In every community there are people who care.
Harold & Veronica Savage Centre for Supportive Care
Operated by the Delta Hospice Society

**Hours:** 9 am to 4 pm, Monday to Friday or by appointment
**Phone:** 604-948-0660
**Fax:** 604-948-0651
**Location:** 4631 Clarence Taylor Crescent
Delta, BC V4K 4L8

Irene Thomas Hospice
Operated by the Delta Hospice Society

**Hours:** 24 hour facility
**Phone:** 604-948-4828
**Fax:** 604-948-4842
**Location:** 4635 Clarence Taylor Crescent
Delta, BC V4K 4L8

**Email:** info@deltahospice.org
**Web:** www.deltahospice.org
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Introduction

The purpose of this Resource Guide is to provide individuals and families, health care workers and community agencies with information and resources related to living with life-threatening illness, end-of-life and grief and loss.

A life-threatening illness can be stressful for everyone involved. Caregivers may experience a variety of emotions and their physical and emotional energy may become depleted from the heavy demands of caregiving.

We hope this handbook will help remove some of the apprehension and mystery of caring for someone with a life-threatening illness at home. Its aim is to encourage active and informed participation by both the person who is ill and his or her family.

It is important to plan carefully well ahead of time and make decisions that work for each unique situation based on resources available among family, friends and community.

Bereavement support can be an important part of healing. This handbook includes a variety of resources available for people to reach out for help in their grief.
The term ‘caregiver’ refers to all those providing direct support to someone with cancer or other life-threatening or life-limiting illness.

Unpaid caregivers include spouses, family members, friends and volunteers. The health care team includes doctors, nurses, social workers, counsellors, dieticians, pharmacists, and personal care workers.

The primary caregiver is usually a family member who knows the needs and wishes of the person who is ill and may be responsible for coordinating many of the medical and support services.

Often primary caregivers want to provide all the care for their loved one themselves. However, if the illness is lengthy, it may be necessary for the primary caregiver to set limits and to seek help in order to prevent burnout.

This handbook will help to identify support services and resources that are available in Delta and other communities.

Caregivers need to remember to take special care of themselves to ensure they will be able to provide love and understanding and find meaning in their caregiving.
Emergency Telephone Numbers

**Ambulance**

Emergency ......................... 911  
Non-emergency ..................... 604-872-5151  
Pre-booking advanced notice ....... 604-872-5456  
(2 working days notice, fee for service)

**Police**

Emergency ......................... 911  
Non-emergency ..................... 604-946-4411

**Fire**

Emergency ......................... 911  
Non-Emergency ..................... 604-946-8541

**Poison Control Centre**

................................. 604-682-5050  
Outside Lower Mainland ...... 1-800-567-8911  
Non-emergency ........... 604-682-2344 Ext 2126

**Delta Victim Services**

................................. 604-946-4411 Ext 5019  
Reached through Ladner Community Police Station

**Crisis Lines**

Vancouver 24-Hour Crisis Line ........ 604-872-3311  
Richmond, Ladner, Tsawwassen ....... 604-279-7070  
9:00 am – 12 midnight, 7 days a week  
South Fraser Regional Crisis Line ....... 604-951-8855  
Multilingual Information & Crisis Line .. 604-951-8855  
Emergency Language Interpretation..... 604-254-8022  
Office Hours 8:30 am – 5:30 pm  
MOSAIC - After Hours, call ............. 911  
Receptionist .......................... 604-254-9626
Personal Phone Numbers

Physician Phone _______________________________

Specialist Phone ______________________________

Specialist Phone ______________________________

Specialist Phone ______________________________

Pharmacist Phone ______________________________

Emergency Contact

Name ________________________________

Phone ________________________________

Health Resources

Hospitals
British Columbia Cancer Agency (BCCA)…..604-877-6000
British Columbia Children’s Hospital ……..604-875-2345
Delta Hospital ………………………………..604-946-1121
Fraser Valley Cancer Centre (FVCA) ………604-930-2098
Peace Arch Hospital ……………………………604-531-5512
Richmond General Hospital ……………………604-278-9711
Royal Columbian Hospital ……………………..604-520-4253
St. Paul’s Hospital ……………………………..604-682-2344
Surrey Memorial Hospital ……………………..604-581-2211
Vancouver Hospital ……………………………604-875-4111
Vancouver Hospital/UBC ………………………604-822-7121
Home Care Nursing Services
(RN – Registered Nurse)

Home Care Nursing provides professional nursing care at home to eligible British Columbia residents of all ages. The cost is covered by the BC Medical Plan. A request for service may originate from the physician, patient, family, hospital, hospice or other community agency.

