

**Resource and  
Information Guide  
for  
Palliative Caregivers**



## WHITE ROCK SOUTH SURREY HOSPICE SOCIETY

© 1996 by White Rock South Surrey Hospice Society,  
15510 Russell Ave., White Rock, BC. V4B 2R3  
Telephone: 604-531-7484 Fax: 604-531- 8101  
e-mail: [contactus@whiterockhospice.org](mailto:contactus@whiterockhospice.org)  
[www.whiterockhospice.org](http://www.whiterockhospice.org)

Revised: January 2011

Printed in White Rock, BC., Canada

**Initial funding for developing this booklet  
was made possible through the generosity of  
THE LEON AND THEA KOERNER FOUNDATION**

And help from . . .

Teresa Hotell, Pearl Skaien, Nacina Bakal, Pat Slatten, Curtis Metzger and Lorne Ginther

# Table of Contents

Introduction	5
Emergency Contacts	6-7
Dying Person's Rights	8
Checklist	9
How To Set Up A Care Team	10-11
My Care Team	12-13
Continuing Care: Fraser Health Authority	14
Home Care Nursing	14
Long Term Care: Home Support	15
Community Rehabilitation	16
Other Support Services:	16
Private Nursing	16
Meals On Wheels	17
Daycare: Come Share	17
Seniors Support Services	18
Life Link	19
Special Products Information Centre	19
Palliative Care	20-21
Transportation	22
Financial Services	23
Legal Services:	24
Living Wills/Enduring Power of Attorney & Representation Agreements	25-26
Estate Planning	27
Legal Arrangements After Death	28-31

Funerals and Arrangements	32
Funeral Homes	32-33
Planning a Funeral	34
Cemeteries	35
Spiritual and Emotional Assistance	36
White Rock South Surrey Hospice Society	36-37
Spiritual Care	38-42
Counselling	43
Support Groups	44-45
As Death Approaches/DNR	46
Signs of Imminent Death: (What to Expect)	47-48
What To Do Once Someone Has Died	49
At Hospital	49
At Home	50-51
Checklist	52-53
Bereavement Support:	54-55
Useful References:	56-61
How Do We Do This?	62

## **INTRODUCTION**

Someone close to you is seriously ill. You are experiencing a whole range of emotions, some new and quite unsettling. You are facing the need to make decisions about many matters which may be unfamiliar to you. Small wonder you are feeling overwhelmed!

This booklet, prepared by the White Rock South Surrey Hospice Society, is designed to help you look at your situation and to access and plan the resources and/or help that you may need to care for your loved one.

It is important to consider the following issues: caring for your loved one at home may not work for everyone, but it is worth considering. Your life and circumstances are unique and you ultimately have to decide, and then take action best suited to you. You may not always have the emotional and physical energy to seek and secure help. Many people who have provided home care say they had sought out or accepted more help and that there were untapped resources among family, friends and community. Your knowledge of how to develop a supportive network to meet individual and family needs will shape the care you can provide. Personal and nursing care of the patient, housekeeping, transportation, procuring medical supplies, and relief for the caregiver need careful planning.

# EMERGENCY CONTACTS

<b>INHALATOR:</b> .....	911
<b>AMBULANCE: EMERGENCY</b> .....	911
Non-emergency .....	604-872-5151
Prebooking 24 hours advance notice.....	604-872-5456
Fee charged for services.	
<b>POLICE: EMERGENCY</b> .....	911
Non-emergency (White Rock) .....	604-531-5527
Non-emergency (Surrey) .....	604-599-0502
<b>FIRE:</b> .....	911
Non-emergency (White Rock) .....	604-541-2121
Non-emergency (Surrey) .....	604-543-6700
<b>WHITE ROCK VICTIM'S SERVICES:</b> .....	604-541-5111
<b>SURREY VICTIM'S SERVICES:</b> .....	604-599-7600
<i>Police-based supportive service to victims of crime and accident.</i>	
<b>POISON CONTROL CENTRE:</b> ..	604-682-5050 or 604-682-2344
<b>HOSPITALS:</b>	
Peace Arch Hospital .....	604-531-5512
Surrey Memorial Hospital .....	604-581-2211
Langley Memorial Hospital.....	604-534-4121
Delta Hospital .....	604-946-1121

**CRISIS LINES:**

*If your problems overwhelm you, crisis lines provide 24 hours phone counselling service.  
They provide crisis intervention and referral service.*

Surrey/White Rock ..... 604-951-8855

**EMERGENCY LANGUAGE INTERPRETATION:**

M.O.S.A.I.C..... 604-254-8022

After hours call .....911

**PHYSICIAN’S NAME AND PHONE:** \_\_\_\_\_

**PHARMACIST’S PHONE:** \_\_\_\_\_

**OTHER EMERGENCY CONTACT: (FAMILY, SPIRITUAL  
ADVISOR):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# **THE DYING PERSON'S RIGHTS**

The right to be heard and to have emotional support.

The right to be told all the facts.

The right to share in decision making.

The right to refuse treatment.

The right to maintain control over his/her own life.

The right to die when his/her body and spirit are ready.

The right to be cared for by professionals who have respect for the patient and his/her family.

# Checklist

In considering the decision to care for your loved one at home, use this checklist to help you get a clear picture of the services you might find helpful. This booklet is indexed to make it easier to match the resources available to the needs identified.

## HOUSEHOLD HELP:

- Handyman
- Meal Preparation
- Cleaning
- Grass Cutting
- Homecare Equipment
- Gardening
- Shopping

## PROFESSIONAL HELP

- Diet Counselling
- Physiotherapy
- Occupational Therapy
- Nursing
- Podiatry
- Dental Care
- Vision Checks
- Hearing Checks
- Legal Counselling
- Financial Counselling
- Personal Counselling
- Family Counselling

## CAREGIVING HELP

- Grooming
- Bathing
- Feeding
- Rest/Relief
- Supervision: Day
- Supervision: Night
- Visiting
- Transportation
- Mental Stimulation
- Administering Medication
- Physical Exercise
- Emotional Support

## HOW TO SET UP A CARE TEAM

During a terminal illness a family's energy and resources are taxed tremendously. Although the patient may receive hospice, nurse or homemaker support, further help for the family may be needed, especially when there are children involved. You may want as few people around as necessary. However, this is a time to receive help as you care for your loved one.

Who can you ask for help? There will often be friends, church members, neighbours who have offered to help and you have turned them down not knowing what to ask them to do. Hospice may help you gather a group of people together who will be available for specific tasks when needed. Hospice can call these people and take care of the meeting which will relieve the family of having to do this. How to prepare:

1. Make a list of people who you want on your team and their phone numbers. Do not include people you aren't comfortable with because you don't want to hurt their feelings. This is a time to care for yourselves and only have people near who are supportive and caring to you.
2. Decide as a family what you want and need help in and if there is someone in particular you want it from, make this known to the hospice person who will talk to your team.

**food preparation:** what are the family preferences? what foods should be avoided? Do you want small dishes or large sized casseroles? What kinds of sweets? Loaves? Breads? Keep in mind that small portions easily frozen and thawed can be more helpful than large casseroles which require several days to finish.

