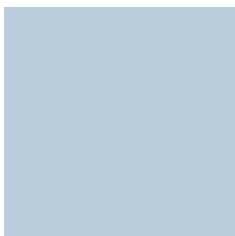


# Community Resource Guide

Practical information when caring for a family member with a life-threatening illness at home



In every  
community  
there are  
people  
who care.



Delta Hospice Society  
*comfort, meaning, dignity and hope*



## Delta Hospice Society

*comfort, meaning, dignity and hope*

### **Harold & Veronica Savage Centre for Supportive Care**

Operated by the Delta Hospice Society

**Hours:** 9 am to 4 pm, Monday to Friday or by appointment

**Phone:** 604-948-0660

**Fax:** 604-948-0651

**Location:** 4631 Clarence Taylor Crescent  
Delta, BC V4K 4L8

### **Irene Thomas Hospice**

Operated by the Delta Hospice Society

**Hours:** 24 hour facility

**Phone:** 604-948-4828

**Fax:** 604-948-4842

**Location:** 4635 Clarence Taylor Crescent  
Delta, BC V4K 4L8

**Email:** [info@deltahospice.org](mailto:info@deltahospice.org)

**Web:** [www.deltahospice.org](http://www.deltahospice.org)

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## **Introduction**

The purpose of this Resource Guide is to provide individuals and families, health care workers and community agencies with information and resources related to living with life-threatening illness, end-of-life and grief and loss.

A life-threatening illness can be stressful for everyone involved. Caregivers may experience a variety of emotions and their physical and emotional energy may become depleted from the heavy demands of caregiving.

We hope this handbook will help remove some of the apprehension and mystery of caring for someone with a life-threatening illness at home. Its aim is to encourage active and informed participation by both the person who is ill and his or her family.

It is important to plan carefully well ahead of time and make decisions that work for each unique situation based on resources available among family, friends and community.

Bereavement support can be an important part of healing. This handbook includes a variety of resources available for people to reach out for help in their grief.

## **Caregivers**

The term 'caregiver' refers to all those providing direct support to someone with cancer or other life-threatening or life-limiting illness.

Unpaid caregivers include spouses, family members, friends and volunteers. The health care team includes doctors, nurses, social workers, counsellors, dieticians, pharmacists, and personal care workers.

The primary caregiver is usually a family member who knows the needs and wishes of the person who is ill and may be responsible for coordinating many of the medical and support services.

Often primary caregivers want to provide all the care for their loved one themselves. However, if the illness is lengthy, it may be necessary for the primary caregiver to set limits and to seek help in order to prevent burnout.

This handbook will help to identify support services and resources that are available in Delta and other communities.

Caregivers need to remember to take special care of themselves to ensure they will be able to provide love and understanding and find meaning in their caregiving.

## **Emergency Telephone Numbers**

<b>Ambulance</b>	Emergency .....	911
	Non-emergency.....	604-872-5151
Pre-booking advanced notice ..... 604-872-5456 (can be pre-booked up to 3 days in advance for transfer service otherwise emergency ambulance is used)		
<b>Police</b>	Emergency .....	911
	Non-emergency.....	604-946-4411
<b>Fire</b>	Emergency .....	911
	Non-Emergency .....	604-946-8541
<b>Poison Control Centre</b> .....604-682-5050 Outside Lower Mainland .....1-800-567-8911		
<b>Suicide</b> .....	1-800-SUICIDE	
	1-800-784-2433	
<b>Delta Victim Services</b> .....	604-946-4411 Ext 5019	
Reached through Ladner Community Police Station		
<b>Mental Health Support Line</b> .....	604-310-6789	
<b>Crisis Lines</b>		
	Vancouver 24-Hour Crisis Line .....	604-872-3311
	Richmond, Ladner, Tsawwassen .....	604-279-7070
	9:00 am – 12 midnight, 7 days a week	
	South Fraser Regional Crisis Line .....	604-951-8855
	Multilingual Crisis Line .....	604-872-3311
	Interpretation.....	604-254-8022
	Hours: 8:30am-5:30pm	
	Website: <a href="http://www.crisislines.bc.ca">www.crisislines.bc.ca</a>	
	Head Office: 604-279-7077	

