

Contents

2	Introduction to Canuck Place Children's Hospice and Map
4	Our Program
6	Our Team and the Services Offered
10	Child and Family Rights and Confidentiality
11	Consent and Giving Feedback
12	Your Child's Stay at Canuck Place
13	Booking Your Child's Stay
14	Infection Prevention and Control
15	What To Bring For Your Child's Stay at Canuck Place
16	Our Hospices: Glen Brae Manor, Vancouver
18	Our Hospices: Dave Lede House, Abbotsford
19	Essential Information and Services at Both Hospices
21	Admission Day
22	When Families, Siblings, Friends or Pets Come to Stay at the Hospice
23	Sharing a Home-Like Environment
24	Hospice Safety and Fire Regulations
25	Returning Home/Discharge Day
	Other Information
26	Frequently Asked Questions
28	Sharing Our Knowledge
29	Canuck Place Telephone Contacts and Numbers
30	Notes

Welcome to Canuck Place Children's Hospice

Canuck Place Children's Hospice welcomes you. We are committed to providing care that will enhance the quality of life for your child and family. The purpose of this book is to share information with you about our team and services.

Canuck Place Children's Hospice offers specialized palliative care for B.C. and the Yukon children and their families. We serve to enhance the quality of life for your child and family by creating a safe and holistic space. We want to understand your child and family's individual needs and unique life journey.

Those who work at Canuck Place are highly skilled with children who have life-threatening illnesses. The team supports children and families in a compassionate and caring way while in hospital, in both of our hospice locations, and in your home community.

Opened in 1995, Canuck Place was the first freestanding hospice for children in North America. Our pediatric palliative care team continues to be a leader in the delivery and growth of pediatric palliative care.



Canuck Place Children's Hospice

Canuck Place Children's Hospice has two locations, Glen Brae Manor in Vancouver and Dave Lede House in Abbotsford. Both locations offer in-patient stays, nursing and physician consultations, recreation opportunities, counselling, and bereavement services.

GETTING TO:

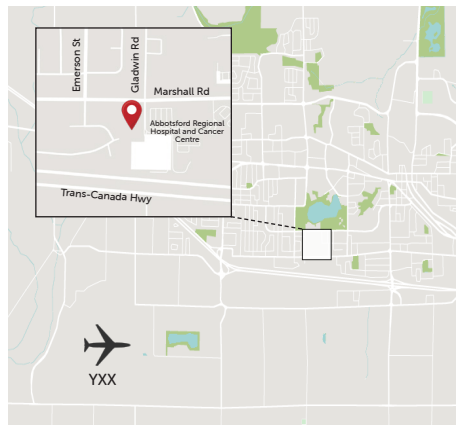
CANUCK PLACE, VANCOUVER GLEN BRAE MANOR 1690 MATTHEWS AVE.

Canuck Place - Glen Brae is located 5 minutes from BC Children's and BC Women's Hospitals, in the heart of Vancouver's Shaughnessy neighborhood, between downtown Vancouver and YVR.



CANUCK PLACE, ABBOTSFORD DAVE LEDE HOUSE 32772 MARSHALL RD.

Canuck Place - Dave Lede House is located adjacent to Abbotsford Regional Hospital, and forms part of the Campus of Care with Holmberg House, and Matthew's House. It's just off the TransCanada Highway, and 8 km from YXX.



Our Program

When your child is registered with the Canuck Place program, the following care options are available to your child and family:

Respite Care

Canuck Place provides respite or **24-hour everyday nursing care** for your child for a short period of time at both hospices, to allow your family time to rest and be taken care of. We create unique, individualized care plans with your child and family to support the care of your child while they stay in-hospice. Respite stays also provide a chance for ongoing assessment of your child's health, management of symptoms and opportunities for counselling and family support.

Our Vancouver location has a school room staffed by a Vancouver School Board teacher and Special Education Assistant. Both locations offer activities to respite families that includes music therapy, play therapy, recreation therapy outings, spending time with volunteers, and theme days. For a comprehensive list of weekly activities, check the calendar posted in the hospices. Families have the option to drop their child off for a respite stay or to stay in-house with their child for the duration of their booked time at Canuck Place. Comfort is always a focus. See page 13 of this Family Handbook for details about booking stays, staying at Canuck Place and other in-hospice services.

All families on the program receive a letter from Canuck Place (usually in November) letting you know when booking requests for respite for the following year will start to be accepted. Requests for respite are accepted all year long, but we strongly encourage families to plan ahead for respite time to avoid disappointment if dates are unavailable.

There are two categories of respite care:

1) Priority Respite Care (R1): Every child on our program is eligible to book 20 nights per year on a first come, first-served basis. Unused respite nights do not roll-over to the following year. It is recommended that families book respite stays every few months to make the most of our full team services.

2) Extra Respite Care (R2): We may offer extra respite care sometimes on short notice based on bed availability. This is in addition to the eligible number of nights per year.

****Please note that we try our best not to cancel or change any type of respite stay. In some cases, we may need to make changes to make room for urgent symptom management stays and increasing care needs of other children who are already staying in the hospices. Children in need of end-of-life care are brought into the hospice in Vancouver as soon as possible.**

We may also need to cancel or shorten your child's respite stay if your child has symptoms of cold or flu (fever, diarrhea, vomiting, productive cough, etc.) in order to decrease the possible spread to other children and families.

