



WELCOME PACKAGE

THE SALVATION ARMY AGAPE HOSPICE

Information for Residents and Loved Ones

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WELCOME TO AGAPE



It is our privilege to care for you and your loved ones

We hope that you will feel at home here as we journey together.

Nestled in a peaceful garden setting in the heart of Hillhurst Community, The Salvation Army Agapé Hospice provides a peaceful, compassionate and caring environment where those diagnosed with a terminal illness can live out their final days with respect and dignity.

On June 3, 1992, Agapé Hospice was established with the transition of The Salvation Army's Sunset Lodge for seniors. It had three beds, the distinction of being the first free standing facility of its kind in Calgary, and pioneered today's holistic hospice and palliative care. Agapé has expanded to include 20 beds in 2 wings and has provided holistic, compassionate palliative end of life care for over 200 residents and their loved ones per year. Since that time, Agapé Hospice has become an integral part of the continuum of health care in Alberta, playing a significant role in the development of the hospice and palliative care program within the Alberta Health Services-Calgary Zone. Modeling leading practice and ongoing quality improvement initiatives, Agapé was one of only five hospice facilities in Canada to participate in a field study to develop Accreditation Canada's Qmentum Program. We are currently accredited through this program.

For more information about The Salvation Army Agapé Hospice, please visit our website: www.agapehospice.ca

Agapé 's Philosophy of Care



“You matter because you are. You matter to the last moment of your life, and we will do all we can, not to only help you die peacefully but to also live until you die.”

Dr. Cicely Saunders, Founder of the Modern Hospice Movement in the UK 1967

Maximizing our resident's quality of life while facing death is the primary focus of the hospice program and its interdisciplinary team. A core of services provided by the team in a peaceful, caring environment is key in meeting the physical, psychological, social, emotional and spiritual needs of terminally ill residents and their families. The prevention of physical and emotional suffering is given high priority, with individualized care and consideration. Spiritually, we offer a faithful presence, a listening ear and a caring heart.



The Salvation Army Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.



Commitment Statement

Led by The Salvation Army values the community at The Salvation Army Agapé Hospice extends compassionate, holistic care and support to those experiencing the end-of-life journey.

Person-centered care model

At Agapé Hospice, we use a person-centered care model which means:

- ❖ Residents and families are welcome as partners in the planning and care provision of your loved ones. Your loved ones are not simply “visitors” in the lives of residents; they are essential members of the care team.

The four core concepts of person-centered care are based on what matters to residents and families.

1 Respect and Dignity

Treating residents and family with compassion, incorporating resident values, preferences, and needs into the services we provide. Everything we do impacts residents and families. It can be as simple as providing a comfort round for your loved one.

2 Information Sharing

We communicate with residents and families to ensure they understand and receive timely, complete, and accurate information in a way they can easily understand. Sharing information with co-workers that may impact resident and family is important. This could mean telling a health care provider your loved one's favorite activities.

3 Participation

This generally happens at the point of care. Non-clinical staff participate in the resident experience indirectly or make decisions about services provided to support care. We build partnerships and encourage and support residents and families to participate in care and decision making at the level they choose.

4 Collaboration

We collaborate with residents and families in the design, delivery, and evaluation of services, and use the information to make improvements. We share ideas to help improve services for residents.

Agapé's Interdisciplinary Team

Our Interdisciplinary Team consists of our Attending Physicians, Medical Director, Nursing Manager, Assistant Nursing Manager, Registered Nurses, Resident Attendants, Social Worker, Spiritual Care Coordinator, Unit Clerks, and Hospice Palliative Care Volunteers. Upon admission, care continues under one of our Attending Physicians. Our Interdisciplinary Team will work in collaboration to create a personalized Care Plan that reflects priorities of care for our residents. A copy of the Care Plan may be obtained from your Registered Nurse.

Interdisciplinary Team Members

If you need specific contact information or want to reach a particular department or staff member, business cards are available at the front desk. Feel free to ask the receptionist, who will be happy to assist you in finding the right contact.

Direct line	Job Title
403.282.6517	Executive Director
403.282.7698	Spiritual Care Coordinator
403.282.7684	Bereavement Coordinator
403.282.6582	Volunteer Program Coordinator
403.282.7656	Education and Clinical Projects Coordinator
403.282.7603	Nursing Manager
403.282.6588 ext. 175	Assistant Nursing Manager
403.282.7339	Social Worker
403.282.6656	Support Services Manager
403.282.6588 ext. 222	HR, Payroll & Benefits Administrator
403.282.6588 ext. 246	Executive Assistant

Support Team

Our dedicated support team includes Housekeeping and Laundry, Maintenance, Food Services, and Unit Clerks, all working together to ensure a comfortable and well-organized environment. If you need to contact any of these teams, please ask at the front desk for their direct numbers.

