



Welcome Guide

An Integral Service of



CommunityCare
NORTHUMBERLAND

CONTENTS

About Us	1
What is Hospice Palliative Care?	3
The Residence	3
Meet Your Hospice Team	8
What is Ethics?	10
What to Bring to Hospice	12
Visiting Hospice	13
Security	15
Fire & Pull Stations	16
When Death Occurs	17
How to Access Medical Files	19
How Ed's House is Funded	20

WELCOME

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

Ed's House is owned and operated by [Community Care Northumberland](#), a not-for-profit organization providing community support services within Northumberland County, to individuals, their families and caregivers since 1988.

Mission

To connect our communities to the support, service and care they need throughout their lifelong journey.

Vision

A community where people experience connection and well-being.

Values

RELATIONSHIPS – We enter each relationship with care, ensuring equity, respect, and collaboration.

ACCOUNTABILITY – We approach our work with integrity while balancing the voices of the people, community, and funders.

COMMUNITY – we are engaged partners and together we celebrate our strengths and respond to the needs of our community.

COMPASSION – We deliver meaningful services supporting dignity and belonging through empathy, collaboration, and inclusivity.

Land Acknowledgment

We recognize with respect that Ed's House Northumberland Hospice Care Centre is built on the traditional territory of the Mississauga Anishinaabeg and acknowledge them as stewards of the land and water this building sits on. We fully appreciate the contributions of Alderville First Nation to the project and acknowledge our ongoing commitment to educating ourselves around colonialism and reconciliation.



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

Our Residence

Ed's House residence offers compassionate end-of-life care 24 hours a day, 7 days a week at no cost to residents and their families. Our clinical support team provides exceptional care for those nearing end-of-life, as well as their families and loved ones. We offer an accessible, home-like setting that is always open and where every moment is important.

Resident Suite

We offer 10 private resident suites in our bright and spacious Read Elliot Family Foundation hospice care wing. Each suite has a pull-out couch, comfortable chairs, fridge and smart screen TV.

We encourage families to stay overnight and in addition to a private washroom, 4 of our suites have showers.





Spa Room

Our spa room includes a large, accessible, spa-like tub and shower, and a blanket/towel warmer for your comfort and relaxation.

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.



Dining Room

The dining room features a large harvest table, and we encourage you to use it for special celebrations like anniversaries and birthdays, or just to share time together. The doors into the dining room are wide enough to accommodate a resident bed. The room doubles as a private meeting space for you.





Kitchen & Family Café

Our food service staff and volunteers prepare all our meals and snacks. Your family is encouraged to bring in additional food if desired and can make use of the fridge in the suite. A microwave is in the café and our cupboards are stocked with everything you need. A pot of coffee is always available, along with hot drinks like tea, hot chocolate and homemade baked goods and snacks. Following public health guidelines, no visitors are allowed in the kitchen, but the café is open to visitors round the clock and much like the kitchen in your own home, it is a gathering place and hub of activity.

Living Room

The living room lets in generous natural light with windows facing east and north, has ample, comfortable seating, a smart screen TV and an imaginative children's play area.



Spiritual Room

Our spiritual room welcomes all cultures and traditions. With beautiful stained glass and natural light, it offers a peaceful space for reflection. There is a west-facing door that enables our Indigenous residents to journey west as they leave the hospice in accordance with Indigenous tradition, as well as enhanced ventilation for smudging ceremonies.





Outdoor Spaces

Our gardens are lovingly cared for by staff and volunteers, and the grounds are yours to explore. Consider spending time on our large back deck which can accommodate a resident bed, side deck outside the Spiritual Room, or in the gazebo.

The wind phone structure provides visitors a quiet and peaceful place to reflect and connect.

Meet your Hospice Team

Clinical Staff

Our clinical staff includes skilled nurses, PSW's and physicians, who collaborate to provide holistic care focusing on the whole individual, including physical, emotional, and spiritual needs. Services are provided at no cost, 24 hours per day. Care is directed by your goals, values, and preferences to enhance your quality of life and allow you to live as fully and comfortably as possible without interventions that prolong life.

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 your faith traditions and communities. Our Supportive Care Counsellor, staff and volunteers provide spiritual support in a caring, creative, and compassionate environment.

Support Staff

Food service, housekeeping, building maintenance, gardeners and administrative support all play a key role in offering support and comfort.

Volunteers

Hospice volunteers are an integral part of the interdisciplinary team. They enhance quality of life, providing compassionate support to you and your family within the hospice residence, and assist in the daily operations of Ed's House.



What Is Ethics?

Ethics involves helping clients/residents, families, and those who work in health and supportive care settings when faced with difficult moral or value-based choices about the right or best course of action. The goal of discussing ethical issues is not to impose values on others, but to help in solving complex problems to make informed decisions about treatment or care.

