

Annapolis Community Health Centre (ACHC)
Palliative Care
Patient and Family Information



“You are nearing contentment when you can think of yesterday without regret and tomorrow without fear”

-- Source Unknown



“Your Quality of Life is Our Concern”

ACHC is unique in that there are two beds, specifically identified for palliative care. The Annapolis West Health Foundation generously provides much of the funding for these beds. All Health Centre staff has demonstrated their commitment to providing compassionate care and support to all patients and their loved ones, who are *living* and *coping* with a life limiting illness.

This care draws on the combined services of many health care providers. This includes doctors, nurses, continuing care coordinators, and the Annapolis Valley Palliative Care Team, which includes nurses and doctors who are *experts* in palliative care symptom management.

To provide you with the best possible care, it is important that the nurses regularly assess you and your care needs. This may include checking the condition and temperature of your skin, helping you with bathing, providing your medication as ordered, and repositioning you if you are unable to do that on your own.

The dignity and privacy of all our patients and their families is very important to us. We are here to help make your stay a positive experience. We will discuss your wishes with you and encourage and support your loved ones in participating with your care.

Please feel free to forward any concerns to the health care staff

There may be other families visiting and activities happening in the Health Centre during your stay. As a result, we suggest your loved ones take turns visiting and staying with you.

Expected Behaviors of Staff, Patients and Visitors

- ✓ *Treat each other with dignity, fairness and respect*
- ✓ *Communicate in an open, honest, and respectful way*
- ✓ *Avoid using any kind of abuse, harassment, aggression or violence*
- ✓ *Be responsible for our actions and behaviors*
- ✓ *Respect and support each person or group's diversity and basic Human Rights*

A healthy and safe environment is everyone's right and everyone's responsibility

We thank you for your cooperation



Frequently Asked Questions

Where can family members find snacks/meals?

Our cafeteria is open daily 9:30 am to 1:30 pm and 2:00 pm to 4:30 pm. There is a variety of muffins, cookies, fresh fruit, parfaits, salads, sandwiches and hot and cold beverages. Only cash is able to be accepted.

Where can your family store snacks/meals?

They can bring snacks or meals for you or themselves and store them in the fridge in the family room. Tea or coffee can be made across the hall and/or use the microwave.

Where can family members find a bathroom?

There are public washrooms next to the main waiting room. If you are in a private room, they can use yours. There is also a washroom in the family room.

Where can your family member take a shower?

We have shower facilities available. Please ask the nursing staff for more information about this.

Where can my family or I smoke?

There is a no smoking policy when on Health Centre property. Therefore, if you or your visitors wish to smoke, you must go off ACHC property. Patients should be accompanied by a loved one.

Where can my family or I use the phone?

You can make local calls on the phone at your bedside or in the family room. Long distance calls can be made from the pay phone which is located near the main entrance of ACHC.

Is it possible for my family or me to use email?

We offer free wireless internet for your email and browser convenience.

What are my options if I want a loved one to stay overnight?

We have two single cots available. We can fit one cot into a private room which still allows space for your care. The large chairs in the palliative care patient rooms are recliners.

How much is parking?

There are discount parking passes available at Central Registry: \$15.00 for 10 visits plus a \$10 deposit. The usual fee is \$3.00 per visit.

Does this brochure answer your questions? Please let us know if you have any other questions or concerns. Palliative Care (902) 542-6303 or Phone the ACHC Site (902) 532-



Donations to support the ACHC or other local Hospice Palliative Care services would be graciously accepted at:

Annapolis West Health Foundation (AWHF) (Palliative Care Fund)

821 St. George Street,
P.O. Box 242
Annapolis Royal, NS B0S 1A0
Phone: (902) 532-4025

Supports: The Palliative Care Program at the ACHC. This program has been in existence since 1995 and is a fine example of a community partnership. The generous support of the AWHF has provided for staffing, equipment and furnishings for patient and family rooms. The AWHF is supported by the generous donations from the residents of Western Annapolis County.

AVH Navigation Fund c/o Cancer Patient Navigator

150 Exhibition Street,
Kentville, N.S. B4N 5E3
Phone: 902-690-3700

Supports: Providing cancer patients with education, support and assistance with medication and travel expenses.

Donations to support the ACHC or other local Hospice Palliative Care services would be graciously accepted at:

“Carey Me”– Supporting Palliative Care in the Home

c/o Valley Regional Hospital Foundation

P.O. Box 911, Kentville, NS B4N 4H8

Phone: (902) 678-5414

Supports: Financially assists patients being cared for at home, with costs related to supplies and equipment, medication, travel, feedings and/or respite care.



**For further information contact the
District Palliative Care Office @ (902) 542-6303**



NSHA promotes a smoke free
and scent free environment



Revised November 2016
Prepared by – Palliative Care and ACHC Administration