

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.