



BethellHospice

Bethell Hospice Welcome Package



Here when you need us

Welcome to Bethell Hospice



Bethell Hospice is a 10-bed hospice residence that provides compassionate care for those at the end of their lives and on-going support for their family.

Our rooms enable residents and their visitors to create their own space and to participate in care should they so wish. Bethell Hospice is staffed by a professional palliative care team and over 135 trained, compassionate volunteers.

At least two staff are always available on-site. Our emphasis is on caring, not curing, while assisting residents to live with dignity and comfort in a home-like setting.

Staff and volunteers will work with residents and those close to them to provide physical, spiritual, and emotional comfort, allowing residents to live life as fully as possible.

We encourage residents to personalize their room with pictures, ornaments, and mementos that are important to them. Residents are welcome to hang pictures in place of those already in the room. We encourage the use of existing hooks and nails. If this is not possible, staff may be able to assist with hanging requests. We regret that we cannot assume responsibility for missing or broken items.



ARRIVING AT BETHELL HOSPICE

Accessibility

Bethell Hospice is committed to achieving full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The hospice has automatic doors at entrances to provide access for those with mobility challenges. Grab bars are installed in the washrooms to support those with disabilities. An accessible elevator is available. Two designated accessible parking spaces are available on the upper level near the front of the building.

Footwear & Housekeeping

We ask everyone to leave outdoor footwear in the vestibule and to bring a pair of indoor shoes or slippers for use in Bethell Hospice to maintain cleanliness. We have slippers available for visitors which can be left in the laundry basket in the vestibule upon departure.

Our housekeeping staff members clean resident rooms, bathrooms, and shared areas. Please help keep the house clean by reducing clutter and using appropriate waste bins for garbage and recycling.

Illness

Please remember that our residents are vulnerable to infection. If there is a possibility of visitors being ill, or exposed to illness, please stay at home until your illness is resolved. If visitors are in Bethell Hospice while feeling unwell, they are advised to tell the nurse or reception and keep a mask on to safeguard the residents, other visitors, and staff.

Parking at Bethell Hospice

Bethell Hospice has two designated accessible parking spaces, two regular parking spaces on the upper level near the front of the building; four spaces are available along the side of the building, and the balance of the parking is on the lower level down the hill. Overflow parking is available in the back of the Inglewood Community Centre lot just south of Bethell Hospice. A path through the fence connects the Inglewood Community Centre parking lot with the Bethell Hospice walkway, and visitors are welcome to use parking there as necessary. Please let the staff know if you require any assistance getting into the building.

Visiting at Bethell Hospice

We welcome visitors 24 hours a day. Residents and their families will decide whom they wish to have as visitors and the best time for a visit. Bethell Hospice staff can assist in communicating these wishes to visitors. Children are welcome to visit.

Often, residents and visitors will befriend others also staying in the house. We ask that these visits happen in public spaces such as the living/dining room or the sunrooms. This ensures that the bedroom suites are reserved as private space for the residents and visitors.

Resident room washrooms can be used by resident visitors. There is also an accessible “family bathroom” available for use that includes a shower.

For everyone’s safety, the doors to Bethell Hospice are kept locked. Family and visitors will be greeted at the front door by a volunteer between the hours of 9 a.m. and 8 p.m. and will be asked to sign in upon arriving, and to sign out upon departure. If visitors arrive outside these hours, they can ring the bell and identify themselves and a staff member will let them in.

GETTING SETTLED AT BETHELL HOSPICE

Family Pets and Therapy Dogs

Pets are welcome to visit residents. Pets must have up-to-date immunization, be freshly groomed and free of fleas and ticks before visiting. Pets must be always kept under control; you may be asked to leash or cage them. Family arriving with a pet must sign in and notify the reception volunteer that they are accompanied by a pet. A staff member or volunteer will open the side gate to allow access to the exterior door of the resident's room. The hall door to the resident's room must remain closed during the visit and a "Pet Visiting" sign hung on the doorknob. Pets must be supervised by a visitor who will be responsible for their care. Pet visits that become disruptive will be terminated at the discretion of hospice staff. For more information about bringing a pet to Bethell Hospice, you may request a copy of our pet guideline from a staff member.