**household chores:** washing clothes, changing bedding for the rest of the family, housecleaning - vacuuming, dusting, ironing, washing floors, cleaning out the fridge/stove; polishing shoes, grocery shopping

**yard work:** mowing the lawn, weeding the garden, keeping flowers and lawn watered

**children:** drop off & pick up from school, driving to activities, baby-sitting

**other areas:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Prepare for your visit with the hospice counsellor by creating your list of people and their phone numbers and by completing the list of tasks needed to be done. When you discuss the above with your hospice counsellor, please feel free to make your wishes known. The more complete the information you give the greater the chance of you receiving what you want in the way you want it.

4. Maybe this information has given you ideas you want to try on your own, or maybe there is a natural team coordinator or leader among your family or friends. Hospice will help as little as you want or as much as we can.

**MY CARE TEAM:** *(See Weekly Plan Form inside back cover)*

**MEMBERS**

**PHONE NUMBER**

• _____	_____
• _____	_____
• _____	_____
• _____	_____
• _____	_____
• _____	_____
• _____	_____
• _____	_____

**FOOD PREPARATION  
PREFERENCES:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Small Portions \_\_\_\_\_ Lg Casseroles \_\_\_\_\_ Freezer prepared \_\_\_\_\_

Sweets: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Loaves: \_\_\_\_\_ Breads: \_\_\_\_\_

**HOUSEHOLD CHORES**

- \_\_\_ Washing Clothes
  - \_\_\_ Changing Bedding
  - \_\_\_ Dusting
  - \_\_\_ Vacuuming
  - \_\_\_ Washing Floors
  - \_\_\_ Ironing
  - \_\_\_ Fridge/Stove
  - \_\_\_ Grocery Shopping
- 

**YARDWORK**

- \_\_\_ Mowing Lawn
  - \_\_\_ Weeding
  - \_\_\_ Watering
- 

**CHILDREN'S NEEDS**

- \_\_\_ Baby-sitting
  - \_\_\_ Activities
  - \_\_\_ School
- 

**OTHER NEEDS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# CONTINUING CARE

## Fraser Health Authority OFFICES:

Ladner/Delta .....	604-952-3552
Langley .....	604-532-6514
Newton .....	604-592-4955
Surrey .....	604-953-4950
White Rock/South Surrey .....	604-541-6800
CENTRAL INTAKE .....	604-953-4965

## HOME CARE NURSING

Community Home Care Nursing is a service of the Fraser Health Authority Continuing Care Services. This service provides professional nursing care to eligible British Columbia residents of all ages with acute, chronic and palliative health care needs, outside the confines of an acute care hospital.

A request for service may originate from the physician, client, client's family, other ministry programs, local hospitals and hospice or other community agencies. An initial assessment is conducted to determine if the request for care is within the jurisdiction of the service. Nursing visits are made between 8:30 AM and 6:00 PM seven days a week and the service is free of charge to the client.

Community Home Care Nurses encourage the client to participate in, and to be responsible for his or her own care through teaching, mobilization of resources, and direct nursing care. Clients who qualify for palliative benefits are provided with certain supplies and equipment. They must be referred by their doctor.

## **LONG TERM CARE: HOME SUPPORT**

Long Term Care is a service of the Fraser Health Authority Continuing Care Services.

The Long Term Care program provides a variety of in-home support services, residential care services and special support services to assist people whose ability to function independently is affected by health related problems.

**Case Management:** case management services are designed to assist clients and family caregivers to identify their health care requirements. Those professionals will work with clients/families to gain the best use of their own resources and community based services. Assistance includes: assessment, consultation, teaching and linking clients with the most appropriate care providers.

There are eligibility criteria for services and depending on your income you may be required to make a financial contribution.

Arranging an in-home interview with a case manager from the Long Term Care Program is one way of familiarizing yourself with the community resources. The case manager will describe in-home support services and develop a care plan specific to your needs. There are home support services to help you with routine chores such as bathing, dressing, grooming, and respite care, should you need this assistance. The home support worker can also assist with various household tasks such as laundry, vacuuming and cooking, if these are identified in your care plan. Private home support services are also available and local services are listed in the yellow pages.

## **COMMUNITY REHABILITATION**

Community rehabilitation is a service of the Fraser Health Authority Continuing Care Services. Occupational therapy services help to promote and maintain functional independence by offering various services in the client's home. The assistance offered may include assessment, consultation, treatment, education of clients, caregivers and family members, and referrals to appropriate community resources.

## **OTHER SUPPORT SERVICES**

### **PRIVATE NURSING AND HOME SUPPORT WORKERS**

Private nursing care is also available to augment the Home Nursing Care program if necessary. These programs provide RNs, RPNs, LPNs, care aides, home support workers, and live-in staff. (Please note that some Extended Health Care plans cover nursing care. Check what your plan offers.) Check the yellow pages under Nurses and Nurses Registry.

## **MEALS ON WHEELS**

Meals can be delivered to the home three days a week by volunteers of the Meals on Wheels program. Dietary concerns can be addressed by the dietetic department of the local hospital but only with a doctor's referral.

White Rock/South Surrey Meals on Wheels: 604-541-6325

Surrey/North Delta Meals on Wheels: 604-588-6325

Langley Meals on Wheels: 604-533-1679

## **COME SHARE**

Come Share Adult Daycare programs, which provide respite, are available through a referral by Continuing Care (page 14) or self referral (private). For information on this program call:

White Rock: 604-531-2502

Surrey: 604-599-0034

## **SENIOR'S SUPPORT SERVICES**

Phone number ..... 604-531-9400

This service is funded by the Ministry of Health. It is designed to assist seniors to maintain or increase their independence in the security of their own homes. Many also enjoy an improved state of well-being and a more satisfying life. This service is offered throughout Surrey and in White Rock.

## **LIFE LINK**

PEACE ARCH HOSPITAL ..... 604-535-4560

Personal emergency response system that is worn as a wrist band or necklace. Candidates are interviewed and assessed to ensure they are suitable. Installation and monthly rental charges. Offers reassurance to client and family that help is only moments away. In the event of trouble, the subscriber can push the Lifeline button which sends an electronic signal via the telephone to the emergency room of Peace Arch Hospital where monitoring personnel will arrange for appropriate help. Clients must have family/neighbours/friends who live in the area and who are able and willing to assist the subscriber if asked to respond.

## **SPECIAL PRODUCTS INFORMATION CENTRE**

The centre, located at Children's Hospital, supplies nutritional products, feeding devices, nasal gastric tubes and general tube feeding. Requires a medical referral, is subsidized by and under contract with Social Services and does not compete with retail outlets. Phone number 604-875-3020.

## **PALLIATIVE CARE**

Home Nursing Care, medication, and equipment are available to Palliative Care patients at home, through the Hospice Palliative Care Benefits Program. Please contact your physician for further information.

PEACE ARCH HOSPITAL has 8 hospice\* beds in a distinct and separate hospice unit. A patient can be admitted to the hospital and receive palliative care on any floor. The Hospice Unit has a smaller patient-to-nurse ratio and the rooms are either private or semi-private. Hospice volunteers are present on the unit. A special tea is prepared and served Wednesdays and Sundays on the unit by the White Rock South Surrey Hospice Society Volunteers.  
Peace Arch Hospital: 604-531-5512

**WHITE ROCK/SOUTH SURREY HOSPICE PALLIATIVE CARE PROGRAM:** The White Rock South Surrey Hospice Society is partnered with the Fraser Health Authority's White Rock/South Surrey Hospice Palliative Care Program, which provides a team approach to coordination and provision of care for patients and families registered on the program. A centralized record is utilized to assure continuity of care from the time of acceptance into the program until post bereavement services are completed. Individuals with a life threatening illness may be referred to the program by professional caregivers or through self-referral at any time throughout the course of their illness. For more information on the White Rock/South Surrey Hospice Palliative Care Program, or to refer a patient to the program, phone 604-541-5865.