Home Care Nursing Services provide in-home nursing care for people whose health makes it difficult for them to look after themselves. This help is available according to need and includes assessment, consultation, care coordination and direct nursing care for clients requiring chronic, acute, palliative or rehabilitation support.

Central Intake Number
Call to set up services ......... 604-953-4965
Ladner / Tsawwassen Office ......... 604-952-3552
Newton Office .......................... 604-572-5340
Gateway Office (North Delta) ......... 604-953-4950

Private Home Nursing Care
Private (fee for service) nursing care is also available to augment the Home Care Nursing program. These agencies provide Registered Nurses and Personal Care Workers (some Extended Health Care Plans cover care). Look under ‘Nurses and Nurse Registries’ in the yellow pages of the telephone directory.
**Lifeline Program**

The Lifeline Program offers assurance to those who wish to remain independent in their own homes. The personal emergency response system is worn as a wristband or necklace and provides 24-hour monitoring. Candidates must have family, neighbours or friends who live in the area and who are able and willing to assist the subscriber if asked to respond. There are installation and monthly rental charges.

Service area: Delta, Ladner, North Delta, Tsawwassen  
**Phone** 604-946-1121, Local 3268  
**Fax** 604-946-5741

**Respite / Emergency Beds**

Short periods of respite care at home may be available through Home Support Agencies and Hospice Societies. For in-patient respite care in a Hospice Residence or Long-term Care Facility, contact your family physician or Home Care Nurse.

Irene Thomas Hospice ............contact family physician

**Adult Day Care**

Kinsmen Adult Day Care .............. 604-943-0155  
Delta View Adult Day Care .............. 604-597-7878
Supportive & End-of-Life Care

Harold & Veronica Savage Centre
for Supportive Care ..........................604-948-0660
www.deltahospice.org

The Centre for Supportive Care provides support to individuals, families and friends from the time of diagnosis of cancer or other life-threatening or life-limiting illnesses through advanced illness and bereavement.

Information, resources, assistance and a variety of support services are provided for those living at home, in hospital, treatment centre, residential care facility or hospice residence. The Care Team may make a referral to the Specialists Palliative Care Consultation Team for the management of complex symptoms.

Hospice Societies & Hospice Residences

Hospice Societies and Hospice Residences in BC have a variety of services and in-patient residences. Contact the Harold & Veronica Savage Centre for Supportive Care for more information on Hospice Societies or Hospice Residences.

Harold & Veronica Savage Centre
for Supportive Care ..........................604-948-0660
Irene Thomas Hospice ..........................604-948-4828
Community Services

Support in Daily Living

Better Meals ..................................604-299-1877
Frozen, pre-cooked dinner menu delivered weekly.
Specialty menu items, diabetic and bland low sodium
menus are also available

Gold Card Catering ..........................604-594-5520
Frozen, pre-cooked dinners delivered to your door.
Orders can be phoned in any day.

Loving Spoonful of The
 Fraser Valley ....................................604-532-2300
This program provides meals at no charge for
persons who are severely impacted by HIV/AIDS
at no charge. Meals are organic, lactose-free and are
planned by a registered dietician. Contact the Langley
Health Unit.

Meals on Wheels
Hot, low-cost meals are delivered by volunteers to those
unable to prepare adequate meals for themselves.
  Ladner ...........................................604-946-9526
  Surrey / North Delta .......................604-588-6325

SOULar Energy (Surrey / North Delta) ...604-588-6325
Hot, nutritionally enhanced meals are provided daily
at no cost to critically-ill individuals 5 days a week.
A written doctor’s referral & financial need are
requirements.