Topics in health and supportive care that might present an ethical challenge could include:

- Value differences and conflicts
- Wait-list concerns
- End-of-life decision-making
- Allocation of resources

Our Ethicist Can

- Provide confidential consultation
- Ensure all relevant facts, values and options are explored
- Help you understand and explore available treatment or care options
- Identify and provide information to help you make decisions about ethical issues
- Mediate when there is a difference of opinion about a particular care situation
- Provide education on ethical issues that may arise

You can reach our Ethicist by e-mail at ethics@commcare.ca. All inquiries are confidential.

Resident Bill of Rights

Rights

As a resident of Ed's House, I have the right to:

- Participate in my care planning to the extent I am able or have my substitute decision maker (SDM) do so on my behalf.
- Be treated with respect and dignity.
- Maintain a sense of hopefulness however changing its focus may be.
- Express my feelings and emotions about my approaching death in my own way.
- Receive expert continuing medical and nursing care, focused on my comfort and alleviation of pain and suffering.
- Maintain my personal values, beliefs and convictions, and have these respected so long as they do not infringe upon the rights of others.
- Be free from discrimination.

Responsibilities

As a resident of Ed's House, I have a responsibility to:

- Provide accurate information regarding my care and participation in care planning as my abilities allow.
- Be respectful and considerate of others in the Hospice, including staff and volunteers, other residents and family members.
- Respect the values and beliefs of others who may live, work, or volunteer at the Hospice.
- Ensure my goals of care are in alignment with the Hospice philosophy of comfort, and not cure.
- Abide by all Hospice policies.

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, include shaving cream and razors
- Comfort items, such as reading material, music, games, favourite pillows and blankets
- Reading glasses and hearing aids
- Medications (in original containers)
- Mobility devices
- Cell phones - we do not provide phone service in our suites
- Pictures and special moments that can sit on the dresser or windowsill. We do not allow pictures to be hung on the walls.
- Paperwork and health information – Power of Attorney Records, OHIP Card

Visiting the Hospice

Parking

Parking is available on 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. If the lot is full, you can park on adjacent streets.

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 will be asked your name and who you are visiting. Each family will be provided with one swipe card for easier access.

Transportation

Ed's House is not on a public transit route, however you can book transportation, including accessible transportation, through Community Care Northumberland transportation program. 1-866-768-7778. 24 hrs notice is appreciated.

Pet Visits

Your pets 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, café or dining room.

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. Private spaces can be booked for these celebrations, and staff are 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. If you'd like to video call (e.g. FaceTime) with a loved one, a tablet is available for your use. Please ask the clinical staff for assistance.

Fragrance Free

Ed's House strives to be a fragrance-free environment. Perfumes, colognes, and scented products are strongly discouraged.

Family Washroom

As you enter the residence wing, there is an accessible family washroom with a shower that we keep supplied with toiletries and towels.

Laundry

Ed's House launders all bed linens and towels and items of clothing worn by our residents. 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 your responsibility. It is strongly encouraged to have valuable items taken home. Ed's House cannot be responsible for the loss of any items.

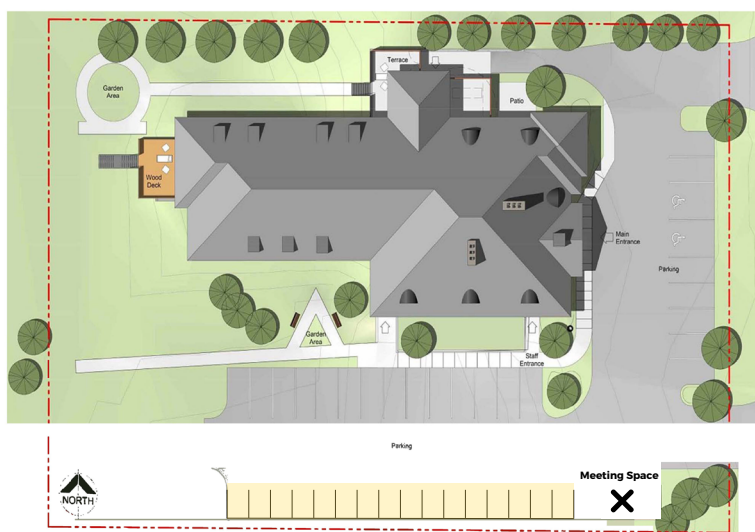
Smoking, Vaping, and Alcohol

Smoking and vaping is permitted in the designated smoking area, in the shelter at the south-east corner of the parking lot. You and your visitors can consume alcohol responsibly in your suite only.

