

**Palliative Care Units** are hospital wards that specialize in acute pain and symptom management. Your community health nurse can make arrangements for you if needed.

**Hospice** is a place for you to go if you are in your last 3 months of life and feel that you and/or your caregivers are no longer able to manage at home. Your community health nurse can provide you with more information about the hospices and the care that is provided there.

**Residential Care** is a place for those living with a life-limiting illness whose life span is greater than 3 months and who are no longer able to manage at home.

### How do I get through my grief?

Although death will touch each of us, most of us don't think about it until we or someone close to us becomes seriously ill.

For many of us, it is very difficult to talk about serious illness, dying and death. Every person has different ways of coping. One way of coping with your feelings may be to talk with understanding people.

Hospice palliative care recognizes that people grieve in their own way and at their own pace. The way you grieve depends on your personality, culture, spiritual beliefs and lifestyle. Your community health nurse will tell you about the grief support services offered by the Home Hospice Palliative Care Service.

### How do I get hospice palliative care services?

For hospice palliative care at home, call the Palliative Access Line (PAL) at 604-263-7255 and ask for Home Care services. A community health nurse will visit you and discuss your individual needs.

For palliative care while in hospital, call your family doctor or discuss with your hospital doctor. S/he may wish to consult with the hospital-based Palliative Care Consultation Team.

If you are in hospital and making plans to go home, ask for the Transition Services Team.

*Tax deductible receipts are issued for donations/bequests made to Vancouver Coastal Health, earmarked for the Vancouver Home Hospice Palliative Care Service.*

If you have any questions or would like more information, please contact Palliative Access Line, your Community Health Centre/Office or the Vancouver Home Hospice Palliative Care Service office.

**Vancouver Home Hospice Palliative Care Service**  
300-999 West Broadway  
604-742-4010

**North Community Health Office**  
# 200 - 1651 Commercial Drive  
604-253-3575

**South Community Health Office**  
6405 Knight Street  
604-321-6151

**Evergreen Community Health Centre**  
3425 Crowley Drive (at Joyce)  
604-872-2511

**Pacific Spirit Community Health Centre**  
2110 West 43rd Avenue  
604-261-6366

**Pender Community Health Centre**  
59 West Pender Street  
604-669-9181

**Three Bridges Community Health Centre**  
1292 Hornby Street  
604-736-9844

**Raven Song Community Health Centre**  
2450 Ontario Street  
604-709-6400

**Palliative Access Line**  
604-263-7255

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The information in this document is intended solely for the person to whom it was given by the health care team.  
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# Vancouver Home Hospice Palliative Care Service

*Hospice/palliative care is the active compassionate care of individuals and families who are living with a life-limiting illness.*

*This pamphlet describes the services available in Vancouver Community through Vancouver Coastal Health.*

Vancouver Home Hospice  
Palliative Care Service  
#300 – 999 West Broadway  
Vancouver BC V5Z 1K5  
Tel. 604-742-4010  
Fax. 604-872-7270

## **How does hospice palliative care help?**

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Each person and family situation is different. The physical aspects of illness and the changes in daily activities, feelings and relationships may be hard to cope with. The goal of palliative care is to support and help you during this time by meeting your physical, emotional and spiritual needs while being sensitive to your values, beliefs and practices.

## **Who can help plan hospice palliative care?**

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Each local Community Health Centre/Office provides hospice palliative care services. Staff include nurses, physiotherapists, occupational therapists, nutritionists, and long term care case managers.

You and your family can meet with these health care professionals to talk about your individual needs and concerns. Together you will plan what needs to be done and who can help. The Hospice Palliative Care Service encourages you and your family to participate in your care as much as possible.

**The Family Doctor** is a key care provider. Your family doctor coordinates your medical care including medical assessments, tests, medications and referrals. It is a requirement of the Home Hospice Palliative Care Service that you have a family doctor. Home visits by the family doctor, when needed, are an important part of care. It is important to ask your doctor if s/he makes home visits.

**Community Health Nurses (CHNs)** work closely with your family doctor to plan and provide your care. Part of the nurse's role is to provide information about physical comfort, medications and procedures. The nurses will listen to your concerns and talk about choices to help you and your family make decisions. They assess and discuss with you the type and amount of help you and your family may require and adjust these as your needs change. They can also refer you to other team members as needed.

Nurses are available to visit homes, based on assessed need, Monday through Friday 8:30 am – 4:30 pm. There is limited evening service from 4:30 – 9:00 pm and limited on-call service from 9:00 pm – 8:30 am.

As needed, community health nurses will provide you with the information for contacting evening, weekends, and on-call services.

**Physiotherapists (PTs) and Occupational Therapists (OTs)** are available to suggest ways for you to be safe in your own surroundings by recommending and arranging the proper equipment. They can also recommend ways of managing your activities based on your ability and energy level.

**Transitional Service Team** staff are at each hospital, Monday through Friday, 8:30 am - 4:30 pm. They are available to talk with you about the help you may need when you return home. They work closely with the community and hospital teams to plan your care when you leave the hospital.

**The Home Hospice Consultation Team** consists of doctors, clinical nurse specialists, social workers, a coordinator of volunteers, a spiritual care consultant, and a program administrative assistant. This specialist team may be called upon to consult with your doctor, nurses, and other health care providers about care needs or concerns that may arise.

**Home Hospice Volunteers** are carefully selected and trained people who offer their support to you and your family. Volunteers offer the kinds of things a friend might offer: someone to talk to; someone for companionship; someone to do things with such as walks, lunch and shopping; someone to help with practical things like small errands and writing letters; someone who will listen; someone who can provide time off for family caregivers and who can provide bereavement support.

**Shift Care Nurses** are nurses experienced in palliative care. They work up to 12 hour shifts – days or nights. Based on resources, these nurses provide care for particular needs, such as end of life care or symptom management. The community health nurses will arrange for this service when needed.

**Community Health Workers (CHWs)** are individuals trained to give basic personal care. They are arranged by the community health nurse. The number of hours of this type of home support you can receive depends on your care needs. CHWs are from private agencies that have contracts with Vancouver Coastal Health.