Ethic Committee

If you have any ethical concerns or questions, you are encouraged to reach out to the Chairperson. The Chairperson is available to provide guidance, address issues confidentially, and ensure that all matters are handled with integrity and fairness. Raising concerns helps maintain transparency and uphold our shared ethical standards.

PROGRAMS AND SERVICES



NURSING MANAGER

The Nursing Manager is responsible for the planning, organizing, direction, and overall management and operations of resident care. The Nursing Manager supervises the Registered Nurses, Resident Attendants, and Unit Clerks and coordinates care with the Social Worker, Spiritual Care Coordinator, and Volunteers.

The Nursing Manager is available to the resident/family/caregivers/service providers throughout the weekdays and at other times by request. The Nursing Manager may assess /intervene directly with residents / families as necessary or may delegate to other personnel.

NURSING TEAM

Supervised by the Nursing Manager and Assistant Nursing Manager, our Nursing Team consists of Registered Nurses (RNs), Resident Attendants (RAs), and Unit Clerks.

We strive to provide excellent care for our 20 residents. Consequently, we do not offer one-on-one nursing care. We encourage everyone to be, and remain, as independent as possible.

Health and Safety are a priority at Agapé. Resident care assignments are established, in part, to create balance for our Nursing Team. This may mean that a variety of different people will provide care during your stay. To achieve continuity of care, the Nursing Team communicates updates regarding resident care twice daily during shift change (0650 and 1850 hrs.).

We have a diverse group of nursing employees that is made up of both female and male caregivers. Because of this mix, we cannot guarantee that only a female or a male caregiver will be provided.

UNIT CLERKS

The Unit Clerk handles clerical, and reception matters in the Nursing Section, assists with the functioning of the general office, greets, screens, and directs visitors, manages compilation and storage of resident charts, and handles phone calls from family, friends, and physicians as appropriate.

PHYSICIANS

Our Medical Director has a team of Physicians with experience in hospice care who oversee individual care. There is a Calgary Zone Palliative and Hospice Care Physician Consultant available to all physicians working with hospice residents.

SOCIAL WORK

Social Work plays an integral role within Agapé's Interdisciplinary Care Team and provides support to residents and their loved ones Monday to Friday.

Social Work strives to accommodate the unique needs of individuals, and focuses its involvement on a variety of aspects including, but not limited to:



Emotional Support

- ❖ One on one support for residents and family members
- ❖ Adjustment to hospice
- ❖ Loss and grief issues
- ❖ Communication
- ❖ Feelings (e.g., fears, anxieties, anger, sadness, depression) and thoughts
- ❖ Coping strategies
- ❖ Life Review
- ❖ Arranging / facilitating family conferences
- ❖ Providing Social Work assessment to care team
- ❖ Providing information, e.g., grief process, coping strategies
- ❖ Delivering Agapé Children's Grief Support Program, known as "Elephant Club," for young visitors. One on one support is provided by the Social Worker. Welcoming Doll and Art Cart are available. Group activity, Craft Program is held monthly.





Advocacy

- ❖ Addressing financial concerns, and accessing available benefits (e.g., AISH, CPP, Compassionate Care Benefits, etc.)
- ❖ Liaising with community agencies and providing referrals for family (e.g., food bank)
- ❖ Filling out applications (e.g., Handi Bus)
- ❖ Arranging transportation for resident's appointments (e.g., ambulance to hospital, wheelchair accessible vehicle)
- ❖ Working with team to discuss and plan transitions to other care facilities or discharge to home.
- ❖ Searching for family members
- ❖ Coordinating voting during elections



Practical Assistance

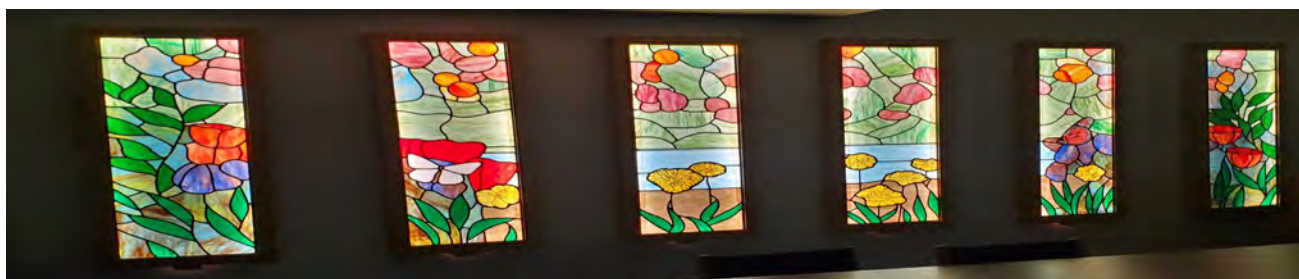
- ❖ Connect, explore, and find health advocate; support in this way if needed.
- ❖ Providing "True Copy" certification of photocopies for Government Benefits
- ❖ Providing advocacy letters (e.g., Immigration Canada, waiving of costs, etc.)
- ❖ Providing information on Funeral Homes, costs, applications to funeral membership organizations
- ❖ Providing information on legal services in the community
- ❖ Providing information on eye donation



