I understand at Tomkins House it is a smoke and scent free environment.

I understand that Hospice Huronia will not be responsible for lost or stolen articles and articles left behind will be discarded after two weeks.

I do/do not (circle one) want my stay at Hospice disclosed to family/friends who call/visit.
Listed are those who I **do not** want to receive calls/visits from:

Please provide the following pertinent information about the **SDM/POA and Executor**:

SDM/POA Name: _____ Relation to resident: _____

Street Address: _____ City: _____

Province: _____ Postal Code: _____ Phone #1: _____ Phone #2: _____

Signature of resident (or POA): _____ Email: _____

Executor Name: _____

As the POA I understand that I will receive future correspondence/information from Hospice Huronia.

Signature of POA: _____

Witness: _____