



**Why Call?** The Canuck Place Children's Hospice 24-hour Clinical Care Line is answered by an experienced Registered Nurse to provide support. Calls during daytime hours M–F are directed to an Advanced Practice Nurse or designated Nurse Clinician for support and attention.

For non-urgent clinical questions email [communitycare@canuckplace.org](mailto:communitycare@canuckplace.org)

Note: after hours/weekend calls are answered by a nurse who has a patient care assignment in the hospice. Physician consultation is also available.



### Who can call?

- Family members on the Canuck Place program or seeking referral for support for their child with a serious illness.
- Healthcare providers seeking clinical support/direction for a child with a serious illness



### A Serious Illness can be any of the below...

- A life-limiting, progressive condition
- Unstable health
- Re-occurring and difficult symptoms
- Medical complexity



### What does support look like over the phone?

A nurse assesses the child's wellness/symptoms and parent or healthcare professionals concerns to determine what role Canuck Place has in supporting the child.

Advice or support may look like the following:

- Child is stable, but has symptoms that need to be discussed, assessed over the phone and supported with current care plan.
- Child has symptoms that may be managed in the home setting, but parents may need new treatment orders to manage symptoms.
- Referral to most appropriate healthcare provider to manage child's care needs.
- Child is unwell/unstable and needs to be assessed at urgent care facility.



### What programs are available at Canuck Place?

- Pain and symptom management support
- Advance Care Planning discussion support
- Psychosocial support for child, parents and siblings
- Consultation for healthcare professionals caring for children/families with palliative/serious illness needs
- Referrals to other supports and programs
- Respite for children and families with palliative/serious illness needs.