For these reasons, you need to have a back-up plan in place for every pre-booked respite admission. We will need emergency contact details for a caregiver who is able to assume full care of your child in your absence, in the event we need to send your child home earlier or cancel the stay. In the event of an urgent admission, extra respite (R2) stays are the first to be changed or cancelled, followed by R1 stays. The Intake Nurse and/or admitting nurse will confirm your plans with you during or prior to your child's admission.

Symptom Management Care

Symptom management is an approach to care to help decrease complex physical and emotional symptoms related to your child's illness and/or side effects from treatment. Our team focuses on the whole person (physical, emotional, spiritual, and social) when supporting your child and family's comfort and care goals. **We want to support the life and interests of your child.** Symptom support can be provided in-house at either of the hospices, at home, or in hospital.

At the Hospice

A stay at Canuck Place for symptom management gives our team the chance to assess your child over a few days or weeks in a home-like space and provide medical and supportive treatments to help decrease and/or treat symptoms such as pain, increased seizures, constipation, etc. Please consider a stay if your child has a change in symptoms related to their illness that may be challenging to manage at home. Symptom management may require an urgent admission or be provided during a scheduled respite stay. The length of stay will vary for each child and depends on the severity of the symptom(s). **The goal with all our stays is to ensure the best quality of life and comfort for your child.**

At Home

While you are at home with your child, symptom management and general support can be provided via our **24/7 Nursing Phone Support Line**, home visits or video conferencing. If you need to talk with a Nurse at Canuck Place about a concern or want advice about a care issue, you can call any time, **24 hours per day, 7 days a week** at 604-742-3475 or toll free at 1-877-882-2288.

Home visits are offered, when possible, to children and families on our program to provide care related to symptoms, goals of care or to support end-of-life care at home. Home visits may be done by a Nurse Practitioner, Counsellor or an experienced Registered Nurse, depending on the needs of your family.

In Hospital

Our team can visit your child and family if your child is in hospital locally (i.e., within the Lower Mainland/Fraser Valley). We can also provide phone support for symptom management/consultation to your child's medical team if they are admitted to a community hospital. Please let us know if your child is in hospital and you are having concerns about their symptoms by calling our **24/7 Nursing Phone Support Line** at 604-742-3475 or toll free at 1-877-882-2288.

End-of-Life Care

End-of-life care focuses on the whole person—the comfort and quality of life for a child when his/her symptoms suggest disease progression and end-of-life is anticipated.

During end-of-life care, our team provides pain and symptom management and supportive comfort care to a child while also supporting the entire family in a location that serves the best interest of both the child and family. We work with your health care providers, community and family to create unique care plans to fit your needs.

Depending on a child and family's needs, support can be provided in person, over the phone or a hospice stay can be organized as soon as possible. A child and family will be supported in returning home should a child's condition stabilize.

Grief Support and Bereavement Care

Grief and bereavement care is offered to families and extended to others involved in a child and family's life from the time of a child's diagnosis, through the course of their illness and following the death of any child on our program.

Grief and bereavement care focuses on supporting the losses a family may experience throughout a child's illness and beyond a child's death. Bereavement, counselling and grief support can occur over the phone, in person, at the hospital or in-house at Canuck Place.

Our Team and the Services Offered

Canuck Place's interdisciplinary team includes:

Nurses, Care Aides, Nurse Practitioners, & Doctors

Recreation, Play, Art, & Music Therapists

Counsellors; Clinical/Bereavement Counsellors & a Spiritual Care Practitioner

Support Staff/Volunteers

School Teacher & Special Education Assistants



HOW WE CAN BEST SUPPORT YOU IS IMPORTANT TO US.

Our team is committed to providing the best possible care for your child and family. The approach to care is child and family-centred, promoting strengths and building capacity. Our care team assists care coordination by connecting with your child's community and hospital healthcare providers to provide advice on symptoms and support your goals.

Together with your health care providers, our team aims to improve the comfort and quality of life for both your child and family. This may include stays at one of the hospices, connecting with you during hospital stays, or providing support to you while you are at home.

In Hospice

At Canuck Place our goal is to provide the comforts of home with access to activities and experiences so the family unit can be together. A family team meeting is arranged for your first stay and takes place annually and as needed. These meetings focus on your goals and how best to support you. They also allow for discussion around supports in the community, hospital stays, advanced care planning and changing symptoms.

In Hospital

Connecting with you while your child is in hospital is another way to help us get to know how to provide the best support to your child and family. Meetings can be arranged while you are in hospital along with you and your hospital care providers to discuss changing symptoms, advanced care planning and goals.

In Home

Connecting with your child and family while you are at home provides us unique insight into your day-to-day life and what is important to you. Care at home could include telephone/video conferencing support, home visits, community activities or meetings with you and your care providers. You, your child, or our team may ask for a family team meeting at any time to support the care and well-being of your child and family.

For a description of additional teams and services unique to in-hospice stays, such as school, volunteers, housekeeping, and kitchen support staff) see page 12 for Your Child's Stay at Canuck Place for further details on how we can support your child and family (such as school, volunteers, housekeeping and kitchen support staff).

