



a circle of caring



The Hospice at May Court

THE HOSPICE *at* MAY COURT

The Hospice at May Court is an Ottawa-based charitable organization providing palliative and end-of-life care and support at no cost to individuals and their families who are facing a life-threatening illness.

The Hospice serves people of all beliefs and cultures.



OUR PURPOSE

The Hospice at May Court is a community-based charitable organization. We offer services for patients and their loved ones to experience palliative and end-of-life care in a supportive and peaceful setting, free of pain, surrounded by caring that reflects as closely as possible a comfortable home environment. Providing dignity and comfort is the focus of care.

Our services are provided at **no cost**. We depend on financial support from individual donors, service groups, corporate sponsorships, foundations and the provincial government, enabling us to deliver compassionate and cost-effective end-of-life care.

Delivery of our services is made possible through the support of dedicated staff and volunteers from the community. All our services meet the highest care standards in a home-like setting that is comfortable. The Hospice at May Court is an accredited health care facility under Accreditation Canada.

OUR PROGRAMS

The Hospice at May Court offers four programs at no cost to patients and their families:

- Day Hospice
- Home Support
- Residential Care
- Family Support



Day Hospice

The Day Hospice program is designed for patients living with a life-threatening illness, offering them a day out in a caring, social setting. The program offers a day away for the patient and respite for their caregivers. Our sunny sittingrooms provide a restful and relaxing place for patients to spend the day. Activities vary but may include art, music, massage, reflexology, manicures, social time, relaxation and a nutritious lunch. Trained Hospice volunteers always participate to create a social caring circle and provide company during Day Hospice programming hours. Our Certified Palliative Care Nurse Coordinator manages all Day Hospice activities. Our trained volunteer drivers provide transportation for Day Hospice patients to and from home.



Home Support

Home Support is organized and managed by a Certified Palliative Care Nurse Coordinator. Trained volunteers provide patient support and caregiver respite. A volunteer visits the patient's home for up to four hours at a time. Volunteers listen, read, talk with, may take the patient out, assist at meal time or are present while the patient rests. Home Support services give caregivers personal time to go out or to rest. After each home visit, volunteers report back to the Hospice Nurse Coordinator who ensures that the patient and family's needs are monitored.

Residential Care

The Hospice provides residential care in nine private rooms for persons in the final weeks of their illness. The residence offers professional nursing care 24 hours a day, seven days a week. Staff and trained volunteers all work together to deliver care to residence patients. The patient's family physician is encouraged to be a full partner in care. The residential program includes support for the patient's family and immediate social circle of friends. Family members and close friends may visit at any time. Counselling, provided by Family Support Counsellors, is offered to persons caring for someone with a life-threatening illness. Meals are prepared on-site by our food services manager and provided for patients. Family members have access to the family kitchen and sitting rooms in the residential wing. Patient rooms are equipped with cable television and internet services. We have one room with a special hospital bed to comfortably accommodate two persons during visits.



Family Support

The Family Support Program offers counselling to caregivers who look after someone with a life-threatening illness and to the bereaved who have lost a family member. The service, provided by two Family Support Program Counsellors, is available to adults, adolescents, and children. Different approaches are used according to the needs and age of clients (e.g. for children sandplay therapy and drawing may be used). Spousal bereavement groups are offered and other support groups have been available over the years. Our trained volunteers offer additional support to family members with complementary therapies such as Therapeutic Touch, Reiki, Reflexology, foot and back massage. The Family Support Program also has a small resource lending library.



STAFF AT THE HOSPICE

Our staff includes Certified Palliative Care Nurse Coordinators, Registered Nurses, Registered Practical Nurses, Personal Support Workers, and Family Support Program Counsellors. The Hospice operates under the authority of a Board of Directors and is managed by an Executive Director who oversees the nursing care team, finance and administrative staff, our Coordinator of Volunteer Services, food services manager and our housekeeping and maintenance support team.

OUR VOLUNTEERS

Over 500 knowledgeable and experienced volunteers provide more than 32,000 hours of service annually to support Hospice programs. All volunteers who would like to work with Hospice patients must attend and graduate from our comprehensive 30-hour volunteer orientation training program, delivered in two-hour sessions over 13 weeks. Patient care volunteers are supervised and supported by Certified Palliative Care Nurse Coordinators. Other volunteer opportunities include work at our reception desk, driving, providing administrative support, assisting with building and grounds maintenance, special projects or helping with fund-raising events and serving on Board committees. We have a 17-member volunteer Board of Directors from the local community. Our Board members represent a wide variety of professions and are deeply committed to the mission of the Hospice. Please contact our Coordinator of Volunteer Services to ask about volunteer opportunities.

