

HOSPICE CAPE BRETON

Patient & Family Guide



Table of Contents

What is a Hospice?.....	1
Coming to Hospice Cape Breton.....	2
Hospice Amenities.....	8
Safety.....	12
Supports and services.....	14
End-of-stay	16
The Hospice Palliative Care Society of Cape Breton County	17
Feedback.....	20
Resources	20

What is a Hospice?

A hospice is a home-like environment that focuses on comfort and support for patients and families facing end of life. Hospice care is also a philosophy of care. Within the hospice a team of health professionals with special skills work together with the patient who is dying and the family or caregiver. The care team includes physicians, nurses, social workers, a music therapist, trained volunteers and those who provide emotional or spiritual support. It is a safe and secure space where families and caregivers can once again be a spouse, sibling, child, or friend.

Welcome

Being home can give us feelings that include family, security, and trust. That is the environment the Hospice Society of Cape Breton County and the Nova Scotia Health Palliative Care Service had in mind when planning and building Hospice Cape Breton. It is comfortable, beautiful, and useful. Meeting the needs of patients and their families was put into every detail. We hope the special touches create a sense of home so that the most can be made of every moment.

Within the hospice you will find a supportive team of staff members, physicians and volunteers dedicated to making dying and living as comfortable and as meaningful as possible.

This guide gives hospice patients and visitors important information about the care, programs, and services and building guidelines. If you have a question or concern at any time, please speak with hospice staff and/or volunteers.

Arrival & Access

Parking & Transportation



Parking is free for all family and visitors. Accessible parking is also available. There is a bus stop in front of the Cape Breton Regional Hospital. The bus stops every hour from 8:15 am to 10:15 pm.

Arrival



When you arrive, we will spend some time getting to know you, give you and your family a tour of the hospice and help you get settled in your room. During the first few days in hospice, you will likely meet most of the members of your hospice care team.



Access

Family members and visitors are welcome to come and go through the main entrance of the hospice. A volunteer will be at the reception desk to sign visitors in and out and to help you find your way through the building. Our doors are open from 8:00 am to 8:00 pm and then locked in the evenings. When the doors are locked, visitors can ring the buzzer to be let in. There is a video camera for safety reasons so a team member can make sure to only admit visitors they recognize or who are expected after regular hours. Please tell us ahead of time if you are expecting visitors after hours.



Patient Care & Information

Patient Rooms



The hospice has 10 patient rooms decorated to reflect some of the comforts of home and the needs of individual patients. Each room has a high-quality hospital bed with added expansion (gets wider) features and a comfortable mattress. Every room has a television, a seating bench, small fridge, dresser, wardrobe, a reclining (able to lean back) and a multi-purpose sleeper bed for a visitor to stay overnight if they wish. There is one drawer in each room that locks for security of personal belongings if necessary.

Clinical Team



You and your family are the most important members of your health care team. Your care team also includes doctors, nurses (Registered Nurses, Licensed Practical Nurses, Clinical Nurse Lead and Clinical Nurse Educator), Care Team Assistants (CTA), social workers, a music therapist, volunteers, and emotional or spiritual care providers. They will support and care for you so that your family and caregivers can focus on spending time with you. Your care team is specially trained in palliative (end-of-life) care. Nurses and CTAs always give care with the support of a doctor.

Medications



Medications are ordered by a palliative care physician in the Hospice. The cost of your medications is typically covered the same way as before you entered hospice (for example, Nova Scotia Pharmacare Programs, private health insurance, etc.). When you arrive, please tell a team member if you are not able to pay for your medications. A social worker will work with you and the pharmacy to manage the cost of your medications.



Call Bells

Your room will have a call bell to alert your care team, if needed. This is usually a silent alert, but at times you may hear it.

Personal Hygiene

The care team can help with personal hygiene (grooming) if you choose. You can choose to have a shower, bath, bed-bath, or help at your bathroom sink.



Your room has a private washroom with a sink and toilet. The hospice also has a Spa Room with a bathtub and a wheel-in shower for patients. Your family is welcome to help with bathing and bedding changes. All bedding, washcloths, towels, and pillows are provided.





Spills

Some furniture has a specific cleaning process and/or products that must be used for infection control. If there is a spill, please let us know right away.



Personal Belongings

You can bring some of your small personal belongings from home to personalize your room. Your room will have magnetic boards and a shelf to put your cards, pictures, etc. Please do not place anything on the walls with nails, tacks, tape, or Sticky Tack.

Please machine wash and dry any bedding before bringing it to the hospice. This helps us keep our health and safety standards.

Please inform the care team if you have brought in items that need to be plugged in (e.g., lamp, fan, diffuser). For fire prevention purposes, the care team needs to confirm they are safe to use.