## Personal Phone Numbers

**Physician Phone** \_\_\_\_\_

**Specialist Phone** \_\_\_\_\_

**Specialist Phone** \_\_\_\_\_

**Specialist Phone** \_\_\_\_\_

**Pharmacist Phone** \_\_\_\_\_

### Emergency Contact

**Name** \_\_\_\_\_

**Phone** \_\_\_\_\_

## Health Resources

### Hospitals

British Columbia Cancer Agency (BCCA).....	604-877-6000
British Columbia Children's Hospital .....	604-875-2345
Delta Hospital .....	604-946-1121
Fraser Valley Cancer Centre (FVCA) .....	604-930-2098
Peace Arch Hospital .....	604-531-5512
Richmond General Hospital .....	604-278-9711
Royal Columbian Hospital .....	604-520-4253
St. Paul's Hospital .....	604-682-2344
Surrey Memorial Hospital .....	604-581-2211
Vancouver Hospital .....	604-875-4111
Vancouver Hospital/UBC .....	604-822-7121

## **Home Care Nursing Services**

*(RN – Registered Nurse)*

Home Care Nursing provides professional nursing care at home to eligible British Columbia residents of all ages. The cost is covered by the BC Medical Plan. A request for service may originate from the physician, patient, family, hospital, hospice or other community agency.

Home Care Nursing Services provide in-home nursing care for people whose health makes it difficult for them to look after themselves. This help is available according to need and includes assessment, consultation, care coordination and direct nursing care for clients requiring chronic, acute, palliative or rehabilitation support.

### **Central Intake Number**

Home Health Service Line.....1-855-412-2121  
Ladner/Tsawwassen Office .....604-952-3552  
Newton Office.....604-572-5340  
Gateway Office (North Delta & Surrey) .....604-953-4950

### **Private Home Nursing Care**

Private (fee for service) nursing care is also available to augment the Home Care Nursing program. These agencies provide Registered Nurses and Personal Care Workers (some Extended Health Care Plans cover care). Look up on the internet under 'home care nursing in BC'

## **Lifeline Program**

The Lifeline Program offers assurance to those who wish to remain independent in their own homes. The personal emergency response system is worn as a wristband or necklace and provides 24-hour monitoring. Candidates must have family, neighbours or friends who live in the area and who are able and willing to assist the subscriber if asked to respond. There are installation and monthly rental charges.

Service area: Delta, Ladner, North Delta, Tsawwassen

Phone: 604-946-1121, Local 783268

Fax: 604-946-5741

[www.deltahospitalauxiliary.org](http://www.deltahospitalauxiliary.org) (Lifeline)

## **Respite / Emergency Beds**

Short periods of respite care at home may be available through Home Support Agencies and Hospice Societies. For in-patient respite care in a Hospice Residence or Long-term Care Facility, contact your family physician or Home Care Nurse.

Irene Thomas Hospice .....contact family physician

## **Day Program for Older Adults**

Kinsmen Adult Day Care ..... 604-943-0155

Delta View Adult Day Care ..... 604-596-8825

## **Supportive & End of Life Care**

### **Harold & Veronica Savage Centre**

**for Supportive Care** .....604-948-0660

[www.deltahospice.org](http://www.deltahospice.org)

The Centre for Supportive Care provides support to individuals, families and friends from the time of diagnosis of cancer or other life-threatening or life-limiting illnesses through advanced illness and bereavement.

Information, resources, assistance and a variety of support services are provided for those living at home, in hospital, treatment centre, residential care facility or hospice residence. The Care Team may make a referral to the Palliative Care Consultation Team for the management of complex symptoms.

## **Hospice Societies & Hospice Residences**

Hospice Societies and Hospice Residences in BC have a variety of services and in-patient residences. Contact the Harold & Veronica Savage Centre for Supportive Care for more information on Hospice Societies or Hospice Residences.

### **Harold & Veronica Savage Centre**

**for Supportive Care** .....604-948-0660

**Irene Thomas Hospice** .....604-948-4828

## **Community Services**

### **Support in Daily Living**

**Better Meals** .....604-299-1877

Frozen, pre-cooked dinner menu delivered weekly.  
Specialty menu items, diabetic and bland low sodium menus are also available.

**A Loving Spoonful Fraser Valley**.....604-682-6325

This program provides meals at no charge for persons who are severely impacted by HIV/AIDS. Meals can be planned to meet dietary restrictions.

