

## Who is Eligible For Hospice Services?

Hospice offers services to clients who have a terminal illness with a limited life expectancy, as diagnosed by a physician.



*Referrals to Hospice  
are made through the*

**Alberta Health Services (AHS)  
Calgary Zone  
Palliative Care Team  
Or  
Your Family Physician**

## Where we are located —



### Intercare Corporate Group Inc.

#### - *Chinook Hospice* -

1261 Glenmore Trail SW  
Calgary, Alberta T2V 4Y8  
Phone: (403) 258-0040  
Fax: (403) 255-7323

#### - *Southwood Hospice* -

211 Heritage Drive SE  
Calgary, Alberta T2H 1M9  
Phone: (403) 252-0620  
Fax: (403) 252-9291

[www.intercarealberta.com](http://www.intercarealberta.com)



## Hospice

♥ *Chinook*  
♥ *Southwood*



***Our Promise —***  
*To provide best quality  
alternative care*



## *Our Promise*

- ♥ Hospice is about living life to the fullest in a safe, secure, respectful and compassionate environment.
- ♥ Chinook and Southwood Hospices promise to provide patients who are facing terminal illness with the best quality of alternative care.
- ♥ Chinook and Southwood Hospice Teams are dedicated and specialized professionals who provide comprehensive, specialized care that is focused on easing the physical, emotional and spiritual pain that often accompanies terminal illness.

## *Visitors*

- ♥ Hospice has no set visiting hours; family and friends are welcome to visit their loved one 24 hours a day, 7 days a week.
- ♥ Children are welcome, but must be under the supervision of an adult while visiting.
- ♥ Pets are welcome, but must be supervised at all times and can not stay over night.
- ♥ Cots are available for a family member who wishes to sleep in his/her loved one's room.
- ♥ A Guest Suite is available that can be rented by family members (on a nightly basis).
- ♥ The Hospices do not have cafeterias available; however, meals can be ordered and purchased by family members / visitors.
- ♥ **Smoking is prohibited** anywhere within or on Intercare property, including Hospice.

## *Hospice Services*

In fulfilling Intercare's **Vision** of being the "**Heart of Excellence**", our Hospices offer:

- ♥ A warm and supportive living environment.
- ♥ Flexibility and encouragement for patients, their families and loved ones.
- ♥ Personal care and assistance with daily living activities.
- ♥ Counseling services for emotional and spiritual support for patients, their families and loved ones.
- ♥ Educational opportunities for patients, their families and loved ones.
- ♥ Connections with the local community to facilitate a broader understanding of hospice life and available community resources.

## *Costs Associated with Hospice*

- ♥ Accommodation fees (costs) for patients residing in hospice are covered by Alberta Health (AH).
- ♥ Each hospice patient is provided with a private room that is equipped with a telephone and television, at no charge to the patient.
- ♥ Additional costs will depend on a patient's needs and may include, for example, costs associated with medication and oxygen costs.

## *The Hospice Teams*

The Hospice Teams consist of:

- ♥ Attending Physicians who provide care in collaboration with the hospice team and in consultation with palliative care physician consultants.
- ♥ Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) who focus on maintaining comfort, symptom and pain management.
- ♥ Care Aides who provide personal care and daily assistance.
- ♥ Social Workers who support families with personal, financial and community resources to enable the development of a support network and bereavement services.
- ♥ Spiritual Coordinators who offer spiritual support and direction.
- ♥ Trained Volunteers who provide friendly support, companionship, encouragement and assistance.



*Respect*

*Compassion*

*Commitment*

*Ethics*

*Service*