



# WELCOME & INFORMATION BOOKLET



# Welcome Message



*“Honouring Every Moment of Life”*

At Mariposa House Hospice our dedicated hospice team provides quality end-of-life palliative care with compassion, dignity and respect in a peaceful homelike setting while welcoming and supporting family and friends.

We are open 24-hours a day, 7 days a week, and 365 Days a Year.



Mariposa House Hospice is a non-profit charitable organization incorporated in 2016. After several years of planning and raising \$3.5 million in capital funding, we broke ground at 1140 Brodie Drive on Aug 29, 2019 and our first resident arrived on February 12, 2021.

We are located on a beautiful 2.4 acre lot surrounded by forest.

We serve the residents of Orillia, Severn, Oro-Medonte, Ramara, and Chippewas of Rama First Nation.

# *What is hospice palliative care?*

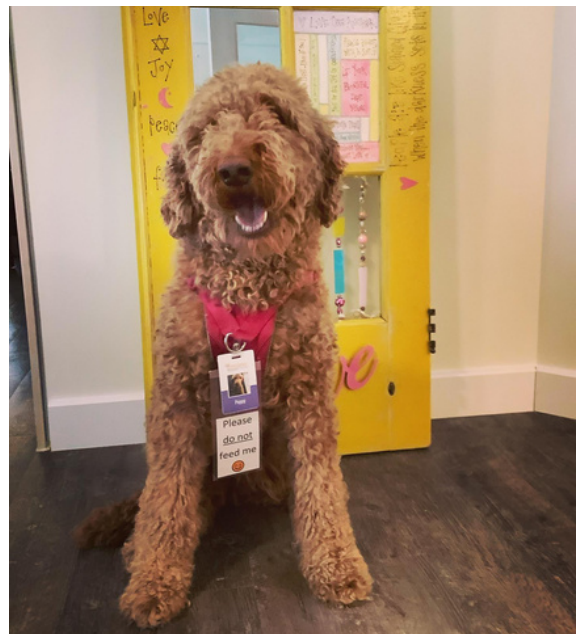
At Mariposa House Hospice, we are dedicated to providing high-quality palliative care aligned with the World Health Organization (WHO), Canadian Hospice Palliative Care Association (CHPCA), and Hospice Palliative Care Ontario (HPCO).

The World Health Organization defines palliative care as *"an approach that improves the quality of life of patients who are facing life-threatening illness and their families."* A primary aim of hospice palliative care is to *"prevent and relieve suffering by identifying, assessing, and treating pain and other issues, whether physical, psychosocial or spiritual."*

Palliative care supports can be offered for a long period of time prior to accessing a hospice residence. The care provided in the hospice residence is focused on supporting people in the final days and weeks of life. We embrace a person-centred, collaborative approach to attend to the specific needs and preferences of residents and family members.

*"Palliative care uses a team approach to support patients and their family and friends. It offers a support system to help patients live as actively as possible until death".* Our team - which includes community partners - addresses physical symptoms and practical needs, and ensures access to psychosocial, spiritual and/or bereavement support when requested.

*This is our resident dog,  
Poppy. She is not here  
every day, but when she  
does come she will be sure  
to introduce herself!*



# *Entrance & Reception Area*

## Shoes / Slippers

We ask that visitors remove their outdoor shoes if they are comfortable doing so. Please help yourself to a pair of slippers/sandals or bring your own indoor shoes.

## Sign in sheet / Visitor Log

Upon arrival, please wait for a staff or volunteer to complete screening, and then sign our visitor log. Record your name, the time of arrival (clock is above the doorway to the kitchen) and the room number of the resident you are visiting (if unsure, you can leave it blank). When you leave, it is important to sign out by recording the time of departure. This helps us know how many people are in the building at any given time.

## Water cooler

Help yourself - there are usually glasses on the table beside the cooler. The tap water is from a well - it is treated and drinkable but is high in sodium, therefore not recommended for those on a low sodium diet.

## Smudging bowl & Eagle feather

These items are available for visitors to use either in the common areas, or in the resident room. Please advise staff or volunteer prior to use.

