

Welcome to Jessica's House Hospice



Resource Guide



Jessica's House
HOSPICE

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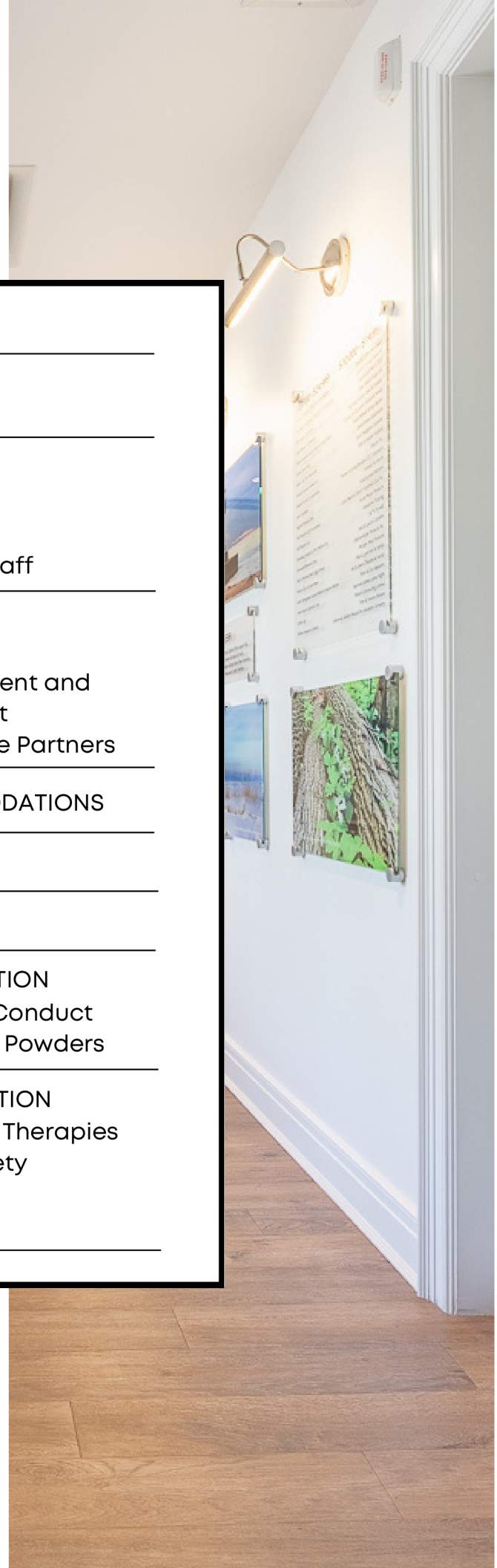


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Welcome

Welcome to Jessica's House Hospice, a warm and inviting "home away from home" crafted for those navigating their end-of-life journey. Our devoted team of registered staff, personal caregivers, volunteers, and physicians is here to offer unwavering, compassionate care, 24 hours a day, 7 days a week. It is truly an honor that you have chosen Jessica's House Hospice (JHH).

During your time at JHH, our heartfelt desire is to make your experience as positive as possible. We prioritize maintaining the dignity, respect, and trust of our residents and their loved ones. Your privacy and confidentiality are upheld and respected by everyone you come in contact with.

This resource guide is crafted to provide you with general information and address frequently asked questions. If you find yourself unable to locate answers, please don't hesitate to reach out to any of our staff or volunteers for assistance. Our hope is that you discover solace and comfort during your stay with us.



Our Story

Jessica's House stands proudly as a charitable organization, steered by a dedicated Operations Committee of volunteers along with the Executive Director, who reports to the JHH Governance Board.

In tribute to the indomitable spirit and values of Jessica Hamather, a beloved local figure, our hospice is a beacon of care and compassion. Our commitment is unwavering, reaching out to all those in need. At Jessica's House, we take pride in fostering an inclusive environment that honours traditions, cultures, abilities, and lifestyles.

The genesis of Jessica's House Hospice traces back to March 2016 when it emerged as a visionary project through the South Huron Hospital Foundation. The dream gained momentum as our community embraced it with passion and enthusiasm, generously opening their hearts and wallets. This collective effort, marked by exceptional planning and community collaboration, culminated in the official opening of Jessica's House in June 2018.

