

Welcome to Victoria Hospice



Welcome Package

Our hope is that you will feel as comfortable as possible while on our unit. This information package was prepared to help you understand how the unit works, who our team is, and what resources are available to you while you are here.

For additional information, please refer to the Family Resource Guide in the Lounge and Solarium.

TABLE OF CONTENTS

Your Room & Shared Areas	1
Who's on the Team	2
Smoking & Alcohol	3
Visitors, Parking & Pets	4
Patient Rights	4
Hand Hygiene & Immunization	5
Isolation Protocol	5
Emergencies & Disaster Response	5
Bereavement Services	6
Expressing Concerns	6

Compassionate care at Victoria Hospice is made possible through the generosity of our community. Roughly half of our annual operating budget is funded by donations. If you would like to make a donation, please get in touch with the Fund Development Office on the 4th floor, 250-519-1744, or at www.victoriahospice.org/donate.

About Your Room & Shared Areas

YOUR ROOM

We have shared and single rooms. During your stay it may be necessary to transfer you from one type of room to the other. Please understand that careful consideration of our patients' needs/requirements goes into each decision to move someone.

Should you wish to bring in small personal items, please check with nursing staff. We recommend leaving valuables at home as Victoria Hospice

cannot be responsible for lost or stolen items.

Room amenities include:

- ▶ TV, DVD player, CD player or combination CD/DVD player,
- ▶ A small fridge for patient and family items,
- ▶ A sleeping chair for overnight stays (*single rooms only*), and
- ▶ A telephone with direct long distance line (dial 9 for outside line).

SHARED AREAS

The Kitchen:

- ▶ Coffee and tea for patients and families. Donations gratefully accepted in the grey box next to the coffee.
- ▶ Snacks for patients and families can be found on the counter across from the sink.
- ▶ Ice, juice, ginger ale and ice cream for patients can be found in the fridge.
- ▶ A microwave and toaster are available for patient and family use.

The Lounge:

Large communal TV, DVDs and CDs to borrow, newspapers, lending library, puzzles and toys are available.

The Solarium:

Although the team uses this room to meet with families, it is also available for personal use by families for celebrations or other special times together. If you would like to book the Solarium for an event, please speak with a staff member.

Solarium amenities include:

- ▶ A multi-type cell phone charger.
- ▶ An electronic keyboard.
- ▶ Computers with internet access and a telephone with long distance capability.

Continued on page 2

Free WiFi is available throughout the building.
Connect to the IslandHealthGuest network.

SHARED AREAS, *continued*

The Meditation Room:

- ▶ Offers a space for quiet time, prayer, or meditation.
- ▶ For use by families who need a private space to be together.

The Rooftop Garden

(located on the 4th floor):

- ▶ A fresh air retreat with flowers, views, and hummingbirds.
- ▶ The garden can accommodate wheelchairs and patient beds and has covered areas to keep dry if it's raining.



Who's on the Team

Victoria Hospice takes an interdisciplinary approach to caring for you and your family. When someone rings the call bell, a member of the team will respond as soon as possible. If the person who responds is unable to help, they will locate the appropriate person to assist you. Below is some information about what people on our team do.

PHYSICIANS

A physician is present on the unit during the day to offer assessment and treatment for patients and to meet with patients and families to discuss care issues and answer questions.

NURSING TEAM

- ▶ Our nursing team consists of Health Care Aides, Licensed Practical Nurses and Registered Nurses who are on the unit 24 hours a day.
- ▶ Nursing is involved in coordinating patient care and supporting families, which includes pain and symptom management, administering medication and providing personal care. Health Care Aides assist the team with patient care.

COUNSELLING & SPIRITUAL HEALTH

- ▶ A counsellor is available most days.
- ▶ A spiritual health person is available several times a week.
- ▶ To talk to someone on our Counselling or Spiritual Health Team, please ask your nurse to refer you.

VOLUNTEERS

- ▶ Our specially trained volunteers offer a comforting presence and are happy to listen and answer questions.
- ▶ There are also special volunteer programs available at your request: Bedside Singers, Companions, Pet Therapy dogs, Complementary Therapies (Reiki & Healing Touch) and Life Stories Audio Legacy. Please ask a staff member for more information.

Smoking & Alcohol

- ▶ A smoking balcony for patients is located at the north end of the hall. Please read the smoking handout for more details.
- ▶ Family and friends must leave the hospital grounds to smoke.



UNIT CLERKS

Our Unit Nursing Assistants may greet you at the desk opposite the elevators, and are an excellent resource. They answer phones and help our clinical team with administrative duties.

FOOD SERVICES

Food Services staff prepare and serve three meals a day for patients, according to dietary needs and requests.

Visitors, Parking & Pets

VISITORS

- ▶ Friends & family may visit at any time that is convenient and comfortable for the patient
- ▶ The main entrance is locked overnight. Use the intercom next to the door and a staff person will buzz you in.

PARKING

- ▶ Parking at Royal Jubilee Hospital can be difficult. For parking information, please refer to the Family Resource guide in the Lounge and Solarium.
- ▶ Parking spots labelled “Hospice Permit – Reserved 24 hours” are reserved for staff and volunteers only.

PETS

All visiting animals must be clean, under control (on a leash) and supervised at all times. If you would like your pet to visit, please discuss this with your nurse first.



Patient Rights

- ▶ As a patient of Victoria Hospice you have rights, as per the BC Resident’s Bill of Rights and they include:
 - ▶ The Right to a Care Plan
 - ▶ The Right to Health, Safety and Dignity
 - ▶ The Right to Participation and Freedom of Expression
 - ▶ The Right to Transparency and Accountability
- ▶ Our Unit Nursing Assistants can direct you to more detailed information if you wish.

Hand Hygiene & Immunization

Keeping hands clean is the best defense against the spread of infection. We ask visitors to practise hand hygiene. Alcohol-based hand rub is available at the elevators, and at the entrance to each patient room. Hand soap is available in the Visitor washroom and in the common area kitchen.

Remember, stopping the spread of infection is everyone’s responsibility.

Isolation Protocol

If your loved one is placed on isolation precautions, it is important for everyone’s safety to follow the instructions posted on their door. Supplies, including gowns, gloves or

Flu season runs from late November through late March. Visit www.immunizebc.ca to learn more. For a flu vaccination, visit a physician or local pharmacy, or book an appointment at a public health unit at www.islandfluclinics.ca. To find a BC flu clinic, call 8-1-1.

masks will be available outside the room on a cart.

For more information, please speak with a nurse.

Emergencies & Disaster Response

Island Health and Victoria Hospice have comprehensive emergency and disaster plans that are updated and tested regularly.

- ▶ If you hear an overhead announcement or alarm, listen carefully.

- ▶ If the announcement or alarm is related to the Unit, wait for directions from a staff person. When Security Personnel or Firefighters arrive, immediately follow their directions.

Bereavement Services

- ▶ Our Bereavement Services include grief information, telephone support, counselling and a variety of bereavement support groups including drop-in groups.
- ▶ These services are available for individuals and families, including children and teens.
- ▶ Our Bereavement Services are offered at our Community Support Centre at 102 – 4450 Chatterton Way in the Royal Oak area of Victoria. Please call 250-519-3040 or email bereavement@VictoriaHospice.org for more information.



Expressing Concerns

- ▶ At Victoria Hospice we take your concerns very seriously and ask that you report complaints, safety concerns or violations of your rights to a staff member or volunteer.
- ▶ All concerns and complaints will be responded to in a timely manner.
- ▶ You may also receive a survey asking about your experience of care on the unit.