SURREY MEMORIAL HOSPITAL has a 10 bed Tertiary Care Unit.

LAUREL PLACE HOSPICE is a 20 bed hospice residence situated across the street from the hospital. Anyone connected with the patient can make a referral to the palliative team 24 hours a day and a referral will be made concerning placement. The team participates in a comprehensive home/hospital support program which includes home care nursing, hospice volunteers, etc., and a bereavement program which addresses anticipatory grief, follow up after death, grief support groups for adults, teens and children.

- Surrey Memorial Hospital: (604) 581-2211
- Laurel Place: (604) 930-6810
- Surrey Hospice Society: (604) 543-7006

LANGLEY MEMORIAL HOSPITAL has integrated palliative care throughout the hospital as well as 10 designated palliative care beds through Maple Hill Hospice. There is a palliative committee within the hospital. The attending physician designates the patient as palliative.

- Langley Memorial Hospital: (604) 534-4121\* loc.5780

DELTA – The Irene Thomas 10-bed Hospice Residence and communal garden provides comprehensive and integrated services throughout the continuum of hospice palliative care for the community of Delta BC. The Delta Hospice Society manages and operates both the Irene Thomas Hospice and the adjacent Harold and Veronica Savage Centre for Supportive Care.

- Centre for Supportive Care: (604) 948-0660

*\* PALLIATIVE CARE means no curative treatment is undertaken. The goal is to provide the patient with comfort and symptom management.*

# TRANSPORTATION

**HANDYDART:** *Door-to-door transportation service. Same day service may be available but you should book a few days in advance.*

White Rock/Langley ..... 604-575-6600  
Surrey ..... 604-575-6600  
Delta ..... 604-575-6600

**PEACE ARCH COMMUNITY SERVICES:** ..... 604-542-4357  
*Volunteer Bureau provides drivers for doctor and hospital appointment. Donations accepted.*

**TRANSIT AND BUS INFORMATION:** ..... 604-953-3333

**MINISTRY OF SOCIAL SERVICES/BUS PASSES:** 604-682-0391  
*Seniors receiving GIS, GAIN, or spouse's allowance may purchase a yearly bus pass. The pass allows unlimited free travel in Greater Vancouver Regional District.*

## **VOLUNTEER DRIVER PROGRAM**

**(CANCER SOCIETY):** ..... 604-536-2961  
*The volunteer program is offered to residents of White Rock and Surrey who need transportation from the Cancer Clinic or other treatment-related appointments. There is no charge for this service. Call the Vancouver number for the closest available program.*

# **FINANCIAL SERVICES**

## **MINISTRY OF HUMAN RESOURCES**

If your care giving activities mean that you have to give up work, this could cause financial hardship. You may be eligible for financial assistance through the Ministry of Human Resources. The patient may also qualify for a handicapped allowance and/or fully paid medical (including prescriptions, provided they are recognized by Pharmacare). Call and make an appointment to discuss your situation with a Financial Assistance worker.

ENQUIRY B.C. (Mon. to Fri. 8 a.m. to 5 p.m.).....	604-660-2421
Delta.....	604-501-3257
Langley .....	604-532-3666
Newton.....	604-501-8159
Scottsview .....	604-586-2755
Whalley.....	604-586-2866

# LEGAL SERVICES

Although difficult, it is a good idea for some pre-death arrangements to be made by the patient and family. The patient can provide for survivors and prevent legal problems for the family after death by having a current Last Will and Testament. The services listed below offer free legal information. In most cases a lawyer or notary should be consulted for Will preparation.

**LEGAL AID (Surrey/White Rock)** ..... 604-585-6595

**SOCIETY OF NOTARIES PUBLIC OF B.C.** ..... 604-681-4516

**LEGAL SERVICES SOCIETY** ..... 604-585-6595

*Legal Services Society provides information on legal aid, referral service, and has a legal resource centre for public use. (Hours Mon. to Thurs. 10 a.m. to 4 p.m., Fri. 10 a.m. to 1 p.m.)*

**PUBLIC GUARDIAN AND TRUSTEE OF B.C...** 604-660-4444

*Protects estates and financial interests of mentally disordered persons. If you are dealing with an emergency situation, indicate this when you call.*

## **LIVING WILLS (or Health Care Directives)**

Your Last Will and Testament deals with your estate (property, finances, etc.) after you die. A Health Care Directive or Living Will addresses the kind of care you receive while you are alive, but are unable to communicate. If you want certain kinds of life sustaining measures done *or not done* you might wish to use a Living Will to guide those who will be making decisions on your behalf. If you are unable to answer for yourself, your next of kin will be consulted. Living Wills have no standing in law in British Columbia at the present time, but they are often deferred to and gratefully used by medical practitioners and family. Copies of these documents should be given to the people who might need to use them, including your family, doctor, notary, and/or lawyer.

## **REPRESENTATION AGREEMENTS**

A Representation Agreement can be drafted to give someone power to manage routine financial affairs, minor and major health care, personal care, and obtaining legal service and instructing Counsel. On September 1, 2002, the Enduring Power of Attorney was replaced with the Representation Agreement with Additional Powers - for matters such as selling real estate, refusing life support, managing your business, and making temporary arrangements for the needs of minor children. If you want to arrange a Representation Agreement for someone to act on your behalf, your Lawyer or Notary can help you with that decision to confirm that you understand the effect of such documents. The original of these documents should be kept in a safe place where it can be accessed when needed.

Copies of these documents should be given to the people who might need to use them, including your family, doctor and/or lawyer.

## ESTATE PLANNING

- 1) Have an updated Representation Agreement.
- 2) Have an up-to-date Last Will and Testament.
- 3) Make sure the house and/or cottage is held in Joint Tenancy and not as Tenants-in-Common.
- 4) Transfer registration of car, RV, boat, etc., jointly **with right of survivorship** into the name of the spouse, significant other, or desired beneficiary.
- 5) Ensure a beneficiary is named on life insurance, RRSP, RRIF, Canada Pension Plan and/or other pensions, trusts (do not leave to the Estate).
- 6) Have bank accounts as joint tenants with **right of survivorship** as well as Government bonds, GIC's, and stocks so the survivor can have immediate access to the funds. Have safety deposit box held jointly. Know where the key is.

(If recommendations in #3 to #6 are followed, these assets will **not** form part of the estate and therefore no probate will be required.)

## LEGAL ARRANGEMENTS AFTER DEATH

Following a death, there are a number of legal steps required to settle a deceased person's estate. If the estate is straight forward and there is no conflict, you may wish to do some of the business yourself, to save on the fees charged by a lawyer. You could do the following:

**1. DEATH CERTIFICATE** - You should request certified copies of the Death Certificate. These can be obtained from the Funeral Director or District Registrar, from the Division of Vital Statistics, 1515 Blanchard Street, Victoria, B.C. V4W 3C8. It would be wise to get three or four Death Certificates, depending on the number of financial institutions you are required to deal with. Notarized copies can be made from the original for a Will Search. The Land Title Office will require an original which will be returned on request.