Therapy dogs also attend the hospice routinely and can meet with residents and interested family members. These animals are fully vaccinated, and both the animals and their handlers receive specific training on providing therapeutic support. This is an additional service offered, and families and residents are welcome to decline at any time. Please speak with staff if you would like additional information.

Hand Washing

We ask residents and visitors to wash hands before entering Bethell Hospice, after touching objects or surfaces in the resident's room, before entering the kitchen, before eating, and after using the restroom. Hand sanitizers are located at the front entrance and outside each resident room.

Kitchen and Mealtimes

Resident mealtimes are flexible to meet the individual needs and requests of each resident. Kitchen Volunteers are available from 8 a.m. to 8 p.m. to prepare resident meals (provided for residents only) according to their dietary needs and preferences.

Family members and visitors are welcome to help themselves to coffee, tea, and snack foods. Donations are welcome, however, not mandatory.

Our kitchen is divided into two sections to maintain public health standards. The window side of the island, from the stove to the double-door fridge, is for volunteers and staff to prepare meals and snacks for the residents. The interior side of the island includes a single-door family fridge and a microwave for use by family members when there is not enough room in the resident room fridge. Food in the family fridge must be labelled and discarded when appropriate. Used dishes may be left in the tub labelled "dirty dishes".

We ask that the separate kitchen functions be respected to maintain public health standards.

Laundry

Bethell Hospice provides and launders all clothing, linens, and towels. Residents are welcome to bring their own clothing, pillows, comforters, or blankets from home. If special laundering is required for resident items, we ask that families take them home to be laundered.



GETTING SETTLED AT BETHELL HOSPICE

Leaving Ceremony

To honour our residents who have died, we offer a farewell ceremony, which is the coming together of the hospice staff and volunteers with the family and friends of the resident, at the front door or gardens to say good-bye. Those close to the resident are encouraged to let staff know about rituals that are significant to them. We have handmade quilts created by a group of quilters in our community, which cover the resident as they leave Bethell Hospice. Family members may choose a reading, poem, or prayer from their own personal preference, or from our collection, to be shared as part of the ceremony. Those close to the resident are also invited to write in our memory book in the front hall and in the resident's room before leaving.

Library

Our library has a large selection of books, CDs, and DVDs that residents and visitors are welcome to borrow. Should you wish to borrow one of our books and return it later, we ask that you provide the information required in the binder labelled "Lending Library."

In partnership with the Caledon Public Library, we are also pleased to offer electronic temporary library cards, which allow individuals to access books, shows, newspapers and audiobooks through online apps. QR codes are available to assist in this process. To learn more, speak with a staff member.

Medication

There is no cost to you or your family to stay at Bethell Hospice, but there may be minimal expenses incurred for medications and supplies not covered through our community resources. This includes the cost of medications not covered by the Ontario Drug Benefit program. Although residents have been asked to bring all their regular medications from home, any opioid medication must be ordered directly from our contracted pharmacy. Please bring in all resident medication when they are admitted to the Hospice residence. Any new medication will also be ordered by the physician from our contracted pharmacy. If you need medications not covered under the Ontario Drug Plan, we will discuss these with you, provide you with the contact information for our contracted Shopper's Drug Mart, and the pharmacy will bill you directly.

All medication is kept in a secured location and is delivered to the resident by nurses as ordered by the physician or nurse practitioner, and when needed for symptom control.

Oxygen

Oxygen is available at no charge to you through our contracted provider, Medigas, via concentrators or portable devices. Staff will assist with completing the appropriate forms.

Patient Bill of Rights

The Bethell Hospice Patient Bill of Rights is available for viewing on our website at: <https://bethellhospice.org/contact-us-2/>.