Special Products Information Centre......604-875-3020
The Centre, located at Children’s Hospital, supplies
nutritional products, feeding devices, nasal gastric
tubes and general feeding tubes. Requires a medical
referral. Cost for supplies is less than retail outlets.
Deltassist provides up to date information on local services, resources and activities in Delta. The organization also offers many services that benefit those living in Delta needing support to remain independent and self-sufficient. There is no cost for the majority of services.

**Daily Phone Check**
This service is for people living alone in the Delta area. A daily phone call is made at a pre-arranged time between 9:00 am to 4:00 pm, Monday to Friday.

**Emergency Fund** See Financial Services

**Volunteer Visitor Program**
Provides friendly visitors to seniors living in the Delta area. The aim is to help people connect with programs in the community. Will match companions who enjoy visiting, walking or helping with shopping. Priority is determined by need.

**Helping Hands**
Volunteers assist seniors on a fixed income with chores such as lawn cutting, gardening, snow removal, pick-up and delivery of prescriptions and health aides.

**Special Transportation** See Transportation Resources

**Volunteer Shoppers**
This program assists seniors or persons with special needs who have difficulty managing their weekly shopping. At a pre-arranged time, volunteers will shop, accompany individuals or assist them with phone orders.
The Centre for Supportive Care provides a wide variety of support service and resources for all members of a family and friends at no cost. Some of the services are listed below.

**Companioning**
Trained volunteers provide emotional support and companioning throughout the journey of illness.

**Counselling**
Professional counsellors offer individual, family and group sessions.

**Life Stories**
Individuals may have their life story or wishes audio recorded. There can be significant value in reviewing one’s life and this program provides a legacy or memento for family to cherish.

**Pressure-Relief Mattresses**
Pressure-relief overlay mattresses are available for loan at no cost for individuals who are no longer ambulatory. The computer-operated overlay mattress improves the circulation and comfort and prevents skin breakdown.  
(Note: Limited number of mattress overlays for loan)

**Relaxation Circle**
Relaxation is evoked by the use of music and guided imagery. Participants learn relaxation techniques that can be used at home.

**Respite**
Respite gives time out for families for short periods of time so caregivers can take a break from the heavy demands of caregiving.

**Vigils**
24-hour (continuous if possible) vigil service for the last 72 hours of life may be requested. Volunteers will be present so that no one needs to die alone.
Other Support Services

ALS Society of BC ..........................604-685-0737
Alzheimers Society of BC............... 604-681-6530

BC Nurseline
BC NurseLine provides 24-hour, confidential health information and advice. From anywhere in the province, you can call the BC NurseLine to speak to a registered nurse 24 hours a day or a pharmacist from 5 pm to 9 am every day.

Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Information and referrals are also provided to other services. Pharmacists are available to answer your questions about medications. The nurse will ask for your Personal Health Number on your B.C. Care Card; you will not be denied service if you do not provide it.

Translation services are available in over 130 languages. Please wait for the recorded disclaimer message for a nurse to answer your call - ask for translation services in the language that you prefer or speak.

Toll–free in BC.........................1-866-215-4700
In Greater Vancouver............... 604-215-4700
Deaf & Hearing Impaired..........1-866-889-4700

Canadian Cancer Society............ 1-888-939-3333
Monday to Friday, 9 am to 6 pm
Chinese: Tuesday, 6:30 to 8:30 pm

Delta Mental Health
North Delta .............................. 604-592-3700
South Delta ..............................604-948-7010

Hair Care (mobile)
Ann Baransky – Ann’s Mobile Hair Care ... 604-940-0423
Jack Bell Foundation – Living Wills ….. 604-879-7433

AIDS Vancouver................................. 604-681-2122
One number for BC Persons with AIDS Society, Positive
Women’s Network, Vancouver AIDS Society

Pain & Symptom Management Clinic
Fraser Valley Cancer Centre .................... 604-930-4053
Patients, family members or physicians can make
referrals by calling Monday to Friday, 8:30 am to 4:30
pm. Ask for the nurse for the Pain & Symptom
Management Clinic or leave a message.

