

HOSPICE MUSKOKA – ANDY'S HOUSE

ORIENTATION GUIDE

For Residents

ANDY'S HOUSE LOCATION:

16 West Street
Port Carling, ON

CONTACT US:

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P.O. BOX 156
Bracebridge, ON
P1L 1T6

CHARITABLE NUMBER:

890333263RR001

FOLLOW US:

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THANK YOU

for choosing Andy's House.



In 2006, the Andy Potts Memorial Foundation was created by Bob Potts and Andy's OPP partner, Officer Matt Hanes. In 2012 the Foundation chose to partner with Hospice Muskoka to build a residential hospice for South and West Muskoka residents, named Andy's House. Thanks to the overwhelming support of our communities, private donors and service clubs, the Foundation raised \$3.5 million over 8 years.

In June 2018, a ground-breaking ceremony was held at the site of Andy's House, land donated by local philanthropist Brock Napier. In June 2021, Hospice Muskoka graciously accepted ownership of the building. The culmination of years of tireless fundraising, dedication and vision, it was a truly momentous occasion for Hospice Muskoka staff, volunteers, community supporters, Matt Hanes and the Pott's family.

"The past few weeks and, specifically, the past few days have been very emotional as we have grown closer and closer to this day. Instead of it (Andy's House) just being a building, it is now a home for those in need of comfort and care in their last days .. and to their loved ones who will experience the overwhelming pain of loss. We are so thankful to you and your quiet strength and determination that has helped bring us to this day. We wish you and your staff (of Hospice Muskoka) the strength to deal with the difficult days and the ability to brighten the days of all who have the opportunity to experience Andy's House. We know that you and your staff will make Andy's House the special place that we have always hoped it could be in memory of Andy."

- Bob & Shirley Potts

HOSPICE MUSKOKA'S PHILOSOPHY

To be the leaders in providing compassionate & expert palliative care & bereavement support for individuals and their families.

WHAT IS PALLIATIVE CARE?

When finding a cure is no longer the focus, the attention shifts to delivering compassionate, holistic care, to serve the physical, emotional and spiritual needs of individuals and their families. In a hospice setting, the goals of care at the final stage of life are defined by you to help us provide a supportive and dignified death, with appropriate pain and symptom management. We will offer support to family & friends to complete the circle of bereavement with grief support for those in need.

WHAT IS ANDY'S HOUSE?

Andy's House is a family-oriented palliative care home, operated by Hospice Muskoka. It is a not-for-profit charitable organization that has served the residents of South and West Muskoka for over two decades. Hospice Muskoka offers a number of services, in addition to Andy's House, to assist people with their palliative care needs. Please visit our website www.hospicemuskoka.com to learn more.



ABOUT

"WE CANNOT CHANGE
THE OUTCOME, BUT
WE CAN AFFECT
THE JOURNEY"

– Ann Richardson

For our

RESIDENTS

Each room at Andy's House is equipped with state-of-the art "smart" hospital beds, nurse call bell, smart TV, wifi, tablet, small fridge, a recliner that pulls out into a bed, and access to a deck overlooking the Indian River in Port Carling.

Residents/family are encouraged to personalize their rooms with framed photos, ornaments or other mementos that will bring comfort to the resident.

Residents are asked to bring a change of clothes, items for personal hygiene such as toothbrush, toothpaste, mouthwash, lip balm, soap, shampoo, lotions, deodorant, incontinence products (we recommend 'tabbed' briefs as they are easier to change for people at end-of-life), nail clippers and shaving equipment.

Personal items such as eye glasses, hearing aids, dentures, phone or electronic devices should be labelled and brought in so the resident can stay connected and enjoy life.

We offer specialized adult and pediatric palliative care.

For our **VISITORS**

Visitors and phone calls are welcome *24 hours a day*.

Our staff will coordinate Zoom and FaceTime calls for people who are unable to visit in person.

Visitors are required to check in with our reception volunteers between 9 and 5pm. After hours, visitors are asked to ring the bell in the front foyer and our staff will welcome you in.

Visitors are invited to stay in the resident's room overnight if they wish. We have 'day beds' in each room and we have a guest suite that can be booked at the reception desk by family members wishing to stay onsite for the night.



For all HOUSE RULES

The kitchen and dining area are available for everyone's use. Please clean up after use. Volunteers will be available to assist with your needs and with resident meal preparation.

Andy's House residents will be provided basic meals through an in-house team of food service providers, however the family is asked to accommodate any special meal requests. Each resident room has a refrigerator for the storage of personal food items. We will make every effort to offer meals to family and friends who stay at Andy's House overnight when possible.

Alcohol is permitted inside Andy's House (please ask staff for the current policy). All alcohol must be stored in the medication room and residents must have approval from the Nurse Practitioner first to avoid potential drug interactions. We ask that visitors limit their alcohol intake to 1 drink per visit please (1 beer; 1 glass of wine).

Pets are welcome but must be appropriately supervised at all times.

Smoking of any kind, including e-cigarettes or cannabis, is not permitted inside or on the decks of Andy's House. There is a designated smoking area outside. If a resident requests cannabis it may be ordered in oral form by the Nurse Practitioner.

Hospice policies exist to ensure a safe and respectful environment for everyone in the home. Abuse, discrimination and/or harassment of staff, volunteers, residents or their families will not be tolerated in any form.

IMPORTANT:

House Rules are subject to change without notice for infection control or safety reasons at the discretion of staff and management.



