

## **WE ARE HERE TO HELP**

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

### **Hospice Care Team**

Our hospice care team provides hospice care through the inter-disciplinary teamwork of health care professionals from their various areas of expertise to provide the best care for the physical, social, psychosocial, and spiritual needs of patients and their loved ones.

### **Community Support Team**

Crossroads Hospice Society has committed and dedicated staff that are available to help you through these difficult times in your life. Our Bereavement Services Coordinator is available to help community members find access to support and our visiting volunteer coordinators train and manage volunteers for the six communities we serve.

### **Visiting Volunteers**

Volunteers are the 'heart' of hospice - caring people from all walks of life who contribute their many special talents and skills to our care team.

Trained in the realities of terminal illness they are capable of assisting the patient and family through this difficult time. They serve as a 'skilled friend' available to talk/listen with patient and family about their concerns.

Supported by ongoing education and supervision, these volunteers serve patients and families by providing emotional and practical support in the home, in long-term care facilities, in the hospital or in a hospice residence.



P.O. Box 1072 • Ridgeway Avenue  
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Crossroads Hospice Society relies on financial support from fundraising, grants and public/corporate donations.

For further information please contact the Society administrative office at:

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

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



## **YOU ARE NOT ALONE**

This brochure provides an overview of the hospice care services and programs offered by the Crossroads Hospice Society and at the Crossroads Inlet Centre Hospice.

- Hospice Care Team
- Community Support Team
- Visiting Volunteers
- Accessing Our Hospice
- Visiting and Hospice Volunteers
- Visiting Musicians Program
- Art Cart Program
- Bereavement Support
- Grief's Journey Walking Group
- Labyrinth Healing Garden

Please contact us at 604-949-2270 if you have any questions.

**Putting**  
*life into days*

**not days into life**

## CROSSROADS CARE

### Crossroads Inlet Centre Hospice

Crossroads Inlet Centre Hospice, located in the heart of Port Moody, is a care facility for those living with a terminal illness, nearing the end of life and needing active management of pain and other symptoms. It is a place where dying, death and mourning are recognized as a normal part of life.

Our mission is to meet the emotional and spiritual needs of patients thereby giving the respect and dignity to maximize the present quality of life. Emphasis is on providing care that promotes maximum comfort – neither postponing nor hastening death.

### A Home Away From Home

Our facility offers ten private bedrooms, in home-like setting, where patients and family receive care focussed on quality of life. Each room is fully furnished and has provisions for family members to stay overnight. There is a small per diem fee for hospice lodging.

Our common living area consists of a kitchenette, dining room, family lounge, quiet room, relaxation room, family washroom and two rooftop gardens. These areas for both patients and visitors to enjoy. Visitors can also enjoy a light meal for a small cost.

### Accessing Our Hospice

The patient must be registered with Fraser Heath Community Palliative Care team. The patients are encouraged to agree with the goals of hospice care where there is limited medical intervention and patient comfort and support are paramount. A home care nurse can assist the patient and their family with the choices available to them, including when is the best time to come to hospice. We encourage patients and their families to arrange for a tour of the hospice prior to admission if they wish.

## HOSPICE TEAM

### Committed Teamwork

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 includes:

- Registered Nurses
- Licensed Practical Nurses
- Clinical Manager
- Hospice Manager
- Coordinator of Volunteers
- Bereavement Services Coordinator
- Spiritual Support Workers
- Kitchen & Housekeeping staff

Further support and consultation provided by the Community Hospice Palliative Care Team which includes: Hospice Palliative Care Physicians, Clinical Nurse Specialists, Social Worker, and Pharmacist. When needed a Nutritionist, Occupational Therapist and Physiotherapist are also available. Family physicians are encouraged to continue regular patient care at hospice.

### Hands to Hold

Volunteers take part in the day-to-day operations of the hospice. They offer personal support to patients and loved one to create comforting and meaningful connections. Some of the hospice services volunteers perform include:

- Tours of the hospice
- Meal delivery and patient feeding
- Visits with patients
- Caregiver support
- Sitting vigil
- Traditional tea service
- Pet therapy
- Spiritual support

Above all hospice volunteers offer an ear to listen, a hand to hold and arms to comfort.

## SUPPORTIVE SERVICES

### Creative Consolation

Music and art play a big part in providing healing activities that promote togetherness, sharing and joy during the stressful act of dealing with an end of life experience. Local musicians volunteer their time at the hospice to play a wide range of musical offerings while Art Cart volunteers help others create memory albums, picture collages and hand-made cards. From September to May musicians help raise funds at Port Coquitlam's Crossroads Coffeehouse, located at The Gathering Place at Leigh Square in Port Coquitlam.

### Bereavement Support

Grief and mourning are natural responses to loss, yet each person's experience is unique. Individuals are often overwhelmed by the complex feelings they experience. Support is available for hospice users and the community.

- Bereavement Support Packages
- Individual Support
- Group Sessions
- Community Education
- Referrals/Information
- Memorial and seasonal celebrations

### Walking and Healing

Our Grief's Journey Walking Group, held every Friday in Port Moody, is open to bereaved individuals or those grieving the imminent death of a significant person in their life. It is a time to walk and talk, at a relaxed pace, with others who are sharing this experience. Interested individuals must pre-register.

Our newest community project, the Crossroads Hospice Labyrinth Healing Garden, offers a peaceful place to mediate, reflect and find balance for everyone seeking respite, or celebration, in their day-to-day lives. It is located at Pioneer Memorial Park (Ioco Road at Heritage Mountain) in Port Moody, BC