

## SUPPORT IS HERE

### Visiting Volunteers

Volunteers are an integral part of the care team at Crossroads Inlet Centre Hospice. Often referred to as the 'heart' of hospice, they 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. Some services volunteers provide include:

- Tours of the facility
- Meal delivery & patient feeding
- Traditional Tea Service
- Visits with patients
- Caregiver support
- Singing, reading & game playing
- Spiritual Support
- Sitting Vigil
- Companionship

### Relaxation Therapies Program

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.

[www.crossroadshospice.bc.ca](http://www.crossroadshospice.bc.ca)  
[info@crossroadshospice.bc.ca](mailto:info@crossroadshospice.bc.ca)



**Crossroads Inlet Centre Hospice**  
Tel: 604-949-2273 Fax: 604-949-2300  
4<sup>th</sup> Floor, 101 Noons Creek Drive  
Port Moody, BC V3H 5J1

For further information about the Crossroads Hospice Society and ways you can get involved, please contact the Society Business Office at:

P.O. Box 1072  
Coquitlam, BC V3J 6Z4  
Tel: 604-945-0606 • Fax: 604-945-9071  
[info@crossroadshospice.bc.ca](mailto:info@crossroadshospice.bc.ca)  
[www.crossroadshospice.bc.ca](http://www.crossroadshospice.bc.ca)

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



**Crossroads  
Inlet Centre Hospice**  
Crossroads Hospice Society

**A home for those living  
with a life-limiting illness**

*"You matter because you are you. And you matter until the last moment of your life. We will do all we can to help you, not only to die peacefully, but to live until you die."*

*Dame Cicely Saunders (1976)  
Founder of the modern concept of Hospice*

Our hospice is a unique partnership  
between Fraser Health and  
Crossroads Hospice Society.

Putting

*life into days*

**not days into life**

## HOSPICE CARE

### What is hospice?

A hospice is a care residence for those living with a limiting terminal illness and who are nearing end of life and needing active management of pain and other symptoms.

We focus on creating a home-like setting where patients and family receive compassionate care with a focus on quality of life. It is a place where dying, death and mourning are recognized as a normal part of life.

### What distinguishes 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 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 and meals can be arranged in advance.

### Admission

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

- agree with the goal of hospice care
- have a life expectancy of months not years
- cannot be cared for at home
- require symptom management but not hospital care

To arrange a tour of the Crossroads Inlet Centre Hospice please call 604-949-2270.

## HOSPICE TEAM

### Fees for service

There is a \$30.90 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 out and payments can be made to Crossroads Hospice Society. Payments can be made by cheque and/or Visa/MasterCard.

### Hospice care

Our inter-disciplinary team draws from their various areas of expertise to provide the best care for the physical, social, psychosocial, and spiritual needs of patients and their families.

Our team on-site consists of:

**Linda Kozina**  
Hospice Manager 604-949-2270

**Janice Bouvier**  
Coordinator of Volunteers 604-949-2271

**Castine Breckwolddt**  
Bereavement Services Coordinator 604-949-2274

**Karen Vander Hoop**  
Nursing Manager 604-949-2275

**Susan Bartnik**  
Patient Care Coordinator 604-949-2275

Our on-site team also includes Nurses, Hospice Palliative Care Physicians, Clinical Nurse Specialist, Clinical Resource Nurse, Social Worker, Pharmacist, spiritual care volunteers, volunteers, musicians, kitchen and housekeeping staff.

### 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. Complaints forms may be obtained from the hospice manager

## HOSPICE SERVICES

### Music Program

Our music program benefits all patients, staff and families, with a wide variety of repertoire for all ages and cultural backgrounds, life reviews, relaxation, celebration of birthdays, etc. It can facilitate family togetherness, sharing of memories and bring joy in the moment.

### ArtCart Program

This program has a significant positive impact on the life of the hospice as families and friends gather round the table in our Great Room to share laughter and stories. This unique program offers a joyful 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 ArtCart program as a way to let them interact with families on a different level. Crafts include memory albums or picture collages, hand made cards and memory/dream boxes.

### Hospice Bereavement Services

Hospice care is committed to the ongoing provision of emotional support to family and friends following the death of a loved one. 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.

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

### How to contact the Hospice Team

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