

5th International Public Health and Palliative Care Conference
Hospice of Windsor and Essex County Site Visit

Location:

6038 Empress Street
Windsor ON N8T 1B5

Windsor is a city in Ontario and the southernmost city in Canada. It is located on the southern shore of the Detroit River, directly across the river from Detroit, Michigan. Windsor has a rich history and a diverse culture.

Timing:

Saturday Sep 16 – Tour starts at 11 am (arrive in the morning or Friday evening)
Sunday Sep 17 – Depart for Ottawa
(Porter Airlines - Departs Windsor 9 am, arrives in Ottawa 11:26 am)

AGENDA

1. Hospice of Windsor and Essex County

Guided tour of the site and overview of programs

The Hospice of Windsor and Essex County Inc. was founded in 1979 by Reverend Paul Chidwick to provide holistic hospice palliative care to patients, caregivers, and families throughout Windsor and Essex County. From humble beginnings using space at the old Metropolitan Hospital campus to our current 4.7 acre Hospice Village, our mission has remained the same: to support, educate, and empower anyone affected by or caring for a person with a life-altering diagnosis, in order to achieve their desired quality of life.

Today, the Hospice offers more than 50 programs and services designed to provide holistic wellness and end-of-life care to patients and families from the time of pre-diagnosis through bereavement. From our beautiful Wellness Centre offering day programming to our integrated community program providing support from palliative physicians, nurse educators, social workers, spiritual care providers, and volunteers in patient and family homes, the Hospice is there for every step of a diagnosis.

The crown jewel of our Hospice Village remains the Residential Home with ten beautiful patient suites, including private washrooms, patios, wide screen televisions, iPads, and guest accommodation. With 24/7 palliative care provided by nurses, personal support workers, and volunteers, the Residential Home surrounds patients and families with love, kindness, and compassionate care.

In 2016, The Hospice was proud to open Canada's very first satellite residential home, the Erie Shores Campus, located in Leamington, Ontario.

2. Windsor-Essex Compassion Care Community Workshop

This is a practical, hands-on demonstration of the Windsor-Essex model. Learn about patient and caregiver experience to date, speak to community partners about why they are participating, see their innovative tracking tools, and talk to the evaluation team.

Windsor-Essex wants to be one of the most compassionate communities in the world. This community is working together en masse with a unified vision to help all those who could benefit from a palliative care approach (people who are elderly, disabled, isolated, or at end of life) get the support they need to live well. This whole of community collaboration involves 100+ neighbourhoods, culture and faith groups, community associations, and businesses along with most community education, health care, and social service provider partners.

As a catalyst for our compassionate community movement, we have introduced 4 new community-led, volunteer-based services aimed at improving health and well-being:

- #1. LIFE-LONG CARE: Community volunteers provide individual and group coaching to help people and caregivers to organize care around what's most important to them.
- #2. QUALITY OF LIFE SUPPORT: Our new online tool helps people identify their quality of life challenges and gives feedback on how to address them. Our Community Quality of Life Tracker measures community progress in improving quality of life and equity– to exponentially improve the value of community care
- #3. WELLNESS: Our fully integrated Neighbours Helping Neighbours and Wellness Hub programs give more people access to skills as well as practical, social and spiritual help and will reach out to people who are isolated.
- #4. SITUATION SUPPORT: We are introducing a new process to proactively reach out to people in distress in their neighbourhoods through an integrated approach to reduce emergency visits, respond to calls for service and improve safety by addressing the needs of individuals and families at risk.

Community-wide pilots are now launching in Windsor, and 4 separate municipalities in Essex county starting in July. By November, the program will be available throughout the county. This process was designed, developed and tested through a broad-based citizen-led effort over two and a half years. See www.weccc.ca for more information.

3. Discussion Group: Driving education, research and quality in palliative care

Tour of the Hospice Centre of Excellence (COE) and group discussion about structural enablers for education, research and quality improvement in palliative care

The COE was established approximately seven years ago with a vision to focus on Education, Research and Quality. Since that time, it has evolved to support internal and external community education; program development and evaluation; planning and research; policy review and development; organization and program quality; risk management; privacy; oversight for accreditation; and the library services.

4. Informal Discussion and Relaxation over Dinner at a Local Restaurant

Recommended Accommodation

- Best Western Waterfront Hotel on Riverside Drive
- Caesars Windsor on Riverside Drive
- Hampton Inn on Huron Line
- Holiday Inn on Huron Line