Social Work Assistance

- ❖ Social Workers will introduce themselves early during a resident's stay or can be accessed at any time throughout the referral or request process. Ask an RN or RA or any Care Team member, contact the Social Worker at phone extension 232, or drop in at the Social Worker's Office on the main floor, Administration Wing.

SPIRITUAL AND RELIGIOUS CARE



The life of the human spirit is expressed through one's spirituality. Recognizing that people facing death – their own or that of a loved one – turn to sources of “ultimate meaning” for strength. The Spiritual Care Coordinator provides spiritual support, assisting residents and family members in issues of life meaning. Each person's world view and cultural exercises are respected, and everyone's spiritual expression is supported.

The Spiritual Care Coordinator facilitates the provision of Indigenous religious practices and special religious requirements for various faith communities. Community Clergy and other Spiritual Care providers are contacted to support those residents who are associated with their ministry. Religious and spiritual reading materials will be made available on request

The Spiritual Care Coordinator is on-site Monday to Friday during the workday, and for after-hours urgent requests.

The Agapé Chapel – located on the main floor across from the reception area - is also available for prayer and meditation for residents and their families and friends. Special services for residents and visitors are held when required.



Bereavement Support for Family Members

During the first year, at two and six months, you will receive bereavement support telephone calls from our volunteers, offering a listening ear and further information on our ongoing bereavement support.

A Remembrance Service is held at Agapé Hospice every two months for family and friends who's loved one have passed away at Agapé. A Bereavement Coordinator is also available to assist residents and families with both anticipatory grief, future grief, and bereavement concerns.

VOLUNTEERS



Volunteers are essential Interdisciplinary Team members who provide the support intended to enhance, strengthen, sustain, and extend the services offered at Agapé Hospice.

Volunteers provide the emotional support necessary to companion residents and families during the final stages of terminal illness and bereavement. Volunteers receive special training to provide informal support to residents and families.

Volunteers are not able to provide physical care but do the following:

- ❖ provide a helping hand, a caring heart, and a listening ear.
- ❖ provide a quiet presence: hold hands, relieve family for a break.
- ❖ provide language interpretation.
- ❖ assist with correspondence, recording precious memories, special messages.
- ❖ provide tours pre- or post-admission.
- ❖ provide musical entertainment.
- ❖ assist with hobbies – e.g., reading aloud, playing cards.
- ❖ assist with special celebrations.

DIETARY

Our qualified cooks and dietary employees prepare the meals at Agapé Hospice. We use fresh ingredients and follow Canada's Food Guide for dietary needs. We cannot guarantee allergy "free" meals and snacks. However, we will attempt to accommodate our residents' dietary needs. Nutritious meals are delivered to the rooms daily and kitchen facilities are provided for any special needs of the residents.

HOUSEKEEPING

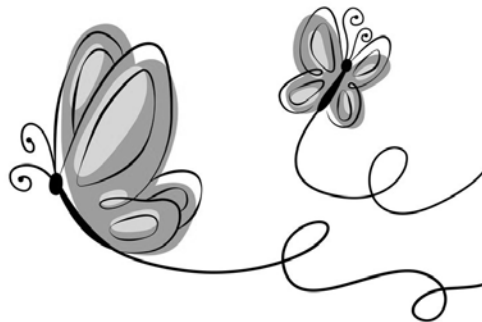
The Salvation Army Agapé Hospice feels that a clean and orderly room contributes significantly to well-being. Housekeeping is available seven days a week. If you have housekeeping concerns, please ask the Unit Clerk or your caregiver to contact the housekeeper.

LAUNDRY

Personal items are washed and returned to each room. For quick identification, please label all items, including pillows and blankets.

MAINTENANCE

A well-maintained hospice provides a safe and comfortable environment for you and your family. Our maintenance team is available seven days a week. Please let the staff know if there is something requiring the attention of our maintenance person.