Victim Services Society (Delta) .............. 604-946-4411
Local 5019

Wigs, Hats & Turbans
2ND Look ...................................... 604-266-1088
Oakridge Mall, Vancouver
Wigs for radiation and chemotherapy patients.
Open 7 days a week.

The Bay: Wig Department
Private room, 40 wig styles in 15 different
colours, turbans
Granville & Georgia, Vancouver.....604-681-6211
Local 2583

Lougheed Mall .................................. 604-421-3131
Local 400

Harold & Veronica Savage
Centre For Supportive Care Centre
Ball caps, scarves & knitted hats ...604-948-0660

Eva & Co Wigs
107-950 West Broadway .................... 604-684-2917
Large section of custom & ready-made turbans.
Medical Equipment & Supplies

A variety of medical equipment and supplies may be needed to care for your loved one at home, including wheelchairs, raised toilet seats, beds, commodes, bed pans, urinals, walkers, sheepskin, suctioning equipment, bath safety aids, over bed tables and dressing pads.

Medical equipment and supplies are available to rent or purchase from a variety of medical supply stores. Some equipment costs are covered under extended medical coverage and/or private insurance programs.

For palliative patients, the BC Palliative Care Benefits Program provides some equipment, supplies and medications in the home at no cost. The physician must make the referral to the program prior to receiving benefits. The Home Care Nurse will coordinate the delivery of equipment, supplies and medications.

For more information, see Medical Equipment & Supplies in the Yellow Pages of the telephone directory.

Home oxygen, including portable oxygen is available through the Home Care Nursing Program. It requires a physician’s order. See Oxygen & Oxygen Therapy Equipment Renting in the Yellow Pages of the telephone directory.
Harold & Veronica Savage Centre
for Supportive Care..........................604-948-0660
www.deltahospice.org
For people who are spending the majority of time in bed, 5 computer controlled pressure-relief mattress overlays are loaned out at no cost. Delivered to your home. Will depend upon availability.

Delta Prescription Clinic..........................604-594-4499
#101 - 8425 120th Street, North Delta

Harvest Drive Pharmacy .........................604-946-5220
Delta Health Sciences
#100-4515 Harvest Drive, Ladner
Sales and Rental (no beds) Price list available.

Health Linc (Sales & Rentals) .................604-264-8080
www.healthlinconline.com
1688 West 75th Avenue, Vancouver
On call 7 am to 10 pm. Home delivery 7 days a week. Showroom hours 9 am to 5 pm, Monday to Friday or by arrangement on the weekend.

Mastectomy Shop.................................604-581-0089
#5 – 13665 96th Avenue, Surrey
Lymphoedema sleeves, sales & rentals of bathing suits, bras.

Macdonald’s Prescriptions ......................604-872-5496
746 West Broadway, Vancouver
Specializes in lymphoedema sleeves, pumps and medical equipment.

McCue Drugs .......................................604-278-9601
#100-8120 Cook Road, Richmond
Sales, rentals, delivery of wheelchairs (no beds).
**Red Cross Equipment Loan**
Wheelchairs, crutches, walkers, commodes etc. are provided by Canadian Red Cross. Physician’s note required. No charge for loans.

**Richmond Red Cross Loan** ............ 604-278-4011

**Surrey Red Cross Loan** ............... 604-501-4944

**White Rock Red Cross Loan** ........ 604-536-7911

**Regency Medical Supplies** ............ 604-434-1383
4437 Canada Way, Burnaby
Delivery charge of $7.50 & HST if rental or purchase is under $100.

**Shoppers Home Health Care** ............ 604-538-3400
www.shoppersdrugmart.ca
15182 North Bluff Road, White Rock, Surrey
Includes rental of electric beds.

**Tsawwassen Drugs** ..................... 604-943-9341
1077 56 Street, Tsawwassen
Includes equipment rentals and sales.

See **Medical Equipment and Supplies** in the Yellow Pages of the Vancouver Telephone Directory for more information.

