



**Hopewell Hospice**  
A Community of Hope and Wellbeing  
88 Allied Drive, Arundel, Q 4214  
PO Box 1290, Runaway Bay, Q 4216  
07 5563 2930



## A Guide for Family Members and Friends

This booklet is designed for you, the loving family member and/or friend of our residents. We created this guide to assist you in finding your way around Hopewell Hospice. We hope it will answer frequently asked questions and that it will support and welcome you to become part of the Hopewell Family.

We recognise you as a participant in this process of care, and we thank you for the trust you are putting in us. It is a great privilege to support you and your loved one in any way possible during this special time.



*Hopewell offers hospitality in a community of compassionate care.*

### **Mission of Hopewell Hospice Services**

*We provide:*

- *quality of life through excellent medical, nursing, psychological and spiritual care for the terminally ill and their families in a loving and homelike environment;*
- *support, training and strategies to enable members of the Hopewell community to move forward in life with confidence in their ability to meet future challenges;*
- *emotional support and life skills through counselling and group programs for children and families in the wider community experiencing change, loss, illness or grief.*

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## Hopewell Hospice Services

Deirdre Hanna and Rev. Dr Ian Mavor OAM led the founding of Hopewell Hospice Services as an Incorporated Association (IA13351) and Registered Charity (1194) in 1994. They also recognised other needs, such as helping children with experiences of loss and grief. Hopewell's activities include Hopewell Hospice, Hopewell Outreach Service, Paradise Kids, PK Illness Support, Hopewell Education Services and the Simply Divine Café.

**Hopewell Hospice** is a non-denominational, 8-bed palliative care residence servicing the Gold Coast and surrounding regions. Hopewell Hospice is for people with life-limiting illnesses who require permanent accommodation at the end stage of life. The Hopewell Outreach Service helps people caring for a loved one at home, providing some respite funding as well as extending Hopewell's social and emotional support to families in the community.

**Hopewell Education Services** - a College of Transformative Education, provides numerous courses each year. Subjects include Grief Counselling, with a focus on Children and Grief, Palliative Care, Suicide Intervention Skills Training, Child-Parent Relationships Training, and Play Therapy, as well as programs with a focus on health and wellbeing for volunteers and staff.

A monthly discussion group, "Explorations in Spirituality and Worship," is held in the Hospice, and a weekly Women's Group is held in the Paradise Kids Training Room to provide support for women and a like-minded group for sharing life experiences. As well as training our volunteers, Hopewell Education Services trains other health professionals and community members.

**Paradise Kids** offers a 7-session Grief and Loss Support program, as well as individual counselling for children and adults. Activities include art, story-telling, breath work, stress-reduction exercises, meditation, guided visualisations, movement, music and laughter. Groups are also provided for parents.

Children in the Paradise Kids programs are all dealing with forms of grief and loss, such as a death in their family or family break-up. They are supported in learning life skills for dealing with these painful experiences. Morning groups are for pre-school age children, and groups for primary school age children are held after school and Saturday mornings. In an atmosphere of peer support, and with leadership from professional counsellors, each child is supported individually by a volunteer "buddy" who is trained in grief counselling.

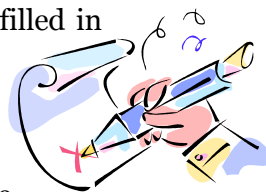
In addition, the Paradise Kids **Illness Support Program** assists local families with a child suffering from a long-term or terminal illness. The **Paradise Kids Holiday House** provides an opportunity for such families to come from further away to enjoy a Gold Coast holiday for a week, with supportive counselling as well as enjoyment of local tourist attractions.

Through programs such as **Paradise Kids 4 Africa**, support is provided for projects in other countries that are in harmony with the mission and principles of Hopewell and Paradise Kids.

## **2. On Your Arrival (medical and legal forms)**

Now that you are holding this booklet in your hands you may have already filled in and signed various forms for your loved-one.

Our friendly administration staff will assist you with all the paperwork that needs to be completed. Among various medical forms to sign are a “Resident Privacy and Consent” form, an “Estimated Hospice Quotation” form and a “Not for Resuscitation” form. Please ensure that you read all information carefully. If you have any queries or concerns, our administration staff will be happy to clarify them with you.



