

Crossroads Visitation Guide

When visiting loved ones at Crossroads Hospice, do bring a small gift, such as:

- A snapshot
- A flower
- Coloured leaves
- Notepad & pen
- Shared memories
- Pretty rocks
- Shells
- Children's artwork
- Homemade cookies
- Your smile

Hearing-impaired patient

- Look directly at the person while speaking
- Speak slowly and clearly
- Know that body language and facial expressions are part of communication

Visually-impaired patient

- Identify yourself immediately and use the patient's name
- Touching is a part of communicating
- Stimulate the senses of smell, taste and hearing
- Bright colours, such as reds and yellows with bold contrasts, are easier to distinguish.

Mentally-impaired patient

- One to one visits
- Use short, simple sentences
- Speak slowly and clearly
- Try to follow a patient's line of thought
- Enjoy reminiscing with a patient

Patient in Wheelchair

- Always ask the wheelchair user if they would like assistance before you help
- Whenever possible, sit or bend down so you are at the same level as the person in the wheelchair

Acknowledge feelings

- Listening carefully to feelings and remaining quiet and calm can really help. Acknowledge their feelings and limit if necessary.

Things to Do

- Reminisce with pictures, photo albums or audiotapes
- Ask if your loved one would like you to play an instrument, sing songs or select CD's or turn the radio to a favorite station.
- Have tea together
- Bring in your children and friends
- Massage a patient's hands with lotion; comb and style their hair

The characteristics we often admire in people of any age – kindness, generosity, openness, honesty and understanding – are the qualities that promote effective visits and add to quality of life.