**PROGRAM MISSION**

Rotary Hospice House… a community that honours life, values humility, and shares hope.

**PROGRAM VISION**

The Salvation Army Rotary Hospice House envisions a place where we…

* support residents/guests and their families through the journey of dying, death and bereavement
* facilitate a gentle closure to life with hope, sensitivity, and trust
* believe it a privilege to accompany residents/guests and their families and friends at this most intimate and sacred time
* embrace and express the concept of community, and its value in hospice; it includes residents, families, health professionals, support staff and volunteers
* ensure comfort and safety
* elicit and respect values and decisions
* acknowledge the need for choice in care
* embrace and express “they lead and we follow”
* affirm the foundation of human relationship and its co-existence with science
* acknowledge our common humanity and connectedness to each other
* affirm the dignity and value of life
* uphold the search for meaning and purpose in one’s life
* acknowledge the mystery of life

**PROGRAM GOALS AND OBJECTIVES**

The goals of the Spiritual Care program are as follows:

1. To promote Christian concern for the welfare of every resident, recognizing each as a unique, worthy and dignified individual.
2. To minister appropriately to the needs of residents, families and staff.
3. To make available spiritual counselling, comfort and visitation to every resident through the clergy of his or her choice.
4. To promote a friendly and caring Christian atmosphere for everyone.
5. To seek to provide residents with the familiar resources of their faith by calling spiritual leaders appropriate for their worship experiences, ritual observances, prayer, devotional exercises, Bible study, the sacraments, funeral and memorial services and hymn singing, all of which we believe provide reassurance and support in times of uncertainty, change and crisis.
6. To promote a spirit of cooperation with all departments and services of the facility especially in helping the families find “closure” with their loved one.
7. To promote and provide increased spiritual awareness.
8. To function as a resource for the facility in matters of spiritual, ethical and religious concern.

**CONTRACTUAL AGREEMENTS**

The chaplaincy/spiritual care coordinator position at Rotary Hospice House is a Salvation Army appointed and funded position. Our contract with Vancouver Coastal Health allows our ministry to fund and appoint a chaplain for those residents and families associated with the facility and desiring spiritual care. The chaplain is expected to work in conjunction with the members of the Integrated Palliative Care team and respect contractual guidelines in respect to items such as resident privacy, confidentiality of records and professional communications.

**DESCRIPTION OF TARGET POPULATION**

The Spiritual Care program is available to meet the spiritual needs of the following:

1. Residents
2. Clients
3. Families of our residents & clients
4. Staff
5. Volunteers

**ORGANIZATIONAL CHART**

See Appendix A.

**PROGRAMS AND SERVICES**

The Spiritual Care program encompasses the following activities and services:

1. *Day to Day Chaplaincy* – Visitation is the heart of Pastoral Care. The Chaplain of the Rotary Hospice House will spend time in general visitation of residents as well as specialized requested visitation for the purpose of providing for the spiritual needs of the residents.
2. *Chapel Service* – Sunday afternoons from 3:00-3:40 pm. This will be run by our Chaplain but there will be opportunities for other corps or faith groups to be represented and for residents to share in rituals with their own traditions. The Sunday service is our primary community worship service.
3. *Referrals* - The Salvation Army provides information about local corps and churches to residents and families in need.
4. *Literature* - The Salvation Army has a literature table. We provide Christian reading materials, such as: The Bible, *The Salvationist*, *Faith & Friends, Our Daily Bread, and other donated Christian devotional materials.*
5. *Funerals and Memorials* - An opportunity for closure for family and friends of any deceased resident or staff occurs twice a year at our Celebration of Life services. On occasions, we respond to a request from a funeral director or a family member to officiate at a memorial service or committal, honoring the wishes of the family of the deceased.

**ASSESSMENT TOOLS & PROCESS**

Conducting a Spiritual Assessment and documenting spiritual care interactions with clients is an important part of ministry and a standard expectation within Salvation Army social service ministry units. Spiritual assessments:

* *Provide a point of connection for holistic care.*
* *Ensure spiritual care planning for client wellness that leads to transformation.*
* *A part of interdisciplinary team work within the Hospice*

When an assessment of the client’s spiritual need is completed, an opportunity is being given to assess how we can support spiritual development in our clientele.   
  