## **3. Find Your Way around Hopewell Hospice**

A member of our Hospice community may have already shown you around Hopewell Hospice. If not, please ask at reception, someone will gladly show you all that Hopewell Hospice has to offer! This is done for family prior to admission of a resident, and again at the time of admission.

### **Parking:**

Parking is available at the front of Hopewell Hospice. When programs are being held in the Paradise Kids building, parking may be limited. If the car park is full we kindly ask you to park your car in Allied Drive or in any of the side streets. Avoid parking where there is a yellow line.

### **Toilets:**

There is a visitor’s toilet near the Lounge at the main entrance

### **Kitchen:**

The kitchen is located at the far end of the hospice. The kitchen is only available to staff members and volunteers who have received the required training in Food Safety. There is, however, a fridge and a microwave next to the coffee station and you are welcome to place any food in the fridge.

*Please label your food with your name and date. Labels are available from the kitchen.* Feel free to use the microwave as well. Our staff and volunteers will happily lend a hand if you need assistance.

### **Biscuits, Tea and Coffee:**

Near the kitchen is a tea and coffee station, please help yourself to anything you like. Members of our kitchen staff often bake biscuits and cakes, which are then placed on the table. These are for all our residents, staff, volunteers and YOU! Help yourself to a delicious home-baked treat or feel free to bring your own.

We also have a café known as the Simply Divine Café in the Paradise Kids building facing Allied Drive. The cafe is staffed by volunteers who welcome customers, and it is available to all.



The café is open on weekdays and sometimes on Saturdays when courses are being held in the Paradise Kids Training Room. It has a range of delicious coffees, teas, cakes, biscuits, sandwiches and light meals - all at a reasonable cost. Second hand books are also on sale.

### **Gardens and Surroundings:**

Enjoy the healing gardens that have been landscaped on the Hopewell grounds by volunteers. Connect with nature as you walk around the winding paths, feed the birds or sit next to the beautiful ponds. Bird feeders attract beautiful parrots to the side walkway, and the spacious park next door is also available.



## **4. What’s Available to You?**

### **Visiting hours:**

At Hopewell hospice, there are no formal visiting hours, and we encourage all family members and friends to visit their loved ones at any given time. Hopewell Hospice is open to you 24 hours, 7 days a week. Should you be arriving at night time and the doors are locked there is an intercom at the front and the back of the building, which is connected to the Nurses’ Station. If you press it, the night staff will be happy to give you access at any time.

### **Overnight stays:**

It is possible to arrange for a fold-out bed to be placed in the room of your loved one. If you feel that you need to stay over-night we are happy to organise it for you. More comfortable accommodation can be available at a reasonable rate in the adjacent Paradise Kids Holiday House when it is not in use.

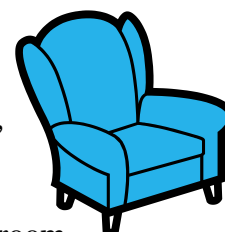
### **Television:**

There are TV's in the rooms and in the residents' lounge. Austar Cable TV is available in the residents' lounge and residents' rooms, including free-to-air channels. For help in finding the right channel, please ask at reception.



### **Therapeutic Massage Chair:**

A therapeutic massage chair is located in the lounge next to the main entrance. You are welcome to use the chair when you are in need of some time of pampering for yourself. The instructions are next to the chair and if you have any difficulties, our staff members and volunteers are more than happy to assist you.



### **Telephone:**

There is a Telephone in all the rooms. Residents can make local calls from their room. Interstate or international calls are made from Reception. Staff make the call and put it through to the resident's room. To call from outside the hospice, ring Reception on 07/5563 2930 to be connected to the room.

A Laptop computer with a Skype connection is available for use by residents.

### **Meals:**

You are welcome to visit our Simply Divine Café, located in the Paradise Kids building facing Allied Drive. There you will find a range of delicious lunch choices and great coffee! Phone orders can be made from the hospice on ext.250. You can also bring your own food and store it in the fridge near the coffee station. Food in fridges must be named and dated or may be removed.

In addition to the meals from the kitchen that are always available for residents, families often bring food from home or purchase meals locally, e.g. fish and chips to share, a salad for a communal BBQ or home baked cakes. In keeping with the Food Safety requirements observed by the Hospice, any food not prepared in our kitchen is consumed at the residents' own risk.

