

**Smoking:** Ty Watson House is a non-smoking property. **Residents only** are allowed to smoke in the outside designated area, but are not allowed to smoke after security alarms are set for the night.

**Electrical devices** may be brought in by family or residents but must be checked for safety and tagged prior to use.

**Safe:** Bringing valuables is discouraged but there is a safe available for small amounts of cash if a comfort fund for incidentals is desired.

**Confidentiality:** Ensuring confidentiality is a legal and professional responsibility of all who work and volunteer at Ty Watson House. It is equally important that visitors to the house maintain confidentiality and respect the privacy of non-family residents.

**Visiting Hours:** Open 24 hours. Staff may limit the number of visitors if the resident wishes, if it is felt to be in the best interest of the resident or if other residents are being disturbed. All visitors are asked to sign in & out.

**Parking:** Parking is discouraged on Second Avenue in order to be good neighbours. Please use Stirling Street or the alley for parking. Access can be made through the fence gate to the house.

## **Alberni Valley Hospice Society**

**Office: 250 -723-4478**

Fax: 250-723-4471

3088 3rd Avenue, Port Alberni, BC V9Y 2A5

Office Hours: 9:30 am - 4:00 pm

Monday to Friday

## **Ty Watson House**

**Phone: 250-723-4481**

Fax: 778-421-0491

2649 2nd Avenue, Port Alberni, BC V9Y 1Z8

Email: [office@albernihospice.ca](mailto:office@albernihospice.ca)

[www.albernihospice.ca](http://www.albernihospice.ca)

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**VIHA Central Intake Referral  
for Home & Community Care**

1-877-734-4101

**VIHA Home & Community Care Office**

250 - 731-1313

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We acknowledge the financial assistance of the Province of British Columbia  
Funding support provided by the City of Port Alberni



Alberni Valley Hospice Society  
Ty Watson House

# **WELCOME TO TY WATSON HOUSE**

## **RESIDENT AND FAMILY INFORMATION and GUIDELINES**



Revised: 8/17/2015

**The Hospice Care Team** at Ty Watson House is a community-based partnership between the Alberni Valley Hospice Society (AVHS) and the Vancouver Island Health Authority (VIHA). The AVHS staff and volunteers provide the society's programs and hospitality, including meal preparation. Nursing and personal care are provided by VIHA Home and Community Care home care nurses and community health workers. Other professionals can be accessed as required. Residents are treated by their personal physicians. Our Care Team works together to provide holistic care that encompasses the physical, emotional, spiritual and social needs of our residents and families.

*The most important part of the Care Team is the resident and his / her friends and family. Please know that you are warmly welcomed and supported at Ty Watson House.*

**Resources:** The Team is always available to discuss any aspect of care and end of life management. There is a library downstairs that you may access. A number of brochures are available. Recommended books include Final Gifts, by Callanan and Kelly, What Dying People Want by Dr. David Kuhl.

**Food:** Meals are prepared for residents by hospice volunteers and staff. Family members may bring in special foods for their loved ones; however, if these foods require cooking, the family is requested to prepare these foods. Only one or two personal food items at a time may be stored in the Hospice fridge, and it must be labeled with the resident's name and the date the food was put in the fridge. All leftovers stored in the fridge need to be used or removed after three days per Food Safe requirements. Special dietary requests will be accommodated as much as possible.

**Kitchen:** Family members that spend long periods of time with residents are welcome to bring food for themselves, and use our kitchen. Please avoid using the kitchen for yourself or your loved one when meals are being prepared for residents. Please clean up after yourself. There is also a binder of local restaurant menus in the brochure rack. Light refreshments are available for family and friends.

**Times** for patient meals and personal care may vary, depending on the needs of the residents and staff availability.

**Laundry:** All laundry is done in-house unless the family prefers to take personal items home to wash.

**Telephone:** There are phones in each room for resident use. Please be considerate of length and number of calls when using these phones as there is only one line for several people.

**Television:** TV/DVD players are installed in each room. Please remember to be respectful regarding noise levels. Headsets are available in the resident rooms.

**Resident Support:** There is a stayover room for occasional use by family / friends in vigil situations, but Hospice is not able to accommodate family live-in occupancy. Family and friends are encouraged to take turns being with and caring for loved ones. Taking regular breaks will help replenish your strength.

**Pets:** Well behaved pets are permitted to visit [with family members during day visits]. We request that they not be left in the house without supervision. Please clean up after your pet, in case of accident on Hospice grounds.