

Emily's House

Family Handbook

Information Guide for Children, Youth and their Families



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Introduction & Welcome to Emily's House

Emily's House seeks to support children and their families living with a life-threatening illness. Our support aims to enhance **client and family-centered care** and interdisciplinary service delivery in the community while improving the quality of living and/or dying. Our support, in whatever form, is provided with the purpose of assisting children and their families to live full, active, independent lives for as long as possible and when this is no longer possible, to help children and their families prepare and manage life closure and the dying process.

Staff and volunteers at Emily's House are compassionate and skilled in the provision of respite and palliative care for children, youth and their families, and are committed to respecting confidentiality, beliefs, choices, faith and culture.

The enclosed material will allow you to become better acquainted with Emily's House and our programs and services. We share this house with many families and therefore ask that you follow the basic guidelines outlined in this handbook. This will ensure a more comfortable stay for all our guests. We are always available to answer any questions you may have during your stay with us.

What is Emily's House?

Laughter, learning, play, comfort, and care is what Emily's House is about.

Featuring a 10 bed, home-like, comforting environment, Emily's House is dedicated to caring for children with complex, life-limiting illnesses, while supporting their families. With around-the-clock nursing and medical support, Emily's House offers pediatric care, specialized programs, comfort and respite to help enrich the lives children and families through all stages of a child's illness.

Our staff and volunteers are dedicated to helping children and their families achieve the best possible quality of life together. We understand that our patients and their families each face unique circumstance and challenges and we strive to support them in all aspects of their experience.



History

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples." Mother Teresa

This statement truly reflects the journey to Emily's House, which began with one act of kindness expressed through a small community church in Toronto towards a man name Philip Aziz who was living alone with a terminal illness. The compassion, love, practical and spiritual support he received amidst this caring community led him to bequeath his estate to them. He requested his gift be used to establish an organization that would help others in our city struggling with the challenges of living with life-limiting illnesses.

Since opening our doors in 1995, Philip Aziz Centre Community Hospice (PAC) has continued this legacy of love, through a small professional staff team and over 250 trained volunteers, whose commitment to delivering compassionate and skilled hospice care has helped to make a difficult life journey more meaningful and manageable for hundreds of adults, children and families over the years living in our community.

The complex and diverse needs of the children and families we have supported over the past 19 years through our community hospice programs led us to expanding our services to families by building a Children's Hospice in Toronto. Our Children's Home is named in honour of a courageous young woman (Emily) who we have supported through our "hospice to home" programs for the past 8 years, and is living with a progressive life-limiting illness. Emily and her family represent hundreds of children and families who daily face the challenges and uncertainties of dealing with complex, life limiting illnesses.

At Emily's House we believe that whether a life is measured in days, weeks months or years, children living with a life limiting illness deserve the opportunity learn, play develop and grow...to just be kids. When there is no cure, there is still life, support, compassion and care...there is Emily's House.

Our primary goal of care is to ensure your family is comfortable, safe and well cared for in a home like, child friendly, professionally staffed place.



Rauni Salminen, Executive Director

Eligibility for Services

Emily's House services are available to children who:

- 0 - 18 years of age (Up to the child's 19th birthday)
- Have a valid Ontario Health Insurance Plan (OHIP),
- Eligible to receive services from the Community Care Access Center (CCAC)
- Have a progressive life-limiting illness or a major medical disease that demonstrates a progressive decline.
- Open to Advanced Care Planning discussion

Respite Care

Respite care for family caregivers is designed to provide the child and family caregivers support away from home, time for their own rest and renewal, and time for other siblings. Respite involves temporary 24-hour in-house care with or without immediate family staying at the hospice. This also provides an opportunity for ongoing health evaluation and access to supportive counselling and informational resources. Respite is scheduled in advance for a pre-determined duration. The child should be at his or her typical level of health. In the event of an acute illness or sudden changes in the child's health, it is possible that respite may be postponed or cancelled.

