

DULCINA HOSPICE CARE TEAM

Our team of palliative care professionals helps residents and families with the challenges facing them. We are concerned about caring for the whole person, as well as their family. Members of our team meet regularly to discuss resident and family concerns to ensure all the needs of the resident are addressed.

Our hospice team includes:

- residents
- family and friends
- medical director
- physicians
- clinical leader
- registered nurses
- licensed practical nurses
- nurse educator
- resident assistants
- palliative consult team
- social worker
- chaplain
- pharmacists
- food service staff
- housekeeping staff
- volunteer lead and volunteers
- administrative assistant

Roles of our team members

The **hospice medical director** provides medical leadership for the hospice and is involved in the planning and care for residents and families.

Hospice physicians are family physicians who provide medical care to their hospice residents working collaboratively with the hospice team.

The **hospice clinical leader** is a registered nurse and is responsible for the day-to-day operation of Dulcina Hospice. The clinical leader provides professional leadership to the interdisciplinary team, the supervision of all hospice staff, and the planning and development of care for the residents and their families.

Registered nurses (RNs) are responsible for managing the day-to-day delivery of care and services to hospice residents. The RN collaborates with the healthcare team in order to meet resident needs to ensure excellence in the provision of care to each resident and their families.

Licensed practical nurses (LPNs) are responsible for providing the day-to-day delivery of care to residents. Working closely with the team, LPNs provide individualized and ongoing care to residents and ensure that changing needs of residents are addressed and met.

The **hospice nurse educator** is an RN responsible for staff training and development of programs based on best practices and health care standards.

The **resident assistants (RA)** are health care aides who provide support to residents, their family and visitors during the resident's end of life journey and assists residents as necessary in areas of personal care and social support.

Palliative consult team are members of the Calgary Zone Palliative Care Consult Service, and provide support to the hospice team with complex symptom issues. Areas of focus are pain and symptom management, psycho-social concerns and end of life education to team members.

The **social worker** supports residents and their families, focusing on the psycho-social and spiritual dimensions of the end of life experience. Additionally, the social worker provides assistance with financial concerns and social supports, including guidance in making funeral arrangements and honoring cultural rites and rituals.

Dulcina Hospice has a full-time **chaplain** who provides spiritual care to people of all faiths through visits, prayer and counseling, often engaging local clergy when requested. The chaplain will listen carefully to you and your family members to understand your values, beliefs and spiritual practices. As part of the interdisciplinary team, the chaplain will communicate your religious preferences and spiritual needs to the staff to ensure your wishes are being honoured.

Regular, well-balanced meals are prepared by our **food services staff** and planned by a registered dietitian to meet the Canada Food Guide's recommendations. Adjustments to the menu to accommodate preferences and requirements can be made by speaking with your care team.

Our **housekeeping staff** are important members of our team and are responsible for keeping the hospice clean and tidy. Families and friends can help our team by ensuring they clean up after themselves to keep the resident's suites free of clutter.

The **volunteer lead and volunteers** are the foundation upon which hospice was built. Our volunteers are carefully chosen and screened. They receive specialized training to give residents, families and friends any extra help and support that may be needed during their time in the hospice. They are involved in many areas including companionship and bereavement support for residents and family; setting up memorial and special events; following up with families and administrative assistance. If you can think of any way that a volunteer could be of help, please let a staff member know.

The **hospice pharmacist** provides ongoing monitoring of the resident's medication, prepares the medication ordered and provides the team related information about the drug actions, side effects and when to take them.

The **administrative assistant** provides reception, guest suite bookings, administration, staff scheduling and workflow coordination for Dulcina Hospice.

While working, our care team and volunteers wear ID tags so you can easily identify them. Visitors will be asked to sign a guestbook when entering the building.