

Medications

Medications can only be ordered by the client's physician and are distributed by a nurse when required. Medications can not be left or stored in the client's room.

The BC Palliative Benefits Program covers the cost of most medications. Occasionally a client may require or request a medication that is not covered by this program. If this situation arises our supporting pharmacy will discuss the costs and the methods of payment with you.

Fire Safety

North Shore Hospice completes monthly safety drills including fire drills. All visitors and clients are expected to follow staff instructions during all drills. If a fire alarm sounds you will hear a staff member announce "Code Red", all clients and visitors are asked to remain where they are to receive instructions.

For safety reasons and potential fire hazards, small electrical appliances are not permitted inside the bedrooms. These include: kettles, hot plates, coffee-makers, heating pads, heaters, hairdryers and extension cords. Any other electrical appliances brought to the hospice must be checked by VCH Maintenance prior to being used. Should an electrical appliance be deemed unsafe or a possible fire risk, it will be removed.

Talking About Concerns

We are always working hard to improve our care and services. Please let us know right away if you have any concerns so we can address them as quickly as possible.

If clients and/or family have any concerns about daily care, please speak with the nursing staff.

Clients and/or family may also discuss concerns with the Program Manager at 604-983-6723; the Patient Care Quality Office at 1-877-993-9199 email: pcqo@vch.ca

Personal Belongings

Clients are welcome to bring belongings to the hospice to be comfortable and make their room more home-like. The North Shore Hospice is not responsible for the loss, disappearance or damage of any personal items and we suggest clients provide insurance for any valuables that remain at the hospice.

Donations

Donations are gratefully accepted for the North Shore Hospice and these funds support necessary renovations, education and the purchase of equipment, that makes life better for clients.

Lions Gate Hospital Foundation receives donations and raises funds on behalf of the North Shore Hospice. To make a donation make your cheque payable to Lions Gate Hospital Foundation and on the memo line write "North Shore Hospice". Donations can be dropped off at the Hospice, 7 West (at LGH) or at the Lions Gate Hospital Foundation, or made online through the LGH Foundation website.

Mailing Address:
231 East 15th Street
North Vancouver, BC V7L 2L7
Tel: 604-984-5785
Email: info@lghfoundation.com
Website: www.lghfoundation.com

For more copies, go online at <http://vch.eduhealth.ca> or email pthem@vch.ca and quote Catalogue No. **GV.110.N671**
© Vancouver Coastal Health, August 2018

The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca

Welcome to the North Shore Hospice



319 14th Street East
North Vancouver, BC V7L 2N7
Tel: 604-904-6174
www.coastalpalliativecare.ca
Find us on [facebook.com](https://www.facebook.com)

Hospice care is a specialized form of palliative care for terminally ill clients who are in their final weeks of life. Hospice care accepts death as inevitable, respects the clients' right to die with grace and dignity, and seeks to neither hasten nor prolong a client's dying process.

The client and/or family have a clear understanding of the diagnosis and prognosis. The focus of care is maximum comfort and symptom control with a clear understanding that further life-prolonging treatments such as intravenous therapy, investigations, dialysis, feeding tubes, and Total Parenteral Nutrition will not be beneficial.

The North Shore Hospice is a service offered by the North Shore Palliative & Supportive Care Program and is part of Vancouver Coastal Health (VCH). We have a team of experienced care providers including nurses, doctors, counselors, music therapists, pastoral care and a large group of volunteers who provide extra support.

Practical Information

There are 15 private rooms containing a washroom, telephone, entertainment system with cable and wireless internet, as well as ceiling lifts, electric beds and home-like furniture.

All the bedrooms are of equal size and assignment will depend on room availability.

The hospice is air-conditioned and has under-floor heating.

The Great Room provides a relaxing area for visiting, reading and dining. We ask that this area be kept free of music and loud noise except during hospice organized events.

All VCH facilities are smoke-free. No smoking is permitted on the North Shore Hospice property. Clients may smoke in the designated smoking area provided they are able to smoke safely and independently or have a visitor accompany them at all times.

Please do not give matches, lighters or cigarettes to clients you do not know.

Smoking is never permitted for clients using oxygen.

Visitors

Family and friends are welcome to visit at anytime. Upon arrival visitors must sign in at the nursing station. We recommend not visiting after 9:00 pm as many clients are in bed. The front door is locked after 7:30 pm, please ring the bell to request entrance.

All bedrooms have pull out couch for visitors. Visitors must inform the Nurse in-charge if they intend to stay overnight. There is a private Family Shower Room for visitors to use.

Family and visitors can bring their own laptops and devices to hospice. Free WiFi is available.

There are two lounges located within the Great Room with televisions and assorted media equipment for your enjoyment. Please ask hospice staff or a volunteer for assistance.

Pets are welcome visitors and need to be in good general health (free of skin disease, ectoparasites), house-trained, good tempered, well-groomed and have documented up-to-date vaccinations.

Visitors may dine with clients, please inquire with the chef about ordering meals.

There is a pay parking lot at the hospice. One parking pass per client is issued for family to use, and is renewed every two weeks.

Keeping You Safe

Help us stop the spread of germs by regularly washing your hands upon entering and exiting the hospice, after using the toilet and before eating.

Each bedroom and washroom is equipped with a call-bell system.

There is a video camera security system, smoke detector and sprinkler system throughout the building.

Communication

At the North Shore Hospice we understand the importance of positive and constructive communication between staff, clients and visitors, therefore we support a Respectful Workplace.

In order for us to provide care to clients it is important that we understand each other. Please let the hospice staff know if verbal information, forms or written materials are not clear, staff will be happy to explain.