Our team and services that provide consultative care both in-house and in the community include:

Nursing

Our team of nurses includes a Nursing Manager, Intake Nurse, Advanced Practice Nurses (Nurse Practitioner, Clinical Nurse Specialists), Registered Nurses, Licensed Practical Nurses, and Personal Care Aides.

Our nursing team answers the [24/7 Nursing Phone Support Line](#).

Our Advanced Practice Nurses support children and families over the phone, at the hospital and/or at home.

While staying in-hospice, the nursing team will take on responsibility for assessing and implementing your child's daily care needs. Each child will be assigned to one of the nurses based on overall care needs, and Personal Care Aides support with activities of daily living, such as bathing and eating.

Together they provide expert pediatric palliative nursing care to enhance the comfort, care and quality of life for your child and family while in-hospice and at home.

Physicians

Experienced pediatric palliative physicians are at the hospice daily and are on call 24-hours a day to support the team in caring for your child.

Our physicians can visit children and families if they are admitted to BC Children's Hospital/BC Women's or touch base by phone for other community hospitals. They work with your child's medical team both in hospital and in the community by providing guidance for symptom management, supporting your goals of care, and promoting information-sharing between your health care teams.

Counselling

Counselling services are available at both hospice locations and on an outpatient basis. The counselling team supports the mental health, wellness, and quality of life of all members of your family. Some examples of counselling services are expressive therapies, spiritual counselling, education, advocacy for resources, group support, bereavement follow-up and support for grief and loss. Expressive therapies, which include play, music and art, allow children and youth the opportunity for self-expression to process thoughts and feelings. These are offered in individual, family and group settings.

The counselling team tries to check in and connect with families during their in-house stays and in the hospital/community when requested. The team is available to meet to provide a safe place to process and reflect on your experiences. They are available to consult anytime to enhance care. [Please let your child's nurse know if this interests you during your stay, or contact the Counselling Manager directly \(604-742-3473\).](#)

Recreation Therapy

Our recreation therapy team incorporates the interests, needs and physical abilities of all children on our program and their family members to offer opportunities for fun and relaxation. Our team would love to help your family explore fun activities to participate in during your stay and at home in your own community.

Examples of information we can provide you with:

- Calendar of Canuck Place events and community events
- Tickets/discounted ticket prices to local attractions
- Entertainment ideas for families and local transportation options
- Referrals to wish-granting organizations
- Adaptive equipment and resources
- End-of-life Memory Making



Please ask us about being put on the Kids on Program Recreation email list by calling 604-742-3474 or emailing lfielding@canuckplace.org



Rights of the Child and Family

Family members are important elements of your child's health care team at Canuck Place. At Canuck Place, we are committed to providing care that addresses your child and family's unique and changing needs throughout the progression of your child's illness and afterwards.

You and your child/youth will have the right to:

- Be informed about the care being provided by Canuck Place in terms and languages that you and your child can understand
- Ask for clarification about the care you/your child/youth is receiving and to discuss this care with other health care providers
- Participate in decisions and development of your child/youth's care plan
- Have access to your child's record and information
- Ask for and receive help
- Privacy and confidentiality
- Be treated with respect, compassion and courtesy, even when your views may differ
- Receive care that is sensitive to you/your child/family's needs and cultural, racial and religious heritage
- Decline health care services that are offered to you

In return, you and your child/youth are responsible to:

- Discuss any concerns with the health care team
- Identify your needs to a staff member
- Treat the house, staff and other families with respect
- Follow the Canuck Place guidelines in the Family Handbook when staying in either of the hospices
- Provide complete and accurate past and present health information



Confidentiality

Canuck Place staff and volunteers protect the privacy of your child and family's personal and health care information. All information concerning children, families, staff and volunteers is confidential. It is only to be used by individuals who need access to it in order to provide care to your child, or for approved reasons that have been consented to by the person/guardian.

Consent

All families registered on the Canuck Place program will receive information about care. Your family and child are actively involved and included in an ongoing discussion with the team for care and involvement in activities.

We assume consent through the provision and review of complete and appropriate information to the family and child, and ensure adequate opportunity for discussion and answers to questions. We will obtain formal consent for any significant changes or new treatments that may arise.

During an admission, we will review and have you and/or your child sign the Child and Family Consent Forms, which are reviewed annually. Additional written consent from your family or child may be required for:

1. Special outings/activities/trips
2. Release of health care information
3. Photo consent and media release form

Giving Feedback

Canuck Place values quality health care, where patient safety is a priority and a shared responsibility. Canuck Place strives to improve the care and quality of programs and services for children and families. We welcome your feedback on our services and we want to hear about any concerns or comments you may have. If you have a complaint, please speak to a nurse or the Nursing Manager first.

There are comment cards in the family suites that you can fill out when staying at our hospices. You can also fill out an online feedback form located on the Family Resources section of our website at canuckplace.org. You can also ask the Nursing Manager at each hospice for a Compliments/Concerns Form.

All concerns are taken seriously and followed up by the Nursing Manager and Director of the Clinical Program. If your complaint remains an issue after discussing it with the Canuck Place team and senior management, you may wish to contact the Licensing Officers of the Chief Medical Health Officer at either Health Authority.