**Meals on Wheels**

Hot, low-cost meals are delivered by volunteers to those unable to prepare adequate meals for themselves.

**Deltassist Ladner**.....604-946-9526

**SNDMOW** .....778-590-1433

(Surrey/North Delta Meals on Wheels Society)  
Hot, nutritionally enhanced meals are provided daily at no cost to critically-ill individuals 5 days a week. A written doctor's referral & financial need are requirements.

**Special Products Information Centre**.....604-875-3020

The Centre, located at Children's Hospital, supplies nutritional products, feeding devices, nasal gastric tubes and general feeding tubes. Requires a medical referral. Cost for supplies is less than retail outlets.

**Deltassist Family & Community Services**

[www.deltassist.com](http://www.deltassist.com)    **Ladner** .....604-946-9526  
**North Delta** .....604-594-3455

Deltassist provides up to date information on local services, resources and activities in Delta. The organization also offers many services that benefit those living in Delta needing support to remain independent and self-sufficient. There is no cost for the majority of services.

**Daily Phone Check**

This service is for people living alone in the Delta area. A daily phone call is made at a pre-arranged time between 9:00 am to 4:00 pm, Monday to Friday.

**Volunteer Visitor Program**

Provides friendly visitors to seniors living in the Delta area. The aim is to help people connect with programs in the community. Will match companions who enjoy visiting, walking or helping with shopping. Priority is determined by need.

**Special Transportation** See Transportation Resources

**Volunteer Shoppers**

This program assists seniors or persons with special needs who have difficulty managing their weekly shopping. At a pre-arranged time, volunteers will shop, accompany individuals or assist them with phone orders.

## **Harold & Veronica Savage Centre for**

**Supportive Care**.....604-948-0660

[www.deltahospice.org](http://www.deltahospice.org)

The Centre for Supportive Care provides a wide variety of support service and resources for all members of a family and friends at no cost. Some of the services are listed below.

### **Companionship**

Trained volunteers provide emotional support and companionship throughout the journey of illness.

### **Counselling**

Professional counsellors offer individual, family and group sessions.

### **Life Stories**

Individuals may have their life story or wishes audio recorded. There can be significant value in reviewing one's life and this program provides a legacy or memento for family to cherish.

### **Relaxation Circle**

Relaxation is evoked by the use of music and guided imagery. Participants learn relaxation techniques that can be used at home.

### **Respite**

Respite gives families time out for short periods of time so caregivers can take a break from the heavy demands of caregiving.

### **Room Monitors**

Room monitors are available through the Centre for Supportive Care. These devices can be helpful at home when caregiving to allow communication and monitoring of a loved one.

### **Vigils**

24-hour (continuous if possible) vigil service for the last 72 hours of life may be requested. Volunteers can be present so that no one needs to die alone.

## Other Support Services

**ALS Society of BC** .....604-278-2257

**Alzheimers Society of BC**..... 604-681-6530

### **BC Nurseline**

Provides 24-hour, confidential health information and advice. From anywhere in the province, you can call the BC Nurseline to speak to a registered nurse 24 hours a day or a pharmacist from 5 pm to 9 am every day.

Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Information and referrals are also provided to other services. Pharmacists are available to answer your questions about medications. The nurse will ask for your Personal Health Number on your B.C. Care Card; you will not be denied service if you do not provide it.

Translation services are available in over 130 languages. Please wait for the recorded disclaimer message for a nurse to answer your call - ask for translation services in the language that you prefer or speak.

Toll-free in BC.....1-866-215-4700

In Greater Vancouver .....604-215-4700

**Delta Mental Health** North Delta.....604-592-3700

South Delta .....604-948-7010

**Drug and Alcohol Treatment** - Delta Assist Counselling Services

North Delta.....604-594-3455

South Delta.....604-943-9526

**Canadian Cancer Society**..... 1-888-939-3333

Monday to Friday, 9 am to 6 pm Chinese: Tuesday, 6:30 to 8:30pm

### **Dial-A-Dietitian**

Toll-free in BC and Greater Vancouver.....811

### **Hair Care (mobile)**

Ann Baransky – Ann’s Mobile Hair Care .....604-940-0423

**Jack Bell Foundation – Living Wills**.....604-879-7433

**Vancouver Aids Society**.....604-893-2201

**Positive Living BC**.....604-893-2200

**Positive Women's Network**.....604-692-3000

**Pain & Symptom Management Clinic**

**Fraser Valley Cancer Centre** .....604-930-4053

Patients, family members or physicians can make referrals by calling Monday to Friday, 8:00am to 4:00pm. Ask for the nurse for the Pain & Symptom Management Clinic or leave a message.