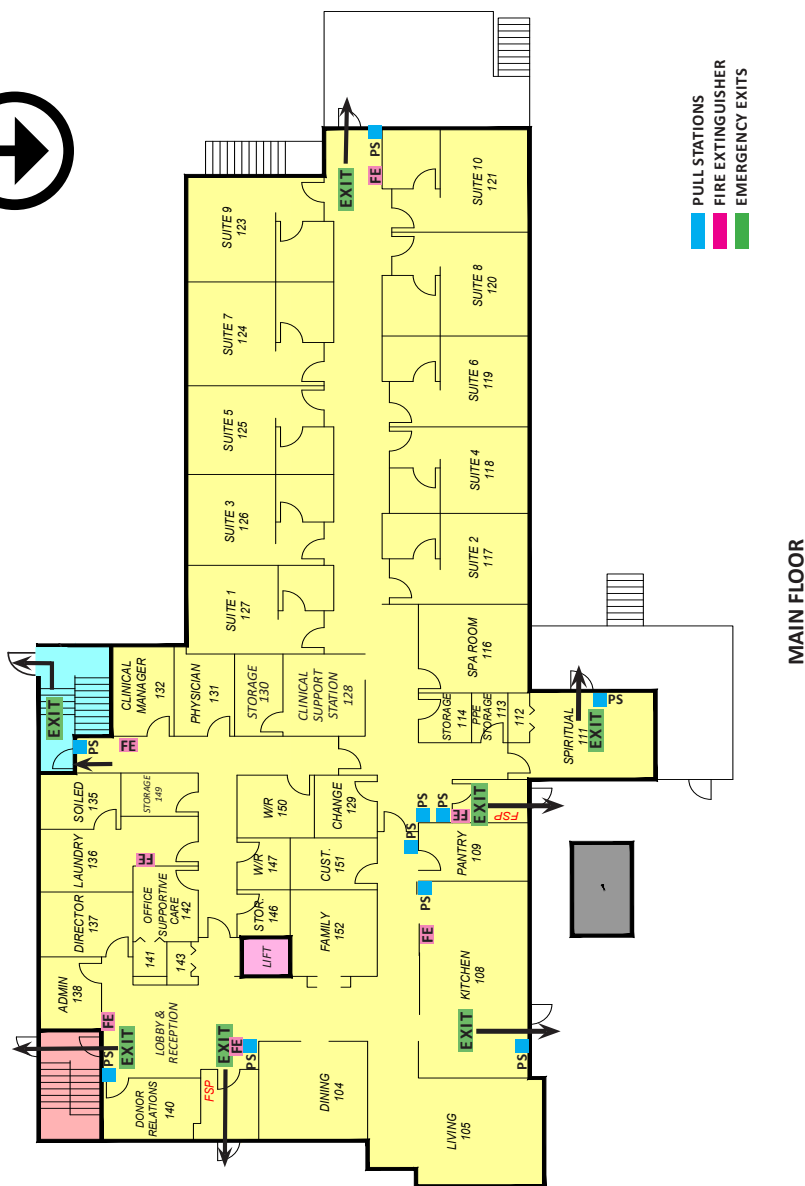
Security

Our 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 through 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



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 your 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 suite.
- Family members/loved ones can take the time they need, before basic care is provided.
- 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 your family is 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.
- 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 his or her final journey. We are pleased to offer this option to any family for whom this is meaningful. We invite you to place a leaf on the mural in the Spiritual Room in memory of your loved one.
- An Honour Guard can be held, if desired, when leaving Ed's House, following is additional information about Honour Guards at Ed's House.

Honouring Our Residents After Death

An Honour Guard is a way to show respect for a resident who has died, and allows us the opportunity to be present for family during this time.

In an Honour Guard , your family will follow the stretcher through the hallway to the front door and gather outside the building. They may choose to hold the lit lantern as a symbol of your spirit and they may choose a meaningful song that staff will play during the procession. We also invite available staff and volunteers to line the hallway and front lobby to pay our respect. The Ed's House memorial quilt or special blanket they have chosen to drape the stretcher will be removed before the funeral home staff gently load the stretcher into their van. We will stand in solitude with family until the van slowly drives away.

A quiet alternative is to have the funeral home arrive to pick up with or without the family present.

Grief and Bereavement

We are here to support you every step of the way. The time following the death of a loved one can be characterized by a range of emotions and physical reactions, often leaving family and loved ones 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.

How to Access Medical Files

Providing exceptional care and protecting your privacy is our highest priority 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 regular 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 or Director without fear of reprisal. You may request copies of your healthcare record by submitting a written request to the Privacy Officer (privacy@commcare.ca) through the Clinical Manager or Director. Please be aware that records can only be requested by those with the legislated right to access them, per the Information and Privacy Commissioner of Ontario.

How is Ed's House Funded?

Hospice services in Ontario, including the services provided at Ed's House, receive only partial government funding, which covers direct costs. To cover essential operating expenses such as utilities, food costs, building maintenance, supplies, and administration, we rely on donations and the generosity of our community. We have established a foundation to meet our operating needs and continue to offer the exceptional care our team delivers.

Please visit our website for more information on how your generous gift will help.

edshouse.northumberlandhospice.ca

Foundation Charitable # 751801531 RR0001



1301 Ontario Street
Cobourg, ON
K9A 0N3

Phone: 1-855-473-8875

Fax: 289-252-0676

edshouse.northumberlandhospice.ca

An Integral Service of



CommunityCare
NORTHUMBERLAND