Care providers will seek to maintain health and comfort by implementing the usual home care routine. Children can benefit from therapeutic programs and have the opportunity to socialize with other visiting children. Additional recreational, psychosocial, spiritual, and bereavement services are made available.

Each child within the palliative program is eligible for 7 days per quarter (January – March; April – June; July – Sept, October – December). Exceptions can be made at the discretion of the Residential Care Coordinator, which is dependent on bed availability, family circumstances, and available resources.

Advanced Emergency Care

Advanced emergency respite is available to all the children in our program who suddenly need care and do not have an available caregiver (due to a family emergency, etc.). We try to respond to requests for emergency respite within 24 hours of the request and offer care for a 48-hour blocks of time.

Stays may be extended at the discretion of the Emily's House Residential Care Coordinator, at the end of the emergency respite period, depending on family circumstances, available resources, and bed availability.

Advanced Transition Care

Advanced transition care offers services when a child is ready to leave the hospital but the child's community is not yet ready to provide the services required (i.e. wheelchair access,

education about new care procedures, nursing or physical therapy). Care is aimed at providing support systems to the child and family that supports a transition to home plan

The goal of this program is for the primary caregiver/parent to learn how to take care of their child safely at home using the new medical equipment or intervention. During transition care, the family is responsible for the activities of daily living and supplies needed for their child's care. Our team directly assists the child and their parents and caregivers in transition from the hospital/hospice back to their community.

Transition care is available for up to 14 days. The nursing team will evaluate the family's progress. If the family requires further support in the care of their child, it will be reviewed at this time. Emily's House will collaborate with the nursing agency in the community to ensure a safe transition home.

Pain & Symptom Management

Clients whose primary goal of care is comfort and are known to and followed by PACT are eligible for admission to Emily's House to address uncontrolled pain and other symptoms. An initial assessment and admission by a PACT physician is completed within 12 hours of arriving to Emily's House. Nursing support will provide in-house care and appropriately monitor changes in symptoms and responses to treatment. The PACT team will be available for consultation 24 hours a day to address related concerns.

Advanced End-of-Life Care

Advanced end-of-life care (hospice admissions) offers comprehensive services for your child and family during the end-of-life period. The primary focus of end-of-life care is to provide pain and symptom management, comfort, and supportive care. All clients will receive full nursing care and access to PACT consultations 24 hours a day. You and your child will be supported in returning home if you wish, or experiencing the dying process at Emily's House.

Clients may be transferred from the Hospital for Sick Children or be admitted from the community and assessed on arrival to Emily's House. To ensure the smoothest possible transition, admission to Emily's House is encouraged during regular business hours (Monday to Friday, 0900-1700). However, exceptional circumstances may require admission outside these times. If your child is in need of end-of-life care, an in-house admission will be facilitated as soon as possible.

Perinatal Hospice

Perinatal hospice is a program offering support to parents and families whose babies are likely to die before, during or shortly after birth. Care is provided from diagnosis and throughout pregnancy, death, and bereavement while honouring the life of the baby. Services provided focus on the development of a specialized birth plan, legacy building, memory making, and ongoing bereavement support for the family.

Emily's House Team and Services

The Emily's House interdisciplinary team includes:

- Nurses
- Doctors
- Personal Support Workers
- Recreation Therapist
- CCAC Case Manager
- Coordinator of Volunteer Services
- Volunteers
- Spiritual Support
- Music Therapy
- Art Therapy
- Other Therapies

Our team is committed to providing the best possible comprehensive care for your child and family. Regular meetings with your family and our team are one of the best ways to ensure this can happen. At these meetings, we will work together to develop and review a comprehensive family-centered care plan. These meetings also allow for discussion and decision-making around issues including supports in your community, hospitalization, acute interventions, resuscitation, and progressive symptoms. You, your child or our team may request family/team meetings.

Nursing Care

Our team consists of Registered Nurses and Registered Practical Nurses who are experienced and skilled in pediatric palliative care. They provide 24-hour nursing care and work as a team with other professionals to provide physical, psychological, emotional, and spiritual care to children and their families.

