REGION 10

Hospice Palliative Care Programs

- **Burnaby Hospice Society**
- **Burnaby Palliative Care Program**
- **Crossroads Hospice Program**
- **Eagle Ridge Palliative Care Unit**
- **Ridge Meadows Hospice Society**
- **St. Mary's Hospital**

REGION 5

BURNABY HOSPICE SOCIETY

Mailing Address:
210 – 4900 Kingsway
Burnaby, B.C.
V5H 4K7

Phone: (604) 291-1930
Fax: (604) 291-1958

BCHPCA Components of Care

Administration
Burnaby Hospice Society is a non-profit organization with a volunteer Board of Directors. The society has a partnership with the Burnaby Palliative Care Program and works jointly on many projects and to support the needs of palliative clients. The Society has one full time Program Manager, one part time Program Assistant and 60 volunteers.

Volunteer Program
Our society has sixty volunteers who support clients in their home, hospital, or Long Term Care facilities. Volunteers provide one-to-one support, offer vigils, and bereavement follow up through phone contact or visits.

Home Program
Volunteers provide support in clients' homes. Home Care Nurses make referrals to the Program Manager during weekly community rounds.

Hospital Program
Hospice Volunteers visit daily on the 8 bed palliative care unit at Burnaby Hospital and also visit palliative patients on other units within the hospital. One-to-one volunteers also follow their client if they move from home to hospital or to a Long Term Care facility.

Spiritual & Pastoral Care
Hospital Chaplain was a Board member of Burnaby Hospice. The Program Manager and the Chaplain liaise at weekly meetings to co-ordinate hospice and pastoral care volunteers. Pastoral care volunteers can take the Hospice training to further develop their knowledge or skill for this specific area.

Organization Mission Statement
The mission of the Burnaby Hospice Society is to promote optimal palliative care for the dying person and their families by using a team approach, active participation in decision-making, providing access to information, care and support, respecting culture, and to promote education of the community and professionals about the process of dying and grieving.

REGION 5

BURNABY PALLIATIVE CARE PROGRAM

Mailing Address:
3935 Kincaid St.
Burnaby, B.C. V5G 2X6

Phone: (604) 431-2890
Fax: (604) 412-4907

BCHPCA Components of Care

Administration
The program is managed by the Home Health Manager, Continuing Care. The Palliative Care Team consists of Clinical Process Leader, Medical Coordinator, Social Worker, Pharmacist and Hospice Coordinator. Care occurs in the community, hospital or other care facility in the community and includes: program administration, symptom management, psycho-social support & spiritual support

The goals of the program are to:
- maximize patient comfort and the quality of life by controlling pain and symptoms
- enable and support dying individuals in their selection of level and location of care for as long as possible
- provide a care delivery system that promotes continuity of care, and is flexible and responsive to palliative care requirements in a variety of settings
- raise the level of palliative care knowledge and skills for hospital and community care givers
- deliver the Palliative Care Program with the resources available

Indicators for referral include:
- physical symptom control
- psychological/emotional support
- opportunities for, and support in maintaining interpersonal relationships
- bereavement support
- life style/cultural/spiritual support
- legal/financial/social support

Home Program
Services provided include interdisciplinary team consultation, Home Care Nursing visits, enhanced Home Support Worker hours, volunteer support and a registration system to improve the movement of patients between hospital and community.

Hospital Program
Referrals to the program can be made by any health care professional/worker, patient, family member and/or friend. Respite beds are available to temporarily relieve caregivers.

Spiritual and Pastoral Care
The patient is valued as a living person who is experiencing the dying process; care occurs in a cultural and spiritual context.

Bereavement Program
There is enhanced bereavement support and follow-up and Hospice volunteer support. Bereavement support is an integral part of patient care, and is carefully planned.

REGION 5

CROSSROADS HOSPICE SOCIETY

Mailing Address:
P.O. Box 1072
Coquitlam, B.C.
V3J 6Z4

Phone: (250) 469-3136
Fax: (250) 469-5110

BCHPCA Components of Care

Administration
The society has been registered as a non-profit society since 1987. It operate with twelve working volunteer board members within the community.

Volunteer Program
The program presently has seventy volunteers who offer emotional support to the terminally ill and their families.

Home Program
Volunteers visit in the home as part of Hospice/Palliative team.

Hospital Program
Volunteers visit at Eagle Ridge Hospital, Royal Columbian Hospital and St. Mary's Hospital.

Spiritual and Pastoral Care
Referred to appropriate community resources.

Bereavement Program
A "Compassionate Grief Support" program is offered to adults four times a year. A client may be assigned a volunteer prior to entering the "CGS" program.

Education and Professional Training
All visiting volunteers take a thirty hour training. A second and third level are offered to volunteers with more than one year of visiting experience.

Evaluation and Research
All training and workshops are evaluated on a per session basis.

Organization Mission Statement
To support families and individuals experiencing a life threatening illness during the terminal and grieving process.

