



LAUREL PLACE



*An Information Booklet for
Patients and Family Members*

Welcome to Laurel Place Hospice

Our goal is to support our patients and their families / friends at this time of transition.

The hospice is a place where patients can feel safe, and where families can once again take up their roles as family members, relieved of many of the daily care concerns.

This will answer some of your questions and we encourage you to look through it at your leisure. But if you have any questions or concerns, please do not hesitate to ask.

The most successful route for this is to first ask your nurse. If they don't have the answer, or if you are still unsure, please ask the Patient Care Coordinator, (Meena). We will try very hard to answer your questions and concerns as promptly as possible.

This is general information only. Please be sure to ask your nurse and doctor about specifics for your care plan.

“Who’s Who” at Laurel Place Hospice Residence

Telephone Contact List

Nurse’s Station		604-930-6808
Hospice Manager	Martha Grypma	604-930-6808
Nurse Practitioner	Brenda	604-930-6808
Patient Care Coordinator (PCC)	Meena Minhas	604-930-6811
Unit Clerk	Aman Cheema	604-930-6808
Clinical Pharmacy Specialist, Palliative Care	David Ng	604-614-6328
Palliative Social Worker	Jasmine Shergill	604-930-6809
Hospice Spiritual Health Practitioner	David Leung	604-930-6807
Surrey Hospice Society Coordinator of Volunteers	Raina Niessen	604-584-7006

If you would like to place a call from a patient’s room, dial “9” and then the number. Local calls only.

To call into a room from outside the Hospice, call the Nurse’s Station (604-930-6808) and ask to be transferred to that room.

Laurel Place Wi-Fi Password: *changes monthly*

Welcome to Laurel Place Hospice

9688 137A St. Surrey BC V3T 4H9

604-930-6808

Services and Amenities

- Laurel Place Hospice is staffed by Nurses 24 hours a day. In addition, a Palliative Physician visits several times a week and there is always a physician available for nurses to consult by telephone.
- Our Interdisciplinary Care Team meets at Hospice weekly for Rounds and reviews each patient's care needs. If you have any questions or concerns for the Team, please let your nurse know and also please inform your Nurse if you would like to meet with any member of the Team, including the Palliative Physician.
- Our Spiritual Health Practitioner and our Social Worker are available to meet with you for emotional and/or practical support. Please tell you Nurse if you would like a visit.
- Registered Clinical Counselors and grief companions, from Surrey Hospice Society, provide grief support to adults, teens, and children at any stage in their grief. Please ask your Nurse or Social Worker to help set-up an appointment.
- Surrey Hospice Society Volunteers are available to visit and assist with companionship and light social activities. The Hospice Volunteers provide a Tea Service on Wednesday afternoons for patients and visitors. Hospice Volunteers also offer a range of complimentary therapies, such as: Hand/Foot Massage, Therapeutic Touch, and delivery of Library materials. See Surrey Hospice Society page for more detailed information on Hospice Volunteer Services.
- Family and friends are encouraged to phone Laurel Place Hospice to enquire about their loved ones. If there are a large number of family and friends, please choose one person as the spokesperson and have that individual call and then relay the information on to other family members and friends. Confidential

medical information will only be given to designated persons. If the Nurses are busy and unable to answer the phone, please leave a message and a Nurse will return the call as soon as possible.

Private Patient Rooms

- Each of the 20 patient rooms has its own bathroom, specialized bed and mattress, ceiling lift, comfortable furnishings, TV, phone, internet connection and small fridge. Cable, phone, and fridge are provided compliments of donations made to the Surrey Hospice Society.
- Families are welcome to bring food from home for their family member. It may be stored in the small fridge in the patient's room or in the large fridge in the communal kitchen area. If your stay is long, please help to keep the small fridge clean and take home, recycle, or discard any empty containers.
- A call bell is available by the bed and in the bathroom. Please use the call bell for ALL assistance requests. Please do not go to the nursing desk to request assistance.
- In the cases regarding concerns around the patient's care plan, nursing care, Laurel Place facilities or other matters, we ask that you bring these concerns forward to your nurse and our PCC, (Meena). Our approach to care is a team-based solution philosophy that includes family and our Palliative Care Team.
- As a patient, you are encouraged to bring in items from home to personalize your room to make your stay more comfortable. Suggestions include a favorite blanket or comforter, photos of family members, personal or religious images/pictures and other small personal items. There is a small display case outside your room, in which you may wish to make a statement of "who you are". If you wish to hang something on the wall, please use the picture rail. A staff member can bring you a hook to use. Please do not put a hooks or nails in the wall.

