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~
*This is a place where
hearts may find comfort
and souls may find peace.*
~



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Family Handbook

INFORMATION AND GUIDELINES FOR
CHILDREN AND FAMILIES



Welcome to Canuck Place Children's Hospice

Canuck Place is a caring, innovative children's hospice and community-based service that fully embraces the life of every child and family in our program.

Opened in 1995, Canuck Place was the first freestanding children's hospice in North America. Canuck Place continues to be a leader in the delivery and development of pediatric palliative care, regionally, nationally and internationally.

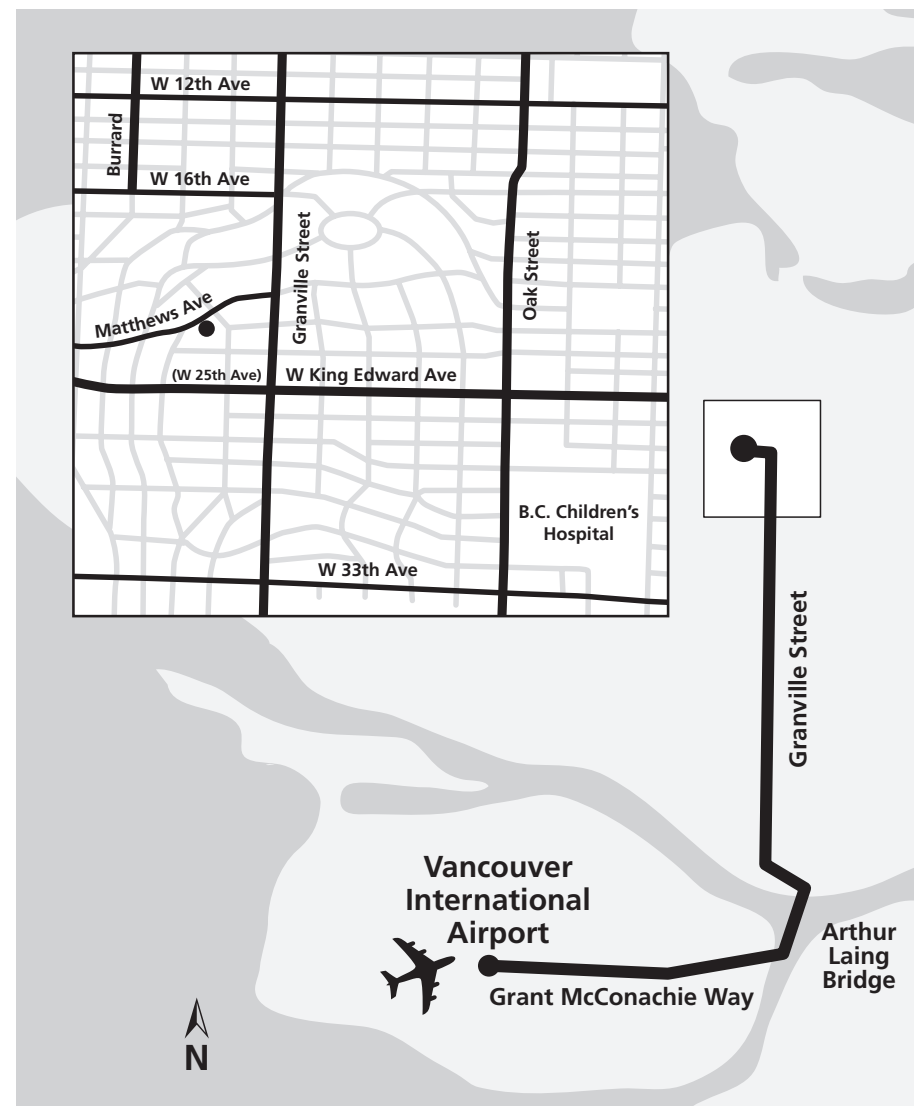
Our team of highly skilled professionals provide specialized care and support for BC children with a life threatening illness while focussing on enhancing the quality of each child's life. Our staff help children and their family with medical and emotional challenges and provide support services that assist in fulfilling their physical, psychological and spiritual goals.

This booklet has been designed to help you familiarize yourself with our many services and to assist you and your family in preparation to visit and stay at Canuck Place.

Canuck Place Children's Hospice

HOW TO GET TO CANUCK PLACE (1690 MATTHEWS AVENUE):

Canuck Place is located 5 minutes from B.C. Children's Hospital, in the heart of Vancouver's established Shaughnessy neighbourhood, between downtown Vancouver and the Vancouver International Airport.



Our Program

When your child is accepted to the Canuck Place program, the following types of care are available:

SYMPTOM MANAGEMENT

Symptom management is active care aimed at reducing the adverse physical and emotional symptoms of your child's illness and/or side effects from treatments. Management of symptoms occurs on any admission to Canuck Place or at Madison Clinic, an out-patient clinic located at BC Children's Hospital (see page 7).

An admission to Canuck Place for symptom management can be very effective because it gives our team the unique ability to assess your child over the course of a few days or weeks in a homelike environment. Please consider an admission if your child has a change in symptoms related to their illness that may be challenging to assess or control.