PRINCIPLES FUNDAMENTAL TO CARE



We commit ourselves to protecting resident rights by respecting informed decisions in all matters, which include family considerations, pain control, and symptom management.

We recognize that terminal illness has consequences which are shared by everyone affected by it. We aspire to create an atmosphere that is supportive so that everyone may contribute to comfort and care.

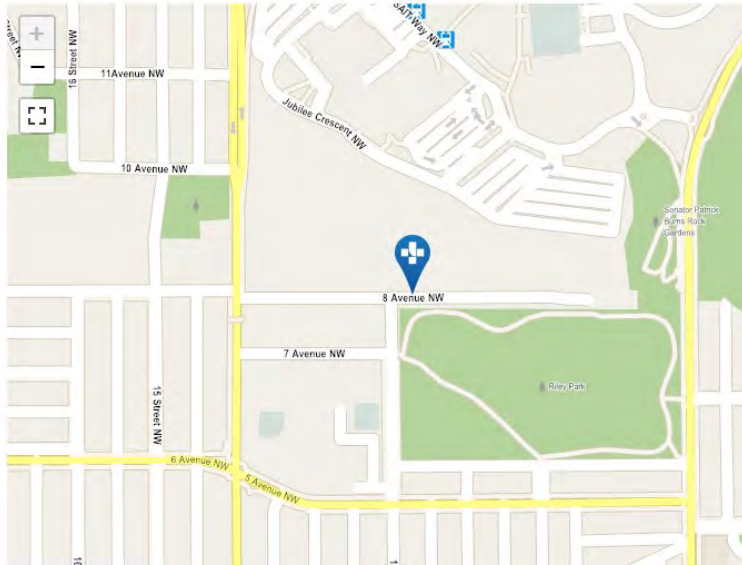
All communications and records pertaining to care will be kept confidential, except as required by law or upon your instructions. The resident, or a person authorized to act on behalf of the resident, has the right to obtain complete information concerning care, in a way that can be understood.

Resident and Loved One's Responsibilities

- ❖ To ask questions and be open and honest with our staff about care
- ❖ To provide accurate information about health, including past illnesses; past and current medications, including alternative medications
- ❖ To respect the privacy of other residents

INFORMATION FOR LOVED ONES AND VISITORS

Agapé's Contact Information



Address

The Salvation Army Agapé Hospice
1302, 8th Avenue NW
Calgary, AB T2N 1B8



Phone and Fax

Phone: 403-282-6588
Fax: 403-284-1778



Email

Agape.information@salvationarmy.ca



Website

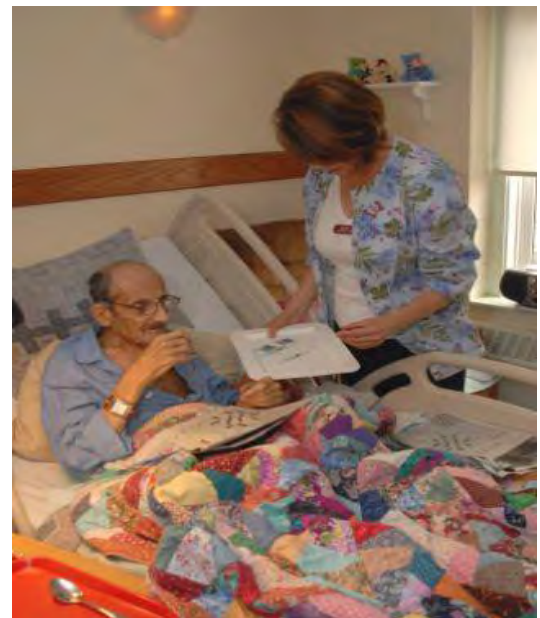
www.agapehospice.ca

Accommodation

Agapé Hospice strives to provide a peaceful, homelike environment for all residents. All rooms have been decorated in a warm and inviting manner and residents are encouraged to personalize their rooms with meaningful items from home. Rooms are assigned on an availability basis. Requests for room changes may only be entertained for medical purposes and based on availability.

For your comfort, each room contains:

- ❖ a specialized electric hospice bed
- ❖ an over-bed table
- ❖ a phone/call system (local calls)
- ❖ a private washroom
- ❖ a wardrobe
- ❖ a chest of drawers
- ❖ shelving for personal mementos
- ❖ a television
- ❖ a cable TV outlet
- ❖ a CD player/radio
- ❖ a heat thermostat
- ❖ windows that open
- ❖ lights that dim
- ❖ a fan (on request)



Sofa beds may be available upon request to accommodate a loved one's stay in the room. In addition, you will find a variety of beautifully decorated lounges and Quiet Rooms throughout the facility where you can find peaceful respite, have private conversation with your caregivers, enjoy social interaction, or entertain your visitors. Food is not permitted in these spaces.