While we receive funding from the provincial government, the heartbeat of JHH is sustained by the community, as we strive to fundraise approximately 60% of our annual operating costs. This is made possible through the generosity of community and memorial donations, along with a medley of signature and third-party fundraising events. We take immense pride in the ongoing support that allows us to provide compassionate care and uphold the legacy of Jessica's House.

Location

Jessica's House Hospice
70779 London Road
Exeter, ON
N0M 1S1

Phone | 519-235-0941

Fax | 519-235-0946

Website | www.jessicashousehospice.ca

Email | tsnell@jessicashousehospice.ca (Tracy Snell, Executive Director)

Our Care Team



Leadership

Our Executive Director (ED) is a registered nurse with palliative care experience and clinical leadership skills. The ED is responsible for the overall care and management of day to day operations under the direction of the Jessica's House Governance Board.



Medical Doctor

Your family physician may choose to care for you at Jessica's House or our Medical Director may assume your care.



Medical Care Staff

Our Team Includes:

- Registered Nurses (RN)
- Registered Practical Nurses (RPN)
- Personal Support Workers (PSW)

This group of staff have experience and specialized education in hospice palliative care. Together, they provide expert round the clock, hands-on personal care.

Our Care Team

VOLUNTEERS



JHH has an incredible team of trained, compassionate volunteers who assist in daily care and other duties like reception, meal preparation, housekeeping, laundry and perhaps most importantly, providing companionship to the residents when family can't be present. A separate volunteer team are responsible for lawn, garden and facility maintenance.

Our in-house volunteer team have completed our comprehensive training protocol which includes mandatory attendance at an Information Session, successful completion of the Hospice Palliative Care Ontario Volunteer Training Certification and an Orientation. Ongoing training is provided throughout the year. All in-house volunteers wear photo ID name tags for easy identification.

GRIEF, BEREAVEMENT AND SPIRITUAL SUPPORT



JHH has a dedicated Bereavement Support staff member, who specializes in one-on-one counselling as well as group bereavement support services. Services are available Monday through Friday for emotional and spiritual support for residents and families. As well, you can be connected with local clergy upon request.

COMMUNITY CARE PARTNERS



Jessica's House Hospice has a respiratory therapy partner and a pharmacy partner within our local community. The resident's needs will be discussed at the time of admission.

Our Facilities and Features

Resident Accommodations

Jessica's House Hospice is a three bed hospice and each resident will be accommodated in a private room with an ensuite. Each room is designed to boast views and access to the beautiful patio area, landscaped grounds, gazebo and colorful gardens. Families are encouraged to bring special keepsakes and photos to personalize the resident room.



Lake Room



Meadow Room



Harvest Room

Each room is equipped with:

- A mini refrigerator for person food or drinks
- A pull-out sofa (for overnight use by family and friends)
- A large screen smart TV
- State of the art beds to maximize comfort and safety (beds should not be adjusted by family members; please call for assistance from the staff if the bed needs adjustment; bed alarms may also be used for resident safety)
- Private ensuite has a walk-in shower (family and visitors are asked to use the public washroom in the main foyer)
- Comfortable seating for families and visitors

Common Areas

Family, friends and visitors are welcome to use the various common spaces Jessica's House Hospice offers.

The Family Room is a bright space furnished with comfortable sofas, a fireplace and Smart TV. There is a large dining space available for families and visitors to enjoy refreshments and meals.



The kitchenette is equipped with a refrigerator, microwave, coffee maker, tea kettle, as well as dishes and cutlery.

For families visiting with little ones, we have a Children's Corner containing a large selection of reading books, activity books, puzzles, etc.



Our Gardens



Family and visitors are also invited to enjoy our outdoor spaces. We have a covered patio area outside the family room, as well as each resident room. There is a picnic table for eating, a gazebo for shade and several unique sitting areas around the beautiful flower gardens, all made possible by our talented landscaping team and gardeners.

Thank you for respecting these facilities and being mindful of other families and visitors who are also using these shared spaces.

