HOSPICE PALLIATIVE CARE

- Is the active, expert and gentle care and support of individuals living with a serious, progressive illness when cure is not expected.
- Is holistic in nature – caring for the “whole” person and their family.
- Aims to support and improve quality of life for those in the last stages of living, and their families.
- Includes the individual and his or her family in planning treatment and care, to enable them to make choices based on knowledge and understanding.
- Supports family and friends through caregiving and bereavement.
- Offers social, emotional and spiritual support to individuals and families through members of an interdisciplinary team including physicians, nurses, social workers, home care nursing, home support, Hospice staff and volunteers, and other disciplines.

Nanaimo Community Hospice is dedicated to the provision of compassionate care and support to individuals facing end of life issues including death, dying, caregiving, and bereavement, and to promoting a coordinated interdisciplinary program of hospice palliative care in the community.

Hospice is much more than a place - it is a philosophy of care. We believe that life is a precious and fragile journey of growth and development and, although death may be a time of sadness and separation, dying is a part of life’s journey that can be embraced with dignity, serenity and hope.

One to One Volunteers

“"You matter because you are; you matter to the last moment of your life; and we will do everything we can, not only to help you die peacefully, but to help you to LIVE until you die.”

~ Dame Cicely Saunders ~
Founder of the Modern Hospice Movement

Nanaimo Community Hospice Society
(A United Way Agency)

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www.nanaimohospice.com
Who makes referrals and how?
Referrals can originate from healthcare professionals, community agencies, or family and friends. Call 250-758-8857 or fax information to 250-758-8502. The person being referred must consent to the referral.

What happens after a referral is made?
You will receive a telephone call from a Hospice staff member to complete the referral information and arrange for a visit in your home. Following the visit a hospice volunteer may be assigned to you.

Your Volunteer can be expected to:
- Provide emotional support and companionship for you and your family.
- Visit with you while your family member runs errands or goes out for some other form of respite.
- Help with shopping or pick up prescriptions.
- Take you to appointments and on outings.

Your Volunteer will not:
- Provide professional care, render medical treatment, or attempt to transfer you.
- Administer medication directly to you. If your family prepares the medication ahead of time, the volunteer may hand the medication to you to take.
- Do heavy housework.
- Accept gifts or monetary remuneration. Verbally expressing your appreciation or writing a note to Nanaimo Hospice about the volunteer is probably the best way to say thank you.

Does the volunteer always come at a scheduled time?
Flexibility is the key to successful scheduling of visits. Visits can be scheduled at the same time each week or on an “as needed” basis that can be arranged between the family and the volunteer.

What if the volunteer is not a good match for us?
If, for any reason, you are not comfortable with the volunteer who has been assigned, please do not hesitate to contact the Program Coordinator at 250-758-8857 and new arrangements will be made.

What if a problem or emergency occurs while the volunteer is visiting?
The volunteer has been instructed to call your emergency contact or 911 if appropriate.

How long will the volunteer continue to provide support?
The volunteer will remain with you and your family throughout your illness, and for a short time during the initial bereavement period. You and your family members can, at any time during your illness, self-refer to other support services offered through Hospice (Self Care Clinic, Caregivers’ Support Circle, Library, etc.). If, for any reason during the assignment, your volunteer becomes unavailable (illness, vacation, etc.) another volunteer may be assigned, if appropriate.

Hospice Volunteers
- Have a wide range of life experiences and skills that enable them to offer practical assistance and supportive care to meet the special needs arising out of the physical, emotional, spiritual, social, and economic stresses which are experienced during the final stages of living, and during bereavement.
- Provide support in individuals’ homes; on the Palliative Care Unit at Nanaimo Hospital; in community care facilities; or through one of Hospice’s grief support programs.
- Provide respite for caregivers.
- Are trained to listen.
- Have successfully completed the Hospice Volunteer Training Program (40 hours).
- Have undergone orientation to the Palliative Care Unit at Nanaimo Hospital.
- Are committed to continuing education in the field of hospice palliative care.
- Support individuals and families from all cultural and spiritual backgrounds in a compassionate and supportive manner.
- Sign a pledge of confidentiality.
- Undergo an RCMP security check.