THE REST OF THE HOUSE

We offer the Sandra Winspear Library for reading, playing video games, watching TV or accessing a computer. We have an extensive library so people can sign books out to enjoy while in the home.

We have a private multi-purpose meeting room which can be used to host 'special occasion' family meals, education events, community events, meetings, counselling or spiritual services. The room can be booked at the reception desk.

We have a children's play room. We ask that a parent/family member supervise the child at all times while in the house unless they are under the care of nursing staff.

There is a large public deck with a gas barbecue overlooking the Indian River where families and friends can gather.

There are decks across the back of the building, accessible through each bedroom where small intimate gatherings of 1 - 2 people can occur. We ask people to consider noise levels when using these decks since all bedrooms face the deck.

Frequently Asked Questions

HOW DOES SOMEONE GET ADMITTED TO ANDY'S HOUSE?

Access to Andy's House is only done through a referral by a Home and Community Case Manager. A Doctor or Nurse Practitioner can facilitate a referral to a Case Manager on your behalf or you can call Home and Community Care (HCC) directly to request a referral to hospice. Our local HCC phone number is 705-721-8010 - ask for a Case Manager. They will help determine the most suitable location, assess your eligibility and then begin the process.

HOW ARE PRESCRIPTION MEDICATIONS OBTAINED?

Hospice Muskoka employs a Nurse Practitioner who, together with staff, will work with you and/or your health care provider to arrange for medical prescriptions to manage pain and symptoms you may experience during your stay. We use The Apothecary Pharmacy in Port Carling who delivers daily to Andy's House. If medications are not covered by OHIP or a private plan, there may be additional charges you will be asked to pay.

DOES MY DOCTOR CONTINUE TO BE RESPONSIBLE FOR MY CARE ONCE I'M ADMITTED TO ANDY'S HOUSE?

Your family doctor or nurse practitioner remains as your primary care physician and they are welcome to continue your care. Many local health care providers have opted to work in a 'shared care' model with the Hospice Muskoka Nurse Practitioner who is specialized in palliative and end-of-life care. The Nurse Practitioner keeps your health care provider informed of your status during your stay at hospice. Your health care provider is invited to visit at any time. Medical support is provided 24/7 by the palliative care team.

HOW ARE HOSPICE MUSKOKA & ANDY'S HOUSE FUNDED?

Hospice Muskoka is partially funded by the Ministry of Health of Ontario, however we rely heavily on donations to cover our full complement of palliative and end-of-life services. Andy's House was built entirely through donations made by generous people who recognize the value of hospice services. Creating an end-of-life experience that honours a lifetime, preserves dignity and manages pain and symptoms to ensure physical, emotional, and spiritual wellness through the final journey of life.

Our registered charitable number is 890333263RR001.

FAQs continued...

IS THERE A COST TO COME TO ANDY'S HOUSE OR USE ANY OF THE HOSPICE MUSKOKA SERVICES?

There is no charge for individuals who stay at Andy's House or who are in need of Hospice Muskoka palliative support services. The cost for medications, services, and personal hygiene supplies not covered by OHIP or a private plan are the responsibility of the resident or family.

AM I ALLOWED TO PAY OR THANK THE STAFF OR VOLUNTEERS IN SOME WAY?

Staff and volunteers are not permitted to accept gifts or payment of any kind, from residents or family members. A wonderful way to show your appreciation is to make a donation on their behalf to Hospice Muskoka on-line through our webpage www.hospicemuskoka.com or by mail to Hospice Muskoka at PO Box 156, Bracebridge, ON P1L 1T6.

ARE PETS ALLOWED TO VISIT?

Yes. Well-behaved pets are welcome to visit residents in their rooms. Pet owners are required to monitor their pets at all times and clean up after them. If a pet is disturbing other residents or causing allergic reactions among other residents, we will require the pet owner to remove the pet from the premises.

WHO PROVIDES MEALS AT ANDY'S HOUSE?

Andy's House residents will be provided basic meals through an in-house team of food service providers, however the family is asked to accommodate any special meal requests. Each resident room has a refrigerator for the storage of personal food items. We will make every effort to offer meals to family and friends who stay at Andy's House overnight when possible.





PROGRAMS & SERVICES

OFFERED BY HOSPICE MUSKOKA

Referrals to Andy's House come through Home and Community Care. Referrals for services for palliative and end-of-life care come from health care providers, clergy, social workers, caregivers, friends and family. Our services are here to support residents and their families of the Townships of Bracebridge, Georgian Bay, Gravenhurst, Muskoka Lakes, Moose Deer Point First Nation, and Wahta First Nation.

The National Standard for hospice palliative care recommends Advance Care Planning. If it is not already in place it is important to do soon after the diagnosis of a life-limiting illness. Advance Care Planning assists individuals and families as they adjust to their diagnosis, treatment protocols and goals of care.

Hospice Muskoka/Andy's House services are available free of charge, excluding costs associated with medications, laboratory services or therapeutic equipment/services not covered by OHIP, Home and Community or private insurance.

The priority in hospice care is to help residents and their families cope with fears and losses that accompany advanced illness. Trained volunteers are available to complement the care provided by professional staff by providing a range of non-medical supports to you and your family.

- IN HOME RESPITE
- ADVANCED CARE PLANNING
- CAREGIVER SUPPORT & FRIENDLY VISITS
- GRIEF AND BEREAVEMENT SUPPORT
- PAEDIATRIC GRIEF SUPPORT
- LEGACY PROJECTS, CREATING AND PRESERVING MEMORIES