Other Relevant Information
The volunteers speak thirteen different languages. Several volunteers have training in "Relaxation Therapy" and offer a "Relaxation Circle" every Tuesday evening at 7:00 pm at Eagle Ridge Hospital. Many volunteers have been trained to help clients record their "Life Stories."

REGION 5

EAGLE RIDGE PALLIATIVE CARE UNIT

Mailing Address:
475 Guildford Way
Port Moody, B.C.
V3H 3W9

Phone: (250) 469-3247
Fax: (250) 461-9972

BCHPCA Components of Care

Administration
Acute care hospital.

Volunteer Program
Crossroads Hospice Society Coordinator's office is on our palliative care unit.

Home Program
Continuing Care Liaison Nurse attends weekly hospital rounds.

Hospital Program
10 bed acute palliative; 1 nurse to 5 patients; Palliative Resource Nurse. Palliative team consists of Physician, Chaplain, Social Worker, Physiotherapist, Dietitian, Pharmacy, Hospice RN.

Symptom Management
Palliative Physician and Resource Nurse. Team involvement with other disciplines.

Spiritual & Pastoral Care
Palliative Pastor; visits weekly or more frequently when needed; attends Rounds.

Bereavement Program
Hospice follow-up. Memorial service every 3 months held at the hospital.

Education and Professional Training
On going. Support all related education that supports any discipline working in palliative care. Workshops every two months (an hour in length) at hospital.

Other relevant information
Provide relaxation therapy every week, children's grief recovery program, anticipatory grief support and information for young children.

REGION 5

RIDGE MEADOWS HOSPICE SOCIETY

Mailing Address:
P.O. Box 11
Maple Ridge, B.C.
V2X 7E9

Phone: (604) 463-7722
Fax: (604) 463-1899

BCHPCA Components of Care

Administration
Staffing: 0.7 FTE Executive Director/Volunteer Coordinator, 0.3 FTE Grief Support Coordinator
9 member Board of Directors
Office hours: 10-2 Monday to Friday. Space provided by Ridge Meadows Hospital. Funding 1998: casino, donations, special events, United Way Special Projects Grant

Volunteer Program
Visiting Volunteers support and companion terminally ill people and their families at home, in the hospital and in Long Term Care facilities. Volunteers support the family through the first year of bereavement. Monthly volunteer meetings and ongoing training provided. Volunteers also involved with office assistance, newsletter, fundraising, etc. There are a total of 47 volunteers.

Bereavement Program
Volunteers facilitate an 8-week Grief Support Group and twice monthly ongoing Grief Support Circles, and provide telephone support. 0.3 FTE Grief Support Coordinator.

Evaluation and Research
- 36 hour basic training for visiting volunteers
- 18 hour Grief Support training
- facilitation skills training offered as needed
- ongoing training offered 4 times a year
- quarterly newsletter

Organization Mission Statement
"Compassionate companions supporting the journey of those with a life-threatening illness who are dying, as well as the grieving loved ones and family."

Other Relevant Information
Ridge Meadows Hospice Society is a member of the Interdisciplinary Palliative Care Team. Community outreach includes Celebrate a Life, Time to Remember (memorial service) and public workshops.

REGION 5

ST. MARY'S HOSPITAL

Mailing Address:
220 Royal Ave.
New Westminster, B.C.
V3L 1H6

Phone: (604) 521-1881
Fax: (604)527-3228

BCHPCA Components of Care

Administration
The program is hospital based. Saint Mary's Hospital is an affiliate of the Simon Fraser Health Region, maintaining a separate Board and Executive Committee.

Volunteer Program
The volunteers are under the direction of the Pastoral Care Department. There is a formal training program before service begins on the unit. Some volunteers provide practical types of care and other offer spiritual care.

Home Program
The Palliative Care Outreach Program is a joint effort of Saint Mary's Hospital and Continuing Care. The aim is to provide services to maintain patients in their own home, to provide respite for families and to co-ordinate care for patients being discharged.

Hospital Program
12 Acute Care beds that are staffed with an Interdisciplinary Care Team consisting of Rns, Physician, Social Worker, Pharmacist, Dietitian, Pastoral Care, Home Care Liaison.

Spiritual & Pastoral Care
Spiritual and Pastoral Care are offered by a Director and 2 part time workers. There are also volunteers who provide support under the leadership of the Director. Support/care is provided for all religions and creeds. There is a Roman Catholic nun and an Anglican Pastoral Care worker who assist with the care.

Symptom Management
Includes: Pain management, nutrition, wound management, nausea/vomiting

Bereavement Program
A bereavement program is offered on a continuing basis.

Education and Professional Training
Staff attend regional, provincial and national conferences. The team arranges monthly Educational Rounds for in-house and community. Students (medical and nursing, social work and pharmacy) serve their preceptorships on Unit. Team members present a seminar annually to U.B.C. Nursing students.

Evaluation & Research
Developed Pain Assessment and Treatment Flow Sheet. Participated in evaluation of Regional Palliative Care needs and now a member of the Regional Palliative Care Co-ordinating group which will implement that plan.