## Display table

Various items are available on the display table including our most recent newsletter, business cards, and a brochure for Hospice Orillia Bereavement services.

## Dedication to Hugo and Ilse Ruff

We are so grateful to the Ruff family for setting up a dedicated endowment to support Mariposa House Hospice with annual operating costs. Take a moment to read the plaque that provides background information about this generous donation.



# *Family Room*

We try our best to offer a variety of comfortable spaces for residents and family members to gather and spend time together. This includes "Gini's Room" which offers a variety of special features including lots of seating, a fireplace, musical instruments, a children's corner, a library, and folding doors for privacy.



Musical instruments - A piano, guitar, ukulele and drum are available for you to use in the family room or you are welcome to bring an instrument down the hall to the resident's room for a private concert.

Children's Corner - Thanks to the generosity of the Kiwanis Club of Orillia, we have a corner filled with children's activities available. If a small child is visiting, please be sure to ask staff or volunteers for a complimentary Teddy Bear that they can take home as a keepsake.

Library - We have several books available for you to borrow, as well as some decorative ornaments and a music player (bluetooth). You are welcome to take these items down to the hall to use in your room.

Refreshment Centre - coming soon!

# *Living and Dining Area*



Meals are provided at no cost to our residents, and light refreshments are available for family members and friends (i.e. coffee, tea, baked goods, daily soup). The kitchen food preparation area is inspected by the Public Health Unit regularly, and therefore it used only by staff and volunteers who have completed the Safe Food Handling course.

For *residents*, there is no strict schedule for meals. We offer person centered care which means we will do our best to accommodate requests at any time of the day, add we bring meals to the resident in their own room. If the resident has any special requests, we will try to meet them within a day or two, but family members are welcome to bring in those special items that will provide comfort to the resident (i.e. favourite ice cream). We can store these items in the kitchen fridge or freezer with the resident's name.

For *families*, you are welcome to bring in your own meals and use the appliances in the resident's room for food storage or to warm up your meals. There is a harvest table to accommodate a large family or multiple families simultaneously. If you wish to plan a family meal in one of the common spaces, please speak with our staff team and we will help to work out the logistics. There is also a barbecue on the family patio. Please discuss use and supplies that you might need with the staff team.



# *Outdoor Area - Garden & Patio*

Our outdoor spaces offer the following features that can be enjoyed by residents, families, and guests:

- Each resident suite has a private terrace with a bird feeder all year round, plus a hummingbird feeder in the warmer months.
- A large covered deck off the living and dining area with comfortable seating and a fire table.
- Stone pathways and a small walking trail meander throughout the natural setting.
- Chairs and benches are located under the outdoor gazebo and throughout the gardens and trails.
- A butterfly and herb garden.
- Outdoor BBQ area.
- Sports equipment / outdoor games are available upon request.



# Resident Suites

Each resident suite is private and as homelike as possible. You are encouraged to settle in and decorate with pictures and other personal belongings. Some key features include:

- Adjustable hospital bed for the resident
- Murphy bed for guests - to open, please pull the handles away from the wall, push down and swing the legs around. Put the arm lock on to ensure safety. Pillows are above in the cupboard.
- Call bell - use the lift to talk phone beside the bed and it automatically dials the nursing station when the receiver is lifted.
- Private, 2-piece washroom. Family members may use the shower room down the hall if staying over - please speak with staff first.
- Free Wifi - network "MHH-Guest" & password "Hospice 789"
- Small fridge and microwave - a kettle is available upon request.
- Personal storage & magnetic strip across the wall for photos
- Window coverings - read instructions for adjusting the door blind
- Television - access to channels on TV Samsung Plus, Netflix (MHH account or your own) and Prime (your own account).
- Small private terrace. This is a no-smoking area.
- Smudging is permitted in the resident rooms - please notify staff before proceeding. Door to hallways must be closed, and door to private terrace must be propped open.



Resident Room



Spa Room



# *Resident & Family Supports*



## Spa Room:

Our spa room offers a large therapeutic tub, as well as music and aromatherapy for a relaxing, spa-like experience for our residents.