**Victim Services (Delta)** .....604-940-5019

[www.deltapolice.ca/services/victimservices](http://www.deltapolice.ca/services/victimservices)

**Wigs**

**Luxury Hair Boutique**

Tsawwassen Mills Mall.....604-383-0029

**The Bay: Wig Department**

Private room, 40 wig styles in 15 different colours, turbans

Lougheed Mall .....604-421-3131

Local 223

**Eva & Co Wigs**

107-950 West Broadway .....604-684-2917

Large section of custom & ready-made wigs.

## **Medical Equipment & Supplies**

A variety of medical equipment and supplies may be needed to care for your loved one at home, including wheelchairs, raised toilet seats, beds, commodes, bed pans, urinals, walkers, sheepskins, suctioning equipment, bath safety aids, over bed tables and dressing pads.

Medical equipment and supplies are available to rent or purchase from a variety of medical supply stores. Some equipment costs are covered under extended medical coverage and/or private insurance programs.

For palliative patients, the **BC Palliative Care Benefits Program** provides some equipment, supplies and medications in the home at no cost. **The physician must make the referral** to the program prior to receiving benefits. The Home Care Nurse will coordinate the delivery of equipment, supplies and medications.

For more information, look up '*Medical Equipment & Supplies* in Delta, BC' on the internet.

Home oxygen, including portable oxygen is available through the Home Care Nursing Program. It requires a physician's order. For more information, look up '*Oxygen Therapy Equipment Rental* in Delta, BC' on the internet.

**Delta Prescription Clinic**.....604-594-4499

#101 - 8425 120th Street, North Delta  
www.deltaprescription.com

**Harvest Drive Pharmacy** .....604-946-5220

Delta Health Sciences  
#100-4515 Harvest Drive, Ladner  
Sales and Rental (no beds) Price list available.

**HME Medical Equipment**(Sales & Rental)...604-821-0075

www.hmebc.com  
130-4011 Viking Way, Richmond. Home delivery 6 days a week.  
Showroom hours 9 am to 5 pm, Monday to Friday.

**Mastectomy Shop**.....604-581-0089

#5 – 13665 96<sup>th</sup> Avenue, Surrey M-F 9am-4pm  
Saturdays by appointment  
Lymphoedema sleeves, sales of bathing suits, bras and prosthesis.

**Macdonald's Prescriptions and Home Health Care**

746 West Broadway, Vancouver...604-872-5496; Ext. 1  
Specializes in lymphoedema sleeves, pumps, mastectomy supplies  
and medical equipment.

**Mccue Drugs** .....604-278-9601

#100-8120 Cook Road, Richmond  
Sales, rentals, delivery of wheelchairs (no beds).

**Red Cross Equipment Loan**

Wheelchairs, crutches, walkers, commodes etc. are provided by Canadian Red Cross. Physician’s note required. No charge for loans.

**Richmond Red Cross Loan** .....604-270-4224

**Surrey Red Cross Loan** .....604-930-9049

**White Rock Red Cross Loan**.....604-536-7911

**Regency Medical Supplies**.....604-434-1383

4437 Canada Way, Burnaby

Delivery charge of \$7.50 & HST if rental or purchase is under \$100.

**Shoppers Home Health Care** .....604-538-3400

[www.shoppershomehealthcare.ca](http://www.shoppershomehealthcare.ca)

15182 North Bluff Road, White Rock

Rental of electric beds.

**Tsawwassen Pharmacy** .....604-943-9341

104-1077 56 Street, Tsawwassen

Equipment rentals and sales.

For more information, look up '**Medical Equipment & Supplies rental in Delta, BC**' on the internet.

For more information, look up '**Oxygen Therapy Equipment Rental in Delta, BC**' on the internet.

## Transportation

**HandyDart**.....604-575-6600

Transportation services for people with disabilities who cannot use the conventional bus system.

Fees are set by Translink; requires registration.