Valuables

Do not bring valuables (like jewelry, credit cards or cash) to the hospice. Please send any valuables home with your family or lock them in the dresser drawer. Hospice Cape Breton is not responsible for missing or damaged personal items.



Alcohol, Cannabis, Smoking

We encourage you to keep doing the things you usually enjoy. Tell the team if this includes alcohol or cannabis, as it may need to be ordered by the doctor. Cannabis and tobacco products are not administered by staff. Visitors are not permitted to drink alcohol in the Hospice. If you would like to smoke, there is a designated smoking area outside the hospice.



Laundry

You are encouraged to wear whatever feels comfortable. We ask that your family take your clothes home to wash, if possible. There is a patient/family laundry room in the Hospice for people if you do not live close by. All hospice bedding, towels, washcloths, etc. will be washed by the housekeeping team. If you would like to bring in your own pillows or blankets, please machine wash and dry them just before bringing them to the Hospice.



Patient Outings

You are welcome to leave the hospice for outings with a caregiver who is 18 years old or older. If you need extra supports (like medications, oxygen, supplies) while away from the hospice, you must arrange for these with the care team as far in advance as possible. Nurses must be told when you expect to leave and return. There is a courtyard garden at the far end of the building for patients and visitors. If you are not able to get to the garden on your own, we can help you. Please ask us.



Hospice Amenities

Common Areas

There are several common areas that patients, families, and visitors are welcome to use. If visitors would like to use one of these spaces for a specific purpose (i.e., an event or gathering) we ask that they please check with staff.

Common areas include:

Caran Room – small quiet space



Family Kitchen/Dining Room



Samqwan Room (for complementary therapies, music therapy, smudging ceremonies, etc.)



Reflection Room (for any type of spiritual/religious services or other small events)



There are some places within the building that are intended for staff and volunteers only. Signs will help you identify those areas.

Food Services

Shortly after you arrive, the Hospice's Food Services staff will come and talk with you about your diet type and preferences. We want to make sure you get your food the way you like it, when possible. For patients, full-service meals are available from 8:30 am to 5:00 pm Monday to Friday and 9:00 am to 5:00 pm on Saturdays and Sundays.





Our menu caters to common comfort foods, but do not hesitate to ask staff about your favourite food items and we will try to accommodate your wishes.

We have a fully equipped family kitchen where you can bring in and warm up any food you like. Please make sure that all food left in the common fridge is dated and labelled. **For safety reasons, the stove/oven are for Volunteer or Staff use only; however, there are two microwave ovens available for everyone.**





WiFi

Free Wi-Fi is available for everyone.



Phone Use

Every patient has their own phone line free of charge for local calls.

Safety

Emergencies & Fire Safety



If there is an emergency, you must follow the “Fire and Evacuation Plan”. Please ask staff if you would like to see the plan. Patients and visitors will be directed by team. All emergency exits are clearly marked.

The Hospice has an alarm system that includes smoke detectors and a sprinkler system. Open flames (like candles) are not allowed in the building. Exceptions may be made for spiritual practices that use smudging or incense. You must talk with the team before using these practices.

Infection Control



Hospice Cape Breton follows infection control practices for cleaning, disinfecting equipment, and food safety and storage to lower the spread of germs. There is an Infection Prevention and Control (IPAC) representative assigned to the facility.

There is hand sanitizer throughout the building. Please use it regularly, especially before entering and after leaving a room. **Cleaning your hands is the best way to prevent the spread of germs.** When someone comes into your room, ask them to clean their hands.



Scents

All Nova Scotia Health facilities are scent-free. **Please do not bring in or use scented products.** This includes some flowers (like lilies), perfumes and aftershave.



Footwear

To keep our floors dry and safe, we ask that everyone coming into the hospice during wet weather remove or cover their footwear. There are non-slip mats at all entrances. Visitors are encouraged to bring a pair of indoor shoes or slippers in the winter. No one is allowed to walk in the building in their bare feet or sock feet at any time. This includes staff, patients, families, and visitors.



Privacy

Care at Hospice Cape Breton is guided by the Patient/Family Bill of Rights and Responsibilities and the Nova Scotia Health Privacy Statement. Confidentiality is of the utmost importance.



Violence

Violent behaviour is not acceptable on any Nova Scotia Health property. Anyone who engages in violent behaviour will be asked to leave. If necessary, emergency services (like the police) will be notified.

Guests/Visitors

Visitors

You are welcome to have visitors at any time. We have the right to refuse entry and/or remove visitors from the hospice at any time to protect everyone's safety and comfort. Sometimes, there may be specific guidelines in place (like the number of visitors allowed and visiting hours) for infection prevention and control.





Pets

Pets are welcome to visit. Visits must be coordinated with the team. Visiting pets must be always under control (for example, dogs must be on leash, unless in a room with a closed door; cats must be in carriers while being transported) and should have up-to-date immunizations. Staff may request that a pet leave if issues arise (too much barking, aggression with other pets, etc.). The person who brought the pet to the hospice is responsible for them at all times. Please be respectful of others when bringing a pet into the hospice. Owners and those that brought the pet to the facility must make sure that pets are not disturbing others. They must clean up after the pet, as needed.

Additional Supports and Services

The following services are available at no cost. If you are interested in accessing one of these services, please talk with any of our staff or volunteers:



Social Work

Social work services are available to all patients and their family. When you are admitted, we will explain the social work team's services. These include supportive conversation, grief education, counselling, help finding and accessing supports, care planning, referrals, end-of-life planning, and special requests.



Spiritual Care

You and your family are welcome to use the Caran Room or Reflection Room for private spiritual or religious practices. If you would like to plan a visit from someone in your spiritual or religious community, please make your own arrangements. A Spiritual Care provider can also help, if needed.



Music Therapy

Music therapy uses music to give comfort and improve well-being. This may include conversation and song, reviewing song lyrics, song writing, playing or listening to live music, relaxation, and more.

A legacy is something you leave for other people after you are gone. Legacy work may include recording stories, songs and memories that you (and your family, if you wish) have audio recorded. Patients may also have a heartbeat recording created or take part in our Memory Bear program. All sessions are tailored to personal musical preferences.



Family Meetings

Patients and family members are part of the care team at Hospice Cape Breton. If a family meeting is desired, it will be coordinated with the family and the staff. These meetings can take place in the patient's room or in one of our private meeting rooms.

Please ask if you wish to schedule a meeting with one or more members of our care team.



Cultural Considerations

We respect and value all cultures. Please share or teach us about any cultural practices or rituals that are important to you. This includes race, ethnicity, nationality, class, religion, belief, sex, language, sexual orientation, gender identity or expression, age, health, or other status.



Language Interpretation Services

The Language Line/Insight service is an audio/video-based interpretation service for all languages other than English. This service is always available. Ask a team member if you would like to use this service.



Bereavement Support

The bereavement support programs are open to patients, family members and friends. The various types of programs allow an opportunity for all to be supported during their grief journey. If you would like to know more about the programs and get access to a grief coordinator to discuss your needs, please ask a member of your care team.



End of Stay

End of Life Rituals or Requests

Following the death of a patient, candles are lit for 24 hours. Loved ones are welcome to practice their own rituals (like an honor guard, prayers, music).

The Palliative Care Service and Hospice Society host an annual Memorial Service to honour patients who have died. Family members noted as 'next of kin' (staff will verify person, address) will receive an invitation to the service to share with the rest of their family/friends.



Vacating Patient Rooms

Hospice staff and volunteers provide support and help throughout all stages of a patient's and family's time at hospice. When a patient dies, family and friends are welcome to stay in the room for as long as they like.

We ask that a patient's belongings be removed from their room at this time. Any items remaining in the room more than 72 hours following a death will have to be donated or discarded depending on the item.



Gifts & Gratuities

Hospice Cape Breton staff and volunteers are unable to accept gifts other than small food items (e.g., cookies, candy)

The Hospice Palliative Care Society of Cape Breton County

Working in partnership with the Nova Scotia Health Palliative Care Service, the Society is dedicated to supporting patients and families living with a life-limiting illness.

The Hospice Palliative Care Society is an important community health care partner. Through donor support, the Society

- Helps provide compassionate care for palliative care patients and their families;
- funds comfort and care services that provide for the personal needs of patients and families so patients can live well until the end of their lives; and
- helps provide education and professional development for staff and volunteers.

The Society, with generous community support and the partnership of Cape Breton District Health Authority, also funded and built the nine bed An Cala (Safe Harbour) Palliative Care Unit in the Cape Breton Regional Hospital 13 years ago.

Today the Society and the Nova Scotia Health Palliative Care Service work together to make sure that patient and family programs continue the Unit.

Supporting Hospice Cape Breton: Donations and Volunteer Opportunities

Hospice Cape Breton has been built by the Hospice Society of Cape Breton County with funds raised from the community and local businesses through its recent Circle of Care Campaign. The Society relies on charitable donations and fundraising to make sure services provide the very best end-of-life care to patients, their families, along with the Nova Scotia Health Palliative Care Service. The Society continues to be grateful for the on-going generous community support and welcomes financial donations year-round.