**2. WILLS SEARCH** - A Wills Search must be conducted at the Division of Vital Statistics (address above). This is to ensure that the Last Will and Testament you have is indeed the "Last" or most recent Will made by the deceased. There is a small charge for the Wills Search. Once the Division of Vital Statistics has searched their registry, they will mail a Certificate of Response showing all Wills made by the deceased that are registered with them. If the form indicates there is no Wills Notice filed, but you have an original Will in your possession, you may act on the basis of the Will that you have. You will need to file the original Wills Search Certificate of Response with the other papers when applying for Probate (if Probate is required.)

**3. BENEFICIARIES** - You must send formal notice in writing to all beneficiaries and to all persons who would have been a beneficiary if there was no Will. If there is no Will, you must always send a formal notice to those persons who would at law receive a

part of the estate. If children or incapable adults are beneficiaries, the Public Trustee must also be notified.

**4. DETERMINING ESTATE VALUE** - If land or other property is involved that is not held as joint tenants, the Will must be probated. If you are going to a lawyer, get at least three estimates of cost and length of time required to complete the probate. Get this in writing. A Notary Public cannot probate estates - however he/she can act as an Executor of an Estate and can notarize the probate documents prepared by yourself and arrange for the transfer of land into the name of the surviving party. You must provide the approximate gross value of the estate. Gross value does not include property of assets going to a joint holder or trusts that now pass to someone else. If the lawyer does it all, the charge will be according to the total value of the work.

#### **5. OTHER BUSINESS-**

a) Notify and make application for benefits from Insurance companies, banks, pension offices (work pension, Canada Pension, Old Age Pension, Veteran's Pension). Canada Pension does have a death benefit; it must be applied for by contacting Income Security Programs Branch, Regional Director, HR DC, PO Box 1177, Federal Building, Victoria, BC. V8W 2V2. A representative of Income Security comes at least once a month to the Senior Citizens Centre at 1475 Kent Street, White Rock (telephone 604-541-2231). You can call to find out when they are coming and make an appointment to discuss your concerns.

You are entitled to the Canada Pension, DVA pension and Old Age Pension for the month of death. Send the cheque back to the issuer with the date of death and they will re-issue the cheque into the name of the Estate c/o the Executor.

- b) Transfer house and/or cottage to the name of the surviving joint tenant. In Surrey and White Rock, you contact the Land Titles Office, 88 - 6th St., New Westminster, B.C. (telephone: 604-660-2595). They will require an original of the death certificate (but they will return it if requested to do so).
- c) Transfer insurance on the house and/or cottage.
- d) Transfer bank account(s) and vehicle(s) to surviving joint owners.
- e) Notify the Medical Services Plan of B.C., P.O. Box 1600, Victoria, B.C., V8W 2X9. There may be a refund coming. (Automated service 604-683-7151, 1-800-663-7100)
- f) Cancel all credit cards. Ask that the accounts be closed and that they forward a final statement of the account to you.
- g) Cancel subscriptions and charge accounts or transfer them to another name.
- h) Check out Safety Deposit Box - if held jointly, the other tenant may take the contents of the box after an inventory has been made. If not held jointly, you can take the Will, but other contents will be frozen.
- i) The deceased's Income Tax Return must be filed for the year of death.

## **OTHER INFORMATION THAT MAY BE OF VALUE**

1. If the estate is under \$10,000. it is usually not necessary to Probate the will;
2. If the estate is under \$20,000 it may not be necessary to Probate the Will (unless there is real estate not held jointly). It depends on the requirements of the Institute holding the asset. Check with that Institution.
3. Wills Variation Act: A spouse who has lived with the deceased within the year or a legitimate child has the right to vary the terms of the Will for maintenance and support if action is commenced within six months of the Probate of the Will, if not adequately provided for by the Will.
4. Beneficiaries have the right to have fees charged by the Executor or lawyer reviewed by the District Registrar of the Supreme Court. A letter setting out the circumstances is sufficient to have a notice issued to the Executor or lawyer.

*Prepared by the White Rock South Surrey Hospice Society with assistance donated by J. Lorne Ginther, Barrister and Solicitor, Spring 1994, and Roy Cammack, Notary Public, Autumn 2001.*

## **FUNERAL ARRANGEMENTS: PREPLANNING**

Preplanning the details of a funeral or memorial gathering allows an opportunity for the patient to make his or her preferences known. It also removes the burden of decision-making from family members at a time when they are experiencing great stress.

The following services may be of help to you and your family along with your spiritual/religious advisor.

**AVALON & SURREY FUNERAL HOME** ..... 604-581-4401  
13288 - 108<sup>th</sup> Ave., Surrey, B.C.

**B.C. FUNERAL SERVICE ASSOCIATION** ..... 1-800-665-3899  
#300 - 7031 Westminster Highway, Richmond, B.C.  
[www.bcfunerals.com](http://www.bcfunerals.com)

*For preplanning forms, free advice, consultation, details of cost, etc.*

**FRASER HEIGHTS FUNERAL HOME**..... 604-589-2559  
14835 Fraser Hwy, Surrey, BC. V3R 3N6

**KEARNEY WHITE ROCK/SURREY CHAPEL**. 604-542-2232  
101A – 5772 – 176<sup>th</sup> Street, Surrey, BC

**MEMORIAL SOCIETY OF B.C.**..... 604-733-7705

#205 – 640 Broadway West, Vancouver, B.C., V5Z 1G4

*This society was formed in 1956 to negotiate lower funeral costs. Low rates are available to members of the society only. Lifetime Membership is \$10.00 They have a crematorium (West Coast Crematorium, Forest Lawns); ashes to be picked up by the family. They have contract services with FIRST MEMORIAL FUNERAL SERVICES located at:*

*More information and an application form for membership can be mailed to you by phoning head office or any of the above.*

**PERSONAL ALTERNATIVE**

**FUNERAL SERVICES**..... 604-596-2215

203 - 7311 Vantage Way, Delta, B.C. V4G 1C9

**VALLEY VIEW FUNERAL HOME**

Memorial Gardens (& pre-planning)..... 604-596-7196

14644 - 72<sup>nd</sup> Ave., Surrey, B.C.

Funeral Home ..... 604-596-8866

14660 - 72<sup>nd</sup> Ave., Surrey, B.C.

**VICTORY MEMORIAL PARK FUNERAL CENTRE**

Cemetery, Crematorium (& pre-planning) ..... 604-536-2268

Funeral Home ..... 604-536-6522

14831 - 28<sup>th</sup> Ave., Surrey, B.C.

## **PLANNING A FUNERAL**

When a death occurs in a family and funeral arrangements have to be made, a person's judgment tends to be clouded by emotional stress. Planning funerals in advance not only saves a family a great deal of upset, difficulty, and expense, it also frequently helps people resolve concerns about death that might have gone unattended.

With regards to choosing burial or cremation, cremation costs are usually lower. Costs of burial include the cost of the plot for interment, for opening and closing the grave, for the marker, and frequently for plot upkeep. Prices for these would be identified, and additional services frequently offered in association with traditional funerals and burial should be evaluated as to whether they are necessary or appropriate. The latter includes embalming, concrete liners, and burial vaults (e.g. embalming is only required if the body is to be transported by public conveyance for a period longer than 72 hours). Concrete liners must be provided - it is the law in British Columbia.