For Vancouver Hospice complaints contact Vancouver Coastal Health Licensing at 604-675-3800.

For the Abbotsford Hospice complaints contact Fraser Health Licensing at 604-587-3936.



Your Child's Stay at Canuck Place

Preparing for Your Child's Stay

- Booking Your Child's Stay
- Infection Prevention and Control
- What to Bring

Your Child's Stay at Canuck Place

- Our Buildings and Facilities
- Additional Teams and Services at the Hospice
- Admission Day
- When Families, Siblings, Friends or Pets Come to Stay at the Hospice
- Sharing a Home-like Environment
- Hospice Safety and Fire Regulations
- Returning Home/Discharge Day

Booking Your Child's Stay

When you have decided on dates you would like to request, please phone or email the Intake Nurse to arrange your child's stay and request a family suite (if needed). Email intake@canuckplace.org or call 604-742-3476. If no one is available to take your call, please leave a message on the voicemail. You will be notified as soon as possible as to whether or not your requested dates are available. If you are inquiring about the possible need for a symptom management stay, please call the Intake Nurse (if no one answers, listen carefully to the voicemail to be redirected to another nurse). If cancelling on short notice (within 48 hours of a booked stay), contact the hospice Nursing Station directly

*When booking your child's first stay, we ask that the stay be over the course of at least 2 weekdays and that at least 1 parent/guardian stays in-house to help us get to know your child and family better. After this first stay, you are welcome to book future stays for your child alone or with a family suite, based on your comfort and preference.

Booking Family Suites in Vancouver and Abbotsford



There are 4 family suites in Vancouver and 4 family suites in Abbotsford, for families to stay in while their child is at the hospice, at no cost to families. Family suites are assigned based on availability. Priority is given to families with children admitted for pain and symptom management, end-of-life care or families living outside the Lower Mainland. We do our best not to cancel/change your stay in the family suites, but it may still occur.

The Intake Nurse will contact you within one week of your pre-booked stay to confirm dates and time of admission/discharge and review your child's current health, care plan and medications. Assessing your child's health is part of every stay, including respite stays. Please be sure to share any changes to your child's health and if your child or family members have come in contact with anyone with an infectious illness (i.e. cold, flu, diarrhea, vomiting etc.) during this phone call.

Before your child's admission, the Intake Nurse will confirm how many adults and siblings will be staying in the family suite. This is for fire and safety reasons and for planning purposes for staff in the kitchen, recreation and school programs. Please do not bring extra guests/friends that have not been approved prior to a stay by the Intake Nurse or the Nursing Manager/Charge Nurse.

Infection Prevention and Control

For the safety of all children staying at Canuck Place, please tell the Intake Nurse or Nurse in Charge if your child or any family member has been exposed to any of the following within three weeks of an in-house admission:

chicken pox, measles, tuberculosis, whooping cough, mumps, and/or COVID-19.

If your child is presenting with a fever, vomiting or diarrhea, please let the Intake Nurse or Nurse in Charge know before your child's stay.

During the influenza season, we make pre-admission phone calls to assess if your child and/or family are having any flu-like symptoms.

In order to prevent the spread to other children, families and staff in house, we may need to re-schedule your respite stay if your child is unwell.

If your child shows any of the aforementioned signs or symptoms while in-house, your child's remaining stay may need to be canceled and rescheduled.



HANDWASHING IS THE MOST IMPORTANT WAY TO PREVENT THE SPREAD OF INFECTION.

HANDS SHOULD BE WASHED:

1. Upon arrival to Canuck Place.
2. Before and after contact with shared house items, surfaces and areas.
3. Before mealtimes
4. After contact with a dirty source (e.g. diaper change, using the bathroom, cough, sneeze, etc.)

The Ministry of Health encourages everyone to get a flu shot and the Covid-19 vaccination. For those who choose not to get a flu shot or Covid-19 vaccination or cannot due to health reasons, the Ministry of Health recommends wearing a mask while in a health care facility. Canuck Place encourages this practice for families and requires this practice for health care providers within Canuck Place.

What to Bring For Your Child's Stay

We rely on the family to provide everything your child needs on a daily basis, such as medications, equipment, clothing and supplies.



Please have:

1. Medications – Enough medication supply for the entire stay. Prescription tablets/pills/capsules need to be provided in their original, pharmacy-labelled container (or blister-packed by a pharmacy).

Liquid medications must be provided in new pharmacy-sealed bottles, or nurses will not be able to give them. This does not apply to creams, nebulers or inhalers. Over the counter medications, vitamins and supplements must also be provided in brand new containers. If this is an issue, please let the Intake Nurse know during the pre-admission call.

2. Equipment and Supplies – e.g. feeding pump, wheelchair, chargers, nebulizer, suction machine, communication aids, etc.

3. Toiletries – “Attends”/diapers, special soap, toothbrush, toothpaste, etc. You may be asked to bring in more supplies if your child stays longer than originally planned.

4. Clearly labeled personal items – clothing and a bathing suit if a swimming outing has been planned. You will be notified prior to admission if necessary.

