

Terms & Conditions

All clients must be registered with the NS Palliative Program prior to participating in the Day Program. All clients will be assessed by a Registered Nurse during their initial visit.

Charges must be paid at the beginning of each visit.

Clients must agree to attend for the full 12 weeks (subject to well being).

If a client does not attend for 3 or more sessions we reserve the right to offer the place to another client on the waiting list.

Registration to the Day Program does not provide access to medical procedures.

Clients attending the Day Program agree to abide by the policies and regulations of Vancouver Coastal Health.

Charges

There will be a charge of \$6 per visit (\$72 for the 12 week program). Clients who face financial hardship may apply for this charge to be waived.

Clients who wish to use additional services such as hairdressing or podiatry will pay the service provider directly.

Referral to the North Shore Palliative Day Program

Discuss a referral to the Day Program with your family doctor.

Once your referral has been submitted, you will be contacted by the Day Program Nurse to discuss your first visit.

For more information, please call:
North Shore Palliative Care Program
604-984-3743

North Shore Palliative Care Day Program

Enhancing End-of-Life
Care Through Collaboration



For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. GV.110.P35

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The information in this document is intended solely for the person to whom it was given by the health care team.

www.vch.ca

319 East 14th Street
North Vancouver BC V7L 2N7
Tel: 604-984-3743

Our Vision

Many people consider that hospices are the end-of-line.

Our aim:

- *To build the idea that Hospice promotes living life and making every moment count.*
- *To be seen as experts at creating healing environments for palliative care.*
- *To ensure that our environments includes the essential supportive services needed to meet personal, emotional and practical needs, as well as treating the medical symptoms.*
- *To view Culture as a defining component of the human experience*

North Shore Day Program provides an essential lifeline for you and your family experiencing the difficulties that a life-limiting illness can bring.

You may be referred to the Day Program for one of the following reasons:

- *To meet other clients in similar situations.*
- *To provide the opportunity for family or caregivers to have a day off.*
- *To meet other members of the clinical team or for the Day Program nurses to monitor symptoms.*
- *To use the Hospice bathing facilities when access at home is difficult.*
- *A 12- week placement is offered. This can be extended if the goals we set with you are not achieved within that time or if new problems arise.*

Location

North Shore Palliative & Supportive Care Program
231 East 15th Street St,
North Vancouver .

Hours of Operation:

Monday, Tuesday, Thursday, Friday:
10:00am – 4:00pm

We will welcome up to eight clients each day, on an outpatient basis.

Your day will be led by an experienced Registered Palliative Nurse.

All Day Program Staff and volunteers have a special interest and experience in palliative care, and work closely with the Palliative Physicians, your family doctor and community nurses.

A wide range of activities, such as, painting, music, socializing will be arranged.

A delicious cooked lunch and afternoon snack will be provided from the hospice kitchen and most dietary needs will be catered for.

Family Caregiver Support

Specific days each month will be reserved for family caregivers to attend the Day Program to address their needs and offer support.

Counsellors

Trained counsellors will come to the Day Program to offer support and talk through some of the emotional difficulties of your illness.

Chaplain

A Chaplain will be available in Day Program to offer you spiritual support and care or simply to offer a listening ear. Communion can also be arranged for those that would like it.

Independence

Exploring each client's potential and setting realistic goals we can help manage symptoms of breathlessness and anxiety, pain and fatigue. We may also be able to help with mobility difficulties.

We will run gentle exercise classes in Day Program , an enjoyable way of keeping limbs supple and mobile. We can supply aids and equipment via the Palliative Benefits Program, and provide written information and advice

One of the team of complementary therapy volunteers may offer treatments to clients during their time at Day Program such as:

- face and scalp or hand and foot massage.
- Relaxation sessions.