This may be an emergent or urgent admission, or even as part of a scheduled respite stay. The length of stay will vary for each child. The goal, as with all our admissions, is to ensure the best quality of life and comfort for your child.

TRANSITION CARE

Transition care is offered for children who have been hospitalized and who need additional support before returning home (i.e. parents requiring education about new procedures).

END-OF-LIFE CARE

End-of-life care offers comprehensive services for your child and family when your child's death may be imminent.

If your child is in need of end-of-life care, please call us right away. An in-house admission will be facilitated as soon as possible. The primary focus of end-of-life care is to provide pain/symptom management and supportive care. The child and family will be supported in returning home should the child's condition stabilize.

Our Program

FAMILY CARE AND RESPITE

Respite is 24-hour care of your child at the hospice on a temporary basis, to allow your family time for rest and renewal. It is also a chance for ongoing evaluation of your child's health, and opportunities for counselling and family supports. Families have the option of staying in-house during their child's stay (see booking family suites).

Each child is eligible for a certain number of nights every calendar year. The number of nights depends on the number of children on our program. It is recommended that families book respite stays every few months to take full advantage of the services provided by the interdisciplinary team.

All families on the program will receive a letter from the hospice a couple of months prior to the start of the year indicating the opportunity to pre-book times for respite care. Otherwise, bookings will be made based on bed availability. We strongly encourage families to take the opportunity and plan for respite time to avoid disappointment.

Please note that we try our best not to cancel or change any type of respite admission however we may need to make changes to accommodate unpredictable urgent admissions. Children who are requiring pain and symptom management and end-of-life care are brought into the hospice as soon as possible as this is a very stressful time for the child and family. For this reason, you need to have a plan in place with contact information in the event we need to send your child home earlier than planned. The Intake Coordinator will confirm your plans with you.

Our Program

There are 3 categories of respite care:

1) Priority Respite Care (R1)

A certain number of nights can be booked by the family. We will try not to cancel or postpone your child's stay with us (with the exception of exposure to communicable diseases), so that parents are able to book holidays, cancel community caregivers, etc., without fear of being rescheduled.

2) Emergency Respite Care

Emergency respite is available to all the children in our program who suddenly need care and do not have an available caregiver (due to a family emergency, etc.). We try to respond to requests for emergency respite within 24 hours of the request and offer care for a 48-hour block of time. Stays may be extended at the discretion of Canuck Place at the end of the emergency respite period, depending on family circumstances and available resources.

3) Extra Respite Care (R2)

Extra respite care may be offered by Canuck Place to families based on bed availability. This is in addition to the eligible number of nights per year. Extra respite stays are the first to be changed or cancelled if a bed is in need for an urgent admission. Families need to be available to pick up their children from Canuck Place on short notice.

Our Program

CONSULTATION

If you need to talk with a Nurse or Physician at Canuck Place about a concern or want advice about a care issue you can call at anytime, 24 hours per day, 7 days a week:

Toll Free 1-877-882-2288 or
604-731-4847

MADISON CLINIC

Madison Clinic is a symptom management clinic located at B.C. Children's Hospital and staffed by our team of Canuck Place doctors and nurses. Clinic appointments allow children and families to be seen by our staff on an outpatient basis, rather than being admitted for an overnight stay at the hospice. Operating two mornings per month, the clinic provides on-going assessment, management, and follow-up of symptoms. It also offers parental education and emotional support.

Appointments can be held via telephone or video-conference for families who are unable to access the clinic in person. Families or any health care professional may refer a child by calling (604) 875-2345 local 5800.

GRIEF SUPPORT AND BEREAVEMENT CARE

From the time of your child's diagnosis, throughout their illness and after their death, grief support and bereavement care are offered for your child and family members. Consultation and support are also made available to others involved in your child and family's life.

We recognize that your child's care needs may change at any time.

Please call if you have any questions regarding what services you may be able to access for your child and/or family.

Our Team and Services Offered

Canuck Place's interdisciplinary team includes:

- Nurses
- Doctors
- Recreation, play and music therapists
- Bereavement and grief counsellors
- A Social Worker
- A Chaplain (Spiritual Care)
- A School Teacher
- A Special Education Assistant
- Volunteers
- Support staff

Our team's commitment is to provide the best comprehensive care for your child and family. Regular meetings with your family and our team are one of the best ways to ensure this happens. A team meeting will be arranged when you are accepted to the program. After this we will plan an annual meeting or more frequently as needed.

You, your child or our team may request family team meetings. At these team meetings, we will work together and review a comprehensive family-centered plan. These meetings also allow for discussion and decision-making around issues including supports in the community, hospitalization, acute interventions, resuscitation and progressive symptoms. These meetings can also include care team members from the community.

Our Team and Services Offered

The interdisciplinary team of specialists provide services both in-house and in the community. These services include:

CLINICAL CARE

Nursing Care

Our team of nurses includes a Nursing Coordinator, a Clinical Nurse Specialist, Registered Nurses, Licensed Practical Nurses, and Personal Care Aids. Together they provide 24 hour nursing to enhance the comfort and quality of life for both your child and your family.

Physician Care

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

COUNSELLING AND THERAPY

Members of the counselling team include a chaplain, a social worker, a music therapist, a recreational therapist and a clinical nurse specialist.

One of the counsellors is involved at the initial family meeting, gathering information and consulting with other Canuck Place staff to develop an appropriate care plan for each child. The counselling team members will continue to meet with children and families to enhance care.

All family members may access supports simply by asking their nurse or the intake person for a referral to the counselling team. Support is offered while a family is on the program at Canuck Place, during the life of the child and beyond.

The counselling and therapy team offers:

Spiritual Care

A chaplain is available to provide pastoral care and support. This includes support with respect to the personal, cultural and ethnic beliefs and rituals surrounding life and death.

Our Team and Services Offered

Recreation Therapy

Our therapeutic recreation program offers opportunities for all children and family members, to identify their interests, physical abilities and developmental needs. Activities are planned that:

- encourage socialization with peers who have similar abilities;
- and enable them to participate in events that they would otherwise not have access to.

Social Work

A social worker is available to provide emotional, psychosocial and community support for families and children as they cope with living with a child that has a life threatening illness. Supportive counselling, referrals and coordination with community resources and support for teens transitioning to adult services are all provided.

Music Therapy

Music can be an effective means for children to express and explore difficult feelings or help to manage pain or distressing symptoms. It also is just plain fun! Both individual and group sessions of music therapy are available to the children, siblings and families and can occur at the bedside or music room. Activities include improvisational music-making, song-writing, and imagery to music, singing, drumming, dance or just simply listening to music.

Play Therapy

Play therapy is a process where trained play therapists use the therapeutic powers of play to help your child and family express feelings, problem-solve and learn new ways of coping.



Art Activities

Art is another expressive medium which children enjoy. The creative process of drawing, painting, making collages and/or working with clay offers further opportunity for self-expression and communication.

Our Team and Services Offered

Other Services

- A Parent Support Group is facilitated by our chaplain on the last Saturday of every month at the house. This provides family members with a forum in which to share experiences and gain additional support from other parents within our program.
- Teen groups provide an opportunity for teens to explore issues confronting adolescents with progressive life-threatening illnesses.
- Additional Counselling and Therapy services can be arranged for your child during admission. These services may include physiotherapy, occupational therapy, and other forms of supportive therapies.

Grief and Bereavement Counselling

This includes:

- 1) Anticipatory grief support to help your child and family deal with the losses and changes that accompany a progressive, life-threatening illness. The support focuses on assisting your family to make the most of your time together as well as preparing for the death of your child.
- 2) For two to three years following the death of your child, support is given in the form of phone calls, letters, grief education, home visits and referrals to groups or counsellors in the community as your family adjusts to life without your child.
- 3) Parent and Sibling grief groups are held separately from 6:30 to 8:30 pm every other Tuesday from September to June. The children's group is held on the lower floor and the parents meet in the Great Room on the main floor. At the beginning and end of these groups the counsellors, parents, children and volunteers have a "Circle of Friends" ceremony in the main hall.



CHILD CARE SERVICES are available on request for both Grief Support and Parent Support groups. Speak with your facilitator to arrange.



Our Team and Services Offered

EDUCATION

School

The School Teacher will work together with your child's teacher to continue his or her education when in-house. Educational support is also available for siblings. Our school program is funded by the provincial government, and staffed by a Vancouver School Board teacher, a Vancouver School Board Special Education Assistant, and trained volunteers. The school program offers your child an opportunity to maintain the normality of school attendance while staying at Canuck Place. We strive to make education meaningful and rewarding, adapting and modifying when necessary so that each child may be successful. Our goal is that in a warm and caring environment your child may experience the joy and wonder of learning.

Please inform your child's teacher that your child will be attending school at Canuck Place so that she or he may send appropriate books and materials with your child. The Canuck Place teacher will be in contact with your child's teacher to gain information which will enable your child to work on the same goals as are being worked on at his or her regular school.

Formal school hours are Monday through Friday from 9:00 a.m. until noon. If your child is not well enough to visit the schoolroom, the teacher can also provide educational support at his or her bedside. In the afternoons, children will be involved in recreational activities and music therapy.

Our Team and Services Offered

VOLUNTEER SUPPORT

Canuck Place Volunteers offer their time and talent, compassion and care, dedication and commitment, to the children and families of Canuck Place. They support the professional care team to ensure your stay at the hospice is as comfortable as possible. Before volunteers begin their service, they are screened, interviewed, oriented and trained. They must complete a criminal record check. The volunteers who work directly with children and families must provide two personal references. Volunteers do not perform any activity that requires professional licensing. The services they may provide are as follows:

Family Support Volunteers are caring individuals who work with the children and families to supplement the social/emotional/practical/recreational support services provided by the professional care team. This group receives an additional 30 hours of training (before working with children and families).

The object of the Family Volunteer is to enhance the quality of life of the child/family. For example, they will assist your child in the schoolroom, with play, outings, or walks in the garden.

