



PHILIP AZIZ CENTRE
FOR HOSPICE CARE



Emily's House Children's Residential Hospice

Featuring a home-like, comforting environment, Emily's House is dedicated to caring for children with a life-limiting illness, and their families. With around-the-clock nursing and medical support, Emily's House offers high-quality specialized care, comfort, and respite to help enrich the lives of children and families, through all stages of a child's illness. Our staff and volunteers understand that children and their families face unique circumstances and challenges. We strive to support them in all aspects of their experience to ensure they have the best quality of life together. Programs include: Respite Care, Symptom Management, Transitional Care, Bereavement/Spiritual Care, and Acute End of Life Care. Resources and support are provided for families allowing them to focus on making the most of the final days with their child. Emily's House helps families make memories out of minutes and miracles out of days.

Staff and volunteers are compassionate and skilled in the provision of hospice care for adults, children and families and are committed to respecting confidentiality, beliefs, choices, faith and culture.

Volunteer Program

Who Can Volunteer?

Volunteers are ordinary people from various backgrounds who are passionate about giving back to their community through helping others. Their time, commitment and compassionate care help to make the journey with a life-limiting illness more manageable and meaningful for adults, children and families. They are trained in the provision of hospice care and understand the importance of dignity, independence and respecting confidentiality, beliefs, choices, faith and culture.



Is Training Provided?

Volunteers are screened and receive 30 hours of provincially standardized, professional training in hospice end-of-life and chronic illness care. Children's volunteers complete an additional 24 hours of training to understand and support the special needs of families and children facing serious illness and loss. All volunteers are supported by various staff members throughout their placement experience. Training is free but requires a time commitment. Certificate of completion provided.

What Will Be Your Commitment?

Volunteers provide a maximum of 4 hours per week in the evenings or daytime depending on their availability and the client's needs when supporting adults or children in our Community Program. At Emily's House, shifts can be from 3-5 hours in length, weekly or monthly, depending on what program you are involved in. Volunteers are requested to make a six-month to one-year commitment depending on the role.



What Does the Role Look Like?

Volunteers provide non-medical, practical, emotional and spiritual support to people living with life-limiting illnesses or who are palliative/end-of-life. Responsibilities may include: companionship; respite care for primary caregivers; children's support; spiritual/bereavement support; personal care (i.e., assistance with meals, daily activities, grocery shopping and errands); accompaniment to medical and other related appointments; or, office administration, fundraising, special events help for the organization.



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COMPASSION, CARE, SUPPORT

Philip Aziz Centre for Hospice Care provides respite, practical, physical, emotional and spiritual support for people living with life-limiting illnesses and their loved ones, in the comfort of their own home. Our model of care incorporates the compassion and skills of a diverse group of volunteers and staff, ensuring accessibility to all communities within our service area. Hospice services are centered on the expressed needs of the individual and their loved ones and are delivered in cooperation with the healthcare professionals and support agencies involved in care.

The Philip Aziz Centre strongly supports a healthcare system that is patient-centered, community based, collaborative and responsive to people's healthcare needs in timely, accessible and accountable manner.

Philip Aziz Centre for Hospice Care: Community Hospice Services

At Philip Aziz Centre, we understand that whether you or a loved one is living with the challenges of a life-limiting illness, the process can be difficult and stressful and no one should have to manage alone. People living with a life-limiting illness should have the option to receive care and support in the comfort of their own homes if possible. Hospice can help make this happen by offering a variety of in-home supports. With more than 20 years of service, you can trust Philip Aziz Centre to care for you.

Volunteer Visiting Program

All volunteers are carefully screened, monitored and trained in the provision of in home hospice care. Volunteers provide non-medical care, which is integrated into the professional health and hospice care team in the client's home. Volunteer support includes:

- Emotional, social and bereavement/spiritual support
- Assistance with mobility and personal care
- Respite care for primary caregivers (allows for a break from caregiving)
- Practical care including assistance with meals, daily activities, grocery shopping, accompaniment to medical appointments and other errands
- Hospice also offers training and coordination of family and friends who desire to be part of the care team for their loved one.

Interim Hospice Support

Interim support is designed for persons in the early stages of, or in remission from, a life-limiting illness, who may not yet require the full range of

hospice services. If illness presents occasional physical / emotional / spiritual challenges which temporarily limit independence, interim hospice support may be appropriate to assist in maintaining quality of life and providing relief for caregivers.

Children's Support Program

Specially trained volunteers and staff are equipped to support children and their families whose lives are impacted by a life-limiting illness. Children's volunteers provide care for an ill child or their sibling(s), a break for parents(s) and a safe place for children to play, learn and explore their feelings, fears and hopes, while supporting the family in maintaining a sense of normal routine. This program also offers opportunities to participate in after school programs, and summer camps.

Spiritual and Bereavement Care

Professional spiritual/bereavement care is available for clients and their loved ones to help process concerns and to facilitate, explore and strengthen their spiritual journey. Spiritual and bereavement care is attentive to needs related to values, meaning, purpose, relationships, life, death, loss, grieving and faith. Listening, understanding and a supportive presence can reduce isolation and anxiety and promote relaxation and peace. For all clients, during the unexpected times of upheaval and change you may experience anxiety, doubt, questioning, feelings of being uprooted, and alone. Spiritual care is an integral part of holistic hospice palliative care. Spirituality can be expressed within the context of a faith in God/higher-power or religious traditions; or reflected in many other ways, such as in relationships, gardening, music and nature. It is about how we make sense of the world, how we connect to ourselves, to each other and to our universe. Bereavement groups, individual counselling, memorial services, funeral/celebration of life planning and/or facilitation are also available.

Children's Play, Art, Music and Recreational Therapies Program

The Children's Play, Art, Music and Recreational Therapy Programs help remove barriers to enjoying a "normalized" childhood, and accessing quality of life. For a child potentially dealing with end of life, depending on their stage of cognitive and emotional development, physical activity, creativity and recreational therapy may be the healthiest way to "work out" feelings (i.e., anxiety, excess energy, etc.), and provide a focal point for an active mind. This can include attending a sporting event or simply modifying traditional games / activities to enable children with complex disease and disability to participate as fully as they can. Similarly, through music improvisations, a musical dialogue between the child and the therapist occurs, allowing for the expression and release of emotions. The child is able to communicate his or her innermost feelings in a non-verbal and non-threatening way. It can be an access point to reduced anxiety or pain, and to shared joy. Music activities include singing, music listening, song writing and instrument playing. Play, art, music, recreation and leisure experiences help children with physical, cognitive, social or emotional limitations make the most of their lives.

How to Receive In-Home Hospice Care

Hospice services are provided free of charge. Referrals are accepted from health care providers and other support service agencies, hospitals, long-term care facilities, community support agencies, family members, friends, or through self-referral. In response to a request for hospice care, a home visit is arranged to assess the needs and wishes of the individual living with the life-limiting illness and their loved ones. Appropriate hospice supports are offered and a personalized care plan developed which is integrated and coordinated with other health care professionals and agencies involved.