



Policy Name: <p style="text-align: center;">PROGRAMS AND SERVICES</p>	Policy Number: <p style="text-align: center;">0902</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">MARCH 6, 2013</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">New format being used.</p>	Date Revised: <p style="text-align: center;">June 15, 2022</p> Next Date for Review: <p style="text-align: center;">June 15, 2025</p>
Section: <p style="text-align: center;">Section 09 - Administration</p>	Page No: <p style="text-align: center;">Page 1 of 4</p>

Policy

This policy outlines the programs and services offered at The Salvation Army Agapé Hospice. The services of Agapé Hospice are accessible to: hospice appropriate individuals, aged 18 and older, who have been referred through the Alberta Health Services (AHS) Hospice Central Access or the AHS Palliative Home Care Team. Admission may be restricted as a consequence of operational resources. Aside from these parameters, there are no exclusions to this policy.

All programs and services are delineated within Agapé Hospice’s Strategic Plan. They are developed under the auspices of The Salvation Army Agapé Hospice mission and vision in concert with the requirements outlined in our Alberta Health Services contract. Agapé Hospice provides a wide range of 24 hours per day/7 days a week (24/7) services with an interdisciplinary approach that enables us to meet the individualized physical, spiritual, emotional and social needs of the Resident.

Prior to implementation, programs and services shall receive concurrence from Alberta Health Services Palliative/End of Life Care and approval by The Salvation Army Headquarters (Appendix A - Program Proposal Form).

CROSS REFERENCES

- Alberta Health Services Service Contract
- Interdisciplinary Rounds Format Agapé Hospice Tool
- Agapé Hospice Information Pamphlet

REFERENCES

- The Salvation Army Policy and Procedure #7919



Policy Name: <p style="text-align: center;">PROGRAMS AND SERVICES</p>	Policy Number: <p style="text-align: center;">0902</p>
	Date Revised: <p style="text-align: center;">JUNE 15, 2022</p>
	Page No: <p style="text-align: center;">Page 2 of 4</p>

Operations

The Interdisciplinary Team (IDT) comprises: Medical Director, Physicians, Nursing Lead, Spiritual Care Coordinator, Bereavement Coordinator, Social Worker, Registered Nurses, Resident Attendants, and Volunteers. Interdisciplinary rounds are held twice a week with a Palliative Care Consultant from AHS as well as a clinical pharmacist in attendance.

Physical

Physicians, Registered Nurses and Resident Attendants see to the physical needs of each Resident by providing expert clinical care, as well as a caring heart and listening ear to help alleviate fear and enhance the Resident's quality of life for their remaining days.

Spiritual

The Spiritual Care Program is overseen by the Spiritual Care Coordinator. Spiritual care is available 24/7 to Agapé Residents and families, respecting a diversity of faiths, beliefs and traditions represented in our Residents. The Spiritual Care Coordinator provides a supportive presence, the incorporation of meaningful and sacred practices, grief support and pastoral care. Seasonal services are provided, as well as rites facilitated for those who have specific religious needs. Agapé chaplains can also officiate at funeral services, within the guidelines of the Hospice.

Social

The Social Work department is overseen by the Social Worker at Agapé Hospice. Social work provides emotional, advocacy and practical support to address a variety of human needs. Agapé's children's support - "Elephant Club" program - is offered by the Social Worker, Volunteer Resources Manager and trained volunteers.

Bereavement

Bereavement support is overseen by the Volunteer Coordinator with the involvement of trained volunteers. Bereavement support is provided at the time of death and for a minimum of one year following the loss of a loved one. Workshops are held in the



Policy Name: PROGRAMS AND SERVICES	Policy Number: 0902
	Date Revised: JUNE 15, 2022
	Page No: Page 3 of 4

Spring and Autumn, Remembrance Services are conducted monthly, and Coffee Hour is held regularly to provide bereavement care.

Volunteer Resources

Agapé offers a comprehensive volunteer program that is overseen by the Volunteer Coordinator. Approximately 90 dedicated volunteers give many hours daily to provide a variety of warm and caring support such as:

- Providing comfort through presence, conversation and acts of kindness;
- Life enriching activities such as coffee hour, card making and peaceful walks in the garden;
- Fine Arts Program including Resident artists and special musical guests;
- Garden and floral arrangements;
- Respite for family;
- Bereavement follow-up;
- Assistance with special fundraising events;
- Dignity Projects;
- Legacy Work;
- Support for Resident and Family Council;
- Support of inquiry tours.

Support Services include the following:

- Food Services: provides customized dietary requirements for the Residents. Meals may be purchased by family and friends of the Residents and by staff.
- Laundry Service: provides individualized service to each Resident.
- Maintenance service: our staff assists the Resident in making their respective accommodation unique and home-like.
- Housekeeping Service: maintains a high standard of cleanliness and provides ongoing support to the entire facility.
- Oxygen Service: a respiratory therapist is available for on site assessment through the oxygen vendors within the City of Calgary. (Established contracts will be honored).
- Pharmacy Service: 24/7 pharmacy support is provided by a contracted pharmacy.



Policy Name: PROGRAMS AND SERVICES	Policy Number: 0902
	Date Revised: JUNE 15, 2022
	Page No: Page 4 of 4

- Guest Suite Rental service: Accommodation for a family is available through Agapé's guest suite rental program. A family member may also opt to stay overnight in the Resident's room at Agapé Hospice.
- Welcome of family, loved ones and visitors is done with a pre-admission tour of the facility.