5. Schoolwork – It is preferable that kids bring their own books and schoolwork.

6. Special Dietary Products/Supplies – If your child is on tube feedings, please bring enough of a supply of formula, bags, syringes, feeding tube extensions, etc.

7. Spending Money for Outings – Outings are provided free of charge but some “extras” are not always paid for - e.g. popcorn at movies.

8. Emergency Contact Information – If parents/guardians are planning to be out of town during your child's stay, please leave a phone number where you can be reached in case of an emergency. Also, leave the name and phone number of an Emergency Caregiver who lives in the Lower Mainland, who can come and take your child home, and care for them, in the event the stay is shortened.

9. Extras – e.g. music, DVDs or iPads. Parents are responsible for their child's belongings during their stay. We suggest keeping at home any personal items of great monetary/sentimental value that may potentially be lost or damaged.

Our Hospices

Canuck Place - Glen Brae Manor, Vancouver



Canuck Place - Glen Brae Manor is located in a quiet neighborhood in a renovated turn-of-the-century heritage mansion. Surrounded by beautifully kept gardens, the hospice has four floors and is fully wheelchair accessible.

Essential Information and Services: Vancouver

Upon Arrival

When you arrive, you can bring your car around to the back of the house (follow the driveway) and park in any stall identified for families/parents. Ring the doorbell next to the door/elevator and someone will send the elevator down for you. Press "2" to come up to the 2nd floor, head to the nursing station and your nurse will get you all settled in. You can move your car on to the street once you've gotten settled. If you have any questions at all in the meantime, please don't hesitate to call the Nursing Station anytime (24/7) at 604-742-3475.

Parking

There is plenty of free parking at our Vancouver location. Please park your vehicle on the street in front and on the same side as Canuck Place while obeying street signage. Feel free to use the drop-off area at the back of the house to load and unload people, equipment and supplies. The back of the house is a busy area, so please limit the time you spend there. Remember not to leave valuables in your car!

Elevator Access

There are two secured entrances to Glen Brae Manor. The elevator is located at the back door and can be opened by staff from inside the house when visitors request this by ringing the buzzer beside it. The second entrance is located on the west side of the building, but it is not wheelchair accessible.

Wifi Password in Vancouver

Network: _____ Password: _____

Education/School

While staying at Canuck Place in Vancouver, your school-aged child and/or siblings are encouraged to attend our School Program each morning. School hours are Monday to Friday, 9am – 12pm, with recreation and music therapy activities in the afternoons. Our goal is to maintain the routine of attending school while your child is staying with us and to provide a network of care and support, which is not centered only on their medical needs.

We ask that your child bring work assigned by their regular teacher with them to Canuck Place for stays. Their teacher may fax work to our teacher on the main Canuck Place fax number, 604-739-4376. If this is not possible, the Canuck Place teacher can provide grade-appropriate assignments.

Our school teacher can speak to your child's school about their Individual Education Plan so we can focus on the same goals and maintain the same adaptations while they are with us. Siblings are encouraged to bring school work with them and attend the school program while their sibling is staying in-house to help maintain normal routine and support their learning.

Our school program is funded by the B.C. government, staffed by a VSB Teacher, a VSB Special Education Assistant and trained volunteers. The school program at Canuck Place runs on the Vancouver School District's schedule - there is no school programming during Spring Break, Pro D days, Summer holidays, and Christmas break.

Please visit the Family Resource page on our website canuckplace.org for more information and to access resources, including a tour video of both hospices.

Canuck Place - Dave Lede House, Abbotsford



Canuck Place - Dave Lede House is a purpose-built facility that reflects the warm, family environment that is characteristic of Canuck Place with updated amenities. Currently, Dave Lede House operates 4 patient beds, 4 family suites and is wheelchair accessible.

Essential Information and Services: Abbotsford

Upon Arrival

Please ring the doorbell at the front door or at the top of the parkade entrance (right side) to gain access. If you are staying at Dave Lede House with your child each family will be provided with an Access Card at the front reception. This will open the parking garage as well as the specific Family Suite assigned to your family. For all other access, please ring the buzzer outside each exterior entrance. Please take care of your Access Card and return upon discharge. Access Cards cost \$20 and we are cognizant of minimizing this cost and ensuring keys are returned.

Parking

There is underground parking available in the designated spots labeled (Canuck Place Dave Lede House – Reserved for families). We ask that each family only use 1 parking spot. If your family requires more than one spot please let us know and we can coordinate with you if possible.

If you have a large vehicle that may not fit in the underground garage please advise your nurse and we will coordinate alternatives in the loading area of the hospice if/when possible.

In regards to additional parking for the family of the patients we have underground parking, however it is limited. When you arrive at Dave Lede House, please stop in the roundabout and come to the front door -- ring the doorbell and if there is underground parking we will provide you with a pass to park.

For guests that may be visiting, if parking space is not available underground, paid parking is available in the parking lot across the road at Abbotsford Regional Hospital.

Elevator Access

There are 2 elevators in Dave Lede House. The elevator closest to the parking garage entrance has access to all the floors of the building (Main, 2nd floor, 3rd floor). The elevator closest to the dining hall does not have access to the 3rd floor.