GETTING SETTLED AT BTHELL HOSPICE

Playroom

The playroom will delight children of any age with a wide range of books, videos, DVDs, toys, games, and craft materials which may also be borrowed and used in the resident's room where they are visiting. Young children must be supervised by an adult and encouraged to tidy up at the end of their play.

Quiet Room

The quiet room is available for use by families. This room may also be accessed for meetings with the hospice social worker, resident support volunteers, or for complementary therapies. To access this room, please speak with staff, as this room also operates as an office space for the hospice social worker.

Resources In the Inglewood, Caledon Area

There is a white binder available in the library or at reception which lists and describes the many community resources in the area, including local bed-and-breakfasts, eateries, hiking trails and more.

Scents and Fragrances

Bethell Hospice offers a low-scent environment. In consideration of others who may suffer from allergies or chemical sensitivities, we request that you avoid wearing scented products.

Smoking and Alcohol

As this is a home-like setting, residents may smoke outside near their room with a visitor present. Staff or volunteers may assist in helping residents outside safely (most often in their bed) as time permits. Due to municipal bylaws, visitors who wish to smoke must use the area at the end of the driveway near McLaughlin Rd.

Alcohol may be used in moderation in the residents' rooms. Please inform staff if you have alcoholic products in the room, and kindly remove empty containers. Staff may withdraw this privilege if it is used inappropriately. Bethell Hospice is not responsible for any consequences of the misuse of alcohol by visitors.

Sunrooms and Patios

Sunrooms are available throughout the year and provide peaceful and restful surroundings. Patio doors must remain closed to keep bugs and critters out but can be unlocked during the day for access outside. Windows in the suites and bathrooms can be opened for fresh air. Please keep in mind the hospice is air conditioned; opening windows and doors on hot days may result in inefficient cooling for the rest of the building.

Electronic Tablets

These devices are available for use by residents and visitors to provide access to the internet, as well as a wide range of apps. Please ask staff if you are interested in obtaining one for use.



GETTING SETTLED AT BETHELL HOSPICE

Video, Audio and Photography

We understand residents, clients, and visitors may wish to take photos, audio, and video recordings of each other, the clinical team or other activities that occur at the hospice, however, recording in any way must respect the individual privacy of those that are being documented and **consent must be provided both by Bethell Hospice and those that are being recorded.**

Prior approval from Bethell Hospice is required for any form of surveillance (visual or audio) that residents, family or friends wish to initiate at Bethell Hospice, to ensure privacy is respected at all times.

Bethell Hospice staff who may be requested to provide consent for recording by a resident or visitor may decline to provide consent in circumstances where, at their discretion, the recording is deemed to conflict with their professional responsibilities, or the safe delivery of care to the resident.

Questions or concerns can be directed to the Bethell Hospice Privacy Officer at: privacyofficer@bethellhospice.org.

Video Surveillance at Bethell Hospice

To ensure and protect the safety of all visitors, residents, staff and volunteers, a video surveillance system is in place at Bethell Hospice. Cameras exist on the exterior of the building, in the stairway, garage, and administration areas. No recording devices are installed in resident hallways, individual resident rooms or washrooms.

Signage regarding video surveillance is posted at our entrances. By entering the Bethell Hospice property, it is understood that all visitors, staff, and volunteers consent to their images being captured by video surveillance. No images will be used for any other purpose other than to protect the safety and property of Bethell Hospice, and those who visit it.



SUPPORTING YOU AT BETHELL HOSPICE

Complementary Therapies

Research has shown that Therapeutic Touch, Reiki, and Gentle Aroma Touch, are effective in inducing relaxation, reducing anxiety, and changing the perception of pain or other symptoms. Facilitation of the body's natural restorative process brings about an improved sense of wellbeing, providing comfort during distressing circumstances. Bethell Hospice provides complementary therapies to residents and their visitors free of charge. Please ask staff or volunteers for a schedule of therapies.

