

## Welcome

Hospice Calgary's Mission is that people of all ages can live well in their unique experience through illness, death, and grief.

Our Vision is to help people find hope and well-being through the provision of compassionate support and exceptional care during advanced illness, end-of-life, and grief.

### How can we help?

Hospice Calgary is a non-profit charitable organization that offers the following services:

- Individual and family counselling before and after a death, sudden or due to illness
- Grief groups for children, teens and adults after the death of a loved one
- Ongoing support group for adults living with advanced cancer and their caregivers

### Are services available to everyone?

Hospice Calgary provides services to individuals and families regardless of age, physical or mental disability, ethnicity, religion, sexual or gender identity, national origin or sexual orientation. Hospice Calgary is strongly committed to fair practices for all clients, volunteers and staff. Sage Centre and our residential end of life centre, Rosedale are wheelchair accessible. Guardians are responsible for the supervision of their children/teens while receiving support at both centres.

### What can I expect from the support I receive from Hospice Calgary?

We value respect and equity for families and individuals. Hospice Calgary staff provide quality supportive care with compassion and empathy while preserving dignity. Our professional counsellors are bound by their professional codes of ethics and Hospice Calgary's policies. You are encouraged to ask any questions that may arise for you at any time.

### What if I am ill?

Please help prevent the spread of infection by staying home or cancelling your appointment if you are ill (*see your Service Plan Agreement for instructions*). Some spreadable infections include a cold, cough, fever, diarrhea and vomiting. Ensure that your symptoms have subsided for 48 hours before you meet with your counsellor.

### What if I have a complaint or a concern?

We welcome your comments and encourage you to speak with your counsellor directly regarding any concerns you may have about the service. If this makes you uncomfortable, you can also contact Hospice Calgary and ask to speak to your counsellor's manager. Every effort will be made to ensure your counselling experience is beneficial.

### **What if I cannot pay my fees?**

Fees for counselling are based on your family's income, however we do not means test and no one is ever denied services due to their inability to pay. If your financial circumstances change at any time, do not hesitate to speak with your counsellor for a fee adjustment. Hospice Calgary has a Fund Development team who works tirelessly to secure funding to support our grief services. In addition to counselling fees, we rely on City of Calgary, provincial mental health grants, and individual and corporate donations to sustain our programs and services.

### **What if I need to speak to someone out of Sage Centre business hours?**

Hospice Calgary Sage Centre operates regularly between 9:00 am and 5:00pm, Monday to Friday. In order to access 24 hour counselling support, please contact the Distress Centre at **403-266-4357**. If you are a Palliative Home Care client, contact the 24 hours response line at **403-955-6288**. For any other medical emergency, **call 911**.

### **Can I access my file?**

There is a process in place for accessing your file and conditions where access may be denied. Please note that we require three (3) business days to process file access requests and that there is a fee of \$25 for copy and preparation.

### **How are services ended?**

When you and/or your counsellor determine that Hospice Calgary services are no longer required, your file will be closed. The opportunity to re-access services for grief counselling is available.

### **How long does Hospice Calgary keep my record and is it secure?**

Your file will be stored in a secured room inside a locked cabinet according to the Freedom of Information and Protection of Privacy Act (FOIPPA). It will be destroyed ten years from the date of the last service provided or two years after a child /teen reaches the age of 18.

### **How can I contribute to improving services at Hospice Calgary?**

As part of your counselling experience, you will be asked to complete surveys in order to assess your needs and the ongoing benefits of counselling. While you may decline completing the surveys, your cooperation is appreciated to help improve the quality of your support and the quality of services overall within the organization.

We hope your experience with Hospice Calgary will be positive for you and your family.