Prepayment of funerals and binding contracts are not advised, in preplanning a funeral. Even government approved plans allow an undertaker to keep a percentage of the purchase price for administration, should the family change its mind and relocate. "Funeral Insurance" is also suggested by some funeral services; it has been suggested that the standard insurance policies are usually a better investment.

If an emergency funeral arises, and arrangements must be made without prior consideration, it is suggested that a close friend, executor, or minister accompany the family to the funeral home to assist in negotiations. Funeral homes are often willing to negotiate all prices quoted to you.

## **SPECIFIC INFORMATION FOR SOUTH SURREY/WHITE ROCK AREA**

### **FUNERAL HOMES**

Please see the list on pages 32-33.

### **CEMETERIES**

There are three cemeteries in the South Surrey/White Rock area:

#### **VICTORY MEMORIAL PARK**

Bob Linklater, General Manager

2977 King George Highway, Surrey, BC..... 604-536-6522

*Victory Memorial Park has complete facilities on their property, including cemetery, crematorium and chapel.*

#### **HAZELMERE, SUNNYSIDE LAWN, and SURREY CENTRE CEMETERIES**

6348 – 168<sup>th</sup> St., Surrey, BC..... 604-598-5770

*These cemeteries are owned by the City of Surrey. They do not provide funeral services and there is no chapel. They provide maintenance of the cemetery only.*

#### **GARDENS OF GETHSEMANI CATHOLIC CEMETERY AND MAUSOLEUM**

15800 - 32nd Ave., Surrey, BC..... 604-531-2141

*You do not need to be Catholic to be buried here.*

## **SPIRITUAL and EMOTIONAL ASSISTANCE**

Some who read this book will want no outside help; others will quickly connect with all that is available. For still others, over the time span of your loved one's illness, you will come to need and accept some form of support which is in your community.

## **WHITE ROCK SOUTH SURREY HOSPICE SOCIETY**

**604-531-7484**

One option of support is the White Rock South Surrey Hospice Society. It is a non-profit organization dedicated to providing a program of care for individuals and their families facing the crisis of a life-threatening illness. It also offers support for people who are experiencing grief.

The Society's programs include:

- professional staff to counsel individuals and families and support volunteers.
- One-to-one support at home or in the hospital with a clinical counsellor or trained volunteer.
- A hospital visiting program.
- Bereavement support through private counselling, volunteers, grief support groups and relaxation groups.
- Intervention and advocacy for those facing life-threatening illness.
- Resource and referral information for clients and caregivers.
- Community education regarding hospice philosophy, grief and loss.

Volunteers are carefully selected and trained in helping skills and the grief process. This gives them an understanding of the unique stresses experienced by families living with a life-threatening illness. They provide supportive listening, practical assistance and respite for families. There is no charge for the Society's services.

## SPIRITUAL CARE

For some patients and their families, a religion, a church community or faith group and their personal relationship with God can be a source of strength during a difficult and searching time. You may want your local clergy or pastoral counsellor to become more involved with your family at this time.

Each person has a spiritual dimension which is expressed in religious or philosophical beliefs and practices. One's belief system varies greatly depending upon one's sex, age, experience, race and ethnic heritage.

Spirituality may be expressed in a variety of ways, both formal and informal, religious and secular, including but not limited to symbols, rituals, practices, art forms, prayers and meditations.

The search for spirituality is both intimate and personal and may be heightened as one confronts death. It is often a time when there is need to find meaning in one's life, hope and acceptance. It is important to find a place of comfort and peace.

Each person's needs and beliefs are different and will be respected by the hospice workers.

*"In answer to the cry of the spirit, hospice says we are here. We will be with you in your living and your dying. We will free you from pain and give you the freedom to find your own meaning in your life - your way. We will comfort you and those you love - not always with words, often with a touch or a glance. We will bring you hope - not for tomorrow but for this day. We will not leave you. We will watch with you. We will be there."*

*Dr. Dorothy D. H. Ley*

# **COMMUNITY CHURCHES and FAITH GROUPS**

## **ALLIANCE**

Peace Portal Alliance (Christian & Missionary Alliance) ... 604-531-4733

## **ANGLICAN**

Church of the Holy Trinity ..... 604-531-0884

St. Mark's Anglican..... 604-535-8841

## **BAHA'I**

Baha'i Centre, Surrey ..... 604-589-7939

## **BAPTIST**

The Church on Oxford Hill..... 604-541-1413

Uptown Church..... 604-649-6871

Fellowship Baptist Church ..... 604-541-1618

Semiahmoo Baptist Church ..... 604-576-6504

White Rock Baptist Church..... 604-531-2344

**BUDDHIST CHURCHES OF CANADA** ..... 604-272-3330

## **CHRISTIAN SCIENCE**

First Church of Christ Scientist ..... 604-536-9511

**ECKANKAR CANADA**..... 604-536-0313

## **EVANGELICAL FREE**

White Rock Community Church ..... 604-531-2131

## **EVANGELICAL COVENANT**

Emmanuel Evangelical Covenant Church ..... 604-535-0748

**FAITH MISSION CHRISTIAN**

Faith Mission Conference Centre ..... 604-535-1800

**FOURSQUARE**

Pacific Winds Foursquare Church ..... 604-535-8990

**GOSPEL**

Hilltop Gospel Chapel ..... 604-538-1646

**GREEK ORTHODOX**

..... 604-597-2411

**HINDU**

Vedic Hindu Society Temple ..... 604-596-4777

**INTER-DENOMINATIONAL**

White Rock Centre for Positive Living ..... 604-541-8060

White Rock Christian Fellowship ..... 604-531-8301

**JEHOVAH'S WITNESS**

Kingdom Hall ..... 604-536-1414

**JEWISH (ORTHODOX)**

Centre for Judaism of the Lower Fraser Valley ..... 604-542-5454

**JEWISH (REFORMED)**

White Rock/S. Surrey Jewish Community Centre ..... 604-541-9995

**KRISHNA CONSCIOUSNESS**

..... 604-433-9728

**LUTHERAN**

Mount Olive Lutheran Church..... 604-536-8527

**MENNONITE BRETHREN**

Grace Point Community Church ..... 604-538-1825

**MORMON**

Church of Jesus Christ of the Latter Day Saints..... 604-531-5911

**MUSLIM (MOSLEM/ISLAMIC)**

B.C. Association of Muslims..... 604-597-7863

**NATIVE**

Semiahmoo First Nation (Native Elders)..... 604-536-3101

**PENTECOSTAL**

Maranatha Fellowship Ministries ..... 604-587-3140

Seaview Pentacostal Assembly..... 604-536-7011

**PRESBYTERIAN**

St. John's Presbyterian Church ..... 604-536-9322

Christ the King Presbyterian Church..... 604-531-5878

**QUAKER**..... 604-263-5015

**REFORMED**

Hope Reformed Church..... 604-879-7947

Canadian Reformed Church ..... 604-574-5723

**ROMAN CATHOLIC**

Star of the Sea Parish..... 604-531-5739

**SALVATION ARMY** (Protestant) ..... 604-531-7314

**SCIENTOLOGY (CHURCH OF)** ..... 604-681-9121

**SEVENTH DAY ADVENTIST** - White Rock ..... 604-531-6142

**SIKH**

Guru Nanak Sikh Temple..... 604-594-8117

**UKRAINIAN CATHOLIC**..... 604-524-8824

**UKRAINIAN ORTHODOX**..... 604-581-2768

**UNITARIAN** - S. Surrey/White Rock ..... 604-512-9032

**UNITED**

Cloverdale United Church..... 604-574-5813

Crescent United Church ..... 604-535-1166

First United Church ..... 604-531-4850

Sunnyside United Church..... 604-531-2979

## COUNSELLING

Although facing illness and death as a family may make it easier, not all families can be open and share their feelings. Sometimes sources outside the family can help with the situation. They can help bring family members together to talk, listen and help one another.