## Shower Room:

Our shower room offers a spacious shower for residents and families. We ask that family members to provide their own toiletries



## Blanket Warmer:

A blanket warmer provides warm blankets and is located in the hallway outside of the resident suites



## Ice Machine & Water Dispenser:

Located beside the blanket warmer in the hallway outside the residents' suites. Cups and straws are in the cupboard below.



## Library Resources:

Please see our clinical team for our lending library with a wide variety of resources for both adults and children



## Musical Instruments:

A piano, guitar, ukulele and drum are available for residents and visitors to use in the family room or in the resident's room. An additional keyboard is available as well.

# *Meet the Team: Operational Staff*

Together, our collaborative team ensures that each resident and their family and friends experience quality care that focuses on compassion, dignity and respect.

The hospice team includes operational staff (a mix of Full Time and Part Time) who help keep our organization running smoothly.



Annalise Stenekes  
Executive Director



Dr. Erika Catford  
Medical Director



Katlyn Ross  
Clinical Manager &  
Registered Nurse



Kandas Bartlett  
Operations & Volunteer  
Coordinator



Greg Muir  
Facility Coordinator  
Building & Grounds



Brittany Camilleri  
Administrative Assistant



Lynn R. Thomas  
Donor Relations



Renee White  
Kitchen Lead



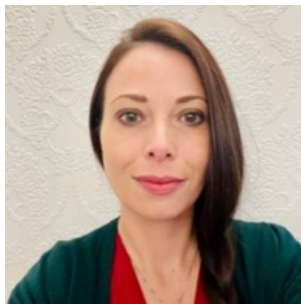
# *Meet the Team:* *Clinical Care Staff*

Our clinical care team consists of nurses and personal support workers who provide care to residents 24/7/365. These skilled and compassionate caregivers have all received specialized training in hospice palliative care. They work 12-hour shifts (at least one nurse and one PSW per shift), with shift change occurring at 7am and 7pm.

## **Full Time and Part Time**



Deborah (Deb)  
Registered Nurse



Jaime  
PSW



Jennifer  
Registered Nurse



Lindsay  
Registered Nurse



Lisa  
Registered Nurse



Merja  
PSW



Renee  
PSW



Teresa  
PSW

## **Casual / Relief**



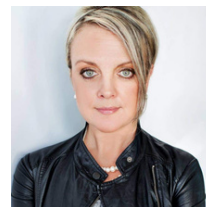
Alysha



Caitlin



Carly



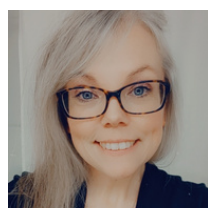
Denise



Jenefer



Karen



Lisa-Ann



Rachael



Sara



Sheri



# *Meet the Team: Board of Directors*

As a non-profit charitable organization, we have a volunteer Board of Directors whose primary focus is governance, financial oversight, and risk management. Our 2022-23 Board members include:

Dave Carson (President), Beverley Lashbrook (Vice President), Gord Robertson (Treasurer), Margaret Pomeroy, John Mayo, Jillian Brazda and Dr. Si Lowry (Past President).



Our inaugural Board members, from 2017-2021, included (from L-R): Brian Barr, Sylvia Smith, Gordon Robertson (Treasurer), Dr. Erika Catford (co-chair), Dave Carson, Greg Evans, Dr. Si Lowry (co-chair)



# *Meet the Team: Volunteers*

As a non-profit charitable organization, we rely on volunteers for so much! In addition to our volunteer Board of Directors, here are some other volunteer roles that help keep our hospice running smoothly.

Reception – If you have need assistance, don't hesitate to ask one of our friendly reception volunteers! You can see who is "on duty" by looking at the white board on the reception desk. Sometimes they help with laundry or meal prep, so if you don't see them right away they may be in another room for a few minutes.

Kitchen - The volunteers who help in the kitchen are usually here for a few hours in the early afternoon, and they will usually put a pot of soup on for family members to enjoy.

Music - We have some volunteers who come to play music for anyone in the hospice that day. Usually, they set up in the hallway so that residents in all 5 rooms can hear if they leave their door open.

