

## DURING YOUR STAY

If you have questions or concerns during your hospital stay, members of your care team can help you. Please take the opportunity to speak with your care team or Unit Manager.

## TEAM INFORMATION

Unit Extension:

2144

Other Team Members:

Physician, Nurse Practitioner, Nursing, Palliative Care Team, Social worker, Allied health, and Chaplain

## SHARING YOUR FEEDBACK

At Joseph Brant Hospital we welcome all feedback. Please contact our Patient Relations team to share any compliments, concerns, inquiries or complaints.

Telephone: 905-632-3737 Ext. 4949

### Mail:

Patient Relations  
Joseph Brant Hospital  
1230 North Shore Boulevard  
Burlington, Ontario  
L7S 1W7

**Developed by:  
The Palliative Care Program**

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# Palliative Care Inpatient Program

“Palliative care is active compassionate care of the terminally ill at a time when they are no longer responsive to traditional treatment aimed at cure and prolongation of life and when the control of symptoms, physical and emotional, is paramount. It is multidisciplinary in its approach and encompasses the patient, the family and the community in its scope” (Ontario Palliative Care Association)

## Welcome

Our mission is to provide quality patient care. Our values include: compassion, accountability, respect, and excellence (CARE).

## Our Purpose:

Palliative Care Services at Joseph Brant Hospital (JBH) strives to enhance the quality of life of the patients and families through optimal pain and symptom management and in creating a healing environment to address psychosocial and spiritual distress. We believe that in supporting the goals and preferences of patients and families that we uphold the dignity and integrity of each individual.

## Planning for Your Care

During your stay, you'll see a number of different health care professionals including doctors, nurses, therapists, dietitians, social workers and volunteers. Your care team will support you in hospital.

Your palliative care team will work with you and your family/ caregivers to develop a complete care plan to support your comfort and symptom management needs.

If you feel this program is not for you or your loved one, the team would be happy to discuss other options for homecare and hospice supports in the community.

## Palliative Care Unit

The focus of the palliative care unit (PCU) is to manage distressing symptoms (pain, nausea, difficulty breathing) and ensure comfort when cure is no longer possible.

The PCU is a 12-bed unit with private and semi-private rooms. The environment on PCU is structured for the comfort of patients, families and friends. Facilities include a kitchen, lounge, and a private meeting room.

- Visiting hours are flexible. Family and friends wishing to stay overnight with a patient may arrange a sleeper chair with our staff.
- Children are welcome to visit.
- Pets are welcome to visit, with clearance from staff.
- Open dialogue with our specially trained staff is encouraged at all times.
- All religions are respected. All personal spiritual advisors are encouraged to visit and a multi-faith meditation room are located in the Hospital.
- All private and semi-private rooms and professional care are covered by the Ontario Health Insurance Plan (OHIP).

Tours of the unit are encouraged so patients and families can see the facility and have an opportunity to talk with our staff to answer any questions about palliative care.

## Accessing Palliative Care

Applications to the palliative care unit are made by a member of the health care team caring for the patient.

Our criteria for admission:

- The patient and/or family Substitute decision maker (SDM) agree with a palliative plan of care and no longer wish to pursue active treatment to cure disease or prolong life and wish to focus on promoting patient comfort through managing symptoms.
- An "allow natural death (AND)" status has been discussed and agreed upon by the patient and/or the patient's family/SDM.
- The patient should have an estimated life expectancy of three months or less. If the condition of the patient stabilizes or improves, we work with the patient and the patient's family to find a more appropriate care setting.