Peer Volunteers also work with children to supplement the social support provided by the Family Volunteers and the professional care team. Peer volunteers are between 16-19 years old.

Kitchen Volunteers help the kitchen staff to provide the wonderful nourishing meals enjoyed by all in the house. They play a vital role ensuring the cookie jar is stocked!

Transportation Volunteers must have a Class 4 unrestricted license to drive children on outings. *Please note that Family and Transportation Volunteers who accompany the children on outings do NOT necessarily have CPR training. They are instructed to call 911 in the event of an emergency occurring when accompanying a child off-site.*

Our Team and Services Offered

Bereavement Volunteers provide bereavement and grief support in collaboration with the professional bereavement team. This may include individualized and/or group support, education and information.

Office Reception Volunteers provide administrative support including answering the phone, directing calls, providing information, and greeting your guests when they visit you at the hospice. Volunteers can also assist you in the library. Reception Volunteers work evenings and weekends.

Garden Crew Volunteers create and maintain the garden to provide a place of peaceful reflection or delightful play. The crew is always grateful for an extra set of hands. If you find yourself at loose ends, you might enjoy weeding a flower bed or cutting some flowers for the kitchen table. The garden is yours to enjoy.



Indoor/Outdoor Maintenance Volunteers will make repairs around the hospice and garden. Let us know if you see something that needs fixing or repair work. Thank you for helping us maintain Canuck Place in the best way possible.

Our Team and Services Offered

KITCHEN & MEALS

The kitchen is staffed from 7:30 a.m. to 7:30 p.m., 7 days a week. For health and safety reasons, the kitchen area is restricted to kitchen staff and kitchen volunteers ONLY. If needed, the night nurse may be able to access the kitchen area on behalf of children and families after hours.

Meals are provided to children staying at Canuck Place and their immediate family members. We make every effort to prepare the required amount of food for each meal, therefore we ask that you indicate to your nurse if you...

- won't be here for a meal
- have any special dietary needs (allergies, vegetarian, etc.).



Our Team and Services Offered

Mealtimes in the Dining Room:

- **Breakfast** for your child is prepared by the nurses. Family members are welcome to fix their own breakfast from the selection provided on the side table.
- **Lunch** is prepared by the kitchen staff and served at 12 noon.
- **Dinner** is prepared by the kitchen staff and served at 5 p.m.
- **Snacks** and an assortment of beverages are available on the side table/fridge. Please help yourself!

Please stack used dishes, glassware, and cutlery in the bins provided. Please avoid taking food to rooms throughout the house. To prevent spills, children are especially encouraged to eat and drink in the dining room.

Requesting meals for guests

We are limited in our ability to provide meals to additional guests. Please ask the kitchen staff in advance (at least 24 hours ahead of time) if you would like other family members or friends to stay for a meal. We will let you know if we can accommodate your request.

We encourage guests to make a contribution to meal costs.

Please let your guests know they can put their contribution in the collection box by the cookie jar.

Our Team and Services Offered

HOUSEKEEPING

Housekeeping staff work from 7 a.m. to 3 p.m., seven days a week. Your assistance in keeping the hospice tidy is greatly appreciated. Cleaning supplies needed during your stay may be obtained from the housekeeping staff. In the event of spills or accidents throughout the house, please let us know immediately so we can minimize the damage. Thank you!

If you were wondering about...

Laundry: We take care of the laundry for children in our care. Laundry facilities are located on the lower level of the house, across from the whirlpool. Adult family members are welcome to do personal laundry during the evenings. These machines are very sensitive please use only specified amounts of detergent.

Extra Linen: Extra towels and bedding are located in the linen closet on the second floor. Please ask for assistance.

Checking-in to family suites: We clean your suite prior to your arrival. It is your responsibility to keep it clean and tidy during an average stay of 10 nights or less. For longer visits, linen cleaning and changing are the family's responsibility.

Checking-out of family suites: Please ensure you have all your personal belongings **and the family suite keys are returned to the Kid's Counter on the second floor.**

Bathrooms in family suites: Bathrooms are shared between two family suites and are periodically cleaned. Please keep them clean and tidy during your stay.

Kitchenettes: These are shared between two family suites and are equipped with a sink, microwave and fridge. Families are responsible for keeping the area clean and tidy. Please return any china or cutlery to the main kitchen shortly after they have been used.

Consent

We assume consent through the provision and review of complete and appropriate information to the family and child, and by ensuring adequate opportunity for discussion and for answers to questions. If no objection is stated, Canuck Place will proceed with the regular programs and services offered.

The family and child are actively involved and included in an ongoing discussion with the care team for the provision of care and involvement in activities. They are made aware of all aspects of the child's life at Canuck Place.

Through discussion with the child and/or family, we will obtain formal consent for any significant changes or new treatments that may arise.

Written consent from the family or child is required for:

- 1) special outings such as camp, sailing, all terrain vehicle (ATV), horse back riding (other than the regular, e.g. movies, hockey games, bowling, etc.),
- 2) for special trips with an added degree of risk and,
- 3) for occasions where the child may be photographed, filmed or included in media events for use or purposes outside of Canuck Place.
- 4) for participation in research.

