



# Welcome Guide

*An Integral Service of*



**CommunityCare**  
NORTHUMBERLAND

# WELCOME

The staff and volunteers of Ed's House Northumberland Hospice Care Centre welcome you and your family. We encourage you to make this your "home away from home". We are committed to providing compassionate end of life care for residents dealing with a progressive, life-threatening illness. Services are delivered at no cost by our interdisciplinary team, and focus on the physical, emotional, and spiritual needs of both the resident and family. Ed's House strives to create an inclusive environment where person-centred decision-making, values and lifestyles are celebrated and honoured.

*To ensure that you get the right care, at the right place, at the right time, in a way that makes sense to you.*

## Land Acknowledgment

Ed's House Northumberland Hospice Care Centre recognizes that we are situated within the traditional and treaty territory of the Mississaugas and Chippewas of the Anishinabek, known today as the William Treaties First Nations. We acknowledge and respect the enduring presence of the Indigenous people in this territory and are committed to moving forward in the spirit of reconciliation.

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# Mission

To support those impacted by a progressive, life-threatening illness.

# Vision

To be a hub of excellence in hospice palliative care.

# Values

**PERSON-CENTRED CARE** – Recognizing the physical, mental, spiritual, social, and emotional aspects of individuals.

**HOPE AND JOY** – To make the most out of every day. Every moment matters and the heart of palliative care is to bring joy to those moments.

**COMPASSION** – Ensuring respect, dignity, and comfort.

**COLLABORATION** – Working together with clients, caregivers, volunteers, family and friends, and all our health care partners to ensure the right care, at the right place, at the right time, in a way that makes sense to them.

**CREATING OPPORTUNITIES** for staff and volunteers to contribute to their own and Ed's House success.

# About Ed's House



Photo Credit: Peg McCarthy

“Ed and I believe that people deserve to die with dignity – no matter what walk of life they come from. Death is not always happy or easy. Hospice care is good for the present and future generations – it may even help change the attitude towards death and dying.”

-DIANE LORENZ

Ed and Diane Lorenz have been residents of Cobourg for over fifty years and are dedicated members of the community and successful businesspeople. In June 2018, it was announced that the new hospice facility would be named Ed's House Northumberland Hospice Care Centre, after a generous donation from Ed and Diane Lorenz.

# What is Hospice Palliative Care?

As a specialized form of healthcare, hospice palliative care aims to relieve suffering and improve quality of life for those living with a life-limiting illness, as well as their families. Hospice palliative care addresses the specific physical, psychological, social, spiritual, and practical issues, and their associated expectations, needs, hopes, and fears on an individual basis.

-CANADIAN HOSPICE PALLIATIVE CARE ASSOCIATION

## Hospice Services

Ed's House services support those impacted by a progressive, life-threatening illness from diagnosis to bereavement. Our interdisciplinary community outreach team provides:

- Hospice Clinical Navigation
- In-Home Visiting Hospice Volunteers
- Education
- Supportive Care Counselling
- Grief and/or Bereavement Care & Counselling

These services ensure you get the right care, at the right place, at the right time, in a way that makes sense to you.

*Ed's House Residence offers compassionate end of life care 24 hours a day, 7 days a week at no cost to those receiving the service. We address all aspects of well-being – physical, psychological, emotional, social, spiritual, cultural, and practical for those nearing end-of-life as well as their families and caregivers. Our Hospice Care Centre offers an accessible, home-like setting that is always open, where every moment is important.*

# The Residence



## Resident Suite

There are six private resident suites in our bright and spacious Read Elliott Family Foundation Hospice Care Wing. Each suite has a comfortable, supportive bed, a window overlooking our beautiful grounds, and a private bathroom. There is comfortable furniture, including a pull-out couch and chair for sleep-over guests. Each suite has a flat screen TV, and a small fridge.



## Spa Room

Our spa room includes a large, spa-type tub, a shower, and a blanket/towel warmer for residents' comfort and relaxation.