Reflexology - A volunteer reflexologist is available to provide a treatment to each resident and/or their family member. For residents, they can remain in their bed. For family members, a special reflexology chair will be set up in a private room. Please speak with staff or volunteer on duty for more information.

Fundraising and Events - We have an amazing group of fundraising volunteers who put on special events throughout the year. This includes the Fashion Show, Hike for Hospice, Golf Tournament and Angel Tree.

Gardening - Several volunteers help keep our gardens in good shape during the growing season. If you're lucky, you will see one in action while you're here!

# General Information

All visitors are asked to disinfect their hands with alcohol-based sanitizer upon entering the facility and when entering and leaving a resident's suite. This will reduce the spread of bacteria and viruses. We ask that visitors who are feeling ill, not visit.

We have a supply of the following items, however you are also welcome to bring your own:



Unscented soap, body lotion, and deoderant



Toothpaste & toothbrush



Razors, comb, and brush



Shampoo & conditioner



Incontinence products



Hygiene wipes



Wheelchair, walker, or cane (families need to take these items home upon their departure)

## Fragrances / Scented Products

We strive to remain as scent free as possible, with the exception of natural essential oils. We ask that staff, volunteers and visitors refrain from wearing perfumes or colognes if possible. When laundering, we prefer to use unscented products whenever possible.

## Valuables

It is strongly recommended that all valuable items be taken home. The safety of valuable personal items (e.g., purse/wallet, jewelry, cash, computer) is the responsibility of the resident and family.

## Laundry

All laundry is done on site. Linens, towels and gowns are provided, although you are welcome to bring your own bed linen if preferred. If the resident prefers not to wear a gown, they are welcome to bring their own personal clothing that is comfortable and allows for provision of care.

## Lost & Found

Lost or found items should be reported to staff or a volunteer. Items will be placed in a "Lost & Found" drawer near the care team station.



# General Information

## Visiting Hours

Our hospice is open to families and visitors 24/7. Family members are encouraged to manage the visiting schedule and how long visitors stay. All visitors must be respectful of others in the building.

## Parking

Parking is available at no charge.  
Wheelchair accessible spaces are provided.

## Security

Our front door remains locked at all times. Everyone entering the building must ring the doorbell before being admitted.  
The building is monitored with security cameras. All staff and volunteers are required to wear an identification badge showing their name and job title. If the staff feel that there is a threat to their safety/security or a resident's safety/security, they will call 911.

## Internet

WiFi is available throughout the building - network "MHH - Guest" and password "Hospice789"

## Alcohol

Residents, family and visitors are permitted to consume alcohol. Please discuss with our staff team in order to ensure the safety and comfort of all residents, family members, volunteers and staff.

## Smoking

You are permitted to smoke on the premises in the designated smoking area, located outside the building. Residents will need to be accompanied by family or visitors. Please consult the staff team regarding policies.

## Pets

We welcome pets in the hospice. For the comfort and safety of all, visiting animals must be leashed when they are not in the resident's suite, be groomed and free of ticks or fleas, have up-to-date immunization, and be healthy when visiting.

Pet handlers are asked to please ensure clean up after their pets both in the building and on the grounds. Pets are NOT allowed in the kitchen.

## Services

Our specialized services focus on maintaining comfort, managing symptoms, and enhancing quality of life. The hospice palliative care approach means that we can offer support centered on 8 key domains:

- Disease Management
- End-of-life Care
- Loss and Grief Care
- Physical Care
- Practical
- Psychological
- Social
- Spiritual

# *Nearing End-of-Life*

We are proud to operate a facility that prioritizes safety, privacy and comfort, where the best possible care at end-of-life can be delivered. We establish goals of care with the resident and family to ensure that the care is guided by their needs and priorities. Our skilled staff collaborate with community partners to ensure that symptoms are managed, and to provide social, psychological, emotional and spiritual support.

Our staff and volunteer team understand that the dying process impacts the individual as well as their family members and friends, therefore support systems are in place to care for not only the resident but their loved ones as well.