Physician Care

Emily's House will work with your child's paediatrician, family physician, or designated specialist to provide care for your child during his or her at Emily's House. During the end-of-life period, Emily's House has access to a physician on-call 24 hours a day from Sick Kids.

Personal Support Workers

Emily's House personal support workers are energetic, warm, and hardworking individuals who provide personal care, as well as cooking, cleaning, and interacting with guests.

CCAC Case Manager

Emily's House works with the Toronto Central CCAC. We have our own Case Manager who will coordinate CCAC support in-house and also facilitate discharge back into the community.

Volunteer Support

Emily's House appreciates the valuable contributions of volunteers who work alongside the professional team assisting with care to children, youth and families. Our volunteers consist of dedicated and compassionate individuals who continually devote their time, efforts, skills and talents to enhance the quality of life and care at Emily's House. Volunteers fulfill roles on the board of directors, with patient care, at reception and with daily activities in the house. Volunteers spend time with the admitted child and their siblings engaging in activities, from music to working with arts and crafts, to assisting on outings and other recreational activities.

- All volunteers have completed 30 to 52 hours of training to prepare them for their role
- All volunteers have completed a Vulnerable Sector Police Check and must give three references
- All volunteers respect confidentiality
- Volunteers who prepare or handle food have received their Food Handlers certification or are supervised by someone who has
- Volunteers are flexible and have your best interest in mind. If you ever feel you want some private time and don't want to socialize they are happy to give you space
- Volunteers are familiar with the emergency and fire safety protocols

Spiritual Care

The work of the Spiritual Care and Bereavement counselling team is to provide support to children and families through all the different stages of their personal journey. Our team of professional chaplains are committed to respecting everyone's unique spiritual journey, understanding that spiritual needs and expressions differ.

Spiritual care includes:

- A spiritually supportive, non-judgmental and caring presence where positive or difficult emotions and questions can be opened expressed
- Exploring the meaning of life and death
- Offering spiritual direction and encouraging a sense of spiritual well being
- Visiting in home or Emily's House
- Reflection on faith, God, sacred readings, music, prayers and sacraments
- Exploring non-religious spiritual meaning and encouragement
- Connecting you with a faith or spiritual tradition that has personal meaning
- Responding to concerns relating to loss and grief
- Planning and officiating funerals, celebrations of life and memorial services

Spiritual care may not necessarily involve any particular religious expression or system, although for some people it naturally will. In some ways, we might say that everything that happens in a place like Emily's House is an expression of spiritual care.

Bereavement Support

Using skills from the disciplines of social work, spiritual care, expressive therapies (art, play and music) and recreational therapy, the counselling team works to come alongside children and family members in a way that is supportive of their relationships and background.

Members of the counselling team organize and facilitate a monthly support group for parents and siblings. Art, music, play and recreational therapies are prominently incorporated into the counselling support program at Emily's House.

The philosophy of the counselling team is to meet families where they are and to offer support options as long as the family feels it is helpful. Working with a family's own strengths encourages growth in relationships, even along the most difficult part of the journey.

Bereavement programs focus on:

- Helping family members understand and move forward in the grief process by facilitating their expression of thoughts and feelings and helping them identify or develop and utilize healthy coping strategies
- Helping families problem-solve around adjustment issues
- Providing guidance about decision making
- Addressing social and spiritual concerns
- Assisting survivors to adapt to an environment without the deceased while experiencing a continued (transformed) relationship with the deceased.
- Annual memorial services
- Memory rock in Ava's Garden

Attention to and respect for the ethnicity and cultural background of the families and care givers that are served by Emily's House are essential in the development and provision of appropriate bereavement care.

Other Services

Additional counseling and therapy services can be arranged for an Emily's House child during admission. These services may include physiotherapy, occupational therapy, and other forms of supportive therapies.