See **Oxygen & Oxygen Therapy Equipment & Oxygen Therapy Equipment Renting** in the Yellow Pages of the Vancouver Telephone Directory. (ie. Portable oxygen for wheelchairs)
**Transportation**

**HandyDart** ..................................................604-575-6600
Transportation services for people with disabilities who cannot use the conventional bus system. Fees are set by Translink; requires registration. To book a ride, call between 8:00 am and 4:00 pm.

**Volunteer Drivers (Deltassist) ........604-946-9526**
Depending upon volunteer availability, trained volunteers accompany seniors to medical, recreational and social appointments.

**Volunteer Driver Program**
**Canadian Cancer Society** ........................604-872-2034
[www.cancer.ca](http://www.cancer.ca)
The volunteer program is offered to residents who need transportation to and from the Cancer Clinic or other treatment-related appointments. There is no charge for this service.

Since volunteers do not have access to specially equipped cars, it is important that clients can get in and out of a vehicle with minimum assistance. A minimum of two working days notice is required as rides are dependent upon volunteer availability.
Financial Services

**Cancer Society Emergency Aid Program** ......604-533-1688
www.cancer.ca
Financial assistance in purchasing or renting medical equipment, medications or supplies. Eligible individuals can also receive assistance with transportation, accommodation during on-going treatment, colostomy supplies, supportive equipment and help in the home.

**Deltassist Emergency Fund** ......................604-594-3455
www.deltassist.com
Assistance for Delta residents who do not qualify elsewhere for emergency financial assistance.

**Delta Hospice Society** ..............................604-948-0660
www.deltahospice.org
A Comfort Fund helps to provide assistance to people who do not qualify elsewhere for financial assistance.

**Health & Welfare Canada** ........................1-800-277-9914
**Canada Pension Plan / Old Age Security**
www.servicecanada.gc.ca
Provides applications for and information about benefits available through the Canada Pension Plan, Old Age Security and Family Allowance. People who have contributed to Canada Pension may be eligible for CPP Disability Pension.
Ministry of Human Resources ..................604-501-3257
www.gov.bc.ca
Income support program. Ask to speak to a Financial Assistance Worker.

Pharmacare Plan ..............................604-682-6849
www.hibc.gov.bc.ca
Pharmacare will provide assistance once a year for the purchase of a breast prosthesis, surgical bras and lymphoedema arm sleeves. Need a physicians order; forms available at a pharmacy. For information on coverage of prescriptions drugs, oxygen or mastectomy prosthesis, contact Pharmacare (Lower Mainland).

Canada Customs & Revenue Agency.....1-800-959-8281
For forms concerning the deceased.........1-800-959-2221
www.cra.gc.ca

Veteran’s Affairs
www.vac-acc.gc.ca
A comprehensive counselling and referral service as well as financial assistance is provided for eligible veterans and their dependents. The Last Pound Fund ensures eligible veterans receive financial assistance for burial.
Legal Services

Although it may be a difficult subject, it is important to have some pre-death arrangements made by individuals and their families. Help with estate planning and/or updating a will can prevent legal problems after a death. The following is a list of various legal services at minimal or no cost. If unsure, ask for an estimate of the cost for services being provided.

Dial-a-Law ..............................................604-687-4680
www.bccba.org  Click on visitors, then Dial-A-Law.
Free library of legal information in BC on over 130 legal topics prepared by lawyers.

Lawyer Referral Service .........................604-687-3221
www.dialalaw.org Provides legal advice. Caller may obtain names of lawyers knowledgeable in the various fields. $10 for first half hour of consultation.

Legal Services Society ..........................604-601-6000
Provides information on legal aid and referral.

Legal Services Law Library .......................604-601-6100
Provides free legal information over the phone.

Public Guardian Trustee of BC..............604-660-4444
Upholds the legal rights and safeguards the financial and personal care issues of children and adults. Administers estates of the deceased.

Vancouver Community Legal Assistance Society .........................604-685-3425
Accepts referrals on problems with Worker’s Compensation, welfare, law, human rights and disability law, employment insurance and disability benefits.
Counselling Services

Coping with a life-threatening illness can be stressful and exhausting for families. When issues become complex and professional counselling support and guidance is needed, there are a variety of options available.

Often it is after the death of a loved one that families have time to realize their loss and may want bereavement support, information on grief and loss or grief counselling.