Spiritual Assessment is a look into the individual’s spiritual history to evaluate how their spirituality and/or faith can impact the care being given within Hospice. A spiritual assessment is not to be done in a formal question and answer or interview style, but should flow as a conversation or directed dialogue.  
  
Please see Appendix B.

**FOLLOW UP PROCESS**

The follow up process at Rotary Hospice House mainly involves the next of kin/primary contact person for each resident that has passed away. In each case

1. A sympathy card, signed by members of the Hospice care team, is sent to the family.
2. On the three-month anniversary of the residents’ death, a phone call is made to see how the family is doing and to offer information about bereavement support.
3. Family members are invited to the next Celebration of Life service to be held at the hospice. These events are held twice per year.

**RESIDENT RIGHTS TO SERVICE**

A resident in hospice care has the right to spiritual care and to have a care plan developed that is specific to him or her, and on the basis of his or her unique spiritual preferences.

A resident in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:

1. to be protected from abuse and neglect;
2. to have his or her lifestyle and choices respected and supported, and to pursue religious & spiritual interests;
3. to have his or her personal privacy respected.

**PROGRAM COMPONENTS**

|  |  |  |
| --- | --- | --- |
| Program Components | Description | Expected Outcome |
| Chapel Services | - 40 min. Chapel service  - every Sunday  - music & choir  - Bible-based message | - build awareness of God in daily lives of clients  - share gospel  - provide time for worship |
| Celebration of Life services | - one hour in length  - twice per year  - families of past residents are invited | - to remember and celebrate the lives of those who have passed away in the last six months |
| Room visits | - 15 mins in length  - listening, reflecting & praying | - residents receive individualized support and prayer |

**RELATIONSHIP TO CENTRE**

The spiritual care program is designed to provide an opportunity for residents and clients to have their spiritual needs met. This is part of our holistic mission, in which we minister to the whole person.

**VOLUNTEER OPPORTUNITIES**

Volunteer opportunities in the spiritual care program include:

* choir membership
* relief coverage for chapel services
* visitation of parishioners or congregation members

All volunteers must have a criminal records review completed.

**PROGRAM STAFF QUALIFICATIONS**

See Appendix C.

**RESOURCE LIST OF FAITH COMMUNITIES/CHURCHES**

Christian:

1. Our Saviour Lutheran Church – Pastor J. Chistoph Reiners, M. Div

6340 # 4 Road Richmond, BC, Canada V6Y 2S9

Phone (604) 270-0085

1. VCAC Knight Street Church – Rev. Ram Wong

778-898-0733 [ramwong@vcac.ca](mailto:ramwong@vcac.ca)

1. The Salvation Army Richmond Corps

Majors Ed & Kathie Chiu

8280 Gilbert Rd, Richmond, BC., 604-277-2424

Buddhist:

Po Lam Buddhist Association (Sister Jessie)

604-792-1262

Funeral Services:

Richmond Funeral Home and Cremation Centre

8420 Cambie Road, Richmond BC, V6X 1K1

(604) 273-1697

**PROGRAM BUDGET**

See Appendix D.

**PROCESS FOR IMPROVEMENT OF PROGRAMS AND PRACTICES**

To ensure that the Chaplaincy Department is providing quality service to the residents and staff of Rotary Hospice House, a Continuous Quality Insurance Program will be followed to evaluate the quality of service and the performance of those involved.

*Application of Policy*

1. There will be written procedures outlining methods of evaluating the Spiritual care given to residents and staff.
2. The Chaplain will be responsible for the Continuous Quality Insurance Program performing relevant audits and monitor staff participation in fulfilling the Continuous Quality Insurance Program involvement. See Appendix E.
3. The Chaplain will submit for evaluation a Continuous Quality Insurance report on a quarterly basis.

**PROCESS FOR COMMUNICATING SPIRITUAL CARE PROGRAM**

1. Chaplaincy services will be communicated via our website.
2. Brochures are developed for distribution to all residents and family members.
3. Religious literature is also made available in the chapel for easy identification and availability.
4. Residents are informed of chaplaincy services upon admission.