### **WHITE ROCK SOUTH SURREY HOSPICE**

**SOCIETY** ..... 604-531-7484

*Offers physical, emotional, spiritual and social support for people with life threatening illnesses, their families and friends. Registered Clinical Counsellors and trained volunteers visit at home, in hospital or in care facilities. One-on-one counselling by registered clinical counsellors, and grief support groups are also offered.*

**ADDICTION SERVICES** ..... 604-538-2522

**BC BEREAVEMENT HELPLINE** ..... 604-738-9950

### **LIVING THROUGH LOSS**

**COUNSELLING SOCIETY** ..... 604-873-5013

**MENTAL HEALTH INFORMATION LINE** ..... 604-669-7600

**PEACE ARCH COMMUNITY SERVICES** ..... 604-531-6226

**S.A.F.E.R. (Suicide Attempt Follow-up Education and Research)** ..... 604-879-9251

*For friends and family of suicide victims; counselling & mutual support groups*

### **SURREY COMMUNITY SERVICES & FAMILY**

**COUNSELLING** ..... 604-584-5811

## **SUPPORT GROUPS and INFORMATION**

There are numerous support groups which provide information and support to patients and families coping with chronic/terminal illnesses and/or sudden death.

### **WHITE ROCK SOUTH SURREY HOSPICE**

**SOCIETY** ..... 604-531-7484

**LANGLEY HOSPICE SOCIETY** ..... 604-530-1115

**SURREY HOSPICE SOCIETY** ..... 604-543-7006

**DELTA HOSPICE SOCIETY** ..... 604-948-0660

### **ALZHEIMER'S SUPPORT**

White Rock Resource Centre ..... 604-541-0606

Paula Jakeman ..... 604-531-4729

**LUPUS SUPPORT** ..... 604-879-7511

### **SENIORS INFORMATION &**

**SUPPORT NETWORK** ..... 604-531-9400

**S.I.D.S. HELPLINE**..... 1-800-363-7437

**COMPASSIONATE FRIENDS** ..... 604-541-2418

**PACIFIC AIDS RESOURCE CENTRE** ..... 604-681-2122

**CANADIAN CANCER SOCIETY** ..... 604-538-0011

*Helps cancer patients and their families understand and cope with cancer. Volunteers are cancer patients or family members of cancer patients who make one-to-one visits with patients, upon patient or family request or medical referral. Volunteers have completed a training program prior to making visits, which can be at a patient's homes or in the hospital.*

**SOUTH FRASER WOMEN'S SERVICES SOCIETY**

White Rock/South Surrey ..... 604-536-9611

*Life planning, counselling and community resources centre for women only.*

**ALCOHOLIC'S ANONYMOUS** ..... 604-434-3933

*A 24 hour phone service which provides mutual aid to those concerned about their drinking habits.*

**WIDOWS SUPPORT GROUP** ..... 604-531-5083

**YOUNGER WIDOWS SUPPORT GROUP** ..... 604-574-2074

or 604-596-0949

# **AS DEATH APPROACHES**

## **“DNR”: DO NOT RESUSCITATE ORDER**

### **For an anticipated death**

Patients who know they have a terminal illness or who are considered at the natural end of their lives can request beforehand that no active resuscitation be started on their behalf if they are dying. This should be done after discussions with their doctor. “Do Not Resuscitate” is defined as no cardiopulmonary resuscitation in the event of a respiratory and/or cardiac arrest.

The “Do Not Resuscitate” Order Form is provided by the doctor or home care nurse to allow a person to clearly state that they do not want active resuscitation to be given in circumstances where they can no longer make the decision for themselves. It instructs people not to start active resuscitation on the person’s behalf whether they are at home, in the community or a long term care facility

The “Do Not Resuscitate” Form should be readily available to show to anyone attending a death. If a person’s wishes are changed about this matter, then the doctor and community nurse should be informed and the form torn up.

You should be aware that the patient will go through a number of physical changes as his/her body “slows down” and prepares for the final stages of life. Please remember that each situation is different and not necessarily all of these signs and symptoms will occur in all dying persons.

## **SIGNS OF IMMINENT DEATH**

The following changes are presented in the order in which they usually appear and may occur for many days prior to death. Some practical advice and comfort measures are included to help you cope with situations which may arise.

### **Sleeps longer periods and sometimes has difficulty waking.**

- Plan conversation for times when he/she is more wakeful and alert.
- Keep visiting times brief or encourage visitors to sit at bedside.

### **Has a decrease in appetite.**

- As the disease progresses people eat and drink less.
- Offer small servings of light foods.
- Encourage but do not force fluids.
- Keep the person's mouth moist and comfortable.

### **Becomes confused and unable to recognize familiar people and surroundings.**

- Speak calmly and naturally.
- Remind him/her of time, place, and who is in the room.

### **May experience, see or talk to deceased family members - may use symbolic language (i.e. talk about "going home").**

- Allow the person to express his/her experience
- Be reassured that this behaviour is normal.

### **Becomes restless, pulls at bed linen and clothing.**

- Avoid physical restraint, if possible.
- Calm and soothing music or gentle massage may ease a restless patient.
- Contact family doctor if home safety becomes a concern.

**Has difficulty swallowing or “forgets” to swallow.**

- Give only what he/she wants and can handle. “Forcing” someone to eat or drink at this stage could cause vomiting or choking.
- Remind him or her to swallow.

**Has irregular or shallow breathing.**

- It is quite common to have 10 - 30 second periods when breathing may stop.

**Has irregular pulse or heartbeat.**

- Both of these are normal patterns and are signs of the “slowing down” process.

**Develops “wet” sounding breathing.**

- This is caused by saliva collecting at the back of the throat, which cannot be swallowed because of weak muscles.
- Turn patient on his or her side.
- Raise the head of the bed, or raise upper body with pillows.

**Is unresponsive to voices or touch and may appear to be sleeping with eyes open.**

- Continue to speak in a calm, natural way - everything you say may be heard.

**Loses control of bladder or bowels**

- Your Home Care nurse can give advice on appropriate protective padding or recommended whether a catheter may be necessary.

**Has cool legs and arms with the skin acquiring a mottled blue/purple appearance.**

- Use the usual amount of bedcoverings to keep the patient comfortable. He or she will not be feeling “cold”.

## **AT THE TIME OF DEATH**

There will be no response.

There will be no breathing.

There will be no pulse.

Eyes will be fixed in one direction; they may be open or closed.

There may be loss of control of bladder or bowels.

*(Adapted from Victoria Hospice)*

## **WHEN SOMEONE DIES AT THE HOSPITAL**

If your relative/friend dies at the hospital you will be notified if you are not present at the time. You may wish to spend time with your relative's body. Or you may not want to see the body. That you may have apprehensions is to be expected. Asking a close relative, friend or spiritual advisor to go with you could be a good idea.