Activities

Daily Ditties sheets are located across from the Nursing Station.



Art à la carte

Art à la Carte brings art and creative expression to residents. Art is brought to the residents' room, allowing them to choose pieces that personalize their space and offer comfort and distraction.



Meaningful Activities

Adult coloring, art supplies, books, cards, games

Would you or a family member like to spend some time drawing or painting? We can provide you with the supplies and material to make this happen. Need a little help? We have artistic volunteers to make this happen. Just let a staff person or volunteer know and we will get you started.



Birthdays and Special Occasions

Birthdays are very special for some. We would like to help you celebrate with a card, song, balloon, and cupcake. Choose one or all. Let us know how you would like to celebrate any special occasion.



Picture Perfect

Thanks to a generous donation, we are pleased to offer photo enlargement and wall display at no cost to you. Select your 4 favorite photographs. Older pictures can be photographed and submitted. Email digital copies to judy.hyde@salvationarmy.ca along with the resident's name. When the pictures are received, staff will measure the wall space available and have the pictures printed to fit the wall. It takes approximately 3-4 days.

Assistance – Call Bell System

Your nursing care providers carry wireless phones that inform them of your need for any type of assistance. Press and hold the button on the wristband to activate the call bell. Someone will come to your assistance as soon as possible. Additionally, you can also press the red button on the call bell unit.

(This is only activated when you are in your room.) If you would like to sit out in the garden area at the back of the building, please take one of the garden call bells (located in the box on the left wall before you exit the glass doors).

Audio and Video Recording Devices in Resident Rooms

We understand residents, families, and visitors may wish to take photos, audio, and video recordings of each other, the clinical team or other activities that occur at the hospice, however, recording in any way must respect the individual privacy of those that are being documented, and **consent must be provided**.

Questions or concerns can be directed to the Nursing Station.

Bathing

Residents are offered a bed bath daily and offered opportunities for showering/bathing a minimum of twice a week by the method of their preference. To ensure that water temperature is safe for our residents prior to entering the tub or shower, there are three safe bathing temperature checks conducted. One of the checks includes a resident feeling the temperature of the water themselves, determining their preferred temperature prior to entering the water. A resident will be asked if the temperature meets their needs. If the resident's preference is outside our safe temperature guidelines, our health care team will explore strategies to manage this risk.

Belongings

Agapé Hospice cannot be responsible for lost or stolen belongings. We therefore ask that you NOT keep valuable items such as jewelry, cash, and credit cards in your room. Only essential items such as toiletries, nightwear, hearing aids, and prostheses should be brought in.

You are welcomed and encouraged to bring your favorite pillow, comforter, family photos, pictures, and items for your room that will make you feel more at home. Please have your personal items labelled with your name. In addition to the items already mentioned, the following items may be helpful:

- ❖ comfortable clothing for daytime and, if up and about, a warm coat
- ❖ night clothes, housecoat, slippers
- ❖ liquid body wash/soap and shampoo/conditioner
- ❖ favorite body and hand lotion and powder
- ❖ toothpaste, toothbrush, denture container and cleaner
- ❖ hairbrush/comb/curlers
- ❖ shaver and supplies
- ❖ nail care supplies
- ❖ Kleenex tissues



If you wish to bring in electrical appliances such as humidifiers, fans, crockpots etc.... please notify staff.

Agapé Hospice is a scent-free environment, as scented products can aggravate health problems for some, especially those with asthma, allergies, and other medical conditions.

Resident Belongings

Families are responsible for removal of all belongings/valuables following the time of death/discharge. Unclaimed articles will be stored for ninety days following which time they will be disposed of appropriately.

Children's Grief Support Program – “Elephant Club”

Agapé Hospice acknowledges the significant impact the pending loss of a loved one has on children of all ages. The “Elephant Club” provides a safe and supportive environment in which children can explore their thoughts and feelings. A variety of resources are available on a scheduled or free-play basis, including:

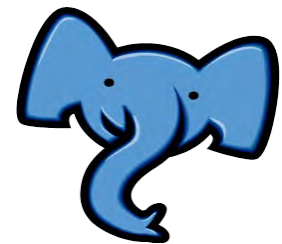
- ❖ One on one or group grief support by Social Worker
- ❖ Art/Craft Carts
- ❖ lending library for grieving children and adults who are supporting children
- ❖ grief workbooks
- ❖ memory books
- ❖ community resource information
- ❖ supportive activities
- ❖ welcoming dolls



Feel free to ask our Social Worker for more details.