All aspects of care, treatment, and activities are documented in the child's health record by a member of the care team.

Confidentiality

Canuck Place staff, volunteers and administration protect the privacy of your child and family's personal and healthcare information. All information concerning children and families, staff and volunteers is confidential. It is only to be used by individuals who require access to it in order to provide care or service to the person to whom the information belongs, or for another approved reason that has been consented to by that person/guardian.

STOP



**Videos or photos
may only be taken of
children or families
in-house when you have
that child's parental or
guardian consent.**

Booking Your Child's Respite Visit

When you have chosen the dates you would like to request, phone or e-mail to arrange your child's stay and request a family suite if needed. Call Toll Free 1-877-822-2288 or 604-731-4847 or e-mail intake@canuckplace.org.

If no one is available to take your call, please leave your request on the voice mail of the intake coordinator. You will be notified whether or not your requested dates are available.

BOOKING OF FAMILY SUITES

There are family suites available for families to stay in while their child is at the hospice. These are available at no cost to families. Siblings are welcome. Family suites are assigned based on availability with priority given to families with children admitted to the hospice for pain and symptom management and end-of-life care and families residing outside the Lower Mainland. We do our best not to cancel or change your stay in the family suites.

During the pre-admission call the Intake Coordinator 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 programs and school programs. If you cannot contact the Intake Coordinator in person, please ask to speak to the Nursing Coordinator. Please do not bring extra guests or friends that have not been approved prior to admission by either the Intake Coordinator or the Nursing Coordinator.

PREPARING FOR AN ADMISSION TO CANUCK PLACE

The Intake Coordinator will call within one week of your pre-booked admission to confirm date, time of admission/discharge and review the careplan and medications. Evaluation of your child's health is part of every admission, even for respite care. Please be sure to mention any changes to your child's health. Remember to indicate exposure of your child or family member to communicable diseases during this phone call.

Communicable Diseases

For the safety of all children staying at Canuck Place, please inform the Intake Coordinator 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**

If your child is experiencing an elevation in **body temperature, vomiting or diarrhea**, please inform the Intake Coordinator or Nurse in Charge prior to your child's admission. Consent may be necessary to reschedule your respite visit due to the fragile health of other kids in-house. If your child develops any of the above signs or symptoms while in-house, your child's remaining stay may be canceled and rescheduled for another time.

HANDWASHING is the most important way to prevent the spread of infection. Hands should be washed thoroughly at the following times:



- on arrival to Canuck Place
- before and after contact with shared house items and areas
- before mealtimes
- after contact with a contaminated source (e.g. diaper change, using the bathroom, drool, cough, sneeze, etc.)

FACT: 78% of colds can be prevented by good hand washing.

Preparing for Your Child's Stay at Canuck Place

WHAT TO BRING FOR YOUR CHILD'S STAY

We rely on the family to provide everything your child requires on a daily basis, such as a medication list, equipment and supplies.

Please double-check that you have:

- 1) **Medication List** – If your child is on medications you may be asked to provide us with a list of medications signed by your doctor. Each medication should have dose, frequency and route specified. You can fax them to 604-739-4376 or bring the list with you on admission. If you have any questions please contact the intake coordinator.
- 2) **Equipment and Supplies** – e.g. wheelchair, charger, splints, nebulizer, suction machine, communication aids, wispa slings, oxygen supplies, etc.
- 3) **Toiletries** – “Attends” or diapers, special soap or shampoo, toothbrush, toothpaste, etc.
- 4) Clearly **labeled personal items**, clothing and a bathing suit.
- 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 a sufficient supply of formula, bags, syringes, pump, etc.
- 7) Spending **money** for outings.

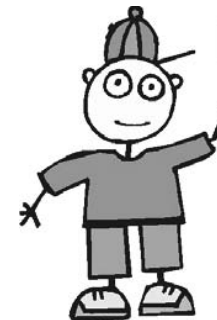


Preparing for Your Child's Stay at Canuck Place

- 8) **Emergency Contact Information** – If parents/guardians are planning to be out of town during your child's visit, please leave a phone number where you can be reached in case of an emergency. It is also recommended that you leave the name and phone number of a friend or family member who lives in the Lower Mainland. The Intake Coordinator will confirm your contact information and plan in the event of an emergency during the pre-admissions phone call.
- 9) **Extras** – e.g. favorite toy, tapes, etc. Video rating will be at staff or family discretion.

Completing a “**Personal Inventory Checklist**” prior to admission may reduce the number of lost/misplaced items not returned home on discharge. Extra copies are always available for families to take home in preparation for your next visit to the house.

We suggest keeping at home any personal items of great sentimental value that may potentially be lost or damaged. Please let us know if you have any questions regarding your child's equipment or supplies.



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.

Your Child's stay at Canuck Place

ADMISSION DAY

ADMISSION TIME is between 1 – 4 p.m.