Consent

We assume consent through a comprehensive assessment of a child and family. The family and child are actively involved and included in ongoing discussions with the care team for the provision of care and involvement in activities. They are made aware of all aspects of the child's life at Emily's House. Through discussion with the child and/or family, we will obtain formal consent for any significant changes or new treatments that may arise.

Written consent from the family and child is required for:

- Admission
- Special outings
- Occasions where the child may be photographed, filmed or included in media events for use outside of Emily's House
- Pet Therapy
- Interdisciplinary communication sharing
- Pick up and drop off of child when it is not the parent or legal guardian
- In the event that parents or legal guardians are leaving Toronto, an **Alternate Decision Maker** will be appointed to make medical/personal decisions for the child/youth during your absences. The alternate decision maker will be responsible to accompany the child/youth.

All aspects of care, treatment, and activities are documented in the child's health record by members of the care team.

Confidentiality

Emily's House staff, volunteers and administration protect the privacy of your child and family's personal and healthcare information. All information concerning children and families, staff and volunteers is confidential. It is only to be used by individuals who require access to it in order to provide care or service to the person to whom the information belongs, or for another approved reason that has been consented to by that person/guardian.

Nursing report takes place in the nursing/medication room in order to respect patient confidentiality. This takes place at 07:30, and 19:30, as well as at other times when confidential information needs to be shared amongst the team. Should your child or family require our assistance during these times, please approach staff and we will be happy to assist you. Our goal is to protect confidential information for all our guests and families and we appreciate your assistance with this. Many private phone calls and discussions take place at the nursing station and we appreciate your efforts to respect the confidentiality of all of our guests.

Communicable Diseases

For the safety of all children staying at Emily's House, you must inform us if your child, or any family member, has been exposed to any of the following within three weeks of an in-house admission:

- Chicken Pox
- Measles
- Tuberculosis
- Whooping cough
- Mumps

HAND WASHING is the most important way to prevent the spread of infection. Hands should be washed thoroughly with warm soapy water at the following times:

- Upon arrival to Emily's House
- Before and after contact with shared house items and areas,
- Before mealtimes, and
- After contact with a contaminated source (e.g. diaper change, bathroom use, drool, cough, sneeze, etc.)

Visitors

We welcome your visitors to Emily's House. All visitors are required to call ahead to inform staff that they will be visiting and we ask that they ring the doorbell. Once in the hospice, visitors must sign in the sign in book. Emily's House will request that you provide a visitors list for your child, so staff can assist in screening visitors.

During end-of-life care, overnight accommodations are made for two family members per child. Please advise the nursing staff of any changes and if the family requires further accommodation. Emily's House will do their best to meet the needs of the family, however, extra accommodation will be dependent on availability.

Please use discretion regarding the number of visitors and the times at which people come and go. If you plan to have large groups visiting please inform the staff. If available, the multi-purpose living room on the main floor may be used to better organize visits. We recognize the interest of your visitors to "look around" the home. However, out of respect for other children and families, please ask your nurse before showing your guests around. Coffee and tea are available for your use. We generally cannot provide meals or overnight accommodation for your extended family or friends.

To protect the health and safety of children at Emily's House, all visitors will be screened for fever, cough, vomiting, diarrhea, etc. Please advise visitors that if they are experiencing these symptoms, their visit must be rescheduled for another date.

Siblings and Young Friends

Please do not leave young children unsupervised. Siblings are the responsibility of the parents/guardians and must be supervised at all times. If, for any reason, you are experiencing difficulty in meeting this requirement, please let us know and we will do our best to access resources or assist with alternative arrangements

Pets

The family pet is permitted to visit a child admitted to Emily's House, but is restricted to the child's room. Pets must have up-to-date vaccinations, be free of parasites and fleas, and have no open sores or lesions. Visiting pets must be on a leash at all times. Pets are not permitted on the beds, and female dogs in season are not permitted to visit.

The parent or family member is responsible for care, feeding, and walking the family pet while at Emily's House.

