

## **Bethell Hospice Virtual Tour Companion Document**

### **Welcome to Bethell Hospice**

Ideally situated in the quiet village of Inglewood (just minutes north of Brampton, west of Bolton & south of Orangeville), Bethell Hospice provides personalized hospice palliative care, as well as comfort and support for family and friends dealing with loss. We offer a peaceful, home-like environment for residents to spend their final days. People of all backgrounds, cultures and religions are welcome, and access to 24 hour interpreter and translation services are available. Dignity and comfort are the cornerstones of care at Bethell Hospice. There are no fees to stay at Bethell Hospice. All services and programs are provided at no cost. Quite simply, Bethell Hospice offers residential hospice care at its finest.

### **Warm Reception Desk Volunteers**

Reception desk volunteers are the first people you meet when entering Bethell Hospice. They are available to help with any questions you may have. The reception desk is staffed daily from 9:00 a.m. to 8:30 p.m. Bethell Hospice also provides front door security with 24 hour supervision to allow visitor access at any time of the day or night.

### **Compassionate Clinical Care Team**

Our team of Registered Nurses, Registered Practical Nurses and Personal Support Workers specialize in palliative care, and expert palliative care Physicians are always accessible. We offer 24 hour professional care, focusing on pain and symptom management, comfort and care. Support is also available to our residents and their families from our team of Social Workers and Psychosocial Spiritual Care Coordinators. Access to community palliative care, and to social work & spiritual care programs and services, are also available both before and after admission to our residential hospice program.

### **Hospice Volunteers Provide Warmth & Support**

We have over 170 trained volunteers, ready to provide warm smiles and comfort to residents, family members and guests. Kitchen Volunteers prepare customized resident meals. Resident Support Volunteers offer companionship and emotional support to residents and their families. Reception Desk Volunteers greet guests upon arrival, and assist with any questions you may have. Volunteers also offer support throughout the residence, and maintain the beautiful gardens surrounding the hospice.

## **Ten Private Resident Rooms**

Each of our ten large, private resident rooms features a bed with a hand-sewn quilt, a comfy pullout couch for overnight guests, a private washroom, and beautiful views of the landscaped gardens.

Each resident room also includes the following amenities:

- windows and doors which open to the gardens, allowing fresh air and accommodating pet visiting in the room
- WIFI access
- a large TV with local, sports and cultural channels
- bedside and washroom nurse call devices
- a mini fridge

Resident washrooms are equipped with handrails and showers. Medical beds and other equipment are available as needed. Bedding for the pullout couch is also available for overnight guests.

In addition to the private washroom in each resident room, a separate Tub Spa room is also available for residents to enjoy a submersible bath in a relaxing spa-like environment.

A separate family washroom with shower is also available for the use of family members who wish to stay overnight.

## **Large Country Kitchen**

Our large country kitchen is divided into two areas, separated by a huge kitchen island.

One side of the island has access restricted to kitchen staff and volunteers with food handling certification and training. In this area, meals and refreshments are prepared for our residents, based on individual preferences and dietary requirements.

The other side of the island is open to visitors to make a cup of tea or pour a cup of coffee, and help yourself to refreshments 24 hours a day. A light lunch is also available daily for visitors and guests for a small charge.

## **Spacious Dining Room for Families & Guests**

We encourage you to treat Bethell Hospice as your home, and to utilize the dining and living rooms, library, children's play room, and lovely glass-enclosed sunrooms. Family and friends are encouraged to visit often.

Adjacent to the kitchen, a spacious dining room is available for families and guests, as well as residents if they wish. The dining room is perfect for family gatherings, and tables can be reconfigured to allow for either smaller groupings or one large table to gather around for a special occasion.

### **Comfortable Living Room for Gathering**

The open concept living room is a wonderful gathering spot for families. Deep, comfortable couches, a piano and a fireplace are features of this space. A jigsaw puzzle is often set up, where you can add a piece or two, if you wish. WIFI access is also available throughout the living and dining room areas.

### **Library Retreat for Quiet Time**

Our well-stocked library offers a calm, relaxing environment for families and guests. The library is a perfect spot for private group gatherings, or quiet contemplation. WIFI access is also available.

In addition to the library, Bethell Hospice also offers a separate Quiet Room which provides an additional visitor retreat for private time, or to receive complementary therapy treatments from trained volunteers.

### **Dedicated Children's Play Room**

A dedicated children's play room, equipped with a large TV, video games, toys and books, is available for young visitors. WIFI access is also available in the play room.

### **Gorgeous Sunrooms Overlooking the Gardens**

A gorgeous sunroom is located at the end of both the East Wing and West Wing. Residents and families are encouraged to enjoy these lovely sun-filled spaces. Wheelchair and bed access to the back gardens are also available through each sunroom.

### **Beautiful Garden Courtyard**

The beautiful garden courtyard is planted with indigenous Canadian species, specifically chosen to attract birds and butterflies. Wheelchair and bed access to the courtyard is available through the sunrooms in each wing.

## **Shady Gazebo Retreat**

Our shady gazebo retreat offers beautiful views of the landscaped gardens for all to enjoy.

## **Parking**

Onsite parking is available at no charge to visitors. Overflow parking, also free of charge, is available at the Inglewood Community Centre next door.

## **Bethell Hospice is Available at No Cost to Residents or their Families**

Thanks to the generosity of Bethell Hospice Foundation donors, our Bethell Hospice residence is available at no cost to residents or their families. Bethell Hospice receives partial funding through the Ontario Ministry of Health. To bridge the funding gap, Bethell Hospice Foundation must raise over \$1,000,000 each year to ensure that all programs and services are available at no cost to residents and their families. To help to keep the doors of Bethell Hospice open for future residents and their families, please visit [foundation.bethellhospice.org](http://foundation.bethellhospice.org) to make a tax deductible gift.

## **To Find Out More or to Book a Tour**

To book a tour, or to inquire about the admission process, please contact our Intake Coordinator at [intake@bethellhospice.org](mailto:intake@bethellhospice.org) or call 905-838-3534, extension 2240. We accept referrals from health care providers, or individuals may contact us directly for information on the admission process.

To be eligible for admittance to Bethell Hospice, prospective residents must have a life-limiting illness with a life expectancy of less than three months, a valid Ontario health card, a designated Power of Attorney for Personal Care (POA) or a Substitute Decision Maker (SDM), and a completed Do Not Resuscitate form (DNR). A medical referral must be provided to Bethell Hospice by a physician, a hospital, or the local health agency.

There is often a wait list for admission to Bethell Hospice. Admission decisions are always based on the priority needs of each person, rather than on the length of time on the wait list. As part of your advance care planning, we encourage you and your family to visit Bethell Hospice well in advance of a possible admission. We welcome you to book a tour of our residence, talk with our staff and volunteers, and ask any questions you may have.