



PALLIATIVE CARE UNIT



Victoria Hospice

3rd Floor, Richmond Pavilion
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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 in 11 single rooms and three double rooms.

The Acute beds (7) are used for patients with complex medical issues, symptom management and imminent end-of-life care.

The Residential beds (9) allow patients a place to live in their last weeks if they are unable to be cared for at home.

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.



The Rooms

To enhance patient and family comfort, all rooms offer:

- ▶ Telephone with direct lines
- ▶ TV and DVD player
- ▶ Small fridge for personal dietary items
- ▶ Bathroom
- ▶ Sleeper chair for napping or overnight stays
- ▶ 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.

Our Unit

The **Kitchen** is equipped with a toaster, kettle, microwave, coffee maker, refrigerator and ice. 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 newspapers, magazines, library, puzzle table, CD collection, TV, 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, and 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 beautiful views and a spot for a breath of fresh air and is designed to accommodate patients who are unable to leave their beds.



General Information

Our goal is that patients and families will 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 can 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 of day or night. The entrance to the Richmond Pavilion is locked from 9:00 pm to 6:00 am when access is available by using the night intercom at the first floor entrance. All guests are requested to wash their hands before and after visiting.

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 also 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 and kept at the nursing station.

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. Specially trained volunteers also offer bedside singing and life story interviews.

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 also be made to your personal faith community.

Child and Youth Counsellor

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



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, other specialists and community care providers.

Occupational Therapy and Physiotherapy

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 one year after a death. Helpful brochures about grief and bereavement are available for families, in print and on our website at www.victoriahospice.org.