Guide Dogs

Guide dogs are admitted to Emily's House and must have documentation indicating:

- A guide dog's status
- Location of the guide dog jacket at all times

The family is responsible for outlining the guide dog's responsibilities, supplying food, feeding dish, and providing for the guide dog's routine etc.

Family Rights & Responsibilities

Families are important members of the health care team at Emily's House. Employees will work with families and the community to make sure that children receive the best care possible. All employees will do their best to make sure families are informed, respected, and supported. Families have a responsibility to:

- Respect the rights of other patients, their families, visitors, and staff
- Provide complete and accurate information about past and present matters relating to their child's health
- Learn and follow hospice policies and procedures
- Discuss any concerns with the health care team
- Respect right and privacy of other patients and visitors

Sharing a Home-Like Environment

We make every effort to create an environment that is 'home-like'. Unlike a home, we have a number of families who reside here at any given time, along with staff and volunteers working at the house. Given this, it is important that everyone assumes the responsibility for creating an environment of sharing, respect, and collaboration.

The following guidelines are promoted:

- 1) Unexpected drop-in visits are discouraged if your child is not in-house. We urge families in the program and any friends or relatives to please call ahead. An effort will be made to accommodate your visit, but due to various circumstances on a particular day, a drop-in may not be appropriate. We appreciate your understanding in this matter.
- 2) Keeping all common areas clean and tidy. Among other things, placing CDs in their appropriate cases, returning used dishes and cups to the kitchen, putting away arts and crafts supplies, and turning off computers/televisions after use is appreciated.
- 3) Respect the privacy and belongings of others in the house.
- 4) Reduce the noise level after 9 p.m. for those trying to relax and settle to sleep.
- 5) Use the kitchen and/or dining areas for eating.

Emily's House Facilities and Guidelines

Main Floor Living Room

The living room is a multipurpose room used for family gatherings, quiet reading, and small memorial services, interdisciplinary rounds, or general staff meetings and play room. Children and youth, including guests, siblings and visitors must be supervised at all times by volunteers or a responsible adult when using the playroom. Guests and siblings will be given access with appropriate supervision.

The Snoezelen Room

The Snoezelen room is a multi-sensory room that offers visual, auditory and tactile stimulation. The Recreation Therapist coordinates supervised therapeutic sessions for stimulation and/or relaxation. Children will be assessed, in consultation with the family for suitability of various activities. Siblings may be included after an assessment by the child life or nursing staff. Parents may accompany their children in the Snoezelen room under supervision. Shoes must be removed and socks worn during Snoezelen times. Staff is encouraged to utilize the area on a daily basis.

Kitchen and Meals

The kitchen and dining room areas are the focal point of the house. Anyone who wishes may eat there. This includes children, families, staff and volunteers.

Our Personal Support Workers (PSW) or kitchen volunteers prepare meals for our in house guests at designated meal times.

Meal times are: Breakfast @ approx 09:00
 Lunch @ approx 12:00
 Dinner @ approx 17:00

Families residing in the palliative suites have access to the kitchen between the hours of **900-1100, 1300-1600, and 1900-2200**. If you would like to plan a special dinner or event that will require the use of the kitchen, please speak to the Residential Care Coordinator to schedule.

Laundry Facilities

There is a washer and dryer on site at Emily's House. Emily's House staff will routinely wash your linens and personal clothing. Please place all personal dirty laundry in the blue laundry bag found hanging in each patient bathroom.

If you wish to do your own laundry, families staying at Emily's House for end-of-life care have access to the laundry between the hours of **1100-1300 and 1600-2000** unless otherwise stated.

Telephone Use

Telephones are located in each room and in the nursing station.

- To access an outside line, please ask the nursing staff and they will assist you– local calls only please.
- To make a long distance telephone call – please speak to the nursing staff.

Guidelines for Internet Use

Please feel free to use the computers at Emily's House. They are available for your use and enjoyment. If you have your own computer or device, please ask the staff for the Wifi password. Please note that there are some guidelines we ask you follow regarding their use. We ask that our guests avoid having food or drinks around the computer station.