Please check with you Nurse prior to bringing in any small electrical items, or any furniture items. All rooms are already equipped with a TV, with basic cable.

- Family and friends are welcome to stay to visit with patients outside “regular” visiting hours. In each room there is a single cot for overnight stays. In general, we suggest limiting overnight stays to one person, for space and privacy reasons; though, we can make special arrangements as needs change. Please speak with your nurse if you would like added chairs or linens.
- A family washroom and shower are located in the west hallway. In addition, there is a washer and dryer available for patients’ laundry items. To assist with expenses, a suggested donation of \$1.00 per load, or a donation of detergent are always appreciated. There is a donation box at the Nurse’s Station.
- Other “comforts” that you see are a result of generous support from the Surrey Hospice Society donations.

Common Areas for Patients and Families

- There are several family areas for your use throughout Laurel Place. Please remember that these areas are for all families to share. Other spaces for use are the Quiet Room and the outside Garden Courtyard.
- Meals for visitors are available in Laurel Place Hospice at regular patient mealtimes. Laurel Place does not have a cafeteria. In addition, there are restaurants nearby including: Tim Horton’s, Subway, Starbucks, and Night & Day. There are also food vending machines available on the 1st floor towards the exit to underground parking.
- At our family kitchen area, visitors are always welcome to enjoy tea or coffee. Please note, however, that all snacks (sandwiches, pop, cookies, etc.) available in the kitchen are for patient use only. Visitors may bring in food from home and visitors and patients may store their own labelled food items in the fridge. Fridge space is limited, so we request that you only store enough for one day’s use and bring other items on a regular basis. This will help keep the fridge space clean and tidy. If food is not labelled with a patient’s name, we may have to throw it out.

- We suggest you mention to the Nurses ahead of time if there will be a larger group of your family using the bistro, so we can ensure we don't double-book the space.
- There is a microwave available for food items in the kitchen and a microwave available for warming up heating pads in the hallway near Rm# 213.
- Pets are welcome in the Hospice Residence except in the kitchen area. Please ensure pets only visit in the patient's room and that they are under your control at all times. Pets must be on leash when outside the patient's room.
- Please note that smoking is not allowed in Laurel Place Hospice. There is a smoking area outside for patient use only in the Garden Courtyard. Please check with the Nursing staff prior to taking a Hospice patient out for a smoke.
- Visitors who wish to smoke must do so off the property.

Infection Control When Visiting

- The best infection prevention is proper hand washing and use of antibacterial gels. Please use the hand washing sink in the washrooms or the gel dispensers in the hallways and patient rooms or at the main doors when entering and leaving the hospice. This will protect you and others from spreading infection within and outside of the hospice.

Parking

- Metered parking is available in front of the Laurel Place building and also on the surrounding streets.
- Additionally, there are two gravel lots to the south which may be more economical for longer stays. Weekly and monthly parking is available in the gravel lot from the meter. Please note that the parking is administered by a private company and the hospice is not able to assist with any parking tickets.

Security

- Please assist us in keeping the building safe: Doors into Hospice are locked using door keypad codes help secure our facilities. Only give the code to friends whom you wish to come and visit you.
- All visitors must sign in.
- At night Laurel Place is locked and late visitors must call up from the panel outside the front door. Visitors may need to wait if the nurses cannot answer the call; the best plan is to phone ahead and tell the nurses that you will be visiting. We apologize for the inconvenience, but we are sure you will appreciate the need for addressing the security of the building, for the safety of all.

Patients Leaving Hospice

- When patients are leaving the Hospice for visits out or to home, they will need to sign out. If you will be out for a few hours and will need to take medication with you, please give the nurses adequate notice to prepare this for you. We are very supportive of you going out when you feel well.

MEAL SERVICE IN LAUREL PLACE HOSPICE

◆ MEALTIMES

- Breakfast 0830 (8:30 am)
- Lunch 1230 (12:30 pm)
- Dinner 1730 (5:30 pm)

◆ TRAY SERVICE

- The kitchen menu is a four-week rotation, posted in our common's kitchen.
- Meals are served in the patients' rooms.

◆ PREFERENCES

- Where possible, we aim to accommodate your food preferences. Your Nurse can communicate your preferences to the dietary staff.

◆ SNACKS

- Snacks are provided to the patient: a drink and baked goods in the afternoon, a drink, and a sandwich in the evening.
- Tea, coffee, and juices are also provided for patients and other foods for making small snacks at odd times (i.e.: bread, spreads, and portions of soup).
- Most rooms have a small fridge to accommodate extra snacks brought from home.
- Families are welcome to use the microwave and fridge in the kitchen area to store and heat foods from home.