General Information

All family members and visitors to Jessica's House Hospice will be asked to sign in at the reception desk. Self-screening may also be in place per current Covid guidelines in place at the time of the visit. Visitor records remain the property of Jessica's House Hospice. If you would like to have a record of who visited your loved one, we suggest placing a guestbook in your loved one's room. A guestbook can also serve as a keepsake.

To ensure everyone's safety, the doors of the Hospice are locked at all times. There is a doorbell speaker system in place. The staff on duty have the ability to speak to you and allow you access remotely. We ask that you never prop a door open. If at any time, the resident chooses to not have visitors, the staff and volunteers will respect their wishes and ask visitors to return at another time.

Visitor Code of Conduct

- Under normal operating conditions, there is no limit to the number of visitors that a resident may have, however, hospice staff may limit the number of visitors if it is felt that the resident or other residents, are being disrupted.
- Children are welcome to visit but must be supervised at all times.
- Noise should be kept at a level that does not interfere with the comfort of other residents. This includes the sound of electronic devices.
- For larger group visits and gatherings (ie. Birthdays, anniversaries) families are encouraged to use the Family Room. Please confirm with staff beforehand.
- Visitors are required to return the common rooms/spaces to reasonable order following use.
- Visitors are entirely responsible for their own personal property at all times

Fragrances and Powders

Jessica's House Hospice is a fragrance-free environment and your assistance in not wearing perfume, cologne, aftershave and other scented products is appreciated.

Powder products are not provided or allowed for resident's personal care because of their risk with respect to flammability in the presence of oxygen, which is often used with residents. Families are asked to not bring powder products into the hospice.

Complimentary Therapies

For the comfort and relaxation of our residents, a number of complimentary therapies are available. Examples include reflexology, Reiki, therapeutic touch, meditation and hair care. The service providers are subject to approval by the Director of Care and must meet certification and guidelines. To find out about services currently available, please speak to the staff on duty.

Emergency Safety

In accordance with Fire Code Regulations, the Hospice is equipped with fire extinguishers and a sprinkler system. Inspections and fire drills are held on a regular basis.

All Jessica's House staff are trained in emergency evacuation procedures. Should an emergency occur, direction should always be taken from the staff person in charge by making your presence and willingness to assist known. Evacuation plans/maps are posted in various places around the house.

Parking

Parking is available free of charge for families, caregivers and visitors. There are 12 spaces available directly in front of the house, including accessible parking spots.

Additional parking is available on the street [Jessica Ave.] leading to the parking lot. Families are encouraged to travel together whenever possible to ensure adequate parking for all.

Pets

At the resident's request, and at the discretion of the Hospice staff, pets may be brought in for short, accompanied visits. Pets are the complete responsibility of their owner and should be licensed, leashed and vaccinated with documentation available.

We ask that pets remain under close supervision and be kept within the resident's room while visiting, out of the respect and safety for everyone in the building. Pets are to be appropriately cared for (food, water, toileting) and cleaned up after.

Phone, TV and Wifi Service

Residents and families are free to bring their personal computer, tablet and mobile devices to Jessica's House Hospice. We ask that the ringer be kept at a volume that will not be disruptive to others. In situations where no cell phone is available, the resident will be given access to the Hospice phone for local calls.

To access Hospice wi-fi sign in under 'Guest Network' with the password 'guestwifi'.

The Family Room, as well as each resident room, is equipped with a smart TV. Netflix is an available option for those who have their own account.

Again, we ask that residents and families enjoy television while being mindful of the timing and volume to avoid disrupting others' need for quiet. As well, please be aware of children in the family room and the appropriateness of content being viewed.

Laundry and Linens

All bed and bath linens are provided by Jessica's House and are laundered on site by staff and volunteers. Families are welcome to bring a favourite blanket, quilt or bed pillows for their loved one to use. Family members wishing to stay overnight, with the permission of the resident, will need to provide their own linens (queen size) and pillows for the pullout sofa located in each resident room. We also have a blanket warmer for resident's personal comfort

Smoking and Alcohol

Jessica's House is a smoke-free, scent-free environment. The use of any tobacco products or e-cigarettes inside Jessica's House is prohibited. Please use the designated smoking area at the back of the building.