- Emily's House computers are not to be used for gaining unauthorized access to any computer system on the internet.
- File sharing or peer-to-peer programs (ie: BitTorrent, Kazaa) is not permitted.
- Downloading copyrighted music/movies is prohibited.
- Accessing sites or email that may contain profanities and or sexual content will not be tolerated.
- We encourage our guests to save their files on a USB stick or CD so files are not lost or deleted.

Please note that computer privileges will be revoked should guests not comply with the above conditions. The computers at Emily's House are the property of Emily's House and removal of any equipment is strictly prohibited. Please do not hesitate to contact a staff member or volunteer should you have any computer questions or difficulties.

Wheelchairs

Emily's House is 100% wheelchair accessible.

Daily Routine

The nursing staff at Emily's House will endeavor to follow your child's routine at home. The child's bath, morning routine, feeding routine, and sleeping routine will be followed while they reside at Emily's House. The nursing staff will assess and monitor the child each shift (day and night). During end-of-life care assessments and monitoring will be more frequent to ensure that the child is comfortable.

Palliative rounds with the interdisciplinary team will be scheduled on Wednesdays. There will be scheduled group activities for children in the morning, afternoon, and evening. Nursing staff will inform you of special events on admission.

Smoking

Smoking is not permitted inside Emily's House. You may smoke outside, at a distance of 9 meters from the building. Please do not leave your butts on the property, and please be considerate of the other Emily's House guests.

Parking

Individuals are encouraged to use the drop-off area at the front entrance of the house to load and unload people, equipment and supplies. Visitors may park at the parking lot at Bridgepoint Hospital. Parking is also available along the residential streets and along Gerrard Street East and Broadview Avenue. It is the car owner's responsibility to be mindful of the designated parking times. There is also a Green P parking lot on the south end of Gerrard, directly across from Emily's House.

Safety & Fire Regulations

Fire Regulations

In case of fire or other emergencies, families are requested to report to the Nurses who will direct you on what to do. By each exit door there is an emergency plan posted. Electrical devices that are brought into the house should be CSA approved, (e.g. hair dryers, razors, radios, etc.).

Other Information

Lost and Found

Personal items are periodically left behind. Please check our Lost and Found Box for any missing items. This is located in the supply room on the main floor.

Staff Acknowledgement

We recognize that you may want to thank Emily's House staff for the care they have given your child and family. We respectfully request that you do not give individual gifts to staff. A gift that would benefit all families who use Emily's House would be appreciated. You may also make a donation to Emily's House.

Gifting

Emily's House staff and services can be recognized by making a donation to Philip Aziz Centre. The Philip Aziz Centre works together with Emily's House to determine needs. Your generous donation will be applied to the purchase of items on our wish list. For other donations, please consult Philip Aziz Centre's Development office at 416-363-9196 EXT 212.

Compliment and Complaint Policy

Emily's House staff will treat all compliments and complaints as opportunities for growth and development. Family Feedback Forms will be given to you after your child's first admission, and then again each year following, where you can express your thoughts on our care and services. You can also write an email or letter. All compliments and complaints will be reviewed by the Residential Care Coordinator, Clinical Nurse Manager, and Executive Director, and you will be contacted within 24 hours upon Emily's House receiving the compliment or complaint.

Frequently Asked Questions and Answers

- **What is the difference between Emily's House and Ronald MacDonald House?**

Unlike Ronald McDonald House, which provides a temporary home for families who have children receiving medical care and treatments in a hospital, Emily's House provides a home-like environment in which children with life-limiting illness can receive medical care.

- **Where is Emily's House located?**

Emily's House is located in beautiful Riverdale neighbourhood at 45 Jack Layton Way (Gerrard St. East/Broadview Ave.) There is paid street parking along Gerrard, as well as some free street parking on side streets nearby between certain designated times. It is serviced by TTC Streetcar Routes 504, 505, 506 and by Bus Routes 306 (blue night streetcar route).