These Food Safety requirements also apply to preparation of food from unknown sources. From time to time, residents may bring in food for the cooks to prepare in the kitchen, e.g. freshly caught fish, boutique salamis, etc. This food is to be served only to the resident for whom it was purchased and is consumed at their own risk. If it is for other residents to share, each resident and /or the family should be advised of its origin. If the resident does not have the capacity to choose it will not be served to them.

### **Day trips:**

If you would like to take your loved one out of the Hospice for a while you will need to inform the nursing staff. To help us ensure the wellbeing of our residents, a Day Leave Indemnity Form needs to be signed on departure and arrival back at the hospice. This is available at Reception. Once that is organised, our staff and volunteers will be happy to assist you in organising your trip.



### **Pets:**

We encourage the visit of beloved pets to spend time with our residents.

### **Counselling and emotional support:**

Counselling is available for our residents and also for you. This time of palliative care for a loved one can be stressful and very emotional. Through our Pastoral Care workers and the staff of Paradise Kids, we have counsellors available who are well trained in grief and loss issues, as well as other areas of concern. They are more than happy to have a chat with you if you feel that it would be helpful to talk with someone. Tell Family Support that you would like to talk with a counsellor and they will organise it for you.



*Please remember that even after your loved one has died, we will continue to support you with our services. Our active bereavement support is available to all families. You have become part of*

*the Hopewell family and we will always welcome you and support you with any issues that might arise for you. This includes our monthly group that meets for a time of sharing and coffee.*

### **Complementary therapies**

Complementary therapies are available to residents and family members. We can offer Reiki and, on request, can arrange foot and hand massage, and meditation to assist and support you on your journey beside your loved one.

**Reiki:** *A technique for stress reduction and relaxation that also promotes healing. It is administered by “laying on hands” and is based on the idea that “life-force energy” flows through us, and causes us to be alive.*

## **5. A Home Away from Home**

### **Rooms:**

All residents are welcome to fashion their room to their own liking. This may involve small pieces of furniture, pictures and paintings or other personal items. All electrical items that are not brand-new need to be safety tagged before use in the Hospice. If this is difficult for you to arrange, it can be done here, and can be organised through the Housekeeper. Please feel free to help your loved one to make him/her as comfortable as possible. Our staff and volunteers will be happy to assist you in creating a home away from home.

The Dining Room and adjoining Lounge Room is where we all come together. Staff, volunteers, residents, friends and families alike can gather there. Here we sit, here we chat and here we share laughter and joy. We celebrate birthdays, anniversaries, special holidays or anything else that calls for a party.

You are part of this beautiful Hopewell community and we welcome you to join us. Our welcoming kitchen staff often organise morning teas and arrange a regular monthly BBQ.



## **6. What Happens Then?**

### **Funeral Arrangements:**

Hospice residents and families are encouraged to give thought to their wishes in terms of funeral arrangements, and to have discussions about the issue. This can open the way of conversation about matters of deep importance. Through Family Support, we can provide you with information about funeral directors. Whether you chose to have the funeral at Hopewell or anywhere else, as a minister, our Executive Director, Rev. Dr Ian Mavor OAM, is available to conduct funeral services if required. Please ask our Family Support Coordinator for further details.

### **The Wake:**

With its emphasis on hospitality, Hopewell Hospice offers the option of conducting the Wake here on the premises. We encourage you to discuss your ideas and wishes with our Family Support Coordinator or Catering Manager. A booklet is available with a menu and other information.

## **7. Grief and Health**

Grief is painful. It is about letting go and saying goodbye. For so many people, the pain of acute grief includes physical pain. Experiencing the pain and shedding tears, talking to someone about the loss, and turning to friends or family for support is a vital part of our healing process. Grief is a natural, normal and necessary part of our humanity. With the awareness that death is coming, it can be helpful to allow grief to occur in anticipation of the loss, as this reduces the emotional impact when the final farewell comes.



Any of the following reactions may occur after a loss and, if you recognise them, it may help to know that you are experiencing what many, many other people go through. Although no one can know how deeply you feel, you can also know that these reactions are normal.

### **Grief Reactions that may be regarded as Normal**

**Feelings:** sadness, anxiety, insecurity, loneliness, fatigue, helplessness, shock, yearning for the loved one, relief and numbness.