Wifi Password in Abbotsford

Please ask a team member for Wifi access information

Education/School

While we currently do not have a formal Education/School program running at our Abbotsford location, we strive to provide an educationally rich environment and interactions with your children and are happy to discuss non-formal educational needs. We have a beautiful school room that is utilized in these informal educational opportunities and our team looks forward to the day that we will provide formal education for your children.

Please visit the Family Resource page on our website canuckplace.org for more information and to access resources, including a tour video of both hospices.

Essential Information and Services for Both Hospice Locations

Kitchen and Meals

The kitchen is staffed during the daytime hours. For health and safety reasons, the kitchen area is restricted to kitchen staff and kitchen volunteers ONLY. If you need access to the kitchen after hours, please ask a staff member to assist you.

There is a fully stocked self-serve station and fridge in the dining room which is

available for families to access 24/7. You will find fruit, cereals, breads, snacks, coffee, tea, and other goodies you can help yourself to there. As well, the legendary Canuck Place cookie jar is always filled with a variety of delicious cookies.

If you are staying in a suite we assume you will be enjoying meals. Please inform the Intake nurse of any food allergies for anyone staying at the hospice prior to admission.

If you are not staying in a suite and would like to enjoy a meal please provide 24 hours' notice to the kitchen.

Requesting meals for guests - We are limited in our ability to provide meals to additional guests. When possible please ask the kitchen staff in advance (at least 24-48 hours ahead of time) if you would like other family or friends to stay for a meal. We will let you know if we can support your request. Children and family members staying in the family suite during inpatient stays eat free of charge. We make every effort to prepare the needed amount of food for each meal. We ask that you tell your nurse if you won't be here for a meal OR have any special dietary needs. **We encourage additional guests to contribute to meal costs.** Guest contributions can be put in in the collection box in the kitchen.

Mealtimes in the Dining Room

Family members are welcome to fix their own breakfast from the choices provided. Snacks and a range of drinks are available 24 hours a day. **Please help yourself!**

Lunch and dinner is prepared by the kitchen staff. Lunch is served at **12 pm noon** and dinner at **5 pm**. Sunday brunch is served at **11:30 am**.



A member of the nursing team or a volunteer may be present with your child to assist in feeding if needed when a family member is not present (your child's feeding plan is reviewed on every admission).

Please dispose of food waste, and stack used dishes, glassware and cutlery in the bins provided. **Please avoid taking food to rooms throughout the house.**

Housekeeping

Housekeeping staff work during the daytime hours, seven days a week. Our housekeepers are key people in our infection prevention and control practices. They have special training in the best ways to keep our hospices clean.

Housekeepers will enter your room daily to empty garbage and make sure you have dry towels. In the event of spills or accidents throughout the house, please let a staff member know immediately so housekeeping can take care of it.



Laundry - We take care of the laundry for children in our care (unless directed to do otherwise by parents).

Please ask a member of our nursing team if you need to do laundry while staying in house and they can assist you with accessing the laundry facilities.

Discharge Home - Please make sure you take all your personal items with you from the family suite.

- Bed linens, pillows and towels are provided in each suite. Extra linens and towels can be requested.
- Families are responsible for supplying their own personal belongings/toiletries. There are safes in each room for family use.

Admission Day

- **Admissions** at both hospices is ideally 1 pm, unless prearranged and approved by the Intake Nurse/Nurse In Charge prior to admission.
- **Discharge Time** at both hospices is at 11 am. This will allow time for the rooms to be cleaned in the morning before afternoon admissions.

Please let the Intake Nurse know if you will be arriving outside of these times, or call the Kids Counter if you are running late. Allow one hour for admissions so that the admitting nurse can review consents, medications and the care plan with you. If this is a first admission, a Family Team Meeting will be planned so that we can get to know your family and child better.

On your first visit to Canuck Place, we request that you help us to settle your child into their new environment and assist us in getting to know his/her special needs.



When Family, Siblings, Friends or Pets Come to Visit

Siblings and Friends

All siblings are welcome at Canuck Place. While we cannot provide accommodation for friends of siblings, families may have one friend of the child on the program stay. Please contact the Intake Nurse for approval prior to admission. Approval is based on circumstances in the house. If approved, this child must have written consent from their parents and must be supervised by the parents of the child on the program.

Siblings of children admitted to the hospices must be supervised by a parent/ adult/family member at all times. Siblings are the responsibility of parents. If, for any reason, you need assistance, please let us know and we will do our best to access resources or assist with other arrangements.

Family and Friends

We welcome your visitors to Canuck Place.

All visitors need to identify themselves by ringing the buzzer at one of the main doors. Visitors must sign in with either the receptionist or clinical staff.

Please be thoughtful regarding the number of visitors and the times at which people come and go. If you have large groups visiting, please let the receptionist know so they can provide a space (if available). The garden is also available when the weather permits.

We recognize the interest of your visitors to “look around”, but please ask your nurse before showing your guests around out of respect for other children and families. Coffee and tea are available for your use. We generally cannot provide meals or overnight stays for your extended family or friends.

