



## Frequently Asked Questions

Agapé Hospice is owned and operated by The Salvation Army and is a contract provider to Alberta Health Services.

### **How many beds do you have?**

We have a total of 20 beds and we encourage residents to bring in personal items to help them feel more at home.

### **Do you allow visitors?**

Visitors are welcome, including children and pets, but must adhere to the AHS protocols regarding screening, safe visiting and social distancing with respect to COVID-19. Overnight accommodations may be arranged as well.

### **What does Hospice cost?**

There are no charges for care, however, people are responsible for the cost of their own medication through their personal health benefits plan, and for oxygen, if needed.

### **Who pays for transportation of my loved one?**

Transportation is organized by the agency that is currently looking after your loved one. Your palliative consultant/home care nurse will be able to explain the transportation arrangements and cost for your unique situation.

### **Do you have any empty beds?**

Your palliative consultant/home care nurse will support you in the waitlisting process and help to identify if there are any special care needs that will influence the hospice you go to. The waitlist supports 114 beds in 7 hospices and is managed by Alberta Health Services.

### **How long can my loved one stay at Agapé Hospice?**

We do not have a set amount of time that a resident can stay with us. Each person is considered on a case by case basis. If there is a change in condition, the hospice team will assess the care needs to that person.

### **What is provided in a resident room?**

Rooms are private. Each room includes an electric bed with side rails, over the bed table, a recliner, separate bathroom with a sink and toilet, telephone, TV with VCR/DVD/Blu-ray player, and adequate storage space. Each room has an individual thermostat and the windows can be opened. The lights in the room can be dimmed.

### **Does Agapé Hospice support MAiD?**

We will support anyone wishing to explore this option through the approval process, however, a resident who meets the MAiD criteria and who wishes to proceed will go to an alternate health facility or private location that will accommodate their request.