

How will my donation be recognized (naming opportunities)?

- The hospice will recognize all its donors within the lobby of the facility with an interactive donor appreciation display (details to come).
- As well, donors will be presented with a variety of naming opportunities (depending on the level of contribution), where their names will be displayed. These opportunities will include:
 - The entire facility
 - Three wings of the facility (patient care, family, and administration)
 - Individual patient and family rooms
 - Kitchen, dining room, lobby, and reception area
 - Sun room, outside decks, and garden
 - Nursing station, bathing, and medical rooms, and doctor's office
 - Non-denominational meditation room and lounge
 - Boardroom and vehicle

How does hospice care work?

- Patients admitted to residential hospices are at the end of their lives, with a life expectancy of less than three months.
- These patients are provided with the ongoing medical and supportive care they require from the professional staff at the hospice.
- Hospice care focuses on clients' comfort and their quality of life.
- Hospice care also focuses on preparing them and their loved ones for their death.
- The end goal of hospice is to make the last months, weeks, and days of a patient's life as comfortable as possible, while also providing support to family and friends and caregivers.
- Hospice care is about dignity, respect, comfort, peace, and hope, through celebrating and enhancing each patient's quality of life.

What is Hospice SENB?

- Hospice SENB is a charitable, non-profit organization that was formed in 2004 by a group of dedicated volunteers. Those volunteers did their research and established a comprehensive training program in order to provide the public with quality outreach hospice care programs, delivered in their homes, at no cost.
- Since then, the organization has grown to encompass more than 100 volunteers, an administrative staff and Board of Directors. It has been bolstered by the support and encouragement of its clients, their caregivers, and its colleagues at other community-based non-profit agencies.
- Establishing a residential hospice has always been the goal of the organization, but it has taken time to build up the expertise and experience needed to build and operate this type of facility. This is a large project and represents a major commitment of time, energy, and experience from very devoted volunteers and a professional staff who are now turning to the community and the government for support to launch this much-needed hospice.

Will 10 beds be enough to meet demand?

- The 10-bed model is considered the proven standard across Canada for hospice care. It also helps ensure a consistent and quality level of care.
- Hospice SENB is open to working with its partners, government and the communities to provide more services in future if there is need, desire, and support for more residential hospice beds in the region.

Where will it be built?

Hospice SENB's new residential hospice will be located in the peaceful neighbourhood of Pleasant Street in Moncton, on land generously donated by the Hum-Lew-Sun Lions Club (see map below).



What services will you provide?

We will focus on the dignity and comfort of our clients, enhancing their quality of life with high quality 24-hour, in-patient palliative care in a supportive, home-like environment. At the same time, we will make visitation by family and friends as seamless and accessible as possible, while offering respite, coping, and bereavement services to caregivers.

Patients will be admitted through the Extra-Mural Program (Medavie Blue Cross).

Our trained and dedicated volunteers will play a vital role in providing care to patients and caregivers, lending support through this difficult time.

For those patients who require or request hospice care at their home, Hospice SENB will continue providing those services, as it has always done, confidentially and free of cost.

How will you accommodate different cultural or social needs of your clients?

The new hospice facility will strive to accommodate any and all social or cultural needs of clients, from dietary requirements and food preferences, to religious, secular, or familial requirements, in both official languages.

The building will feature a full commercial kitchen, dining room, and a non-denominational 'quiet' room for prayer, meditation, or private time. There will also be family rooms available for caregivers to stay overnight.

The staff and volunteers of Hospice SENB are extensively trained and dedicated to assist clients and their caregivers. The organization can also reach out to its partner organizations in the region, spanning a wide range of services, to provide whatever amenities are required.

When will this facility open?

Hospice SENB is aiming to have the facility open in the fall of 2020.

How will the new facility operate?

The new hospice will employ an estimated 11 full-time professional staff and five (5) part time employees, joined by over 100 volunteers, all of whom are extensively trained to provide exceptional service to all clients and their family, caregivers, and friends.

The organization's vision is that all citizens of our region can access the support, care, and bereavement services they need and deserve, in the setting of their choice, whenever a life-limiting illness affects them — from diagnosis onward.

To that end, our experienced staff and volunteers adhere to a set of core values that outline our dedication to providing compassion, excellence, discretion, and integrity in all we do for those we serve.

Hospice SENB is governed by our Board of Directors and adheres to the standards and guidelines of the Canadian Hospice Palliative Care Association (CHPCA), and the New Brunswick Department of Health.

What is your gift acceptance policy and how secure is your donation system?

The hospice issues tax receipts and thank you letters for all donations to the capital campaign.

The organization also adheres to all requirements and standards set by the Canada Revenue Agency (CRA) regarding donations and financial reporting.

For more details, please refer to the Hospice SENB Gift Acceptance Policy (attached).

How will you keep us updated on the project's progress?

Hospice SENB will communicate on a regular basis with its campaign donors through:

- Our website, Facebook and email notifications;
- Invitations to the closing ceremony of the campaign;
- Invitations to the official inauguration of the new facility;
- Invitations to special events and major fundraising events; and
- We will send out Hospice SENB's annual report.