BC Cancer Agency, Vancouver
Patient & Family Counselling ..................604-877-6000
Monday to Friday, 8:30 am to 4:30 pm. Local 2194

Harold & Veronica Savage Centre
For Supportive Care, Delta......................604-948-0660
Provides emotional support, assistance, information and professional counselling at no cost for individuals and families.

Fraser Valley Cancer Centre
Patient & Family Counselling ..................604-930-2098
Monday to Friday, 8:30 am to 4:30 pm. Local 4000

Living Through Loss Counselling
Society of BC ........................................604-873-5013
Fee for service.

S.A.F.E.R
Suicide Attempt Follow-up
Education & Research ............................604-879-9251
Works to reduce suicide risk among those in crisis, to assist family and friends who care about them, and to promote healing among those bereaved by suicide.
Support Groups

No one needs to be alone when coping with a stressful experience. There are a variety of support groups that provide information and support to those coping with a life-threatening illness, bereavement or sudden death.

Caregiver’s Support Group
Trained volunteers and/or professionals provide a program of support and education for family caregivers.
   South Delta ...............................604-948-0660

Compassionate Friends (Information) ......604-875-6381
Support for families who have lost a child.

Cancer Support Group
Support groups offer emotional support to patients, families and friends.
   BC Cancer Agency ..........................604-877-6000
   Fraser Valley Cancer Centre ..........604-930-2098
   Harold & Veronica Savage Centre
      for Supportive Care ....................604-948-0660

Harold & Veronica Savage Centre
for Supportive Care ..........................604-948-0660
A variety of support groups for individuals, families and friends. A specific type of group will be offered when there is a community need.
   Cancer Support Groups
   Relaxation Groups
   Bereavement Support Groups

Living with HIV Support Group ..............604-681-2122

Red Cross Family Support Program ......604-709-6600
For families with children who have a life-threatening illness.
Practical Resources

The Harold & Veronica Savage Centre for Supportive Care, in Delta, provides the following resources free of charge to assist families in managing their situation. It is hoped that by planning ahead and talking about end-of-life issues, crisis management can be prevented and a sense of peace and quality of life can be established.

To obtain the following resources, please contact:  
604-948-0660

Care at Home (Communication) Binder
A communication binder is available so people can make informed decisions and be more involved in their care. It is used to help enhance communication between the family, care providers and friends. This binder is a place to record information, medication, schedules, phone numbers, appointments and anything pertinent to treatment or care. It can become a travelling log to be taken to medical appointments, hospitals, treatment centres or on holidays.

No Cardiopulmonary Resuscitate Orders (NCR)
People who have a life-threatening illness or are considered to be at the natural end of their lives can request that no active resuscitation be started on their behalf if they are dying. For more information, see page 26 in this booklet.
Living Will (Health Care Directives) & Representation Agreement

Living Will (Advanced Care Plan)

A Living Will is a document that allows you to state in advance your wishes regarding the use of life-sustaining procedures when you are dying. It also contains provisions for the appointment of someone else to direct your care if you are unable to do so yourself. While not legally binding, health care professionals may want to know what the wishes of the patient are if he/she is unable to communicate themselves. Having this kind of knowledge could influence decisions made by the health care team. Information and samples of Living Wills or Advanced Care Directives are available at: The Harold & Veronica Savage Centre for Supportive Care ..................................604-948-0660

Representation Agreement

A Representation Agreement is a legal document and requires a lawyer to write it. It allows you to determine your wishes and proxy (designate) regarding both financial and health care wishes.

Once your wishes have been determined, it is important to discuss your decisions with family and your physician and a document of these wishes should be kept on your medical chart.
Pain Management

“Pain is whatever the experiencing person says it is, and exists whenever he/she says it does.”

Margot McCaffrey, 1989

Pain is a major concern for family caregivers as it can affect all aspects of quality of life. People in pain may be immobilized by their symptoms, experience a decrease in their level of daily activity, and may have disruption in sleep, appetite and interpersonal relationships.

Caregivers may feel a sense of helplessness and deep hurt in seeing their loved one suffer. Pain can be an over-whelming and all-consuming experience for patients and their caregivers.