Children's Area – “Elephant Club”

The children's areas in the hospice are thoughtfully designed to offer comfort, joy, and a sense of normalcy for young visitors. These spaces include children's books and supplies. Soft seating, bright decor, and quiet corners create a welcoming environment where kids can relax, explore stories, or spend peaceful moments with loved ones. These areas not only provide entertainment but also support emotional well-being during challenging times. An adult must supervise children who are in the area. A monthly children's craft program is held in this area. Please inquire with the Social Worker.



Concerns/Complaints

There are two methods to file a concern or complaint regarding care, official procedures or business matters should the need arise. Verbal complaints may be directed to the Charge Nurse or the Nursing Manager. Written complaints may be received by using the Complaint Form available on the second floor next to the stairwell, or from the Nursing Team.

Equipment

Agapé Hospice has the necessary equipment you may require during your stay; however, you may bring your *labelled* personal equipment with you if you wish. We do have some wheelchairs and walkers if you wish to use one. If you go out of the hospice, please check with Nursing Staff on the safe use of this equipment. Small fridges may be available for use in your room.

Fire Alarms and Emergency Preparedness

Fire and other emergency drills are performed at intervals to ensure your safety. If you hear a fire alarm, please stay where you are. A caregiver will come and provide you with directions.

Agapé has contingency plans in place that include emergency preparedness and pandemic plans. These are reviewed on an annual basis. The purpose of these plans is to lessen any risk and impact

on residents' health care in the event of a disruption of services. These plans are kept in the Emergency Response Manual and Pandemic Plan Binder in the Nursing Station and can be reviewed on request.

Fire Safety

We strive to be supportive of cultural traditions, spiritual practices, and celebrations for our residents. However, we have strict protocols with regard to the burning of incense, smudging, and the use of candles of any sort because of our highly sensitive smoke detectors. Please speak with a staff member before using matches or lighters in the building so as to avoid an unnecessary visit from the Calgary Fire Department.



Garden - “The Dr. Peter Gergie Serenity Garden”

Please feel free to enjoy our garden, weather permitting. You will find the door to the garden on the main level past the reception area. (Check that the doors are not locked with a dowel in the bottom right track.) Please note that smoking is allowed in the outdoor gazebo for *residents only*.

Gift Shop

A “gift shop” is located opposite Reception on the main floor, offering various items for sale during office hours. The proceeds from our gift shop contribute to enhancing resident care. Contact Reception, the Unit Clerk, or a volunteer for assistance.

Gifts to Staff

There are times when residents and families wish to thank specific individuals for the care received at Agapé Hospice through the giving of personal gifts. It is our job to offer the very best care to you and your loved one and there is no expectation of receiving a gift.

It is our policy that under *NO CIRCUMSTANCES* may any staff accept such gifts. Gifts to the hospice and to staff as a ‘team’ are acceptable, for example, fruit baskets, candies, flowers, coffee, or tea replenishment. Notes to caregivers are sincerely appreciated, as are acknowledgements on the gratitude board located on the second floor next to the stairwell.

Hand Hygiene

Please use the sanitizing cleanser before entering and upon leaving any area where care is being provided, or food is being served. Please obey hand washing signs that may be posted in a resident’s room or on the door.

Infection Prevention and Control (IP&C)

To safeguard the health of all residents, visitors, and staff, equipment such as yellow gowns, masks, and gloves may be provided outside resident rooms. We appreciate your cooperation in following the instructions on the signage provided prior to entering and upon leaving the resident’s room.

Kitchen Amenities

A kitchenette for use by residents and visitors is located on the second floor in the Herron Wing. This area has a refrigerator, microwave, toaster, and kettle. Please label all food items and beverages with your name and the date. The fridge/freezer is checked daily and any food past its “Best Before” date will be immediately discarded. Coffee, tea, ice, and water are available in the kitchenette for everyone.

Food and drinks (e.g., puddings, fruit cups, soups, juice, pop, milk) located in the kitchenette are for resident use only.

Coffee and tea are available at the Dining Room counter (main floor) when the kitchen is open (0700–1715 hrs. daily). Donations toward coffee and any available “treats” are appreciated. A vending machine containing pop, chips, gum, chocolate bars, etc., is available beside the counter in the Dining Room.

Library

The Knight Library is located on the main floor beside the fireplace in the common area. Our library provides a wide selection of leisure-reading books and titles relating to loss and bereavement. The library also offers jigsaw puzzles. Please return all borrowed materials. If you are unable to access our materials, please ask for assistance. Volunteers are available to read aloud to you.



Lost and Found

Information and assistance regarding lost or found articles may be obtained by contacting the Receptionist on the main floor. If you think you have lost an item, please contact the Unit Clerk.