The deceased's valuables and clothes will be given to the family, who will sign for them. Rings or jewelry are not to be left on the body. If the physician has indicated the need for an autopsy, a member of the family must sign the form. It is the family's responsibility to make arrangements for a funeral home to pick up the body.

## **WHEN SOMEONE DIES AT HOME**

When someone dies at home after a prolonged illness, it is often a “planned” death where the family has anticipated the death, a physician and the patient have signed a DO NOT RESUSCITATE order, and there is a plan for when the death actually occurs as to who will be called to “pronounce” the death. Pronouncement should not be confused with the death certificate: you do not need a death certificate to transport the body. It is in the best interest of the patient and the family to have carefully prepared for this so that the family is not put through the chaos that can erupt if emergency personnel from police, fire, coroner, and ambulance arrive and heroic resuscitation attempts are made and the family is questioned about the circumstances of the death. A DO NOT RESUSCITATE ORDER WILL NOT NECESSARILY PROTECT YOU FROM UNWANTED RESUSCITATION ATTEMPTS IF YOU CALL EMERGENCY SERVICES - THEY HAVE A PROTOCOL THEY WILL LIKELY FOLLOW.

It is not necessary to remove a body immediately after someone dies. It may not be possible if it is in the middle of the night. The funeral service will transport the body after a Registered Nurse or Physician has pronounced the death.

### **WHAT TO DO AHEAD OF TIME**

1. Discuss the option of an in-home death with your physician.
2. Make a plan with your family physician so you are clear about what will happen and family/friends will know what to do at the time of death. Your plan will need to include:
  - who will pronounce death
  - how your physician can be reached
  - what alternate arrangements have been made should your physician be unavailable or can not be reached
  - which funeral home will be called to transport the deceased

3. Make pre-arrangements with a funeral home. Such arrangements will normally involve selecting the funeral home and making plans with the funeral director for transportation of the deceased after death and the method of final disposition.

4. Communicate your plan to family, friends and others, such as your spiritual advisor so they may support your decisions and respect your wishes.

5. Ensure that the original copy of the DO NOT RESUSCITATE form is easily available in your home (often posted on or put on top of the refrigerator). If you are away from your home for any reason, take the form with you so it may be presented to emergency services personnel should it be necessary.

## CHECKLIST

If you want help with the following things that need to be done, don't be afraid to ask a friend or relative. **DO NOT** call 911, police or ambulance. This would mean resuscitation attempts and a transfer to the hospital.

Call your family doctor: Telephone: \_\_\_\_\_

If he/she cannot be reached follow the procedure on the following page.

You will need to know the following information for the death certificate:

Full Name: \_\_\_\_\_

Birth Place: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Names and birth places of parents:

Mother: \_\_\_\_\_

Father: \_\_\_\_\_

Call family members, friends, or spiritual advisor you would like to be with you: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Call the funeral home to remove the body in preparation for cremation or burial: Telephone: \_\_\_\_\_

Decide on time and place of funeral/memorial service.

Notify Executor. If a lawyer is to be involved with the will, notify him/her.

Make lists of the immediate family, close friends, and employer or business colleagues. Notify each by phone.

---

---

---

Write obituary and deliver in person or phone to newspapers.

If flowers are to be omitted, decide on memorial to which gifts may be made.

Make arrangements for answering door or telephone, keeping careful records of calls.

Arrange appropriate child care.

Coordinate the supplying of food for the next days.

Consider special needs of the household, such as cleaning etc.

Arrange hospitality for visiting relatives.

Select pallbearers and notify.

Arrange for flowers at the funeral/memorial.

Arrange for disposition of flowers after the funeral/memorial.

Prepare list of distant persons to be notified and by what means.

Prepare list of persons to receive acknowledgments of flowers, calls, etc. and send appropriate acknowledgments. When you start to receive condolence cards/letters, remember that you do not have to read them all at once or answer them all.

## **BEREAVEMENT SUPPORT**

After a death you may feel a wide variety of emotions. People often tell us of not only intense sadness at their loss, but we also hear of anger, guilt, jealousy, anxiety, bitterness, resentment, detachment, frustration, relief, numbness (physical and emotional). Grief can also bring many physical manifestations including, tightness in the chest or throat, sleeplessness, shortness of breath, headaches, loss of appetite and many others. If you are concerned about physical symptoms or manifestations after a loss it is important to consult your family doctor.

It is important to remember, however, that intense sadness after a loss which may be accompanied by some physical signs does not translate into clinical depression. It is normal to feel intense sadness after the loss of someone we love. It is in fact a profound sign of our love and helps to define us as human beings. Most people do not need prolonged psychotherapy or drugs to help them through their loss. However, most of us do need some time and a few good and faithful listeners to 'walk along side' as we move through grief. It is important to know and affirm that each of us have our own unique ways of grieving and to express this to others who are worried or upset that we are not grieving the way they would have us grieve.

There are a variety of places where you might reach out for help in dealing with your grief. A number of these places are listed under counselling resources earlier in this booklet. It is important not to underestimate the value of old friends or existing support through church, clubs, and organizations of which you have been a part. It is also good to recognize that people you have been close to, may not respond in a way that is most helpful to you because of their own thoughts, beliefs, and experiences of grief. Some people are too frightened of grief to get close to you after a loss, and others will want to prescribe what you should think, feel and do. Remember this

is your loss and your grief, others may be similar, but your relationship with your loved one is unique.

Here at Hospice you will always be safe with your grief. As time goes by you may still have pangs of sadness long after others feel you should not be feeling sad. We understand this is true and we hear this often. Our counselling staff and volunteers are here to assist you.

Take time, be gentle with yourself and breathe deeply.

Individual and family counselling is available with our Registered Clinical Counsellors. We also offer the following programs:

**Friends Helping Friends:**

*A support program for children 6 – 12 who have experienced the death of someone important to them.*

**Individual and Family Counselling:**

*Assists people with the often strong and unfamiliar emotions that accompany change and loss.*

**Adult Loss Support Program:**

*For adults experiencing loss through the death of someone significant to them. Support groups are offered as needed.*

**Teen Grief Support Program:**

*For adolescents between 13 & 18 years who have experienced the death of a significant person.*

**Relaxation Program:**

*For adults who are grieving the loss of a loved one. Includes visualization, relaxation, and gentle touch.*

**Bereavement Walking Group:**

*The Bereavement Walking Group provides on-going support to bereaved people as they move through their grief, adjusting to life without the person who died. The informal atmosphere of the group helps members invest their energy in new activities with others who share a common experience.*

**Emergency Room Support:**

*24-hour, on call response to families at Peace Arch Hospital Emergency Department, in cases of unexpected death.*

*There is no fee for any Hospice Service, however pre-registration is required for some of our programs. For more information on these and other White Rock South Surrey Hospice Society Services please call our office at 604-531-7484.*

---

**A NOTE ABOUT OUR LIBRARY . . .**

White Rock South Surrey Hospice Society has a small library available to the public. Topics cover a range of issues, but are generally categorized by:

- Death and Dying
- Grief and Bereavement
- Personal Growth
- Inspirational
- Children/Teens

The following books are ones that we have found to be helpful. We have some of them in our library.

## **USEFUL REFERENCES**

These publications should be available from your local public library.