To book a ride, call between 8:00 am and 4:00 pm or go to [www.translink.ca](http://www.translink.ca)

**Volunteer Drivers (Deltassist)** .....604-946-9526

Depending upon volunteer availability, trained volunteers accompany seniors to medical, recreational and social appointments.

**North Delta Seniors Bus** - Shuttle Service...604-353-6305

**South Delta Seniors Bus** - Shuttle Service...604-358-8765

### **Free Masons**

**(Canadian Cancer Society)** .....604-872-2034

[www.cancer.ca](http://www.cancer.ca)

The volunteer program is offered to residents who need transportation to and from the Cancer Clinic or other treatment-related appointments. There is no charge for this service. It operates in Vancouver/Richmond/Burnaby.

Since volunteers do not have access to specially equipped cars, it is important that clients can get in and out of a vehicle with minimum assistance. A minimum of two working days notice is required as rides are dependent upon volunteer availability.

Referral to other local transportation programs can be made through Cancer Information Service:

1-888-939-3333

## **Financial Services**

**Cancer Society Emergency Aid Program**.....1-888-939-3333

[www.cancer.ca](http://www.cancer.ca)

Financial assistance in purchasing or renting medical equipment, medications or supplies. Eligible individuals can also receive assistance with transportation, accommodation during on-going treatment, colostomy supplies, supportive equipment and help in the home.

**Delta Hospice Society** .....604-948-0660

[www.deltahospice.org](http://www.deltahospice.org)

A Comfort Fund helps to provide assistance to people who do not qualify elsewhere for financial assistance

**Health & Welfare Canada**.....1-800-277-9914

**Canada Pension Plan / Old Age Security**

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Provides applications for and information about benefits available through the Canada Pension Plan, Old Age Security and Family Allowance. People who have contributed to Canada Pension may be eligible for CPP Disability Pension.

**Ministry of Human Resources** .....604-660-2421  
[www.gov.bc.ca](http://www.gov.bc.ca)

Income support program. Ask to speak to a Financial Assistance Worker.

**Pharmacare Plan** .....604-683-7151  
[www.hibc.gov.bc.ca](http://www.hibc.gov.bc.ca)

Pharmacare will provide assistance once a year for the purchase of a breast prosthesis, surgical bras and lymphoedema arm sleeves. Need a physicians order; forms available at a pharmacy. For information on coverage of prescriptions drugs, oxygen or mastectomy prosthesis, contact Pharmacare (Lower Mainland).

**Canada Customs & Revenue Agency**.....1-800-959-8281  
For forms concerning the deceased.....1-800-959-2221  
[www.cra.gc.ca](http://www.cra.gc.ca)

**Department of Veteran's Affairs**  
[www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

A comprehensive counselling and referral service as well as financial assistance is provided for eligible veterans and their dependents. The Last Pound Fund ensures eligible veterans receive financial assistance for burial.

## Legal Services

Although it may be a difficult subject, it is important to have some pre-death arrangements made by individuals and their families. Help with estate planning and/or updating a will can prevent legal problems after a death. The following is a list of various legal services at minimal or no cost. If unsure, ask for an estimate of the cost for services being provided.

**Dial-a-Law** .....604-687-4680

[www.cbabc.org](http://www.cbabc.org) Click on visitors, then Dial-A-Law.

Free library of legal information in BC on over 130 legal topics prepared by lawyers.

**Lawyer Referral Service** .....604-687-3221

[www.dialalaw.org](http://www.dialalaw.org) [www.cbabc.org](http://www.cbabc.org)

Provides legal advice. Caller may obtain names of lawyers knowledgeable in the various fields. \$25 for first half hour of consultation.

**Legal Services Call Centre**.....Vancouver..604-408-2172

Provides information on legal aid and referral.

..... Province 1-866-577-2525

**Public Guardian Trustee of BC**.....604-660-4444

Upholds the legal rights and safeguards the financial and personal care issues of children and adults. Administers estates of the deceased.

**Vancouver Community Legal**

**Assistance Society** .....604-685-3425

Accepts referrals on problems with Worker's Compensation, welfare, law, human rights and disability law, employment insurance and disability benefits.

## **Counselling Services**

Coping with a life-threatening illness can be stressful and exhausting for families. When issues become complex and professional counselling support and guidance is needed, there are a variety of options available.