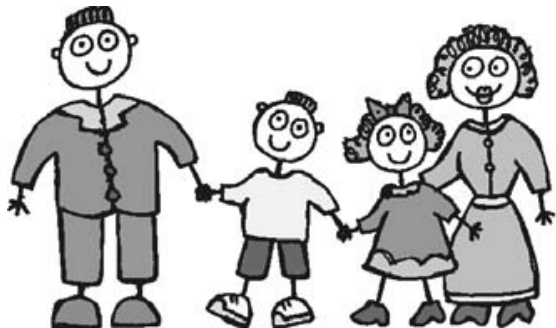
DISCHARGE TIME is prior to 11 a.m.

This will allow the rooms to be cleaned
in the morning before afternoon admissions.

Admission time is between 1:00 p.m. and 4:00 p.m. Please let the Intake Coordinator know if you will be arriving outside of these times. Allow one hour for admissions so that the admitting nurse can review consents, medications and the careplan with you. If this is a first admission a Family Team Meeting will be organized so that we can get to know your child better.

Things to know about Family Suites:

- A set of family suite keys are given to you when you arrive. Before you return home, please leave the keys with your nurse.
- Bed linen and towels are provided in each suite.
- Families are responsible for supplying their own personal belongings and toiletries.



Your Child's stay at Canuck Place

SIBLINGS & YOUNG FRIENDS

All siblings are welcome at Canuck Place but we cannot provide accommodation for friends of siblings. Families can have one friend of a child on the program stay but this must be approved by Canuck Place staff. Please contact the Nursing Coordinator or the Intake Coordinator 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 at all times by the parents of the child on the program.



Please do not leave young children unsupervised. Siblings are the responsibility of parents and are supervised by you at all times. If, for any reason, you are having difficulty meeting this requirement, please let us know and we will do our best to access resources or assist with alternative arrangements.

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 who are staying overnight in a suite

Your Child's stay at Canuck Place

PETS

We recognize the importance of pets to families. Your family pet may visit under the care of a responsible person. Please let us know in advance if you plan to bring your pet to the hospice. The following health screening requirements are necessary prior to your pet's visit to Canuck Place in order to protect the other children:

- 1) Pets must be clean and completely healthy.**
- 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 be able to provide documentation of these records if we request them.**
- 4) Pets are not allowed to enter the kitchen or dining area.**



Your Child's stay at Canuck Place

WHEN FAMILY & FRIENDS COME TO VISIT

We welcome your visitors to Canuck Place. All visitors are required to identify themselves by ringing the buzzer at either the back door or west side door. Once in the hospice, visitors must sign in with the Receptionist in the Main Hall from 9 a.m. to 9 p.m. to obtain a name tag. After hours, visitors are directed to report to the Kid's Counter on the second floor.

Please use discretion regarding the number of visitors and the times at which people come and go. If you have large groups visiting, please use the multipurpose Great Room or Sun Room on the main floor. The garden is also available when the weather permits.

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

STOP



Your Child's stay at Canuck Place

SHARING A HOME-LIKE ENVIRONMENT

We make every effort to create an environment that is "home-like". Unlike a home, we have a number of families who reside here at any given time, along with staff and volunteers working at the house. Given this, it is important that everyone assumes the responsibility for creating an environment of sharing, respect, and collaboration.

The following guidelines are promoted:

- Unexpected drop-in visits are discouraged if your child is not in-house. We urge families in the program and any friends or relatives to please call ahead. An effort will be made to accommodate your visit, but due to various circumstances on a particular day, a drop-in may not be appropriate. We appreciate your understanding in this matter.
- Keeping all common areas clean and tidy. Among other things, placing CDs in their appropriate cases, returning used dishes and cups to the kitchen, putting away arts and crafts supplies, and turning off computers after use.
- Respecting the privacy and belongings of others in the house.
- Reducing the noise after 9 p.m. for those trying to settle to sleep. To assist in this matter, please use the back stairwell (nearest the elevator) after 9 p.m. to access or exit from the third floor. The School Room and arts and craft room will be closed after 9 p.m. A computer is available in the library for families 24 hours per day.
- Containing eating and drinking to designated areas.

Returning Home (before 11 a.m.)

Here is a checklist for returning home:

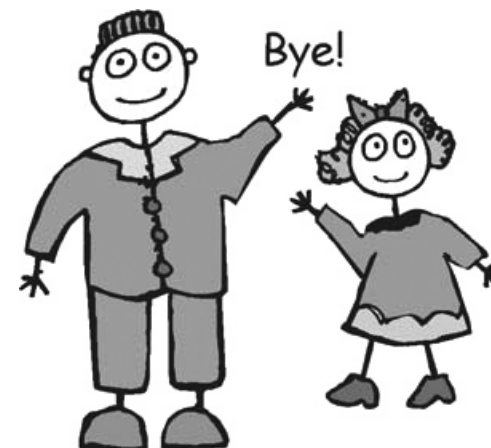
Check-out is prior to 11:00 a.m.

Please return family suite keys to the nurses at the Kid's Counter.

Ensure all personal clothing, toiletries, equipment/supplies, and medications are safely packed away with you.

Obtain extra copies of the "Personal Inventory Checklist" for your child's next visit.

