

If you have any questions or would like more information about Hospice services please contact the Vancouver Home Hospice Palliative Care Service Office or your local Community Health Centre/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

## Vancouver Community Shift Care Nursing Service

*The shift care nursing service helps to support people at the end of life to be at home as long as possible.*

For more copies, go online at <http://vch.eduhealth.ca> or email [phem@vch.ca](mailto:phem@vch.ca) and quote Catalogue No. **HP.206**  
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Vancouver Home Hospice  
Palliative Care Service

## **What is shift care nursing?**

Shift care is part of the Vancouver Community Home Hospice Palliative Care Service. It provides registered nurses (RN) specialized in palliative care to look after you in your home for 8 to 12 hour periods.

## **Who arranges shift care nursing?**

The home care staff arranges for shift care through the Palliative Access Line.

## **When is shift care nursing arranged?**

Shift nursing care can be arranged if you need more help than the home care staff, your family or home support workers can provide to:

- Help get symptoms under control.
- Give your family members a rest.
- Provide more complex nursing care.

## **What shift care nurses do:**

- Keep you physically, emotionally, and spiritually comforted.
- Provide care that supports both you and your family.
- Prepare you and your family as death approaches.
- Respect your wishes.

## **Shift care nurses do not:**

- Take over care that your family wants to give.
- Housecleaning, shopping, cooking, laundry.
- Child care.
- Sleep when working at night.
- Perform resuscitation.

## **How long can shift care be provided?**

Shift care is limited to a few days or nights and is flexible enough to meet individual needs.

## **Will we always have the same RN's?**

Each nurse works two to four days or nights, so you may have different nurses.

## **Is a shift care RN always available?**

It is possible that a RN may not be available. We will help create a backup plan that is suitable for you and your family.

## **Who covers the cost of shift care?**

- The Vancouver Community Home Hospice Palliative Care Service covers the costs.
- If RN care is needed for a prolonged time, longer than the program provides, then arrangements will need to be made (such as referral to a palliative care unit or hospice).

## **Will my community health nurse still visit?**

Your community health nurse will still visit to coordinate and provide care. The shift care nurses work closely with your community health nurse.

## **What can we do to help the shift care nurse?**

- Tell your shift care nurse what is important so that care is suited to you.
- Because the shift care nurses are in your home for many hours, have family and friends smoke outdoors.
- Suggest where the nurse can park safely.