**Physical Reactions:** hollowness in the stomach, pain in the heart, tightness in the chest and throat, oversensitivity to noise, breathlessness, weakness in the muscles, lack of energy, dry mouth and susceptibility to viruses, cold sores and rashes.

**Disturbances to Thinking:** disbelief, confusion, preoccupation and a sense of presence of the loved one.

**Behaviour Changes:** loss or change of appetite, sleep disturbances, absent mindedness, withdrawal from friends and family, dreams of the loved one, searching and calling out, sighing, restlessness, overactivity, crying and treasuring objects that belonged to your loved one.

### **Emotional Support**

This might be a difficult time for you. Big decisions need to be made, and organising a funeral can be distressing. Many issues are involved and you may feel overwhelmed. The process of dying involves not only the person passing on but also the letting go process of people who love them. Our commitment is to the whole family, so please remember that we are here for you. We will gladly provide you with counselling, pastoral care, spiritual guidance or any other assistance possible, not only during your time at Hopewell Hospice but also after your beloved family member has died.

***The best and most beautiful things in the world can not be seen nor be touched - but are felt in the heart.***

Helen Keller

## **8. Preparing to Say Goodbye**

There are many times when saying goodbye to people is not easy. This is especially true when we're saying goodbye to someone who is dying. Even if we know that person has lived a long life, and perhaps has become frail and weary and is ready to go, we may still find it very hard to say "good-bye".

There are various reasons that could lead us to feel that distress. We know we will miss the person and what they have brought into our lives. We may fear for the future and what it will bring. Sometimes emotional issues from the past remain unresolved. At other times, we are reminded of previous grief and don't want to relive that pain. In addition, we are reminded of our own mortality and may not want to confront the fact that one day we too will die.

Because your loved one's condition is deteriorating, you may be facing some of these issues right now. We hope you find the following notes helpful.

### **Some of the Physical Aspects of Dying**

#### **Nutrition**

There will probably be a decreased need for food and drink. It can be hard to accept the person's lack of appetite and thirst. Many of us equate food and drink with basic care. As the physical body dies, however, the vital organs shut down and no longer need nourishment to keep them functioning. This is the wisdom of the body, which knows exactly what it needs. In the last stages of dying, forcing food or fluids when the body says "no" may cause the dying person acute discomfort and should be avoided.

#### **Circulation**

As a result of blood circulation slowing down, the limbs of the body may become cool to the touch and darker in colour.

#### **Breathing**

As the person's cough or swallowing reflex diminishes, saliva and mucus may increase and collect in the back of the throat. This can cause noisy breathing, which may be distressing for loved ones even though it is not causing distress to the resident. Talk to the staff about this, as there are medications and procedures which can sometimes assist. Breathing patterns may eventually become irregular, with 10 seconds to several minutes where no breathing occurs.

#### **Hearing and touch**

Never assume that the person can't hear you. Hearing and touch are the last senses to be lost, even if the dying person is not lucid or is in a coma.

#### **Sleep**

As the end of life approaches, the dying person will gradually spend more and more time sleeping, and at times will be difficult to rouse. The person may become increasingly confused about time, where they are and the identity of family and friends who are normally familiar to them.

### **What you can do:**

- Do not give liquids or food unless requested.
- Wet the lips and mouth with a small amount of water, ice chips or a spray bottle.
- Protect lips from dryness with a protective lip balm.
- Always speak gently, and identify yourself before speaking.
- Use gentle reassuring touch.
- Be comfortable with silence, and remember you are supporting the person to 'let go'.
- Never speak about the dying person as if they are not in the room.
- Let relatives and close friends know what is happening.

### **Saying Goodbye**

Saying goodbye is not easy. Yet, it is important for you and the dying person to do so. People who are dying sometimes want those who love them to give them 'permission' to say goodbye.

They may need to be assured that:

- they are loved.
- mistakes and misunderstandings have been forgiven.
- things they were once responsible for will be taken care of.
- their loved ones will manage without them.
- their life had meaning.
- they will be remembered.