Consider booking future visits (optional).



Our Buildings & Facilities

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

ELEVATOR ACCESS TO CANUCK PLACE

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

MAIN FLOOR

The *kitchen and dining* area are the focal point of the house. Everyone eats together, children, families, staff and volunteers.

The *Great Room* is a multipurpose room used for family gatherings, quiet reading, small memorial services, Interdisciplinary Rounds, or general staff meetings.

The *Sun Room* is another multipurpose room, and is equipped with books and games for your enjoyment.

The *Reception* desk is located in the main hall, across from the Administrative Office.

The *Library* is for family and friends. It includes materials (books, dvd's, etc) on grief and bereavement for all ages, types of loss (relationship – parent, child, etc.), religious beliefs and customs around death, and psychological healing. There is also a computer with Internet access and a CD player with headphones available for families.

Our Buildings & Facilities

SECOND FLOOR

This floor is dedicated to the physical care of the children. The rooms are individually designed and furnished. In addition to en-suite bathrooms, there is a special assisted bathroom to enable children to bathe, shower or toilet as independently as possible. Nurses are stationed at the centrally located *Kid's Counter* on this floor.

THIRD FLOOR

Four *family suites* are located on the third floor. Bathrooms and kitchenettes are shared between two family suites.

The *counselling offices* are just outside the family suites.

Down the hall is the *School Room*, complete with computers and a television.

Across the hall from the school is the *Snoezelen Room*, a multi-sensory room that offers visual, auditory and tactile stimulation to children.

Next door to this room is a well-stocked *arts and crafts room*, including *Granny's Attic*, filled with costumes for children to play dress-up.

LOWER FLOOR

The lower level includes a *whirlpool* available to children and families for both therapeutic and recreational use. Please refer to "Whirlpool Guidelines" for use.

The *Volcano Room* is a padded and soundproof room where children and parents can release energy and stress.

The *Garden Suite* is a comfortable room with cushions where kids meet for grief and bereavement support groups, and music therapy.

The *Sandtray Room* (a room for therapeutic play), laundry facilities and shared office space are also located on the lower level.

Our Buildings & Facilities

TELEPHONES IN FAMILY SUITES

The telephones may look confusing, but are not difficult to use:

- To get an outside line, press “9” and then the number you wish to call locally.
- To make a long distance telephone call – please call collect or use calling cards only.

Remember to share our toll free in B.C. number with out of town family.
The number is 1-877-882-2288

MAIL, FAX OR PHOTOCOPY

Families are welcome to leave outgoing mail with the receptionist to post. However, the appropriate postage should be applied prior to doing so.

Please request assistance from the administration office for use of the fax or photocopy machine.

Our Buildings & Facilities

PARKING

There is plenty of free parking near the house. To avoid being towed while parking overnight, please park your vehicle on the street in front and on the same side as Canuck Place. 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 hospice is a busy area, so please limit the time you spend there. Thank you!



Remember not to leave your
valuables in the car.

Hospice Safety & Fire Regulations

In the case of fire or other emergencies, families are requested to take direction from Canuck Place staff. Refer to fire procedures located behind the door of each family suite. *Every effort will be made to evacuate all children as efficiently and safely as the situation allows.*

Smoking is only allowed in designated area outdoors.

Alcohol and illegal drugs are prohibited. People believed to be under the influence will be asked to leave.

Electrical devices that are brought into the house should be CSA approved, e.g. hair dryers, razors, radios, computers, etc.

Public access to the hospice and grounds is restricted.

Exits from Canuck Place are:

1. Main Floor Front Door – Exit to Matthews Avenue
2. Main Floor Side Entrance to garden
3. Main floor side exit from the Great Room
4. Back Entrance to parking
5. Garden Suite (Lower Floor)

Other Information

- **Canuck Place Website: www.canuckplace.org**

In addition to general information regarding Canuck Place, our website has dedicated an area for families via a secure log-in. To obtain your log-in and password please contact the Web/IT Coordinator at the Hospice. Your comments and feedback are welcome to continue the ongoing development of the website to suit your needs.

- **Family Advisory Council (FAC)**

This is a group of family members and staff representatives. The committee exists so that families can advise on activities and programs and assist in the development of additional supports, materials and services. Please look at the family room website for contact information.

- **Giving Feedback – compliments or complaints**

We welcome your feedback on our services and we want to hear about any concerns you may have as well as compliments. You can complete the form that is available from our staff in the administrative office. There are comment cards that you can fill out located in the dining area on the bulletin board, family suites or at the front reception desk.

If you have a complaint, please see your nurse or the Nursing Coordinator. You can also fill in a complaint form that can be obtained in the administrative office. Any complaints will be taken seriously and followed up.

- **A bulletin board** is available in the dining room for information sharing.

- **Change of address, telephone numbers and/or e-mail addresses**

In order to keep our files up-to-date please inform the unit clerk of any changes by phone or e-mail. You may also leave a message at Reception.

Frequently Asked Questions & Answers...

1) What are the visiting hours at Canuck Place?