◆ ACCOMODATING FAMILIES AND FRIENDS

- The Hospice purchases tea and coffee supplies from Laurel Place to enable families to have these drinks when they wish.
- Meals can be purchased at the front desk on the first floor of Laurel Place. Advanced notice is required.

Donations to Laurel Place Hospice

As a result of generous donations, Laurel Place Hospice is able to provide extra comforts to make the experience for patients and families a little easier. These are the “home-like” features that support our philosophy. Some items that have been purchased through donations include upgraded mattresses for some of our beds, kitchen supplies, soaps for laundry and kitchen appliances for family use.

As staff of a professional healthcare team, we at Laurel Place Hospice work diligently to provide responsive, respectful, and compassionate quality care to the patients and families we serve. In fact, we consider it an honor and a privilege to provide end-of-life care to our patients and families. We do not expect extra rewards for the work we do.

However, if your wish is to give a token of thanks, please be aware that healthcare professionals, staff, and volunteers, are unable to accept gifts or monetary donations personally.

If you do wish to make a donation, you can do so through our partner, the Surrey Hospice Society

Thank-you

Immediately Following a Death

What Happens Next?

The following information is offered as a guide to prepare you for what you can expect and to help you arrange immediate details following the death of a loved one at Laurel lace Hospice. Please be assured that we all here to help you. You are always invited to ask questions as they come to mind.

Being There

Our Care Team will make every effort to let you know when the death of your loved one is considered close. While some families choose to be present, others do not, or they may not be able to be present. If you are concerned about your loved one being alone, let our Care Team know, as arrangements can be made for members of our vigil team to be present.

Specific Traditions

If there are any specific traditions, rituals or customs that are important to your family regarding saying good-bye or care for the body, please let someone on our Care Team know. This knowledge will enable us to properly address your needs and wishes and to provide the appropriate resources and support.

Symbols of Ritual at Laurel Place Hospice

During your introductory tour of Laurel Place Hospice, you may have been shown some of our memorial pieces in our hospice. The side table across from the nurse's station is one such area where we acknowledge the end-of-life journey of each person. A lit butterfly lamp signifies that a death has occurred. It is lit by a member of the family or Care Team. A card with the person's name is place on the side table along with the lit butterfly lamp for 24 hours.

When a Death Occurs

A nurse will check for the heartbeat and pulse before pronouncing the person has died. The nurse may reposition the body per the family wishes. A butterfly symbol will be placed on the patient's room door frame signifying that the person has died. You will be invited to say your good-byes. We understand that this process sometimes takes a while; know that you can take the time you need to be with your loved one. If your person or family has specific post-death care needs, please let the Nurse know in advance so that we can accommodate your needs. Family and friends are welcome to gather at the hospice immediately following the death.

Calling the Funeral Home or Memorial Service Provider

Your chosen funeral home or memorial service provider must be contacted. The BC Funeral Act requires the executor to make the contact. However, if you do not know who the executor is or if there is no executor, a nurse can help you determine an alternative as required by the Act.

A transport representative of the service provider will arrive at the hospice after notification. The representative will check in at the nursing reception desk and sign for the release of the body. Then, with permission of the family, they will enter the person's room and arrange a transfer from bed to stretcher. You may choose to stay in the room during this time or return after the body has been covered.

When your Family is ready to leave the Hospice

You may choose to stay until the body has left the hospice. Know that it is okay to do whatever feels right for you. Care Team members who are present will stand in a respectful silence and walk with the body as it is taken to the elevator.

Before you leave the hospice, please collect all personal belongings from the person's room. Anything accidentally left behind will be sent to a family member.

Arranging for a Funeral or Memorial Service

We recommend that you contact your funeral home or memorial service provider shortly after they receive your loved one's body. Their staff will assist you with planning details not made prior to the death. If no prior arrangements have been made, a member of the Care Team can make a list of local service providers available for you and assist you in the initial planning.

Obtaining the Death Certificate

Once the Death Certificate is signed by the hospice palliative physician, it will be sent to the funeral home or memorial service who will provide you with copies. Should you require another original document, you must contact the Vital Statistics Agency at 1-250-952-2681 (general inquiries) or visit their website at www.vs.gov.bc.ca

Donations in Memory

Surrey Hospice Society services are funded primarily through donations. If you would like to direct a donation to the Society in memory of your loved one, donation envelopes are available at the nurse's station, to take to a service or to share with friends and family; please ask members of the Care Team for a supply.

You can also make your direct donation online and have a personal message sent to the family of your loved one at <https://www.surreyhospice.com/donation>

Notes:

