



Welcome To The Victoria Hospice Palliative Care Unit

The Victoria Hospice Palliative Care Unit is located on the 3rd floor of the Richmond Pavilion at the Royal Jubilee Hospital. The unit has 17 beds: 11 single rooms and three double rooms.

The Acute beds (7) are used for complex medical issues, symptom management and imminent end-of-life care. The Residential beds (9) allow patients who are unable to be cared for at home a place to live in their last weeks. The Respite bed (1) allows families a one-week break from caregiving. There is a daily fee charged by the provincial government for residential and respite beds.



Victoria Hospice

3rd Floor, Richmond Pavilion ■ 1952 Bay Street
Victoria, BC V8R 1J8
Tel 250-370-8715 ■ Fax 250-370-8625

www.victoriahospice.org

Room Amenities

To enhance patient and family comfort, all rooms offer:

- Telephone with direct lines
- TV and DVD player
- A small fridge for personal dietary items
- Bathroom
- Sleeper chair for napping or overnight stays
- Signs to ensure privacy
- Shelves to display personal photographs and other items

We encourage bringing in items such as photos, pillows, quilts, as well as drinks and food that help patients feel at home. Personal laundry can be washed by Hospice volunteers. Please ensure belongings are labeled.

Unit Amenities

The **Kitchen** is equipped with a toaster, kettle, microwave, coffee maker, refrigerator, ice and blender. Food in the refrigerator is for patient use. Please label food with the patient's name and the date.

Coffee and tea are always available for patients and visitors.

The **Lounge** offers comfortable seating and an activity space as well as: the daily newspaper, magazines, library, CD collection, TV, puzzle table, games, children's toys, keyboard and guitar.

The **Solarium** is a large, bright multi-purpose room. It can be used for family meetings and gatherings, has a telephone and a computer, with free Internet access.

The **Meditation Room** provides a space for solace, reflection, prayer or quiet conversation.

The **Rooftop Garden** on the fourth floor of the building offers a beautiful spot for a breath of fresh air or watching the sunset. The garden is designed to accommodate patients who are unable to leave their beds.

Unit Information

We try to make all of our patients and families feel as comfortable as possible. Please consider these ways to help ensure everyone's safety and comfort:

ALLERGIES AND SENSITIVITIES

The Hospice unit is a scent-free zone. Patients, families and friends are asked to avoid wearing perfumes or bringing fragrant flowers (such as lilacs and lilies) to the unit. Latex balloons are not permitted.

INFECTION CONTROL

Hospital environments contain organisms resistant to commonly used antibiotics. When these organisms are present, we must protect patients from possible infection. If it is necessary to begin isolation precautions for a patient, the clinical team will explain the protective measures that are required.

VISITING HOURS

Family and friends are welcome to visit patients any time day or night. The entrance to the Richmond Pavilion is locked from 8:00 pm to 6:00 am. Access is available by ringing the buzzer/doorbell at the first floor entrance.

PETS

If you would like to have your pet visit, speak to your nurse. Pets must be controlled at all times, including being kept on a leash in common areas such as hallways. Pet therapy volunteers make regular visits to the unit.



PATIENT MEAL TIMES

If patients do not wish to be woken or disturbed, meals can be saved and re-heated in the microwave.

ALCOHOLIC BEVERAGES

With prior approval from the palliative care physician, alcoholic beverages for patient use can be brought to the unit.

PARKING

Parking at the Royal Jubilee Hospital is limited with regulations strictly enforced. Visitor parking is available in the Parkade near the main hospital entrance on Bay Street as well as in the small lot directly next to the Richmond Pavilion. Weekly passes are the best value and are available at the parking ticket dispensers.

SMOKING

There is a smoking room designated for **patient use only**. When not in use, all smoking materials must be kept at the nursing station. Smoking is not permitted on the rooftop garden.

Team Services

VOLUNTEERS

Trained Hospice volunteers are on the unit daily to help patients, families and visitors in various ways: providing tea and coffee, assisting patients with personal care, companionship, giving a tour of the unit, offering complementary therapies, and being a comforting presence.

SPIRITUAL CARE

The spiritual care team is available to offer support for patients, families and friends. Care includes bedside companionship, conversation, guided meditation, blessings and prayers as requested. Referrals can be made to your personal faith community.