- There are no formalized visiting hours. If you have guests after 9 p.m. we recommend you visit with your guests on the main floor. Visitors need to sign in at the reception desk and obtain a visitor's badge which is to be worn at all times.

2) What should I pack for my child to bring in-house for an admission?

- Generally, everything your child would need on a daily basis. Refer to pages 22 and 23 for a list of things to bring. While in-house, your child's clothing will be laundered daily. Any supplies that are not used will be returned home on discharge

3) What does "acceptance to the program" mean?

- This means your child meets the criteria for acceptance to receive services offered by Canuck Place. Acceptance to the program is determined by the Intake Team consisting of physicians, nurses and a social worker. Most of the services are accessed during an admission to the house which is usually between 2-10 days.

4) What time should I bring my child in for an in-house respite admission?

- The most appropriate time is between 1 and 4 p.m. This allows your child's assigned room to have been vacated and cleaned. An admission during this period also allows enough time to complete the admission procedures before dinner.

5) What time will my child be discharged home after a respite visit?

- Before 11 a.m. This enables housekeeping to clean the rooms to make them available for afternoon admissions.

Frequently Asked Questions & Answers...

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

- Please call the nursing station and inform staff of missing items. Check out our Lost and Found box on the 2nd Floor! We will ask you to complete an Inventory Checklist on admission which itemizes all equipment and supplies brought in-house.

7) Can Canuck Place provide any physiotherapy and/or 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. It is recommended that families access their home community resources whenever possible. Nursing staff will continue the exercises and plans outlined by the child's therapist.

8) How can I access music therapy, sand tray therapy, play therapy and/or counselling services?

- A referral is made to the Canuck Place counselling team by either a parent or staff member. The counselling team will assess the request based on the child and/or family's needs and available resources.

9) What does the green lamp on the reception desk mean?

- If a child in the house is near death, a green lamp will be lit on the Reception Desk in the Main Hall. This is a signal to alert everyone in the house to respect the child's family by maintaining a quiet atmosphere. When the child has died, the green lamp will be turned off but remains on the desk.

Frequently Asked Questions & Answers...

10) What are the names on the mantel?

- When a child dies his or her name is placed on the rainbow located on the mantel in the Main Hall. This is done to both honor the child and to quietly inform other families visiting the hospice, staff and volunteers of a recent death of a child in the program.

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

- Please call ahead and speak with staff at the Kid's Counter on the second floor. Every effort will be made to accommodate your visit, but it may not be appropriate given the activities and circumstances occurring in the house at the time.

12) Can I have a smoke or alcoholic beverage at the house?

- Smoking is allowed in designated areas of the garden.
- No alcohol is allowed inside the house or on the premises.

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

- Children can stay on the program as long as needed until the child turns 19 years old. The last visit is booked within 3 months of the child's birthday. Following the death of a child, the family can remain on the bereavement program for 2 – 3 years.



Research and Telehealth

RESEARCH

As you may be aware, Canuck Place Children's Hospice strives to contribute to improved pediatric palliative care regionally, nationally, and internationally through professional collaboration, education and research.

Based on your child and family's inclusion in the Canuck Place program, you may be eligible to participate in some of our research studies. At your first admission, your nurse will give you a form to indicate whether or not you would like to be contacted about participating in research at Canuck Place. If you are interested in being contacted, you will then have the option of choosing which studies you wish to participate in.

TELEHEALTH AT CANUCK PLACE CHILDREN'S HOSPICE

Canuck Place is involved in an exciting telehealth project that will help increase access to pediatric palliative care across B.C., continuing to better service children and families as well as pediatric healthcare professionals. Through a network of centers across the province which are equipped with television screens and real-time cameras with computer and VCR capabilities, Canuck Place can now offer and participate in "face-to-face":

- clinical consultations
- pre/post discharge planning
- educational events with Canuck Place as educator and as learner
- family visits
- promotion of pediatric palliative care in communities all across the province, from the hospice in Vancouver. For participants in a telehealth session, it's like being on a conference call, except that you can see, hear and interact with all the other people on the call.

For more information on telehealth and the centre located closest to you, ask your nurse. For information on upcoming education sessions provided through telehealth, visit the calendar of events on www.canuckplace.org.

Canuck Place Telephone Numbers and Contact List

- Toll Free Number and 24 Hour Consultation Line 1-877-882-2288
or 604-731-4847

- Canuck Place Reception 604-731-4847

- Canuck Place Kids Counter
Nurses Station 604-731-4847

- Intake Coordinator 604-731-4847
(e-mail) intake@canuckplace.org

- Madison Clinic
at BC Children’s Hospital 604-875-2345 ext 5800

- Fax Number 604-739-4376

How is Canuck Place Funded?

Canuck Place provides its care and services free of charge to children and families in British Columbia. Our operating budget is funded through the generosity of individuals, the community, corporations and organizations, including the Canucks for Kids Fund, and the Provincial Government.

Our current funding helps offset day-to-day operating expenses, however, in order to meet the demand for care and expand our services to BC families in need, we continue to rely on the generosity of donors to help us provide care today, and to build for tomorrow.

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.