Mail

If you wish to mail a letter, a Canada Post mailbox is located at the entrance to our driveway. If you are unable to take your mail to the mailbox, a volunteer can assist you. Postage stamps can be purchased from our Reception Desk on the main floor. Mail is delivered every weekday and any mail addressed to you will be delivered to your room.

Meals and Dietary Needs

Meals are prepared in the kitchen at Agapé Hospice. Menus are delivered to your room daily. You may select the food and the portion size you prefer from the daily menu. Please let your Resident Attendant know of any food allergies or cultural considerations.

Meals for Visitors

All meals are a la carte (ordered as separate items, rather than part of a set meal) although the daily Supper Special is available for \$8.00. The menu is located at the kitchen window on the main floor, and all meals are ordered and paid for in the kitchen. Credit and debit only. Dietary staff appreciate being notified 2 hours in advance if you would like to purchase lunch or supper. Visitors and residents may eat in the Dining Room or the residents' room.

Medications

The hospice does not cover the cost of medications during your stay. Our medications are prepared and delivered by Marshall Drugs with 24/7 availability. For more details, please consult the Palliative Coverage brochure.

Our RNs are responsible for the administration and safe storage of your medications.

If medications are brought from home, they can be administered by Agapé RNs provided that the medications:

- ❖ are in their original containers and can be identified
- ❖ are not expired
- ❖ are labelled clearly with the correct name, drug, dose, frequency, and dispensing time

Oxygen

If you are on oxygen at home, your oxygen service provider will not change when you are admitted to Agapé Hospice. Current equipment should be brought with you, and a Respiratory Technologist will continue to service your equipment and monitor your oxygen levels while you are in our care. You will remain responsible for the service charges from your oxygen service provider.

If you are being admitted from the hospital, or if it is found that you require oxygen after being admitted to Agapé, we will notify an oxygen service provider, and a Respiratory Technologist will evaluate your oxygen needs, service your equipment, and monitor your oxygen levels. You will be responsible for any charges, and the service provider will bill you directly.

Parking

Only visitors displaying disabilities parking placard are allowed to park in the main Agapé parking lot.

Pay parking for visitors is available as follows:

- ❖ on streets and avenues in the area, as per posted signage.
- ❖ in the parking lot to the east of Agapé Hospice on the north side of Riley Park. Zone 5370

Weekdays	09:00 to 18:00 (free after 18:00)	\$0.75 per ½ hours	Max. \$7.00
Saturday	09:00 to 18:00 (free after 18:00)	\$0.50 per ½ hours	Max. \$2.75
Free parking	To 09:00AM as well as Sunday and holidays	See signs / parking restrictions	

To pay by phone: Download the Park Plus App



Pets

Pets are welcome to visit if they are up to date with all their necessary vaccinations. Unattended pets and overnight stays are *not* allowed. All pets must be contained or on a leash in public areas. Please keep your pet from “visiting” other resident rooms. Flip the pet visiting signs on doors to let staff and volunteers know when there is an animal in the room. Regulations require that pets are not permitted in the Dining Room/Kitchen areas.



Privacy

Sometimes your door may be closed by staff to respect the need for privacy for families and their loved ones as they are leaving Agapé. If your door remains closed for an extensive timeframe, please ring your call bell and someone will assist you.

Quilts

Quilts are available for residents' use during their stay at Agapé. These are handmade by Volunteers. The substantial work put into these beautiful creations is sincerely appreciated.



Respecting Family Needs

Sometimes families need a time of reflection when their loved one passes away. We offer comfort carts to families, along with requested cultural and/or religious needs at time of death.

Respecting Resident Needs

Periodically there may be a sign posted on a resident room door indicating: “Check in at Nursing Station Prior to Visit,” “Immediate Family Only,” or “Limit Visits to . . .” with a specific time or number limit. These signs can assist you in indicating your loved one’s wishes regarding visitors and visits. If you would like one of these signs, please ask the Nursing Staff and they will provide you with one.

There may be situations when a quiet environment is beneficial to the residents' comfort. In this circumstance, groups of multiple visitors are encouraged to use our family rooms to gather.

Note to friends: If a resident is not able to visit with you, consider writing a ‘remember when’ letter to them, or purchasing a card at Reception. Notes are also located on the desk at the entrance to the second floor on the table.

When Nursing Staff need to give medical / personal care, visitors are asked to temporarily leave the room.

Satisfaction Surveys

This binder includes Satisfaction Surveys to help us improve the quality of care and services we provide. Your feedback is important and plays a key role in highlighting what we're doing well and identifying areas for improvement. Please take a moment to complete a survey at your convenience. Once finished, you may take a copy for your records if desired and kindly return the completed form to the Nursing Station.