Suffering is experienced by the whole person and encompasses the physical, emotional and spiritual aspects of one’s life. Suffering is usually linked with physical pain but it can be anything that threatens the intactness of that person.

In order to achieve good pain management, patients and families need to work closely with their care team and be informed and actively involved in the different methods of treatment.

The following information is available at the Harold & Veronica Savage Centre for Supportive Care at 604-948-0660

- Understanding drug tolerance and the fear of addiction
- Controlling other symptoms such as nausea
- Video – Managing your Pain
- Non-drug Management of Pain
Spiritual Care

Each person has a spiritual dimension which is expressed in religious or philosophical beliefs and practices. One’s belief system varies greatly depending upon one’s gender, age, experience and ethnic heritage.

Spirituality may be expressed in a variety of ways: both formal and informal, religious and secular, including but not limited to symbols, rituals, practices, art forms, prayers and meditations.

The search for spirituality is both intimate and personal and may be heightened as one confronts death. It is often a time when there is a need to find meaning in one’s life, hope, acceptance, a place of comfort and peace. Each person’s needs and beliefs are different and will be respected by the care team.

In answer to the cry of the spirit, hospice says we are here.
We will be with you in your living and your dying.
We will free you from pain and give you the freedom to find meaning in your life – your way.
We will comfort you and those you love – not always with words, often with a touch or a glance.
We will bring you hope – not for tomorrow, but for this day.
We will not leave you. We will watch with you. We will be there.

Dr. Dorothy D.H. Ley
End-of-life – As Death Approaches

No Cardiopulmonary Resuscitation (NCR) Order
For an Anticipated Death in the Home

People who know they have a life-threatening illness or who are considered to be at the natural end of their lives can request no cardiopulmonary resuscitation in the event of a respiratory and/or cardiac arrest. This decision should be made after discussions with the person’s physician.

The No Cardiopulmonary Resuscitation (NCR) Order Form provided by the doctor, home care nurse or hospice allows people who are at home to clearly state that they do not want active resuscitation to be given when they can no longer make the decision. It provides instruction to ambulance attendants and emergency room personnel.

The NCR Order Form must be signed by both the patient (or designate) and the physician. The WHITE copy of the form should be in the home on the front of the fridge or in the Care at Home Binder so it is readily available to show emergency personnel if they are called to help.

It is important to discuss this decision with others involved in the person’s care and to know that the DNR order can be changed at any time. If a person’s wishes change, the physician and community nurse should be informed and the form torn up. In hospital or a residential facility, the physician must indicate no cardiopulmonary resuscitation on the patient’s chart.
End-of-Life Resources

Someone who is close to death will go through a number of physical changes as his/her body ‘slows down’. The person may be conscious to the very end but his/her sensation and ability to move may diminish. It is important to remember that each situation is different and that many of the signs and symptoms that happen as the body shuts down may not occur in everyone.

Information and pamphlets on the following topics are available at the Harold & Veronica Savage Centre for Supportive Care in Delta:

- Signs of Approaching Death and Helpful Ways You Can Respond
- When Death Occurs – In Hospital, At Home
- If an Ambulance Must Be Called
- Checklist for When Death Occurs
Funeral Resources

Pre-planning the details of a funeral or memorial gathering allows an opportunity for people to make their preferences known and removes the burden of decision-making from family members at a difficult time. Many funeral homes will provide pre-planning forms, free advice, consultation and details of costs.

**Delta Funeral Home** ..........................604-946-6040
5329 Ladner Trunk Road, Ladner
www.delta-funeral.ca

**Municipality of Delta Cemetery** ..........604-946-4141
Provides information about plots at the Boundary Bay Cemetery in Tsawwassen.

**Personal Alternative Funeral Services** ...604-946-7759
www.personalalternative.com
Provides sensitive and affordable alternative to traditional funeral homes by making funeral arrangements in your own home.

**Riverside Funeral Home & Crematorium** ...........................................604-940-1313
7410 Hopcott Road, Delta
www.riversidefuneral.com
Provides traditional South Asian funerals and offers lay counselling and support to bereaved families. Also provides service to other faiths and cultures.

