

ABOUT US

Inlet Centre Hospice

Our non-smoking facility offers ten private bedrooms. Each room is fully furnished and has provisions for family members to stay overnight. A kitchen, dining room, family lounge, quiet room, relaxation room, family washroom and two rooftop gardens comprise the common living areas for patients and visitors to enjoy. For a small donation, coffee and tea is available for all visitors.

What is Hospice?

A hospice is a care residence for people who are nearing end of life and need active management of pain and other symptoms. We focus on creating a home-like setting where patients and their family receive care with a focus on quality of life. Our hospice is a place where dying, death and mourning are recognized as a normal part of life.

What is Hospice Care?

The heart of hospice care is meeting the emotional and spiritual needs of patients thereby giving the respect and dignity to maximize the present quality of life. The emphasis is on providing care that promotes maximum comfort – neither postponing nor hastening death.

Crossroads Hospice Society provides compassionate support and honours the dignity of those affected by the end-of-life experience.



The Crossroads Hospice Society relies on financial support from fundraising, grants and public/corporate donations to help operate the Inlet Centre Hospice

For further information, please contact the Crossroads Hospice Society main office at:

Suite 205 - 2606 Kingsway Avenue
Port Coquitlam, BC V3C 1T6
Tel: 604-945-0606 • Fax: 604-945-9071
info@crossroadshospice.org

www.crossroadshospicesociety.com

**Thank you for remembering
Crossroads Hospice Society
when planning your gifts.**
Society #S-24391

Charitable Registration #894850635 RR0001

Crossroads Hospice Society

INFORMATION FOR PATIENTS & FAMILIES



Inlet Centre Hospice

A unique partnership between Fraser Health and Crossroads Hospice Society

Located at:
4th Floor, 101 Noons Creek Drive
Port Moody, BC V3H 5J1



Putting life into days

HOSPICE CARE

Admission

Individuals must register with the Hospice Palliative Care Program through family physicians, social workers or other health professionals. They can be admitted into a hospice if they:

- Agree with the goal of hospice care
- Have a life expectancy of months
- Cannot be cared for at home
- Require symptom management but not hospital care

For a tour of the Inlet Centre Hospice, call 604-949-2270.

Fees for Service

There is a \$37.10 per day fee (*subject to change annually*) for hospice stay, however, no person will be denied hospice care if they are unable to pay. An invoice will be sent and payments are made to Crossroads Hospice Society. Payments can be made by cheque and/or Visa/MasterCard.

Bereavement Services

Crossroads is committed to the ongoing provision of emotional support to family and friends following the death of a loved one. The following services are available:

- Bereavement Support Packages
- Bereavement Education Workshops
- Grief Support Groups
- Memorial & Seasonal Holiday Services

Practicing a philosophy of “companioning the bereaved”, we regularly extend support during the first year of bereavement. Volunteers provide non-clinical compassionate support either by phone or face-to-face visits.

Concerns or Complaints

Should you have any concerns or complaints we are hear to listen. Please contact the hospice manager to discuss your concerns and ways in which we can come to a resolution. Complaint forms may be obtained from the hospice manager.

HOSPICE TEAM

Hospice Care Team

Our inter-disciplinary team draws from their various areas of expertise to meet the physical, social, psychosocial, and spiritual needs of patients and their families. Our on-site team consists of employees from Fraser Health and staff and volunteers from Crossroads Hospice Society.

FRASER HEALTH PALLIATIVE CARE

Sandra Coyston

Manager, Clinical Services, Palliative Care Program 604-613-1809

Alison Sutherland

Patient Care Coordinator 604-949-2275

Our Fraser Health Palliative Care Team includes Nurses, Hospice Palliative Care Physicians, Clinical Nurse Specialists, Clinical Resource Nurses, Social Workers, and Pharmacists.

CROSSROADS HOSPICE TEAM

Sylvie Jensen

Palliative Support Services & Site Manager 604-949-2270

Sue Graham

Assistant Volunteer Coordinator 604-949-2271

Amelie Lambert

Bereavement Services Coordinator 604-949-2274

Tereza McDermid

Executive Director 604-554-0545

VISITING VOLUNTEERS

Volunteers are an integral part of the care team at Inlet Centre Hospice. Often referred to as the ‘heart’ of hospice, our volunteers are caring people from all walks of life, who bring many special talents and skills to their work.

Volunteers receive comprehensive training for the tasks and roles they assume. Supported by ongoing education and supervision, they serve patients and families by providing the gift of their time and presence, creating intimacy for meaningful connections.

HOSPICE SERVICES

ArtCare Program

This unique program offers an opportunity to engage in an art-making experience that allows for moments of respite with other family members and friends while reducing stress and anxiety. Team members see the ArtCare program as a way to interact with families on a different level. Crafts include memory albums or picture collages, handmade cards and memory/dream boxes.

Music Program

Our music program benefits all patients, families and staff, with a wide repertoire for all ages. Music can facilitate family togetherness, sharing of memories and bring joy in the moment.

Pet Therapy

Pet Therapy volunteers are available for visits to help combat depression, provide social interaction and satisfy a nonverbal need to touch. All pets are tested for temperament and therapeutic qualities and must be certified the St John Ambulance or Pets & Friends Pet Therapy Program. All pets are required to have up-to-date vaccinations and be in good general health.

Relaxation Therapy

Volunteers with specific training offer a variety of relaxation therapies such as Reiki, Therapeutic Touch, Foot Stroking, and Massage, which can help ease pain, reduce stress and ultimately promote relaxation. This service is open to patients, caregivers and families.