## Kitchen & Family Café

Delicious, fresh meals and snacks are provided for residents during the week. We also have frozen options that we can reheat on weekends, or for a late-night craving! There is also a small fridge in each resident suite to bring your own food items in – our staff can help if any reheating is needed. Visitors are welcome to coffee, tea and snacks provided in the family café.





## Dining Room

The dining room features a large harvest table where families can celebrate birthdays, anniversaries, or just enjoy a special meal together. Like all of our common spaces, our dining room can accommodate a resident's bed.



## Family Room

The family room offers a relaxing area where you, your family, and visitors can gather. This cozy area offers a double-sided fireplace to enjoy.



## Living Room

The living room offers a flat screen TV, comfortable couches, natural light and a children's play area.

## Spiritual Room

Our spiritual room welcomes those from all cultures and traditions. With beautiful stained glass and natural light, it offers a peaceful space for reflection for residents and families. We can easily move furniture around to accommodate a resident's bed, if desired. There is a west-facing door that enables our Indigenous residents to journey west as they leave the hospice in accordance with Indigenous tradition.



## Quiet Room

Our quiet room is another of our common spaces open to families. It is a quiet, removed space to gather your thoughts, and has a lovely view of our grounds.



## Outdoor Spaces

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Residents and families are invited to spend time in our outdoor spaces: the back deck, gazebo, sitting areas within the gardens and the walking path. Like all of our common spaces, the deck can accommodate a resident's bed.

# Meet your Hospice Staff

## Clinical Staff

The clinical staff is comprised of skilled nurses and physicians, who work together with residents and their loved ones to provide services focusing on the physical, emotional, and spiritual at no cost and 24 hours per day. Care is directed by the resident's goals, values, and preferences to enhance quality of life and allow residents to live as fully and comfortably as possible.

## Spiritual Support

Spiritual care is about supporting those aspects of life that are the most meaningful to you. Spiritual care can be offered in a variety of ways:

- Receiving emotional, psycho-social and grief support
- Talking about meaning in life, faith, values, and beliefs
- Engaging in sacred rituals
- Engaging in legacy work/storytelling

We support our resident's own faith traditions and communities. Our Supportive Care Counsellor, staff and volunteers all work to provide spiritual support in a caring, creative, and compassionate environment.

## Volunteers

Hospice volunteers are an integral part of the interdisciplinary team. They enhance the quality of life of residents in many ways, providing compassionate support to residents and their families within the Hospice Residence, and assisting in the daily operations of the facility.

# What to Bring to Hospice

For your comfort, the following items are recommended:

- Supply of clothing that will help you feel at home
- Shoes and/or slippers
- Toiletries
- Comfort items, such as reading material, music, games, favourite pillows and blankets
- Reading glasses and hearing aids
- Medications (in original containers)
- Mobility devices
- Paperwork and health information – Power of Attorney Records, OHIP Card and DNR Form

# Visiting the Hospice

## Parking

Parking for the residents' visitors is available within the grounds of the hospice. We ask that you park in the provided spaces. Parking is not allowed in any fire route or at our entrance unless picking up or dropping off.

## Visiting Hours

Visitors are welcome 24 hours per day. For everyone's safety, we ask that visitors enter and exit through the front door. Please ring the doorbell for entry. There may be a delay before the door is opened, and you may be asked your name and who you are visiting. Each resident's family will be provided with one swipe card for easier access.

## Pet Visits

Your furry friends are welcome to visit Ed's House provided they have their vaccinations up to date. Pets must be in a carrier or on a leash when outside of the resident's suite and are not allowed in the kitchen areas.

## Special Occasions

Families are encouraged to celebrate special occasions and have family gatherings at Ed's House. We have hosted birthday and anniversary parties, wedding receptions, movie nights, book clubs and more for residents and their families. Private spaces can be booked for these celebrations, and the clinical staff would be happy to help make these arrangements.

## **Wi-Fi**

Free wi-fi is available for your use; choose 'Ed's House Guest' and no password is required. Should you wish to Skype or FaceTime with a loved one, a tablet is available for use. Please ask the clinical staff for assistance.

## **Fragrance Free**

Ed's House is a fragrance-free environment. Perfumes, colognes, and scented products are not permitted at any time.

## **Laundry**

Ed's House launders all bed linens and towels and items of clothing worn by the resident. For family and visitors, there are laundry facilities available in the family washroom, just south of the clinical station.

## **Valuables**

The safe-keeping of personal valuables is the responsibility of the resident and family. It is strongly encouraged to have valuable items taken home. Ed's House cannot be responsible for the loss of such items.

## **Smoking, Vaping, Cannabis, and Alcohol**

Smoking is permitted in the designated smoking area, the south-west corner of the parking lot. Residents are permitted to use cannabis products; however, this must be communicated to clinical staff prior to use. Clinical staff can only dispense cannabis products with drug identification numbers (DIN) numbers. Residents are permitted to consume alcohol in their rooms only.

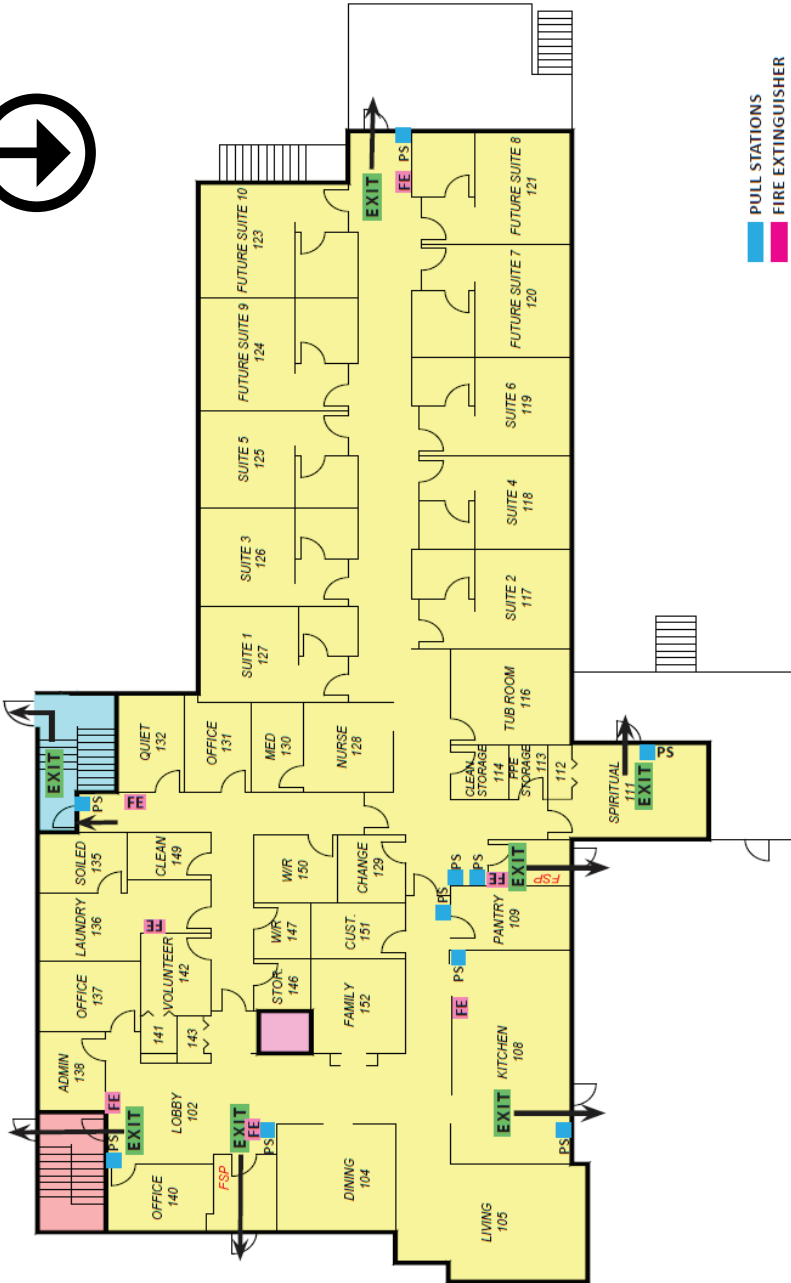
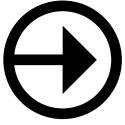
# Security

All staff and volunteers are required to wear an identification badge showing their name and job title. Ed's House has video surveillance of all hallways and exits. The front doors are open Monday thru Friday between 8:30am-4:00pm, otherwise swipe card access or doorbell entry is required. All other doors to access the facility are locked to entry.

*Fire exits, extinguishers and pull stations are indicated on the next page. If you are asked to evacuate, please gather at the south-east corner of the parking lot.*



# Fire Exits and Pull Stations



MAIN FLOOR

# Resident Bill of Rights

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

1. Be treated as a living human being until I die.
2. Maintain a sense of hopefulness however changing its focus may be.
3. Be cared for by those who can maintain a sense of hopefulness, however changing this might be.
4. Express my feelings and emotions about my approaching death in my own way.
5. Participate in decisions concerning my care.
6. Expect continuing medical and nursing attention even though “cure” goals must be changed to “comfort” goals.
7. Not die alone.
8. Be free from pain.
9. Have my questions answered honestly.
10. Not be deceived.
11. Die in peace and dignity.
12. Retain my individuality and not be judged for my decisions, which may be contrary to beliefs of others.
13. Discuss and enlarge my religious and/or spiritual experiences, whatever these may mean to others.
14. Expect that the sanctity of the human body will be respected after death.
15. Be cared for by caring, sensitive, knowledgeable people who will attempt to understand my needs and will be able to gain some satisfaction in helping me face my death.

*[This Bill of Rights was created at a workshop on “The Terminally Ill Patient and the Helping Person,” in Lansing, Michigan, sponsored by the Southwestern Michigan In service Education Council and conducted by Amelia J. Barbus, Associate Professor of Nursing, Wayne State University, Detroit.] January 1975.*

# Caregiver Bill of Rights

As a caregiver for a loved one living with life-limiting illness, I have the right to:

1. Take care of myself. This is not an act of selfishness. It will give me the capability to take better care of my loved one.
2. Seek help from others, even though my loved one may object. I recognize the limits of my own endurance and strength.
3. Maintain facets of my own life that do not include the person I care for, just as if he or she were healthy. I know that I do everything I reasonably can for my loved one; I have the right to do some things just for me without feeling guilty.
4. Get angry, be depressed or happy, experience frustration, laugh and cry and express the normal range of human emotions.
5. Reject any conscious or unconscious attempt by my loved one to manipulate me through guilt, anger, or depression.
6. Receive consideration, affection, forgiveness, and acceptance from my loved one for what I do for them on a daily basis.
7. Take pride in what I am accomplishing and to applaud my own courage in taking on the responsibility for caring for my loved one.
8. Protect my individuality and maintain a life for myself that will sustain me once my loved one has died.
9. Expect and demand that, as government makes strides in finding resources to support ill persons, similar strides are made toward aiding and supporting caregivers.

*Adapted from Caregiving: Helping an Aging Loved One [AARP Books, 1985] by Jo Horne.*

# When Death Occurs

Even when a death is expected it can be difficult to prepare for the actual moment of death. Our role at Ed's House is to support loved ones through this time.

- As soon as possible, the death must be officially pronounced by a Registered staff.
- A lantern will be lit within the resident's suite.
- Family members/loved ones can take the time they need.
- When family are ready, Clinical staff will excuse them from the suite to provide some basic care, before inviting them back into the suite.
- Clinical staff will confirm which funeral home or crematorium service has been chosen. While nothing needs to be pre-arranged, doing so may reduce the stress at the time of death.
- When family are ready, our Clinical staff will contact the funeral home or crematorium. The funeral home attendants usually arrive within an hour, depending on the location chosen.
- When the attendants from the funeral home arrive, we will once again ask the family to leave the room for a few moments while we transfer the resident from the bed to the stretcher.
- The attendant from the selected funeral home or crematorium may arrange for family come to the office to make further arrangements and/or provide contact information.
- An Honour Guard can be held, if desired, when leaving Ed's House.

# Honour Guard

As a sign of respect for a resident who has died, we escort them from Ed's House Northumberland Hospice Care Centre in a way that honours them and supports their families. An Honour Guard ceremony invites all available staff and volunteers to stop and say goodbye as the stretcher is moved through the hallway and out of the front door. The family has the option of playing music or remaining silent. The stretcher may be covered with a special blanket or quilt.

The Spiritual Room at Ed's House was constructed with an exterior door facing west. In Indigenous tradition, it is important for a deceased person to travel westward on their final journey. We are pleased to offer this option to any family for whom this is meaningful.

## **What Happens During an Honour Guard?**

You have an option to leave your loved one's face exposed or to zip the transfer case closed all the way. A special blanket may be placed on the body. The funeral home attendants will push the stretcher slowly out of the room and through the hallway. They will lead the procession followed by family, other loved ones, and staff. The family have the option of holding a flameless candle, as a symbol of the spirit of the person who has died. On weekdays, the Community Team and administrative staff will be waiting in the front lobby to pay their respects. The procession will continue out the front door and gather outside the building. The blanket will be removed and returned to Ed's House staff

and the funeral home attendants will gently load the stretcher into their funeral transfer van. The van will slowly drive away giving family and staff time to stand in farewell.

*Please see our Honour Guard document, or speak with Clinical staff, for further information.*

## **Bereavement Support**

The time following the death of a loved one can be characterized by a range of emotions and physical reactions, often leaving family to face new challenges while dealing with intense emotions.

It is important in the grief journey that people who are bereaved, can talk openly about their experiences, reactions, and feelings. Ed's House Northumberland Hospice Care Centre Bereavement Support Program offers family and friends the support that they need as they take their first steps in this journey. A dedicated pool of volunteers, working one-on-one, either by phone, in-person or online, can help them acknowledge the death; assist them in dealing with the more immediate tasks of living while grieving; share their pain, sadness, tears, memories, and stories; and provide insight into their experiences.

# How to Access Medical Files

Providing exceptional care and protecting the privacy of our residents is of highest priorities at Ed's House Northumberland Hospice Care Centre. We take steps to protect healthcare information from theft, loss and unauthorized access, copying, modification, use, disclosure, and disposal. We also ensure that our team protects the privacy of our clients and only uses healthcare information for authorized purposes. We conduct audits and complete investigations to monitor and manage our privacy compliance.

Should you ever have concerns regarding your care or support services, you may voice these concerns, either in writing or verbally to the Clinical Manager without fear of reprisal. You may request copies of your healthcare record by submitting a written request to the Privacy Officer through the Clinical Manager.



**ED'S HOUSE  
NORTHUMBERLAND  
HOSPICE CARE CENTRE**

*For more information about accessing Ed's House Northumberland Hospice Care Centre Programs and Services, to volunteer, or to make a donation, please call us or visit our website.*

1301 Ontario Street  
Cobourg, ON  
K9A 0N3

Phone: 1-855-473-8875  
Fax: 289-252-0676  
[edshouse.northumberlandhospice.ca](http://edshouse.northumberlandhospice.ca)

**DONOR RELATIONS**

Ed's House Northumberland  
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