Buckman, Rob, **I DON'T KNOW WHAT TO SAY**

Callanan, M., & Kelly, P., **FINAL GIFTS: Understanding the special awareness, needs and communication with the dying.** Bantam, 1993.

Carroli, D., **LIVING WITH DYING: A loving guide for family and close friends.** McGraw Hill, 1985.

Duda, Deborah, **COMING HOME: A guide to dying at home with dignity.** Aurora Press, 1987.

Grollman, E., **CONCERNING DEATH: A practical guide for the living.** Beacon, 1974.

Hooyman, Nancy and Lustbader, Wendy, **TAKING CARE OF YOUR AGING FAMILY MEMBERS - A practical guide.** Free Press.

Horne, Joe, **CAREGIVING - Helping an Aging Loved One.** ARRP.

Kubler-Ross, E., **TO LIVE UNTIL WE SAY GOODBYE.** Prentice-Hall.

Kubler-Ross, E., **LIVING WITH DEATH AND DYING.** MacMillan, 1981.

MacLean, Helen, **CARING FOR YOUR PARENTS:** A resource book of options and solutions for both generations. Dolphin/Doubleday.

Mace, Nancy & Rabins, Peter V. **THE 36 HOUR DAY.** Warner Books.

Thompson, Wendy, **AGING IS A FAMILY AFFAIR:** A guide to quality visiting long term care facilities and you. Available from the author. (phone 604-275-0091)

Watt, Jill & Calder, Ann, **I LOVE YOU BUT YOU DRIVE ME CRAZY.** Forbes Publications.

## **GRIEF**

Colgrove, M., Bloomfield, H., & McWilliams, P., **HOW TO SURVIVE THE LOSS OF A LOVE.** Bantam, 1991.

Freese, A., **LIVING THROUGH GRIEF AND GROWING WITH IT.** Barnes & Noble Books.

Grollman, E., **WHAT HELPED ME WHEN MY LOVED ONE DIED.** Beacon, 1981.

Miller, W. A., **WHEN GOING TO PIECES HOLDS YOU TOGETHER.** Augsbury, 1976.

O'Connor, N., **LETTING GO WITH LOVE: The Grieving Process.** LaMariposa Press, 1984.

Rando, T., A., **GRIEVING: How to go on living when someone you love dies.** Lexington Books, 1988.

Temes, R., **LIVING WITH AN EMPTY CHAIR**. Irvington, 1984, 2nd Edition.

Westburg, G., **GOOD GRIEF**, Fortress Press, 1962.

## **WIDOWS AND WIDOWERS**

Caine, L., **WIDOW**. Morrow, 1974. Written by a widow about what not to do.

Gates, P., **SUDDENLY ALONE: A woman's guide to widowhood**. Harper Collins, 1991.

Kohn, J. B., **THE WIDOWER: What he faces, what he feels, what he needs**. Beacon, 1978.

Lewis, C. S., **A GRIEF OBSERVED**. Seabury Press, 1963. A widower's response to his wife's death.

Peterson, T. A., **WIDOWS AND WIDOWHOOD: Creative approach to begin alone**. Association, 1977.

Singer, L., Sirot, M., Rodd, S., **BEYOND LOSS: A practical guide through grief to a meaningful life**. Dutton, 1988.

Wylie, B. J., **BEGINNINGS: A book for widows**. McLelland & Stewart, 3rd Edition, 1988.

## DEATH AND CHILDREN

Grollman, E., **TALKING ABOUT DEATH: A dialogue between parents and child.** Beacon, 1991.

Krementz, J., **HOW IT FEELS WHEN A PARENT DIES.** Knopf, 1982. Good for teens.

Brian, M., Ingpen, R., **LIFETIMES: A beautiful way to explain death to children.** Bantam Books, 1983. Suitable for 3-7 year olds.

Leshan, E., **LEARNING TO SAY GOODBYE: When a parent dies.** MacMillan, 1976.

Knowles, D., & Reeves, N., **BUT WON'T GRANNY NEED HER SOCKS?** Kendall/Hunt, 1983. Deals with concerns of children.

Kushner, H. S., **WHEN BAD THINGS HAPPEN TO GOOD PEOPLE.** Schocken, 1981. Parent writing about the death of his child.

## BOOKS FOR CHILDREN: FICTION

Cazet, D., **CHRISTMAS MOON.** Bradbury Press, 1984. Suitable for 3-7 year olds.

Clifton, L., **EVERETT ANDERSON'S GOODBYE.** H. Rinehart and Winston, 1983. A little boy has a difficult time coming to terms with his father's death. Suitable for 3-7 year olds.

L'Eagle, M., **A RING OF ENDLESS LIGHT.** 1980. Suitable for 11-15 year olds.

Little, J., **MAMA'S GOING TO BUY YOU A MOCKINGBIRD.** Penguin Books Canada Ltd., 1984. Suitable for 8-12 year olds.

Lowry, L., **A SUMMER TO DIE.** Houghton, 1984. Suitable for 11-15 year olds.

Smith, Buchanan, D., **A TASTE OF BLACKBERRIES.** Harper and Row, 1988 Edition. Suitable for 8 year olds.

*Most of this list has been compiled by the Canadian Mental Health Association.*

## **WEBSITE RESOURCES**

White Rock South Surrey Hospice Society:

**[www.whiterockhospice.org](http://www.whiterockhospice.org)**

Griefworks BC:

**[www.griefworksbc.com](http://www.griefworksbc.com)**

Compassionate Friends of Canada:

**[www.tcfcanada.net](http://www.tcfcanada.net)**

Canadian Virtual Hospice:

**[www.virtualhospice.ca](http://www.virtualhospice.ca)**

## HOW DO WE DO THIS?

The funds for hospice services are generated largely by volunteer efforts in the form of donations, bequests, and fundraising initiatives. Raising the money needed for our work is a continuing challenge. If this booklet has been helpful to you, please consider a tax deductible donation to the White Rock South Surrey Hospice Society.

# White Rock South Surrey Hospice Society

Phone: 604-531-7484  
Fax: 604-531-8101  
E-mail: [contactus@whiterockhospice.org](mailto:contactus@whiterockhospice.org)  
Website: [www.whiterockhospice.org](http://www.whiterockhospice.org)



white rock  
south surrey **hospice society**  
*...a special kind of caring*

15510 Russell Avenue • White Rock, BC • V4B 2R3  
604-531-7484 • [www.whiterockhospice.org](http://www.whiterockhospice.org)  
Charitable Registration # 11929 7513 RR0001

# **hospice is about living**

## *care*

When you or your loved one are told the illness you have may end your life, come to White Rock South Surrey Hospice Society for information, resources and people who can ease the pain and stress.

## *compassion*

We offer emotional, practical and spiritual support – inclusive of all cultures, faiths and beliefs – to the residents of the Semiahmoo Peninsula, and their families and friends, facing advanced illness, grief & end of life.

## *commitment*

The White Rock South Surrey Hospice Society is a community-based, registered charitable organization that complements hospital and home care.

Help build Hospice by giving your time or making a donation.



white rock  
south surrey

**hospice society**

*...a special kind of caring*

15510 Russell Avenue • White Rock, BC • V4B 2R3  
604-531-7484 • [www.whiterockhospice.org](http://www.whiterockhospice.org)

Charitable Registration # 11929 7513 RR0001