There are many ways you can get involved with Hospice Cape Breton:

- Make a donation
- Make a monthly gift
- Consider a legacy gift
- Host an event

All gifts to the Hospice Society, no matter the size, make a difference to those facing end-of-life. To make a gift online please visit our website www.hospicecapebreton.org, visit the Hospice Society office (located in the Hospice building) or contact staff by phone at 902-567-8584.

Volunteer your time

Hospice Cape Breton depends on volunteers to keep the Hospice running. From greeting visitors at the front door, visiting patients, baking, singing, and gardening to helping at fundraising events, Nova Scotia Health and the Society are always seeking more volunteers. If you have time to give, please contact the Palliative Care Volunteer Program Lead at 902-539-1742.





Feedback

Nova Scotia Health welcomes feedback about our programs and services. In addition to formal feedback and surveys, patients, family and visitors are encouraged to share their feedback with staff and volunteers. Nova Scotia Health does have a toll-free number 1-844-884-4177 to call Patient Feedback line and an email address: ezpatientfeedback@nshealth.ca

Local Resources

Below is a partial list of local services. If you don't see what you're looking for or have any suggestions, let us know. For a general orientation to the area and businesses, see Cape Breton's Tourism Website at www.cbisland.com

Accommodations (Off-Site)

Hampton Inn Membertou – 60 Maillard St., Membertou, NS
902-564-6555 (special rate available)

Cambridge Suites – 380 Esplanade, Sydney, NS 902-562-6500

Holiday Inn Sydney Waterfront – 300 Esplanade, Sydney, NS
902-562-7500

Comfort Inn – 368 King's Road, NS 902-270-3342

Taxi Services

Dynasty Cabs – 902-562-5777

Plaza Taxi – 902-539-8770

Briand's & Regional Taxi – 902-564-6161

City Wide Taxi – 902-564-5432

Grocery & NSLC

Atlantic Superstore – 1225 King’s Road, Sydney NS
902-539-7657

Sobeys – 250 Prince St., Sydney, NS 902-562-1762

No Frills – 332 Welton St., Sydney, NS 902-562-8281

NSLC – 248 Prince St., Sydney 902-564-6275

NSLC – 330 Welton St., Sydney 902-567-1898

Restaurants & Cafés

Tim Horton’s – 45 Weatherbee Road 902-539-2394

Subway (Health Park) – 45 Weatherbee Road 902-539-2703

Membertou Chicken & Deli – 38 Maillard St., Membertou
902-539-9078

Kiju’s Restaurant – 50 Maillard St., Membertou 902-562-6220

Gas Light Cafe – 1467 George St., 902-270-3135

Nara Sushi – 216 Bentinck St., 902-270-8800

Boardwalk Taproom & Eatery – 320 Esplanade, 902-270-9255

Auld Triangle – 424 Townsend St., 902-270-8003

Freshli – 275 Charlotte St., 902-417-2080

Governor’s Pub & Eatery – 233 Esplanade, 902-562-7646

Flavor on the Water – 60 Esplanade, 902-567-1043

Lebanese Flower – 14 Dorchester St., 902-562-3412

Louanne’s Café – 319 Charlotte St., 902-562-6949

Napoli Pizzeria – 465 Charlotte St., 902-539-6109

Mian’s Restaurant – 416 George St., 902-270-2821

Boston Pizza – 329 Prince St. 902-562-9800

Thai Express – 325 Prince St. 902-562-0288

Pharmacy

Pharmasave Membertou – 200 Churchill Dr., Membertou,
902-539-7555

Pharmasave Healthpark – 45 Weatherbee Road, Sydney,
902-564-6500

Lawton's Sydney – 540 George St., Sydney 902-564-8200
Shoppers Drug Mart – 254 Prince St., Sydney 902-562-1144
Shoppers Drug Mart – 1174 King's Road, Sydney 902-539-8111

Flower Shop

Family Heirblooms – 201 Churchill Dr., Unit 306 Membertou
902-567-5195

Gas Stations

Mi'kmaq Gas & Convenience – 101 Membertou St., Membertou,
902-539-3121
CAPER Gas – 1430 George St., Sydney 902-563-6320
Shell – 38 Maillard St., Membertou 902-539-8401

Shopping Mall

Mayflower Mall – 800 Grand Lake Road., Sydney 902-539-0862

Movie Theatre

Cineplex Sydney – 325 Prince St., Sydney 902-539-9050

Parks/Walking Trails

Baille Ard Trail – 605 Cottage Road, Sydney
Rotary Park – 331 Rotary Dr., Sydney
Open Hearth Park – 190 Ferry St., Sydney
Petersfield Provincial Park – 1126 Westmount Road, Sydney
Sydney Waterfront Boardwalk – 144 Esplanade, Sydney