Often it is after the death of a loved one that families have time to realize their loss and may want bereavement support, information on grief and loss or grief counselling.

**BC Bereavement Helpline**.....604-738-9950  
www.bcbereavementhelpline.com

### **BC Cancer Agency, Vancouver**

Patient & Family Counselling .....604-877-6000  
Monday to Friday, 8:30 am to 4:30 pm. Local 2194

### **Harold & Veronica Savage Centre For Supportive Care**

**Delta**.....604-948-0660

Provides emotional support, assistance, information and professional counselling at no cost for individuals and families.

### **Fraser Valley Cancer Centre**

**Patient & Family Counselling** .....604-930-2098

Monday to Friday, 8:30 am to 4:30 pm. Local 4000

**Living Through Loss Counselling Society of BC**...604-873-5013  
Fee for service.

### **Suicide Attempt Follow-up Education & Research**

**(S.A.F.E.R.)**.....604-675-3985

Works to reduce suicide risk among those in crisis, to assist family and friends who care about them, and to promote healing among those bereaved by suicide.

### **Suicide Survivors and Homicide Survivors Support Groups**

Facilitated by Marlyn Ferguson through Valley View Funeral Home.....604-596-8866

## **Support Groups**

No one needs to be alone when coping with a stressful experience. There are a variety of support groups that provide information and support to those coping with a life-threatening illness, bereavement or sudden death.

### **Caregiver's Support Group**

Trained volunteers and/or professionals provide a program of support and education for family caregivers.

South Delta .....604-948-0660

### **Compassionate Friends**

(Information) ...1-866-823-0141

Support for families who have lost a child.

[www.tcfcanada.net](http://www.tcfcanada.net)

### **Cancer Support Group**

Support groups offer emotional support to patients, families and friends.

BC Cancer Agency .....604-877-6000

Fraser Valley Cancer Centre .....604-930-2098

### **Harold & Veronica Savage Centre for Supportive Care**

.....604-948-0660

A variety of support groups for individuals, families and friends. A specific type of group will be offered when there is a community need.

Cancer Support Groups

Relaxation Groups

Bereavement Support Groups

**Positive Living BC**.....604-893-2200

## **Practical Resources**

The Harold & Veronica Savage Centre for Supportive Care, in Delta, provides the following resources free of charge to assist families in managing their situation. It is hoped that by planning ahead and talking about end-of-life issues, crisis management can be prevented and a sense of peace and quality of life can be established.

To obtain the following resources, please contact:

**604-948-0660**

### **Care at Home Communication Binder**

A communication binder is available so people can make informed decisions and be more involved in their care. It is used to help enhance communication between the family, care providers and friends. This binder is a place to record information, medication, schedules, phone numbers, appointments and anything pertinent to treatment or care. It can become a travelling log to be taken to medical appointments, hospitals, treatment centres or on holidays.

### **No Cardiopulmonary Resuscitate Orders (NCR)**

People who have a life-threatening illness or are considered to be at the natural end of their lives can request that no active resuscitation be started on their behalf if they are dying. For more information, see page 26 in this booklet.

## **Living Will (Health Care Directives) & Representation Agreement**

### **Living Will (Advanced Care Plan)**

A *Living Will* is a document that allows you to state in advance your wishes regarding the use of life-sustaining procedures when you are dying. It also contains provisions for the appointment of someone else to direct your care if you are unable to do so yourself. While not legally binding, health care professionals may want to know what the wishes of the patient are if he/she is unable to communicate themselves. Having this kind of knowledge could influence decisions made by the health care team. Information and samples of Living Wills or Advanced Care Directives are available at:

The Harold & Veronica Savage Centre  
for Supportive Care .....604-948-0660

### **Representation Agreement**

A *Representation Agreement* is a legal document and requires a lawyer to write it. It allows you to determine your wishes and proxy (designate) regarding both financial and health care wishes.

Once your wishes have been determined, it is important to discuss your decisions with family and your physician and a document of these wishes should be kept on your medical chart.

## **Pain Management**

*“Pain is whatever the experiencing person says it is, and exists whenever he/she says it does.”*

*Margot McCaffrey, 1989*

Pain is a major concern for family caregivers as it can affect all aspects of quality of life. People in pain may be immobilized by their symptoms, experience a decrease in their level of daily activity, and may have disruption in sleep, appetite and interpersonal relationships.