Alcohol may be consumed in the resident rooms by the resident, under the direction of and with an order from, the attending physician. Families will be required to provide the alcohol and it will be stored in the Medication Room. Family members and visitors are not permitted to consume alcohol while on Hospice property. Jessica's House is not responsible for any consequences resulting from the use of alcohol by visitors. Individuals may be asked to leave if under the influence of alcohol or other banned substances

Valuables

Jessica's House will not assume responsibility for lost or missing valuables. Money, jewellery and other valuables should be left at home

Meals

Resident meals are flexible to meet the needs and requests of each resident. There is no set menu and no set meal times. Meals will be prepared in the Hospice kitchen by trained volunteers and staff according to dietary needs, preference and restrictions. Food favourites can be relayed to volunteers and they will do their best to fulfill the requests. Meals are provided for residents only and only trained volunteers and staff are permitted to enter the Hospice kitchen.

Families are welcome to bring any favourite foods for their loved ones and store in the mini refrigerator located in each resident room. Please let the volunteer or staff know, so that extra groceries aren't purchased. Items needing to be frozen can be given to the volunteer, who will label each item before storing in the freezer. Our staff is happy to assist you in determining which foods are safe and manageable.

Families are also welcome to store personal food and drinks in the mini refrigerator. Please ensure you use or discard items in a timely fashion. All visitors are responsible for their own meals. A list of local restaurants and grocery stores is shown below. When donated items are received (baking for example) they are available at the kitchenette for family and friends to enjoy. Please help yourself.

Coffee is available at the kitchenette, compliments of Team Reid, owners/operators of the area's McDonald's Restaurants. Please do not hesitate to ask for assistance in locating anything you need during your visit.

Restaurants Near JHH

- **A & W**, 196 Main Street North, Exeter | 519-235-1178
- **The Barn Restaurant and Pub**, 40374 Kirkton Rd, Centralia, ON | 519-235-1517
-open seasonally
- **Canton House Buffet Restaurant**, 380 Main Street South, Exeter | 519-235-2222
- **Crabby Joe's Bar & Grill**, 58 Main Street North, Exeter | 519-235-1400
- **The Curry Corner**, 472 Main Street South, Exeter | 519-235-0119
- **Dairy Queen**, 190 Main Street South, Exeter | 519-235-2253
- **Domino's Pizza**, 12 Wellington Street, Exeter | 519-235-3537
- **Eddington's of Exeter**, 527 Main Street South, Exeter | 519-235-3030
- **Exeter Thai Cuisine**, 356 Main Street South, Exeter | 519-235-3737
- **Godfather's Pizza**, 518 Main Street South, Exeter | 519-235-4235
- **Golden City Restaurant**, 439 Main Street South, Exeter | 519-235-0464
- **Kentucky Fried Chicken**, 227 Main Street North, Exeter | 519-235-2424
- **Little Caesars Pizza**, 54 Thames Road East, Exeter | 519-235-4450
- **McDonald's**, 261 Main Street North, Exeter | 519-235-4227
- **Pizza Hut**, 207 Main Street North – Unit 2, Exeter | 519-235-3333
- **Robinson's Fresh Café**, 134 Main Street South, Exeter | 519-235-1106
- **Subway**, 210 Main Street North, Exeter | 519-235-1273
- **Tasty Bites**, 345 Main Street South, Exeter | 519-235-3618
- **Tim Hortons**, 153 Main Street North, Exeter | 519-235-4540
- **Wendy's**, 207 Main Street North, Exeter | 519-235-1445
- **White Squirrel Bakery**, 386 Main Street South, Exeter | 226-735-8001
- **Williams Fish and Chips**, 279 Main Street South, Exeter | 519-235-3474

In addition, there are two local grocery stores who offer a selection of 'grab and go' items:

- **Foodland Exeter**, 227 Main Street South, Exeter | 519-235-0212
- **Hansen's Your Independent Grocer Exeter**, 62 Thames Road East, Exeter
(519)-235-6131

When Jessica's House Hospice Becomes Your 'Home Away from Home'

When you arrive at Jessica's House you can expect a warm welcome from our staff and volunteers. Once your loved one is settled in, you will meet with a member of the Care Team to discuss all aspects of your loved one's stay and complete the admission process. You and your family will be given a tour so you can familiarize yourself with the facility and all it has to offer.