For fire and safety reasons, please let the nurse know:

- When you are going out and when you return to the house
- Names of the family members and the age of any minors who are staying overnight in a family suite

***Share our toll free number (1-877-882-2288) in B.C. for out of town family members.**

Pets/Certified Assistance Dogs

We recognize the importance of pets to families; however, due to a variety of reasons (allergies of other staff/children in house, housekeeping, etc.) we can only allow pets to stay in the hospices with a child/family if the child is admitted for symptom management or end-of-life care. Certified Assistance Animals are allowed to stay with your child during any inpatient stay, including respite, but please inform the Intake Nurse/Nurse in charge prior to admission.

Please speak to the Nursing Manager/Intake Coordinator or Charge Nurse to determine if your pet can visit/stay at Canuck Place prior to EVERY requested pet visit as the kids and situation in-house can change on a daily basis.

The following requirements are needed prior to your pet's visit in order to protect the other children/staff/families:

1. Pets must be clean and completely healthy. Pets must be house-trained.
2. Pets should be on a preventative flea program (either a flea collar or a medication regime for flea control).
3. Pets must have an up-to-date vaccination record. Please provide documentation to the Nursing Manager/Intake Coordinator/Charge nurse prior to your pet's arrival
4. Pets are not allowed to enter the kitchen or dining area.



Sharing a Home-like Environment

We make every effort to create a space that is "home-like". Unlike a home, we have a number of families who stay here at any given time, along with staff and volunteers working at the hospice. It is important that everyone takes on the duty for creating a space of sharing, respect and support.

The following are important to note:

- Unexpected drop-in visits are discouraged if your child is not currently staying in hospice. We urge families on the program and any friends or relatives to please call ahead, as a drop-in may not be appropriate considering what may be happening at the hospices on any given day. We appreciate your understanding in this matter.
- Please help to keep all common areas clean and tidy. For example, return used dishes and cups to the kitchen, put away arts and crafts supplies, and log off computers after use.
- Please respect the privacy and belongings of others in the hospices.
- Keep noise to a minimum, in particular in the evening. This includes reducing the noise after 9 pm for those trying to settle to sleep. The School Room and Arts and Craft Room will be closed after 9 pm.
- Eat and drink in designated areas as much as possible.

Hospice Safety and Fire Regulations

In the case of fire or other emergencies, families are requested to report to the nurses at the Kid's Counter on the second floor, if it is safe to do so, and be prepared to take direction from Canuck Place staff. Refer to fire processes located behind the door of each family suite.

- Smoking is only allowed outdoors in a designated smoking area at the Vancouver hospice. Smoking is not permitted on the Campus of Care grounds, including Dave Lede House.
- Alcohol and illegal drugs are not allowed. People believed to be under the influence will be asked to leave the property.
- Electrical devices that are brought into the house should be CSA approved, e.g. hair dryers, razors, radios, computers, etc.
- Access to the grounds at both houses is restricted to patients, staff and family members and approved patient visitors.

Exits from Canuck Place - Glen Brae Manor, Vancouver:

1. Main Floor Front Door in Library – Exit to Matthews St.
2. Main Floor West Side Entrance to garden
3. Back Entrance to parking
4. Garden Suite/Music Room (Basement) to garden

Exits from Canuck Place - Dave Lede House, Abbotsford:

There are 7 exits at Dave Lede House throughout the first floor. These exits will be shown during an initial tour of the house.

Main Floor Exits

1. Front Door
2. Great room
3. Games room
4. Adjacent to the Play Room
5. Two exits in the dining room
6. Down the small set of stairs beside the elevator closest to the dining room

Basement Exit

7. Exit to the parking garage

Returning Home/Discharge Day

Here's a checklist for returning home

- Discharge time is 11:00 am.
- Prior to leaving, your child's nurse for the day will provide you with the current medications on the Medication Profile form. The nurse will review any changes or additions that have been made to your child's medications during their stay. This form will also be sent to your child's community providers so they have updated orders as well.
- Ensure all personal clothing, toiletries, equipment/supplies/chargers a medications are safely packed away with you.
- Consider booking future visits if not done already (optional). Please contact the Intake Nurse to book your next stay!

Other Information

1. Family Advisory Council (FAC): This is a group of 13 family members and several staff representatives. The FAC family members give input on the Canuck Place program, services and activities. In addition, they assist in the development of resources and materials. At the Vancouver hospice, minutes of monthly meetings along with other information is available upon request. Families receive the FAC newsletter, which is published twice per year in the spring and fall.

2. If you are interested in joining the FAC please email information@canuckplace.org or speak to any Canuck Place staff member.

3. Change of address, telephone numbers and/or email addresses: In order to keep our files up-to-date, please inform a staff member/Intake Nurse of any changes by phone or email.

4. For general information visit: canuckplace.org

5. For more specific family information visit:
canuckplace.org/resources/for-families



FAQ's

What are the visiting hours at Canuck Place?

There are no formal visiting hours. If you are expecting guests after 9 pm, we ask that you let your child's nurse know and we recommend you visit with your guests on the main floor.

What should I pack for my child to bring to the hospice for an admission?

Generally, everything your child would need on a daily basis. See page 15 for a list of things to bring. While in-house, your child's clothing will be laundered daily (unless you tell us to do otherwise). Any supplies that are not used will be returned home on discharge.

What does "acceptance to the program" mean?

This means your child meets the criteria for the Canuck Place Program to receive services offered by Canuck Place. Acceptance to the program is decided by the Intake Team, which consists of physicians, nurses and members of our counselling team.