Therapeutic Touch (TT)

Therapeutic Touch® is a holistic, evidence-based therapy that incorporates the intentional and compassionate use of universal energy to promote balance and well-being. Therapeutic Touch practitioners are educated to modify a person's energy field when disease or illness obstructs or depletes their flow of energy. The Therapeutic Touch treatment restores order and harmony to the client's field. Based on the belief that the body can heal itself; Therapeutic Touch is a method of helping a person to mobilize their own natural healing abilities.

Considerations: Therapeutic Touch is a process that is always individualized and usually does not exceed 40 minutes. The recipient remains fully clothed.

Reiki

Reiki (pronounced Ray-key) is an ancient form of natural healing that originated in Japan. Reiki is a safe and gentle technique that uses energy force to reduce stress and anxiety and encourage relaxation. The method uses gentle touch and placement for healing and tries to improve balance in your body. The individual remains fully clothed and is usually seated or lying down in a comfortable position.

Gentle Aroma Touch (GAT)

Aroma Touch is a gentle touch to arms and hands and/or lower legs and feet. Very lightly scented essential oils or fragrance-free oils are applied to help reduce stress and anxiety. The individual remains fully clothed and is usually seated or lying down in a comfortable position.

Resident Care Team

Our team includes nurses, personal support workers, clinical manager, housekeepers, and volunteers who work together to provide the best possible experience for our residents, families, and visitors. The nursing team provides 24-hour care to our residents. Our hospice would not exist without the dedicated and caring volunteers who are orientated and trained related to their specific roles.

Grief & Bereavement Support

At Bethell Hospice, we provide a full continuum of care, including grief and bereavement support after a person dies. Support is available to children, youth, and adults. If you are interested in accessing one-on-one grief counselling with one of our trained spiritual care and grief counsellors, please inform staff to allow a referral to be made on your behalf. Referral forms can also be found on the Bethell Hospice website at www.bethellhospice.org. Bereavement groups are also available and designed to support individuals dealing with bereavement or anticipatory grief. Please call **905-838-3534**, to inquire about our current Bereavement Group schedule.



SUPPORTING YOU AT BETHELL HOSPICE

Social Work Services

We understand that having someone in hospice care can be a very emotional time for family and friends. At Bethell Hospice, an in-house social worker is available to support residents and families as they navigate this journey. Social work services include one-to-one supportive counselling, guidance on funding sources and assistance with the application processes, linkages and referrals to complementary supports, and the provision of education and resources. The residence social worker will also routinely speak with residents and families to discuss how we can provide the most appropriate care and support that is needed during the resident's stay. Feedback is gathered on the care provided through the use of the Hospice Palliative Care Ontario check-in form.

Compassionate Care Benefits

Compassionate care benefits are Employment Insurance (EI) benefits paid to people who must be away from work temporarily to provide care or support to a family member who is gravely ill and who has a significant risk of death within 26 weeks (six months). A maximum of 26 weeks of compassionate care benefits may be paid to eligible people.

To apply for Compassionate Care Benefits and to access more information, please visit:

<https://www.canada.ca/en/services/benefits/ei/caregiving.html> or call **1-800-206-7218**. Please reach out to a Bethell Hospice Social Worker for additional information and assistance.

Volunteers at Bethell Hospice

The Bethell Hospice team values the incredible contributions of our volunteers, who play a crucial role in all the programs and services we provide every day. From the front desk, to sitting bedside with residents, to grounds maintenance, our volunteers make a significant impact with their dedication and support!

We are incredibly grateful for our team of over 135 dedicated volunteers who contribute their time and expertise across a wide range of roles. There are volunteer opportunities suited to different interests and skills. Volunteers undergo comprehensive 30+ hour onboard training and benefit from continuous educational opportunities to further develop their skills.