What to Bring

Residents are encouraged to bring photos and special keepsakes to personalize their rooms. Favourite blankets, quilts and pillows are also welcome. We also ask that residents provide their own clothing and sleepwear, personal toiletries such as lotion, razors, mouthwash and toothpaste

Pharmacy Services

All resident medications will be ordered by the resident's physician and dispensed through our local pharmacy care partner.

If the resident requires a medication that is not paid for by the Ontario Drug Benefit (ODB) plan, the resident and family will be notified in advance that the medication is not covered, the cost of the medication and that the resident will be financially responsible for payment. The medication must be paid for in advance directly to the pharmacy. In some cases, the resident or family may decide not to purchase the medication.

All medications are kept locked in the medication room. Nursing staff will administer medications as per the physician's orders and when needed for symptom management.

Personal Hygiene

Residents will be assisted by the Hospice staff when using the shower. Assistance will also be provided with toileting as required.

Pain and Symptom Management

Pain and symptom management is directed by the wishes of each resident or their Substitute Decision Maker (SDM) or Power of Attorney (POA) for personal care.

Hospice staff will always be respectful of the resident's choices for pain control and ensure decisions regarding the treatment plan and expectations are thoroughly discussed. Frequently, staff will reassess the effectiveness of the pain control and symptom management treatment plan and make recommendations to the caring physician for changes in medication type, dosage, route of administration and as needed orders. Independent methods to assist with pain management will also be discussed.

All questions and concerns should be discussed with the staff.

Self-Care

The final weeks of a loved one's life can be physically and emotionally overwhelming.

While you support your loved one in their final days, don't forget about your own well-being. Remember that it is important to take the time to care for yourself as well.

Challenge yourself to

- Stop and take a deep breath
- Step outside for fresh air or sit in a quiet place to collect your thoughts
- Go for a walk to boost your energy
- Drink water and follow a balanced diet
- Limit any stressful calls or visits in order to spend more private time with your loved one
- Ask for help where it may be needed in your life
- Confide in friends, a spiritual counsellor and/or the hospice staff

When Death Occurs

A staff member will confirm that death has occurred; this is called 'pronouncement of death. The physician will be notified so that a medical certificate of death can be prepared.

The funeral home or cremation service of your choice will be notified at the time of death by a member of the care team. You can have as much time as you need with your loved one, prior to their departure from the Hospice.

Farewell Ceremony



To honour our residents, we offer a farewell ceremony which is the coming together of the Hospice family with the resident's family, to say a final good-bye. We have a special quilt which covers your loved one as they make their journey out of the Hospice. Family members are welcome to choose a reading or a prayer or a favourite song as their loved one leaves the Hospice and our butterfly lamp will be lit. The lamp remains lit for 24 hours as our way of honouring their life and passing.

Family and friends are encouraged to share their thoughts and messages in the Memorial Book, any time after the farewell ceremony.

Bereavement Support

Jessica's House Hospice offers bereavement support to anyone in need at no cost. If you are interested in learning more about these services, please reach out to our Bereavement Services Coordinator by calling 519-235-0941 or emailing at griefandbereavement@jessicashousehospice.ca

We are continuing to build our in-house and outreach programs and services. Feel free to contact us at anytime for more information

Donations

There is no charge to residents or their families for the time spent at Jessica's House Hospice. However, because only a portion of our operating expenses are covered through government funding, we very much appreciate donations. Jessica's House Hospice is a registered charity and as such, charitable donation receipts are issued.

How You Can Help

Donating a monetary gift by cash, cheque or credit card directly at JHH; by phone or mail or online at www.jessicashousehospice.ca

- Choosing Jessica's House Hospice as the recipient of memorial donations
- Make a gift through planned giving (life insurance, securities, bequests)
- Sponsoring one of JHH signature fundraising events
- Planning and organizing a special event in memory of your loved one, as fundraiser benefiting JHH.
- Donating items used in the daily operation of the Hospice, for example laundry products, canned goods, paper products; please consult the staff to determine current need
- Purchasing an item on our operational wish list; please consult the staff to determine current need

Please contact us if you have any question or wish to discuss any of the above options further. Any donation questions email donations@jessicashousehospice.ca



www.jessicashousehospice.ca