Any person with a life-limiting illness (regardless of prognosis or diagnosis) can access our supports. Palliative care is appropriate at any stage in a serious illness and can be provided alongside active/curative treatment.

We believe that Palliative Care means:

» Care that helps patients facing serious illness live their best quality of life
» An active approach to care that complements and works alongside treatments aimed at controlling disease
» Caring for you and your family as a whole and respecting your values and beliefs
» Reducing the experience of emotional and physical symptoms
» Providing quality care from a full, multidisciplinary team
» Helping guide and support you and your family through each step of the journey, including the effects of loss and grief.
» **Referral to the North Shore Palliative & Supportive Care Program**

Any health care provider can submit a referral on your behalf for enrolment to the North Shore Palliative & Supportive Care Program. All referrals are reviewed by a Palliative Care Doctor and the response to the referral will be sent to your primary care provider.

» **Where Can Palliative Care Be Provided?**

Palliative care can be provided in any setting including home, hospital, hospice and long-term care facilities.

**Home & Community Care**

A health care team works with you and your family in your home to assess and manage your symptoms. Home visits by a Nurse (registered nurse or licensed practical nurse), Nurse Practitioner, Physician, Social Worker, Speech Pathologist, Dietitian, Physiotherapist and/or Occupational Therapist early in your journey may help to prevent hospital admissions and help with symptom control. Planning and setting goals is an important part of community care.

**Lions Gate Hospital**

7 West (7W) is an acute palliative care unit located on the 7th floor of Lions Gate Hospital. Admission to 7W is for acute symptom management, with the goal to stabilize the acute issue (e.g. pain control) and assist you to return to your home with community supports. Sometimes your care will be provided on another floor of the hospital and the Palliative Care On-Call Physician will work with your Family Doctor or Hospitalist to support you.

**North Shore Hospice**

The North Shore Hospice is located one block east of Lions Gate Hospital at 319 East 14th Street. All rooms are single occupancy with private bathrooms and space for visitors to spend time with their loved one. The Hospice is an option for those in the last few months of their life and home is not an option due to care needs, symptom management needs or patient and family goals.

Hospice care accepts death as inevitable, respects the client’s right to die with grace and dignity, and seeks to neither hasten nor prolong a client’s dying process.

**Long-term Care**

If you live in long-term care, our program can help you remain at the facility as your illness or disease progresses. If you are approaching end-of-life, hospice palliative care professionals may meet with you and work with the long-term care staff to control pain and other symptoms. Talk to your long-term care staff if you have any questions.

**Your Palliative Care Team**

The most important members of your palliative care team are you and those close to you. Members of your health care team can include doctors, nurse practitioners, nurses, registered social workers, physiotherapists, occupational therapists, dieticians, chaplains, music therapists and many other multi-disciplinary team members.
Financial Resources

**BC Palliative Care Benefits Program**

This provincially based fund provides financial coverage in the final year of life for most medications, equipment and services needed while receiving palliative care at home, in a long-term care facility or at the North Shore Hospice. Speak to your healthcare team for more information regarding specific criteria.

For more information please call:
Health Insurance BC (HIBC) at 604-683-7151 or visit health.gov.bc.ca/pharmacare/outgoing/palliative.html

**Other Options**

The palliative care Social Worker may be able to help you explore other financial options that may be available to you.

**Questions?**

For questions about the North Shore Palliative & Supportive Care Program, please ask your health care team or for general inquiries (non-medical), please call the Program Assistant at 604-984-3743.