CHILD AND YOUTH COUNSELLOR

The child and youth counsellor is available to support children and youth using play, art and other expressive means.

MUSIC THERAPIST

A part time music therapist is on the unit each week to offer emotional and spiritual support to patients through a variety of musical activities.

COUNSELLING

Professional counsellors provide support to patients, family and friends as they address issues of change, loss, grief and death. They can also provide information on how to access financial resources and benefits, and can assist with wills and funeral planning.



NURSING

The nursing team provides 24-hour care for patients on the unit. If you have questions about care or the services available, a nurse will ensure that you receive the needed information.

MEDICINE

There is a palliative care physician on the unit daily and available 24 hours to respond to urgent issues. The on-site physician has primary medical responsibility for patients while they are on the unit but communicates and works with the patient's Family Physician and other specialists and community care providers.

OCCUPATIONAL AND PHYSIO-THERAPY

Part-time OT/PT services are available. Therapy staff are primarily responsible for ensuring safe mobility and arranging equipment for use on the unit or at home.

BEREAVEMENT

Professional counsellors and trained volunteers offer telephone, group and one-to-one counselling support for up to 13 months after death. Helpful brochures about grief and bereavement are available for families, in print and on our website www.victoriahospice.org



Victoria Hospice Palliative Care at Home

Victoria Hospice offers skilled and compassionate care for individuals and families facing an advancing illness. Because we make our services available to patients throughout the community, many people registered with Victoria Hospice choose to be cared for at home, close to family, friends and familiar surroundings.

We work in partnership with the Vancouver Island Health Authority's (VIHA) Home & Community Care Team to offer patients and families a variety of services and support.



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Community Volunteers

- provide companionship and a supportive, non-judgmental ear
- may perform a small errand, help with gardening, participate in an activity/game or accompany you on an outing
- offer Reiki, Therapeutic Touch or Reflexology that can help decrease stress, enhance relaxation or lessen pain or anxiety
- stay with you while your caregiver has a break, does errands or attends an appointment outside the home
- record your stories, memories or messages for family on a CD through our Life Stories Project



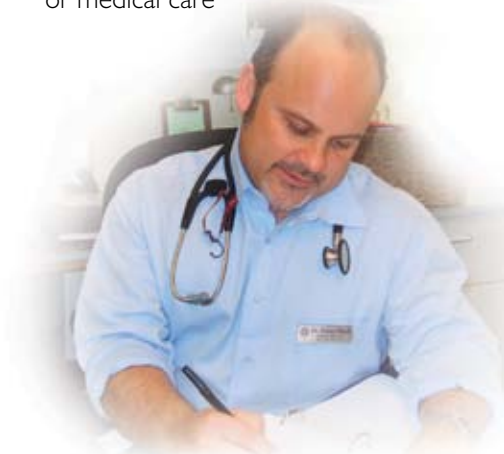
Community Counsellors

- provide information about Victoria Hospice services
- assist you and your family with care-planning decisions
- help explain what you and your family might anticipate as the illness progresses
- support you through the impact of changes in your condition and loss of usual activities and abilities
- facilitate communication within the family
- assist with practical matters such as funeral planning, wills or financial concerns
- can refer you to our child and youth counsellor for information and support for younger family members



Palliative Care Physicians

- act as a consultant to your family physician in order to improve your on-going medical care and comfort
- can visit you at home to answer questions you may have about your current condition or medical care



Palliative Response Team

- includes a Victoria Hospice nurse and counsellor with access to a palliative care physician
- available (24 hours a day) to provide care in your home to address severe symptoms such as pain, shortness of breath or nausea
- if death at home is planned, supports you and your family during the final few days
- works in collaboration with your Home and Community Care team and family physician



Bereavement Services

- provides assessment and support as needed for up to one year after the death
- offers grief information, telephone support, counselling and a variety of bereavement support groups including drop-in and walking groups
- are available to individuals and families, including children and teens



To Request Victoria Hospice Services, Contact:

- Your Family Physician or Specialist
- Your Home & Community Care Nurse
- Victoria Hospice

If you would like to make a donation to Victoria Hospice please contact the Foundation Office:

Victoria Hospice and Palliative Care Foundation
1510 Fort Street, Victoria, BC V8S 5J2
Phone: 250-952-5720
Email: vic.hospice@viha.ca
www.victoriahospicefoundation.org