Sometimes it is difficult to know what to do as someone is nearing end-of-life. Some ways that you can help support them:

- Keep company by talking and quiet activities
- Allow them to express their fears and concerns, listen, share memories
- Honor their choices
- Respect their need for privacy

Social Work support is available by appointment through a partnership with Hospice Orillia. For more information or to book a counselling session, please speak with a member of our staff team.

Spiritual Care is available through community partners. If desired, our staff or volunteers can help connect you with spiritual care providers within our community who can visit with you at the hospice.



# *Nearing End-of-Life*

## After Death Occurs

The nurse will confirm that death has occurred - this is called “pronouncement of death.” The physician will then be notified to complete a death certificate. When you are ready, staff will contact the funeral home or cremation service of your choice.

## The Butterfly Lamp

Our beautiful stained glass lamp at the front desk is lit at the time of a resident’s death as a sign of respect - it remains lit for 24 hours in honour and memory of the deceased. We place a name card and/or a photo beside the lamp for the 24 hour period.

## Walk of Life

The funeral home or cremation service staff will place your loved one on a stretcher and cover them with a handmade quilt. Your loved one will be escorted out of their room, followed by family, friends, and the staff team. Families may wish to ring a bell or have music played.

All other staff, volunteers, and visitors that are in the building at this time will respectfully stand in the hallway and reception area to pay their respect to the deceased and the family members as they exit the building.

## Bereavement Care

Staff and volunteers are available to offer a listening ear for residents and visitors experiencing grief, however, for more extended bereavement support, we would be happy to connect you to our colleagues at Hospice Orillia.





# *Follow Up and After Care*

We hope that you will stay in touch with our team in the weeks, months and years to come.

One family member will be added to our follow up list to receive email updates a few times per year. This includes our quarterly newsletter with information about fundraising events (i.e. Hike for Hospice) and other updates, as well as information about our upcoming memorial service.

The memorial service is held twice a year to honour our residents who have passed away here in the preceding months. Family and friends will be invited to take part of this service. This is a private event, and only families/friends of those who were residents of Mariposa House Hospice are invited to attend.



# *Funding Information*

Mariposa House Hospice offers our programs and services at no charge to our clients and their families. Our annual operating budget is partially covered by government funding and we rely on community donations for the rest. We are extremely grateful for each contribution received to help us continue doing this important work.

Some ideas for how to support Mariposa House Hospice:

- Make a donation or ask others to donate in honour of your loved one
- Join the Butterfly Club by becoming a monthly or annual donor
- Personalize a Patio Stone in our hospice garden with an engraving to honour your loved one or share a sentiment that means a lot to you
- Purchase an original piece of art donated by a local artist
- Attend an upcoming fundraising event
- Sponsor an item on our Wish List
- Tell us, and others, about your experience at Mariposa House Hospice. This may include posting online, submitting a letter to the editor, or sharing a testimonial with us directly.

If you have any questions, please speak to our Donor Relations Coordinator:

Lynn R. Thomas

705-558-2888 x208

[lynnrthomas@mariposahousehospice.com](mailto:lynnrthomas@mariposahousehospice.com)

## Butterfly Club

The iconic monarch butterfly typically has a lifespan of 5-8 weeks and a butterfly is a spiritual symbol of beauty, peace and hope. It also represents the transformative journey from life to death and in many ways it mirrors our own journey.

Butterfly Club donors help to ensure our sustainability. It is because of this continued support that we are able to provide quality end of life palliative care to members of our community.





*Our team is committed to inclusion and reconciliation. As a very young organization, we acknowledge that there is much work to be done, and that the process will be continuous.*

*We have chosen to include these symbols in our welcome booklet as a signal to our community that we are beginning this journey.*

*We are open to learning from those with lived experience who are willing to guide us by sharing their wisdom.*



**Mariposa House Hospice**

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**Web: [www.mariposahousehospice.com](http://www.mariposahousehospice.com)**



**Facebook: Mariposa House Hospice**



**Instagram: @MariposaHouseHospice**



**Twitter: @MariposaHouse**

*A special thanks to the following individuals who contributed their time and talents to the creation of this booklet:*

*Kaidy Newman  
Roberta Newman  
Courtney Ayers  
Brittany Camilleri*