- **Do I need a referral to access services from Emily's House?**

A referral to Emily's House can come from a parent/guardian, specialist physician, family physician, nurse practitioner, nurse, social worker, or case manager. Admission guidelines, referral and application forms can be found here.

- **Is there a cost to families for using Emily's House services?**

Families accessing Standard Respite are responsible for providing the child's medications, diapers, special food, and other supplies required by the child's condition. Emily's House is responsible for supplies related to our palliative care programs as well as all direct costs of care. Emily's House relies on generous support of volunteers, individual donors and corporate sponsors in partnership with the Ministry of Health and Long Term Care to offer our programs at no cost.

- **How is Emily's House funded?**

Emily's House receives government funding that is further supported by fundraising efforts and generous private donations.

- **My child has complex medical needs, can he/she be cared for at Emily's House?**

If your child can be cared for at home with medical complexities, then they can be cared for at Emily's House. Please contact the Care Coordinator to find out how Emily's House can accommodate your child.

- **How many guests can Emily's House accommodate at a time?**

Emily's House can accommodate a maximum of 10 children at a time. However, capacity may vary at any given time based on the unique needs of our patients and their families.

- **How long can my child stay at Emily's House?**

Children receiving Standard Respite are permitted up to 28 nights per year. Emergency respite care is dependent on availability. End of life care is a priority and will be provided for as long as necessary.

- **How do I make a booking at Emily's House?**

Please contact the Care Coordinator to make a booking at Emily's House. Please be sure to complete all the appropriate forms prior to admission.

- **Can the families of patients stay at Emily's House?**

Immediate family members are welcome to stay with their children at Emily's House. Depending on available space and other resources, siblings may stay overnight. Permission must be requested and arrangements made ahead of time with the Care Coordinator.

- **What does my child do while he/she is at Emily's House?**

Emily's House is staffed by a play therapist responsible for planning recreational programs according to your child's preferences and abilities. Emily's House aims to provide a "home away from home". A care plan will be developed with you and your child prior to or at admission that will include appropriate activities to meet your child's needs.

- **What are visiting hours at Emily's House?**

There are no formalized visiting hours, but if you have guests after 2100, we recommend that you visit with your guests on the main floor. Visitors must sign in at the reception desk and obtain a visitor's badge that must be worn at all times.

- **What are the admission and discharge times?**

Scheduled admission times for Pain and Symptom Management and End-of-Life Care are Monday – Friday from 0900h -1700h, but an admission can be accommodated outside of these times.

- **What should I pack for my child to bring upon admission?**

Emily's House provides all bedding, linens, and medical supplies/equipment for patients in the palliative program. Bring clothing, books, any special toys or games, and anything that makes you or your child feel more at home. We also provide all food for your family, but you are welcome to bring in additional or special foods from home.

- **What happens if my child becomes sick while staying at Emily's House?**

The Paediatric Advanced Care Team (PACT) physicians will be overseeing your child's care during your child's stay at Emily's House for end of life care or pain and symptom management. They are available 24 hours a day, 7 days a week, and will work with you to care for your child.

- **Can my child continue their schooling while staying at Emily's House?**

Emily's House is in the process of establishing arrangements with the Toronto District School Board to support children continuing their schooling while at Emily's House.

- **I do not live in the Greater Toronto Area, but I have a seriously ill child. How can Emily's House help us?**

Emily's House provides services for children all across Ontario. Please contact us directly to discuss how Emily's House and the Philip Aziz Centre for Hospice Care can best support your family.

- **My child and I were in the neighbourhood. Can we drop by for a brief visit?**

Please call ahead and speak with the staff if you would like to visit Emily's House. Every effort will be made to accommodate your visit, however, it may not be appropriate given the activities and circumstances occurring in the house at that time.

*For any additional questions, please contact us at info@philipazizcentre.ca and you will be forwarded to someone who can assist you [**Note:** due to the volume of requests, we may not be able to respond to all inquiries in a timely manner.]*

Contact Information and Map

Emily's House
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