REFERRALS FOR HOSPICE SERVICES

All referrals to Day Hospice, Home Support or Family Support may be made by the patient, family, clergy, friends or a health-care professional. However, to admit a patient to the residence, referrals must be made by a health-care professional. Please contact the Referrals Coordinator listed on the back of this brochure.



THE HOSPICE *at* MAY COURT

CONTACT US:

Telephone numbers for information
Main telephone: **613-260-2906**

Home Support &
Day Hospice Referrals Coordinator: **ext. 226**
Residence Referrals Coordinator: **ext. 229**
Family Support Coordinator: **ext. 228**
Coordinator of Volunteer Services: **ext. 231**
Development & Donations Office: **ext. 224**
Events Office: **ext. 232**
Clinical Programs & Education: **ext. 230**
Finance & Administration Director: **ext. 223**
Executive Director: **ext. 227**

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Credits:

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OUR HISTORY THE HOSPICE *at* MAY COURT AND THE MAY COURT CLUB OF OTTAWA

The Hospice was founded in 1987. It began with a Home Support program based at All Saints Anglican Church in Ottawa's Sandy Hill neighbourhood. As the number of patients grew, the Day Hospice and Family Support programs were added to Hospice services. In 1998, The May Court Club of Ottawa offered the Hospice a home on the club's property on Cameron Avenue in Old Ottawa South. The nine-bed residential wing was opened in 2001. The May Court Club of Ottawa is our primary partner and major supporter. The Hospice serves over 600 individuals every year.

Located in the residential neighbourhood of Old Ottawa South, the Hospice at May Court is situated on two acres of beautifully landscaped property on the banks of the Rideau River. Our nine-bed residence wing, our sunny sitting rooms and hallways are decorated with artwork by local artists. Flickering fireplaces, a spacious sun-filled dining room, the art studio and our resource library offer patients, their families and friends a peaceful, caring, welcoming and comfortable retreat.

COMMUNITY OUTREACH

The Hospice at May Court is grateful to the many service clubs, realtors, foundations, congregations, corporations, retailers, school groups, individual donors and volunteers who generously contribute resources and time to support our programs. We depend on the community to keep our doors open and to continue to provide all our programs at no cost to those individuals who require support during one of life's most difficult journeys, palliative and end-of-life care.

We are pleased to speak to groups about our services and volunteer opportunities. To schedule a presentation please contact the development office. On our website you can find; our quarterly newsletter, information about current Hospice events, ways to donate, the volunteer application form and our annual report.

HOW YOU CAN SUPPORT THE HOSPICE *at* MAY COURT

Volunteer

Volunteers support and enhance all our programs. We have an amazing and diverse group of long-time and committed volunteers. Volunteers range in age from 16 to 88 years. Many volunteers have stayed with the hospice for more than 10 years because they find volunteering here so rewarding.

To find out more about current individual or group volunteer opportunities at the Hospice at May Court, please call our Coordinator of Volunteer Services for details. You may also apply to volunteer via our website.

Participate

We welcome you to participate in our renowned annual fundraising events throughout the year, including; *Hike for Hospice* in May, *Homes for the Holidays* in November and our *Shine-A-Light* Memorial Celebration in December. You may also have an idea to create a third party event to benefit the Hospice. We are always pleased to explore new community partnership opportunities. Call our Development Office to find out about creative ways to contribute and share your ideas.

Donate

All programs of The Hospice at May Court are provided at no cost to patients and their families. The Hospice relies on the generosity of community support and donations. We hope that you will consider making The Hospice at May Court your charity of choice this year or encourage your office to participate in a matching gift program. You can make a donation by purchasing an annual Hospice membership, or by donating to the Hospice in memory or in honour of someone, by direct giving, bequests, gifts-in-kind, and gifts of securities or by corporate sponsorships for our events. We are a Canadian registered charity and issue tax receipts for all donations. Our Development Office will be pleased to provide you with more information.