Scent-Free Environment

Agapé Hospice is a scent-free environment. We try to minimize discomfort for our residents as much as possible. Scented products can aggravate health problems for some, especially those with asthma, allergies, and other medical conditions.



Smoking and Vaping

All visitors must go off property to smoke or vape. Smoking or Vaping is permitted for *residents only* in the garden gazebo. Agapé staff are not able to accompany residents outdoors to smoke/vape.

Suggestion Box

There is a suggestion box located on the desk at the entrance to the second floor. Suggestions are appreciated.

Telephone

The phone in your room is linked to our phone system and is a direct line to your room. The phone number is posted on the wall under the QR code. You must dial "9" for an outside line to make local calls. Long distance calls can be made by using a phone card or by dialing 1-800- 646-0000 and arranging a payment method.

If you have a cellular phone, please place it on vibrate. Nearby residents may be resting. Please do not talk on your cellular phone in the hallways or in common areas. There is one private sitting room located in the Jolin wing where calls may be made.

Television and Portable Stereo

Your room is connected with a basic cable package from Shaw, which includes multiple music channels (Channels 401-460). The Unit Clerk may assist you in purchasing specialty channels. There are also televisions in the lounge and Quiet Room.

Your room is also equipped with a portable stereo including a CD player.

Visiting Hours

Visitors are welcome at any time in the hospice. The main doors are locked daily from 1700 – 0700. If visiting during those times, please ring the bell and inform the Nursing Station who you are visiting, and they will unlock the door for you. The elevator and stairwell will be locked from 2130 to 0630 the next morning. Visitors coming in after 2130 will need to buzz to be let in and the staff will send the elevator. Visitors wanting to leave after 2130 may use the stairs. Our caregivers will be happy to assist you with overnight requirements. Please be mindful of other residents' quiet space while visiting.

In an out log is located in the reception area. In emergencies, this will ensure everyone is accounted for. This helps with safety and evacuation efforts.

Visitor Guest Suite

A Guest Suite is available on the main level next to the Dining Room. It has one queen and one king bed. Costs for the guest suite are \$50/per night for one person or \$80/per night for two or more people. Inquiries and payment can be made at the Reception Desk on weekdays from 0900 - 1500 hrs. At other times, please check with the Unit Clerk at the second floor Nursing Station.

Please note that the Guest Suite is to be accessible for many families. We are not able to accommodate long stays. Priorities will be given to loved ones of those who are imminently dying.

Kindly note: absolutely NO smoking/vaping or consumption of alcohol in the Guest Suite.

Washrooms

Visitors are asked to please use the public washrooms that are available on the main floor near the entrance (down the sloped floor).

Wish List and Donations — Your Gift

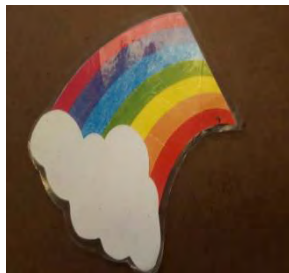
The Salvation Army Agapé Hospice is a registered charitable organization. We gratefully acknowledge all donations with a receipt for income tax purposes. Donations may be made “In Memory of____” and a letter acknowledging the donation will be sent to the family.

If you'd like to make a donation toward a specific program or item, we encourage you to reach out—your generosity can be directed exactly where it's needed most. Every donation, big or small, makes a meaningful difference in the lives of those we serve.

If you wish to make a monetary donation to the hospice, you may do so at our Reception Desk or by mailing it in. Special envelopes are available from the reception area. All other donations should be referred to our receptionist at 403-282-6588, ext. 221, or 403-282-6582.

Symbols – Butterfly, Rainbow, Sunset Clouds and Purple Wreath

From time-to-time families and visitors will notice a butterfly, a rainbow, a sunset cloud or even a purple wreath symbol on doors around Agapé Hospice.



A rainbow on any door means that someone has passed away. The resident and family have the right to request that a rainbow not be used at the time of death.



A butterfly on any door at Agapé Hospice means that someone is transferring out of Agapé. Following admission to hospice, it is possible for a resident's condition to "stabilize," where their symptoms are adequately controlled on an established regime. If, after admission to Agapé Hospice, the resident is assessed as no longer being appropriate for hospice care, Agapé Hospice will initiate the transition to a more appropriate setting.



A sunset cloud on any door at Agapé Hospice means that palliative sedation has begun.



A purple wreath will be placed on a door when a potentially aggressive behaviour is reported or noticed



Scan Me

Scan the QR Code
to access the digital version
of our **Welcome Package**,
including all important
documents and helpful
information.