Caregivers may feel a sense of helplessness and deep hurt in seeing their loved one suffer. Pain can be an over-whelming and all-consuming experience for patients and their caregivers.

Suffering is experienced by the whole person and encompasses the physical, emotional and spiritual aspects of one’s life. Suffering is usually linked with physical pain but it can be anything that threatens the intactness of that person.

In order to achieve good pain management, patients and families need to work closely with their care team and be informed and actively involved in the different methods of treatment.

The following information is available at the Harold & Veronica Savage Centre for Supportive Care at 604-948-0660:

- Understanding drug tolerance and the fear of addiction
- Controlling other symptoms such as nausea
- Non-drug Management of Pain

## **Spiritual Care**

Each person has a spiritual dimension which is expressed in religious or philosophical beliefs and practices. One's belief system varies greatly depending upon one's gender, age, experience and ethnic heritage.

Spirituality may be expressed in a variety of ways: both formal and informal, religious and secular, including but not limited to symbols, rituals, practices, art forms, prayers and meditations.

The search for spirituality is both intimate and personal and may be heightened as one confronts death. It is often a time when there is a need to find meaning in one's life, hope, acceptance, a place of comfort and peace. Each person's needs and beliefs are different and will be respected by the care team.

***In answer to the cry of the spirit,  
hospice says we are here.  
We will be with you in your living  
and your dying.  
We will free you from pain and give you  
the freedom to find meaning in  
your life – your way.  
We will comfort you and those you love –  
not always with words,  
often with a touch or a glance.  
We will bring you hope – not for tomorrow,  
but for this day.  
We will not leave you. We will watch with you.  
We will be there.***

*Dr. Dorothy D.H. Ley*

## **End of life – As Death Approaches**

### **No Cardiopulmonary Resuscitation (NCR) Order For an Anticipated Death in the Home**

People who know they have a life-threatening illness or who are considered to be at the natural end of their lives can request no cardiopulmonary resuscitation in the event of a respiratory and/or cardiac arrest. This decision should be made after discussions with the person's physician.

The *No Cardiopulmonary Resuscitation (NCR) Order Form* provided by the doctor, home care nurse or hospice allows people who are at home to clearly state that they do not want active resuscitation to be given when they can no longer make the decision. It provides instruction to ambulance attendants and emergency room personnel.

The NCR Order Form must be signed by both the patient (or designate) and the physician. The WHITE copy of the form should be in the home on the front of the fridge or in the *Care at Home Binder* so it is readily available to show emergency personnel if they are called to help.

It is important to discuss this decision with others involved in the person's care and to know that the DNR order can be changed at any time. If a person's wishes change, the physician and community nurse should be informed and the form torn up. In hospital or a residential facility, the physician must indicate no cardiopulmonary resuscitation on the patient's chart.

## **End of Life Resources**

Someone who is close to death will go through a number of physical changes as his/her body 'slows down'. The person may be conscious to the very end but his/her sensation and ability to move may diminish. It is important to remember that each situation is different and that many of the signs and symptoms that happen as the body shuts down may not occur in everyone.

Information and pamphlets on the following topics are available at the Harold & Veronica Savage Centre for Supportive Care in Delta:

- Signs of Approaching Death and Helpful Ways You Can Remove
- When Death Occurs – In Hospital, At Home
- If an Ambulance Must Be Called
- Checklist for When Death Occurs

## Funeral Resources

Pre-planning the details of a funeral or memorial gathering allows an opportunity for people to make their preferences known and removes the burden of decision-making from family members at a difficult time. Many funeral homes will provide pre-planning forms, free advice, consultation and details of costs.

**Delta Funeral Home** .....604-946-6040  
5329 Ladner Trunk Road, Ladner  
[www.delta-funeral.ca](http://www.delta-funeral.ca) [www.arbormemorial.ca](http://www.arbormemorial.ca)

**Municipality of Delta Cemetery** .....604-943-4445  
Provides information about plots at the Boundary Bay Cemetery in Tsawwassen.

**Alternatives Funeral & Cremation Services** ...604-946-7759  
[www.myalternatives.ca](http://www.myalternatives.ca)

Provides sensitive and affordable alternative to traditional funeral homes by making funeral arrangements in our own home.