**Royal Canadian Legion**
Help with planning and providing information for veterans.

   Delta Branch 61 (Ladner)...............604-946-4611
   Delta Branch 289 (Tsawwassen) ....604-943-0232
Bereavement Support
Grief & Loss Support

After the death of a family member or friend, some people find they are feeling overwhelmed with a wide range of emotions. This reaction to loss is called grief and is a normal response to the loss of someone significant.

A death may also bring on physical symptoms to the point where some people feel they are losing control or are going crazy. It is important to realize that these physical and emotional symptoms do not necessarily mean someone is suffering from clinical depression.

Usually “time” and people who can truly listen to your story for as long as you need to tell it are what are most helpful through the journey of grief. Everyone grieves differently and there is no right or wrong way to grieve.

There are a variety of places where people can reach out for help in their grief. A number of these places are listed under counselling resources or bereavement resources in this booklet.

Our counsellors, support staff and volunteers at the Centre for Supportive Care understand the different reactions to grief and are available to assist with individual or group support, information and resources.
Bereavement Resources

The Harold & Veronica Savage Centre
For Supportive Care, Delta...............604-948-0660
Provides volunteer support, professional counselling and group support at no cost. The Centre is also an excellent resource for library books, audio and video tapes, CD’s, pamphlets and handouts on grief and loss.

BC Bereavement Foundation ..............604-738-9950
Contact for bereavement resources throughout BC

Compassionate Friends ......................604-875-6381
Support for families who have lost a child.

Jewish Family Services .......................604-257-5151
Ongoing grief support group for people at any stage of the grieving process. Also offers individual counselling.

Living Through Loss Counselling
Society of BC .......................................604-873-5013
Counselling, referral and self-help groups.

S.A.F.E.R (Suicide Attempt Follow-up Education and Research) .................................................604-879-9251
Counselling and support following a suicide.

Vancouver Christian Counselling
Centre.................................................. 604-688-3945
Counselling from a Christian perspective for individuals and families.
Useful Library References

There are many more excellent books for adults, children and teens, pamphlets, audio and video tapes in the Harold & Veronica Savage Centre for Supportive Care library for loan at no cost.

**Hospice Palliative Care**

Concerning Death: A practical guide for the living
Final Gifts: Understanding the special awareness, needs and communication of the dying
Taking Care: A self-help guide for coping with an elderly, chronically ill or disabled relative.

**Audio and Video Tapes**

Living with Cancer: Emotional Perspectives
Move and Transfer Safely on your Own Terms, Moyer on Dying (4 Videos)
Someone You Love is Dying: How do you cope?
The Grit and Grace of Being a Caregiver

**Bereavement (Grief & Loss)**

Beginnings: A book for widows
Beyond Grief: A guide for recovering from the death of a loved one
Courage to Grieve: Creative living, recovery & growth

**Audio and Video Tapes**

A Ray Of Hope: Facing the Holidays Following a Loss
Grief in the Workplace
Living With Grief After Sudden Loss
Opportunities to Give

The Delta Hospice Society, a registered non-profit charitable organization, is committed to providing quality care and support for people who live in Delta who are living with a life-threatening or life-limiting illness, their families and friends, as well as bereavement support for those in need.

At the Harold & Veronica Savage Centre for Supportive Care, professionals and trained volunteers provide information, resources, emotional support, companionship, counselling and assistance to allow people to live as well as possible throughout their journey of illness.

The Irene Thomas Hospice is adjacent to the Centre and offers 24-hour nursing care in a comfortable and home-like environment for people and their families in the last weeks or months of life.

This community-based organization is able to continue to do its work through the generous support of the membership, donors, memorial gifts, bequests, grants, service contracts with Fraser Health and the significant contribution of the Hospice Cottage Thrift Store.

Donations, Bequests or Memorial Gifts help to sustain the services so they will be available to everyone. Cheques may be made out to the:

**Delta Hospice Society**
c/o 4631 Clarence Taylor Crescent
Delta, BC  V4K 4L8

**VISA and MasterCard** donations can be made online at www.deltahospice.org or by calling 604-948-0660