



zen hospice project

Basic Services

Each resident will be provided with a core set of services so as to address the needs of their illness. An ongoing focus will be on wellbeing and quality of life. These core services are what we provide, regardless of any other outside agency that might be involved. Certainly since hospice will be provided to many of our residents, outside agencies will be providing additional services as well. When appropriate, many of these services will include the resident's family and friends. The purpose is not to exempt them from being caregivers, but rather to give them space to dedicate their energies to connecting with the loved one who is dying.

Core Services

1. Safe and healthy living accommodations and services

- Adjustable hospital bed
- Linens, including bath towels
- Bedside table
- Lamp and lighting for reading and other daily tasks
- Minimum of one chair
- Minimum of two drawers of storage for clothes and personal items
- Over-bed table
- Securable storage for valuables/money
- Wheelchair-accessible bathroom and shower facilities

2. Personal care needs

- Support for ADL's (activities of daily living) including dressing and bathing
- Care of wounds (Stage I and Stage II)
- Transferring needs
- Support with meals and eating
- Help with any assistive devices, such as catheters or walkers
- Basic evaluation and observation of safety, including physical and mental conditions
- Care provided by trained LVN, CNA, and other trained staff
- Support with prescribed medications and guidance around self-administered medications
- Each resident's weight will be taken and documented on a weekly basis
- Guest House staff will assist in evaluating if additional care from outside agencies is needed

3. Meals

- Three well-balanced meals and three snacks a day, including consideration of special dietary needs of the individual resident
- Adequate refrigerator and shelf space will be made available for residents who may want to store food items
- Nutrition counseling for dietary issues, on an as-needed basis
- When possible, meals and snacks will be made available to visiting family members and caregivers.

4. Environment and Activities

- Common areas will be available for residents and their families
- Daily activities will also be provided, as well as access to newspapers, books, games, and other items for activity use
- Access to outside events, meetings and appointments per Guest House requirements for residents on homebound and partial homebound status

5. Additional Services

- Guest House staff will provide a resource list for outside services available to Guest House residents, including counseling for substance abuse and other issues.
- Staff will also provide discharge assistance, if needed, for residents needing alternative placement. This will be in conjunction with any outside agency support that is already provided.
- Guest House staff will provide assistance in arranging transportation for medical, dental, and therapeutic and counseling services. In such cases, facility staff will provide resident any necessary written documentation for access to these services.
- Social, emotional, and spiritual support services of the resident's own choice

6. Contemplative Approach

- Guest House staff and volunteers will bring a commitment to providing a deeper level of care to residents and their families that is based on the core trainings provided to them through Zen Hospice Project. This is meant to inform their work, not as an agenda the resident must adopt in any way.
- Resident and family members will have access to a variety of counseling support from Zen Hospice Project staff trained in bereavement and end-of-life counseling, as well as spiritual care support. This will be available on an as-needed basis and can be requested directly from the resident and their family and friends.
- Residents and their family/caregivers/friends can have access to Zen Hospice Project Education Center programs, including bereavement services.

Residents Confined to Bed

For residents that are confined to bed, additional services and equipment will be made available to them. Although these items are available to any resident in the facility, those residents who are bed-bound generally require these items on a more consistent basis. These include:

- Egg-crate or equivalent mattress to relieve pressure and prevent bed sores
- Heel and elbow protectors
- Additional bed rail protection to guard against falls
- Bedside commode, urinal, and bedpan
- Any additional items to assure the best care for the resident

In addition to these services, Guest House staff will evaluate if there are other care needs, such as 24-hour one-to-one care, and then arrange with the resident and/or their representative to obtain such care. In general, the cost for services outside the scope of the basic care provided by the facility will need to be covered by the resident directly. Facility staff will assist with finding appropriate services.

Acuity Level Changes

If at any time it is felt that the resident's care needs exceed the abilities of the Guest House staff, as well as outside agency staff, then the resident will be transferred to an acute care setting so as to receive the most appropriate care.

In the event of such a scenario, all involved parties, such as family/caregivers and outside agencies, will be advised of the transfer. If the resident is in need of support or staff attendance during the transfer, arrangements will be made to ensure all documentation and care is provided. In these situations, 9-1-1 would be utilized to facilitate the transfer.

Hospice

The majority of residents at the Guest House will be receiving hospice services in addition to the care provided by Guest House staff. Although each hospice program varies regarding the scope of provided services, there is always the basic mission of symptom management and ensuring that the resident will have the best quality of life possible for their remaining days.

In general hospice programs provide an interdisciplinary team of a nurse, social worker, home health aide, spiritual counselor, bereavement counselors, and other professional care services as needed. This team is trained to manage the physical, emotional, spiritual, and existential issues and conditions that are unique to the end of life. Guest House staff will also be trained in this level of care so as to maintain the best continuity of care possible.

Hospice will also provide any medications and additional equipment for the care of residents and provide bereavement follow-up for families for up to 13 months after the death occurs. Zen Hospice Project will also make available bereavement support services, which are part of our Grief Support programs.

Optional Services

Additional services that will be available at the Guest House are as follows. In some cases these will be services that the resident will have to pay for, although at times these may be provided through volunteer services. When possible, families will be included.

Sample of Services:

- Off-site trips/events
- Beauty treatments/manicures/pedicures
- Haircuts/styling
- Transportation for errands/personal business
- Dry cleaning
- Wi-Fi Internet access
- Video rentals/access
- Tapes/CD's of talks or events/books on tape
- Music therapy
- Pet visits/therapy/dog-walking
- Spiritual support – visits to faith communities, as well as arranged visits from those communities
- Massage and healing-touch therapy
- Body/mind offerings (family and friends included):
 - Yoga
 - Tai Chi
 - Mindfulness-Based Stress Reduction
 - Stretching/mobility class