



# Frequently Asked Questions

## General

**Why is the building called The Stabler Centre?** It is in recognition of our generous benefactors, Gwen and Eric Stabler who were clients of Hospice Niagara.

**Why is it necessary to sign in and out at the Welcome Desk?** We ask all visitors to sign in for the privacy and safety of our residents. It allows us to be aware of who is in the building at all times in case of an emergency.

**Why does Hospice Niagara not give tours of The Stabler Centre?** We are responsible for protecting the privacy of our residents and their loved ones. This is their home, and therefore not appropriate for tours. A book of photos is available at the front desk of our residence, as well as a video presentation, and we would be happy to discuss any questions you may have. Please make an appointment to ensure we can assist you with your questions.

**Can you tell me who is currently in residence at The Stabler Centre?** Due to the Privacy Act, we cannot identify who our residents are to anyone not directly related to their care.

**Are all the programs and services of Hospice Niagara free of charge? What items are not covered?** In general, our programs and services are free, however there are sometimes costs associated with medications, laboratory services, or therapeutic equipment not covered by Community Care Access Centre (CCAC) or private insurance.

## Community

**What are the criteria to become a client of Hospice Niagara? Who can make a referral?** Clients of Hospice Niagara have been diagnosed with a life-limiting progressive illness for which there is no cure. Anyone can make a referral to Hospice Niagara provided they have the consent of the individual that is being referred. (Please refer to “residence” for criteria for residence).

**If you have received a diagnosis of a life-limiting progressive illness, at what point can you become a client of Hospice Niagara?**

You can become a client of Hospice Niagara at the time of diagnosis. Once we receive your referral, our Client Services Coordinator will make a visit and do an assessment to determine your needs and how best we can meet them. While you are living at home in the community, Hospice Niagara can offer volunteer visits and a weekly Day Hospice program.

**Am I allowed to pay the volunteers in some way?** No. Volunteers are not permitted to accept payment of any kind, including anything more significant than a token gift. There is a recognition program available, Grateful Family & Friends. This allows one to honour a staff member or volunteer.

**Am I going to be visited by many different volunteers? (I see so many different people in my house now!)** Depending on your individual needs, you may be assigned more than one volunteer. Typically, it is just a single individual which therefore provides better opportunity to establish a more meaningful relationship. This will be determined by you and a Hospice Niagara coordinator.

**If Hospice Niagara is becoming involved, that must mean that I am dying soon!** Every illness has its individual trajectory and many hospice clients have been with us for years. We are able to provide support throughout the course of your illness, however long or short that may be.

Will volunteers clean my house/do my laundry/clean up after my dog/walk my dog/drive me to my appointments/pick up my groceries/make meals for me? Together with the Client Services Coordinator, you will discuss which of your needs the volunteer can best help to meet. Hospice Niagara will endeavor to provide assistance with whatever needs you have in order to assist you to stay comfortable and independent in your home.

## Day Hospice

**How do I become a Client of Day Hospice?** The Client Services Coordinator will complete the required information with you during the home assessment. Once you are on the list, you are welcome to attend on a given Wednesday, from 10:30 a.m. to 2:00 p.m. A volunteer driver will pick you up / take you home if you need a ride.

**Can my family attend Day Hospice each week with me?** Family members and caregivers are encouraged to use the time for respite for themselves while you enjoy the day at Day Hospice.

## Bereavement Support

**Does your family member have to be a client of Hospice Niagara's in order for you to access Bereavement Support?**

No. Any bereaved individual (child, adolescent or adult) can be admitted to our Bereavement Support programs. They do not have to have a previous connection to Hospice Niagara. Referral forms are available on our website, [www.hospiceniagara.ca](http://www.hospiceniagara.ca).

## Residence

**What are the criteria to become a Resident of Hospice Niagara? Who can make the referral?** Anyone can contact CCAC to make a referral. A CCAC Case Manager will meet with the client in the community or hospital to complete the information required. A potential resident must meet the following criteria:

- Be 19 years of age or older and have a life-limiting progressive illness
- Have a valid Ontario Health Card
- Be eligible for CCAC services and unable to cope at home with the services that they provide
- Their care-giver is unable to cope at home with the services that CCAC provides
- Hospice Niagara must be able to meet the care needs of the individual
- Be agreeable to becoming a resident of Hospice Niagara
- A valid "Do Not Resuscitate" order must be in place
- The goal of care should be comfort and quality, not curative



**How does one "get on the list" for a residence room? Do you have to wait until your name comes to the top of the list?**

The referral is completed by a CCAC Case Manager once it is deemed that the person is eligible for our services. The individuals on the list are prioritized according to their needs. Generally, a community patient will take priority over a hospital patient depending upon circumstances and needs. Once prioritized, offers are made until the available bedrooms are filled. Individuals can decline a bed offer at any time, and their name will remain on the list if they so wish.

**Does my doctor continue to be responsible for my care once I am admitted to the residence?** No. Your doctor is welcome to visit you, however our Medical Director, Dr. Brian Kerley, is the responsible physician and will provide medical care to you during your stay.

**What is the average length of stay in the residence?** The average length of stay is 14 days. Please note, this is an average only and not intended as a guide.

**Are pets allowed in the residence?** We allow well-behaved pets to visit during the day. Pet owners are required to leash their pets at all times, and clean up after them. If a pet is disturbing other residents or causing allergic reactions among residents, we will require the pet owner to remove the pet from the premises.

Are there any other residential hospices in the Niagara Region? McNally House in Grimsby is a 6-bedroom hospice.

## Volunteers

**How does one become a volunteer of Hospice Niagara?** The first step is to fill out an application which can be downloaded from our web-site at [www.hospiceniagara.ca](http://www.hospiceniagara.ca). Once your application has been received and reviewed, the Coordinator of Volunteer Development will contact you to discuss the various volunteer opportunities that Hospice Niagara has available. Volunteers are extensively screened and trained, and continue to be supervised and receive ongoing education in hospice palliative care.

**How can a volunteer help me and my family?** Volunteers are specially trained to provide practical, non-medical assistance and support to those diagnosed with a life-limiting progressive illness, and respite for their caregivers. Respite can also be given to your family through the use of our Day Hospice Program.

## Funding/Donations

**How is Hospice Niagara funded?** The Ministry of Health and Long Term Care funds approximately 60% of our operational costs. We rely on donations and fundraising for the remaining 40%. \$1.8 million is needed annually from the community.

**How do I make a donation to Hospice Niagara? Do you hold annual fundraising events?** You can make donations to Hospice Niagara via cheque, cash, credit card, stocks, mutual funds, in your will or online at [www.hospiceniagara.ca](http://www.hospiceniagara.ca). Hospice Niagara has a number of annual fundraising events such as the 5 Car Draw, Hike for Hospice, Dine Out for Hospice, TASTE and Gift Wrapping at the Pen Centre during the holidays. For an up-to-date listing of these and other events, please visit our website at [www.hospiceniagara.ca](http://www.hospiceniagara.ca).

**If I make a donation to Hospice Niagara, am I entitled to a charitable receipt for income tax purposes?** Yes. Hospice Niagara is a registered charity and issues tax receipts for donations of \$20.00 or more.