Volunteer roles at Bethell Hospice include:

- **Kitchen:** Volunteers prepare individualized meals for residents and prepare tasty home-baked goods.
- **Reception:** Volunteers are the first point of contact for anyone arriving at Bethell Hospice. They greet and support individuals, families, and service providers when they visit, and manage incoming phone calls.
- **Resident Support:** Volunteers actively contribute to the well-being of residents and their families, offering companionship and emotional support.
- **Gardening:** Volunteers help with the upkeep of the grounds, ensuring a peaceful and beautiful natural environment for our residents and visitors.
- **Maintenance:** Volunteers assist with general maintenance tasks in the Bethell Hospice residence and the grounds.

RESIDENT ROOMS AT BETHELL HOSPICE

Internet Access

Wireless access is available in Bethell Hospice.

Network: Bethell-Guest

Password: BethellGuest2022!

Telephones

There is a phone in each room. Incoming calls to our main number (905-838-3534) will be answered at the reception desk and can then be transferred to the resident's room. Calls to resident rooms can be blocked at any time by pressing the function key and 85. Reception will take any messages for you. To unblock calls, press function key, # and the number 85 again.

Resident room phones are not set up with voicemail. If not answered the call will be returned to reception.

To make local calls, press 9 followed by the number you wish to dial. Long-distance calls cannot be made with this phone. Please contact one of the team members if this is needed.

Resident room phones can also be used to contact the care team by pressing the red "nurse" button. This calls the care team and activates the speaker phone function, allowing residents and families to talk directly to a staff member.

Cell phones should be placed on vibrate mode to minimize disturbance to other residents, and not used within the hallways or the sunrooms of the residence.

Television and DVD/Blue Ray Players

There is a television and DVD/Blue Ray player in each room. We subscribe to Rogers Cable at Bethell Hospice.

You will find 3 remote controls in each room.

- White FLIPPER remote (daily use for television)
- Black Samsung remote (use ONLY for DVD/Blue Ray)
- Black Rogers remote (please do not use)

REMINDER: Please do NOT use either of the black remotes to change channels, turn the television ON or OFF or adjust the volume; use the white FLIPPER remote.

Each room has a guide to help you use the FLIPPER remote for the television, as well as the black Samsung remote for the DVD/Blue Player.

Should you experience any difficulties, please reach out to a clinical team member.



RESIDENT ROOMS AT BETHELL HOSPICE

Lights and Ceiling Fans

All lights use energy-saving bulbs which may take a few moments to engage.

There are three switches at the entrance of all resident rooms.

- The first switch operates dimmable ceiling lights.
 - To turn on the light, tap the switch.
 - To turn the full light on, press and hold.
 - To dim lights, press and hold the left side of the bar to desired level.
 - To brighten lights, press and hold the right side of the bar to the desired level.
- The second switch controls the two ceiling lights over the bed.
- The third switch is for the ceiling fan.

There are two switches by the bed: one switch is for the two ceiling pot lights above the bed and the other switch operates the table lamp.

Washroom lights will turn on automatically upon entering the bathroom and switch off approximately 10 minutes after the bathroom is vacated.

LED reading lamps are available on request.

Overnight Stays

A sofa bed is available in each room for family members who wish to stay overnight. Staff can provide linens and guidance on maneuvering the sofa bed and can assist with making up the bed if needed.

If accommodation for more family members is required, we can provide information on local bed-and-breakfast locations with special rates for Bethell Hospice guests.

Refrigerator

All rooms have a small refrigerator for personal use.

Thermostat

The temperature in the suite wings is maintained between 22 to 24 degrees Celsius. Each suite has its own thermostat control above the couch to accommodate individual preferences for a warmer or cooler temperature. When the air conditioning is turned on, windows and doors to outside should remain closed.

YOUR FEEDBACK

Feedback & Suggestions

Your feedback is extremely valuable to us. At Bethell Hospice we continuously strive for excellence in the quality of our care and support of residents, clients, and family members. We are always looking for ways to improve and enrich the resident experience.

We encourage any compliments, complaints, or feedback that may help improve our services.

A feedback form is available on our website at:

<https://bethellhospice.org/compliments-complaints-feedback/>

Or you can email your feedback to:

qualityimprovement@bethellhospice.org