### **What you can do:**

Hold the person's hand and recall a pleasant memory that you have. Think of what that person has meant to you and share that with them. It helps them to know that their life has had meaning. It may help you too. You won't have to say later "I never told them how much they meant to me." You may want to ask the person's forgiveness for any harm or hurt you may have caused over the years.

Or you may want to say something like "You know I forgive you for any harm or hurt that you caused me." Put it in your own words.

Sometimes we need to give people 'permission' to die by saying gently "just relax and let go" or something similar.

In some cultures, specific prayers or rituals may ease the passage to death. These may be comforting to you as well as to the dying person. You may want to ask a member of the Pastoral Care Team for assistance.

***Realise your limitations. No one can do everything.***

***Take time out when you need it. Get help when you need it.***

If you have any concerns about your loved one's condition, talk to a staff member away from the bedside.

### **Being Present at the Moment of Death**

Even with all the preparation in the world, it is not comfortable watching someone you love die. Your decision to be present at the moment of death depends on many things. It is OK to choose to be present and it is OK to be absent. Sometimes, despite your best efforts, you cannot be sure when the death will occur and you may miss being there.

Research shows that people often die when their relatives and friends have left the room, even just for a moment. This can be upsetting for those who were keeping vigil and wanted to be there right to the end. Elizabeth Kübler-Ross, who has greatly increased our understanding in her books on death and dying, says the dying person may have been 'holding on' for the sake of their loved ones, and they are now able to 'let go'. Because of this you may be able to say something like this before you leave the room - "I really want to be here when you die, but in case I'm not, I want to say goodbye now."

## When Your Loved One Has Died

It may be important for you to have private time with your loved one following death. It is a sacred moment as we reflect on the mysteries and gifts of life and death. The staff will wait until you are ready before contacting the Funeral Director, and you are welcome to stay with them until the Funeral Director arrives. If you would like someone to come and pray with you, this can be arranged. At any time that you have questions or uncertainty, you are welcome to contact a staff member on duty.

A Registered Nurse will complete a 'Life Extinct Notification' and contact the doctor to attend to the Cause of Death Certificate at a later time. The nominated Funeral Director can then be notified to take over care of your loved one. It is our usual practice to have a ritual of farewell, and to form a guard of honour as the resident is taken from the Hospice.

### Funeral Directors

Funeral Directors play an important role in helping plan the funeral, and in caring for your loved one after their death. By accepting the reality that the end of life is approaching, it is helpful to choose a Funeral Director in advance. This provides an opportunity to discuss arrangements with them before experiencing the impact of the death. The Family Support Team can also provide information about funeral arrangements, although it is Hospice policy that the decision about choice of a Funeral Director is left up to the family. Here are some of the Funeral Directors available on the Gold Coast, and others can be contacted from the phone book or the internet.

A Gentle Touch	5522 0099	Newhaven	5593 4777
Above & Beyond	5522 9784	Simplicity	5563 2417
Integrity	1800 446 834	Somerville	5591 4777
Metropolitan	5531 1722	White Lady	5597 3027
Heritage Brothers	5535 8758		

## 9. The Hospice Leadership Team

Hospice Manager:	Kerrie Cage RN
Administrator:	Vikki Strickland
CNC:	Elle Flynn RN
Family Support:	Marian York Colleen Jarvis
Finance Manager:	Natasha Waters
Catering Manager:	Julie Howe
Housekeeper:	Susie Richardson
Pastoral Care:	Rev. Dr Ian Mavor OAM Deirdre Hanna, Chaplain



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## 10. Support for Hopewell Hospice

As a charity, the work of Hopewell Hospice depends on donations for some of its funding. If you want to help keep this service going, you may wish to make a Tax-deductible donation, and that will be greatly appreciated.

Direct donations can be made through the Hospice Office by cheque or credit card, or by mail to PO Box 1290, Runaway Bay Q 4216. There is also a Wish List to guide those who might want to purchase an item for the Hospice.

If wanting to support Hopewell Hospice through a bequest, the following words signed and witnessed in a Will or in an attachment to a Will can make that possible:

*"I give the sum of \$ \_\_\_\_\_ to Hopewell Hospice, free of all taxes and duties. A receipt issued by the Executive Director or Secretary of Hopewell Hospice Services Inc. shall be sufficient discharge to my trustees."*

Thank you for becoming part of the Hopewell Hospice community of "Healthcare with Heart."