Why are families asked to bring their child's liquid and over the counter medications in a "sealed" bottle?

There is no pharmacy in-house. By provincial regulation, the nursing team cannot give medication to a child from an opened bottle of liquid medication. This is a legal requirement for a community facility.

What time should I bring my child in for a respite admission?

The best time is generally 1 pm. But if you would like to request a different admission time, please contact the Intake Coordinator prior to admission to discuss if this is possible. This allows your child's assigned room to have been emptied and cleaned. An admission during this period also allows enough time to complete the admission process before dinner.

What time will my child be discharged home after an admission?

By 11 am on discharge day. This allows housekeeping to clean the rooms to make them ready for afternoon admissions.

What if my child is missing a piece of clothing or equipment on their return home?

Please call the nursing station and let the staff know of missing items. You may complete an Inventory Checklist on admission that itemizes all items, equipment and supplies brought to the house, but it is the parent/guardian's responsibility to ensure they have these items on discharge.

Can Canuck Place provide physiotherapy/occupational therapy for my child?

Canuck Place does not have a staff physiotherapist or occupational therapist, but we do contract those services from B.C. Children's Hospital when needed.

Families should access their home community resources first whenever possible. Please let us know if you have any questions or concerns. Nursing staff will continue the exercises and plans outlined by the child's therapist.

How can I access art therapy/sand tray therapy/play therapy/counselling services?

You can ask your nurse or the Canuck Place counselling team. The counselling team will assess based on the child and/or family's needs and available resources.

What does the green lamp on the reception desk mean in Vancouver? And the illuminated picture hanging in the 2nd floor hallway at Dave Lede House?

If a child staying in-house is close to end of life, a green lamp will be lit on the Reception Desk on the Main Floor in Vancouver. This is a signal to let everyone in the hospice know to respect the child's family by maintaining a quiet atmosphere. When the child has passed away, the green lamp will be turned off but remains on the desk until the family has left the hospice. At Dave Lede House, the illuminated picture indicates when there is a child close to end of life at either of our locations, or at home in their community.

What are the names on the mantel?

When a child on our program dies, their name is placed on a card on the mantel at both locations. This is done to honour the child and to quietly let other families, staff and volunteers visiting the hospice know of a recent death of a child on the program.

My child and I were in the neighborhood. Can we drop by for a brief visit?

Unscheduled visits are not always best as it may not be appropriate given the activities and circumstances occurring in the hospice at the time. Please call ahead to schedule a planned visit or discuss this matter with the Intake Nurse or nursing team.

Can I smoke or have alcohol at the house?

- Smoking is only allowed outdoors in a designated smoking area at the Vancouver hospice. Smoking is not permitted on the Campus of Care grounds, including Dave Lede House.
- No alcohol is allowed inside the hospices or on the premises.

How long can a child and family stay on the Canuck Place program?

- If your child is on our full program, they will remain registered with us until the end of the year in which they turn 19, or in certain situations, until services are no longer needed. Youth transitioning from our program at age 19 continue to be followed up to age 20 years and can be admitted for end-of-life care.
- Following the death of a child, the family can remain on the bereavement program for 3 – 5 years or as needed.

Sharing Our Knowledge

Research

- Canuck Place Children’s Hospice aims to improve pediatric palliative care regionally, nationally and internationally through collaboration, education and research.
- Based on your child and family’s acceptance to the Canuck Place program, you may want to participate in some of our research studies. All participation in any research is voluntary and decisions to not participate do not in any way affect the care your child and family receive.

Education

- Canuck Place Children’s Hospice supports the teaching of medical students and residents in the University of British Columbia’s Faculty of Medicine. As well, we provide teaching to other health care students from other learning institutions.
- We are grateful for the chance to give to the education of the next generation of health care providers for children.

Collaboration

Canuck Place Children’s Hospice is a provincial service. We work with health care professionals along with children and families throughout B.C. to provide better service and to increase access to pediatric palliative care.

Canuck Place uses technology to host and participate in “face-to-face” interactions to support pediatric palliative care in communities all across B.C. through:

- Clinical consultations
- Pre/post discharge planning
- Educational events with Canuck Place for health care providers and/or families
- Family visits and/or family team meetings

Canuck Place Important Telephone Numbers

Toll Free Number	1-877-882-2288
24-Hour Nursing Phone Support Line	604-742-3475
Central Intake Nurse	604-742-3476
	(email) intake@canuckplace.org
Counselling Manager	604-742-3473
Nurse Practitioner/Clinical Nurse Specialist Line	604-742-3478
Recreation Therapy Manager	604-742-3474

Canuck Place - Glen Brae Manor, Vancouver

Main Reception	604-731-4847
Kids Counter/Nursing Station	604-742-3475
Fax Number	604-742-3490

Canuck Place - Dave Lede House, Abbotsford

Main Reception	778-880-4847
Kids Counter/Nursing Station	778-880-4880
Fax Number	778-880-4856

WIFI

Please ask a team member for Wifi access information



*Every day in the life of a child is precious
and we support families in celebrating
the time they have together.*

*With care, respect and individual attention,
we strive to enhance the quality of life
for both the child and the family.*

Notes