**Riverside Funeral Home & Crematorium** .....604-940-1313  
7410 Hopcott Road, Delta  
[www.riversidefuneral.com](http://www.riversidefuneral.com)

Provides traditional South Asian funerals and offers lay counselling and support to bereaved families. Also provides service to other faiths and cultures.

### **Royal Canadian Legion**

Help with planning and providing information for veterans.

Delta Branch 61 (Ladner).....604-946-4611

Delta Branch 289 (Tsawwassen) .....604-943-0232

## **Bereavement Support Grief & Loss Support**

After the death of a family member or friend, some people find they are feeling overwhelmed with a wide range of emotions. This reaction to loss is called grief and is a normal response to the loss of someone significant.

A death may also bring on physical symptoms to the point where some people feel they are losing control or are going crazy. It is important to realize that these physical and emotional symptoms do not necessarily mean someone is suffering from clinical depression.

Usually “time” and people who can truly listen to your story for as long as you need to tell it are what are most helpful through the journey of grief. Everyone grieves differently and there is no right or wrong way to grieve.

There are a variety of places where people can reach out for help in their grief. A number of these places are listed under counselling resources or bereavement resources in this booklet.

Our counsellors, support staff and volunteers at the Centre for Supportive Care understand the different reactions to grief and are available to assist with individual or group support, information and resources.

## Bereavement Resources

### **The Harold & Veronica Savage Centre**

**for Supportive Care, Delta**.....604-948-0660

Provides volunteer support, professional counselling and group support at no cost. The Centre is also an excellent resource for library books, audio and video tapes, CD's, pamphlets and handouts on grief and loss.

**BC Bereavement Foundation** .....604-738-9950

Contact for bereavement resources throughout BC.

BC Bereavement Helpline .....604-738-9950

**Compassionate Friends** .....1-866-823-0141

Support for families who have lost a child.

[www.tcfcanada.net](http://www.tcfcanada.net)

**Jewish Family Services** .....604-257-5151

Ongoing grief support group for people at any stage of the grieving process. Also offers individual counselling.

### **Living Through Loss Counselling Society of BC**

.....604-873-5013

Counselling, referral and self-help groups.

**S.A.F.E.R** (Suicide Attempt Follow-up Education and Research) .....604-675-3985

Counselling and support following a suicide.

## **Harold & Veronica Savage Centre for Supportive Care Library**

There are many more excellent books and pamphlets for adults, children and teens in the Centre for Supportive Care library for loan at no cost.

The library is open to the public weekdays between 9am and 4 pm. More information on library resources is available at: 604-948-0660.

Books and other resources available in the areas of;

- Grief and loss
- Grief support picture books for children
- Grief support for teens
- Alzheimers support
- Relaxation CDs
- End-of-life
- Spirituality
- Cancer support
- Healing
- Inspirational
- Mindfulness

## **Opportunities to Give**

The Delta Hospice Society, a registered non-profit charitable organization, is committed to providing quality care and support for people who live in Delta who are living with a life-threatening or life-limiting illness, their families and friends, as well as bereavement support for those in need.

At the Harold & Veronica Savage Centre for Supportive Care, professionals and trained volunteers provide information, resources, emotional support, companionship, counselling and assistance to allow people to live as well as possible throughout their journey of illness.

The Irene Thomas Hospice is adjacent to the Centre and offers 24-hour nursing care in a comfortable and home-like environment for people and their families in the last weeks or months of life.

This community-based organization is able to continue to do its work through the generous support of the membership, donors, memorial gifts, bequests, grants, service contracts with Fraser Health and the significant contribution of the Hospice Charity Shoppe.

**The Delta Hospice Society welcomes donations, bequests and memorial gifts to help sustain programs and services.**

### Ways to give:

Online: By VISA or MasterCard at [www.deltahospice.org](http://www.deltahospice.org)

Mail to: Delta Hospice Society  
4631 Clarence Taylor Crescent  
Delta BC V4K 4L8

Phone: 604-948-0660

## Notes

## Notes





**Delta Hospice Society**  
*comfort, meaning, dignity and hope*

4631 Clarence Taylor Crescent  
Delta BC V4K 4L8

[www.deltahospice.org](http://www.deltahospice.org)  
[info@deltahospice.org](mailto:info@deltahospice.org)  
604-948-0660



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