

Victoria Hospice

The diagnosis of a serious or life-limiting illness can have profound effects on a person, as well as on the person's surrounding family and friends. We support patients and loved ones on their journeys through life-limiting illness and bereavement.

We empower patients to be engaged in decisions about their care and we include families, chosen families, and friends in a circle of support. We focus on quality of life through pain and symptom management, comfort care, and support for people's physical, emotional, social, and spiritual care needs.

Hospice Inpatient Unit

The 18-bed inpatient unit has shared and single rooms, a lounge, kitchenette, solarium and roof-top garden. Friends and family can visit at any time; visiting pets are also permitted. Care is provided by palliative care physicians, nurses, psychosocial care team and volunteers.

Criteria

- 19 years of age or older
- In the final stage of their illness, with a life expectancy of 3 months or less
- Need ongoing symptom management, physical, psycho-social-spiritual care
- No longer able to manage at home or require acute care services
- Palliative Performance Score (PPS) of 40% or less
- Goals of care focus palliation rather than treatment or cure

- Agree to admission and the per diem charge established by the Ministry of Health. Per diem charges are reduced for hardship situations through a rate reduction process
- Patients who meet the Hospice patient profile may be admitted for a short stay in order to provide caregiver respite and support
- Patients are not admitted to a hospice bed as a destination for the specific purpose of a medically assisted death, but if in a hospice bed and decide to pursue this end-of-life option, they will be fully supported.

Palliative Response Team (PRT)

The PRT is a short-term palliative care service provided by Victoria Hospice. The team provides assessment and intervention 24 hours/day and 365 days/year and consists of a nurse, counsellor and on-call access to a Palliative Care Physician.

Primary goals of the service

1. Provide rapid intervention when there is physical or emotional crisis that would require hospitalization if not treated within a few hours
2. Support patients who are imminently dying when death is expected, and the patient's goal is to remain at home
3. Provide assessment and symptom control along with practical education, reassurance, emotional and spiritual support for patients, families and involved caregivers
4. Provide a smooth transition from ED or hospital while HCCN supports and/or titratable medications are put into place

PRT referrals are accepted from the Home Care Community Nurse (HCCN), Palliative Care Nurse or Psychosocial Consultants, Physicians, Central Intake, the BC Cancer Agency, or Victoria Hospice.

Criteria

- palliative diagnosis with a goal of comfort care
- primary care provider endorsement and patient/family agreement with PRT involvement
- eligible for Palliative Care Benefits
- patient resides within the PRT service area¹

Referring symptoms and issues

For patients:

- any urgent symptom (such as complex or rapidly progressing pain, nausea, dyspnea, restlessness and agitation, delirium or anxiety or psychosocial crisis)
- intractable vomiting or inability to retain medicine
- hemorrhage
- a rapidly declining condition
- imminent or sudden death

For family/caregivers:

- emotional and/or physical fatigue, stress
- panic
- overwhelming grief
- general inability to cope

¹ Service area includes City of Victoria, Oak Bay, Esquimalt, Saanich, the Saanich Peninsula, and Western Communities (except Sooke and Juan de Fuca coast).

After Hours Palliative Nursing Support

Phone support is available to clients receiving palliative nursing care at home. This service offers patients and families advice and telephone support from registered nurses during the night.

Bereavement

Offers free individual counselling for South Island residents (up to six sessions). Nominal fees apply for groups and workshops, but no one is turned away for lack of funds.

Services include:

- Individual counselling: available in-person or virtually by video or phone
- Support groups such as: walking, journaling, expressive arts, suicide, toxic drug death
- Grief education: workshops to understand and normalize grief and learn healthy coping strategies

For consultation or to make a referral, contact

Victoria Hospice's
Community Response Coordinator
Monday – Friday, 8:30-3:45
250-370-8714

Victoria Hospice Unit
After hours and weekends
Tel: 250-370-8715
Fax: 250-370-8625

Bereavement Services
Tel: 250-519-3040

Victoria Hospice Services

Information for Professionals



Almost half of Victoria Hospice's funding comes from the generosity of donors and community partners. If you would like to make a donation, please contact us at

250-519-1744, donate@victoriahospice.org, or victoriahospice.org/donate.