

### **WELCOME TO CARITAS CHRISTI HOSPICE**

### اهلًا وسهلاً بكم Καλωσήρθατε Welcome 欢迎 Benvenuto chào đón

It is our great privilege to warmly welcome you into our care at Caritas Christi.

As part of St Vincent's Hospital Melbourne's Palliative Care Service our focus is to deliver every aspect of patient care in a fully supported manner and with heartfelt compassion.

St Vincent's is widely recognised as a national leader in palliative care in clinical services, training and research.

Palliative care helps people live as fully and as comfortably as possible with a life-limiting or terminal illness and aims to ease the suffering of patients and their families.

Our care is centred on your physical, emotional, psychological and spiritual needs. We hope to bring peace and calm to patients and families at a very vulnerable time. We work closely with families, carers and friends as the frontline supporters of patient care.

The dedicated team at Caritas Christi is diverse and includes doctors, nurses, pharmacists, dietitians, music and art therapists, psychologists, psychiatrists, social workers, physiotherapists, occupational therapists, speech pathologists and pastoral care workers. We also have a strong network of volunteers on the site that are part of our dedicated team.

Our focus is to provide the best patient care and to deliver the best patient outcomes. We are committed to our values of compassion, justice, integrity and excellence.

We provide support and comfort during your illness journey, at the end of life for patients and their families, as well as grief and bereavement support.

This booklet is an information guide for our services and we are always happy to answer your questions or provide more information.

We are here to help you every step of the way.



# Do you need an interpreter?

St Vincent's services a diverse community, with almost half of our patients born in a country other than Australia.

We provide a free, confidential interpreting service.

If you require an interpreter, please ask your doctor or nurse to organise one for you.



#### هل أنت بحاجة إلى مترجم؟

نقدم المستشفى خدمة ترجمة مجانية وسرية. الرجاء الطلب من طبيبك أو الممرضة الترتيب لمترجم لأجلك.

#### 您需要傳譯員嗎?

本醫院提供免費而保密的傳譯服務。請要求您的醫生或護士為您安排傳譯員。

#### ΧΡΕΙΑΖΕΣΤΕ ΔΙΕΡΜΗΝΕΑ:

Το νοσοκομείο παρέχει δωρεάν, εμπιστευτική υπηρεσία διερμηνείας. Παρακαλείστε να ζητάτε από το γιατρό ή νοσοκόμο σας να κανονίζει διερμηνέα για σας.

#### HA BISOGNO DI UN INTERPRETE?

L'ospedale offre un servizio interpreti gratuito e confidenziale. Chieda al Suo medico o alla Sua infermiera di organizzarLe un interprete.

### ¿NECESITA UN INTÉRPRETE?

El hospital le ofrece un servicio de intérpretes gratuito y confidencial. Por favor, solicite a su médico o enfermera que lo organice.

#### TREBA LI VAM TUMAČ?

Bolnica pruža besplatnu i povjerljivu službu tumača. Molimo vas, upitajte vašeg liječnika ili medicinsku sestru da vam to organiziraju.

#### ДА ЛИ ВАМ ТРЕБА ПРЕВОДИЛАЦ?

Болница пружа бесплатне, поверљиве услуге преводиоца. Замолите свог лекара или медицинску сестру да вам обезбеде преводиоца.

#### MA U BAAHAN TAHAY TURJUMAAN?

Isbitaalku wuxuu bixiyaa adeeg turjumaan oo lacag la'aan ah, qarsoodina ah. Fadlan weydii dhaqtarkaaga ama kalkaaliyahaaga inay turjumaan kuu ballamiyaan.

#### TERCÜMANA İHTİYACINIZ VAR MI?

Hastanemiz ücretsiz ve gizlilik ilkesine bağlı tercümanlık hizmeti sunmaktadır. Doktorunuz veya hemşirenizden size bir tercüman temin etmelerini rica ediniz.

#### QUÍ VỊ CÓ CẦN THÔNG NGÔN VIÊN KHÔNG?

Bệnh viện cung cấp dịch vụ thông ngôn miễn phí và kín đáo. Xin yêu cầu bác sĩ hay y tá sắp xếp thông ngôn viên cho quí vị.

### **TABLE OF CONTENTS**

## ABOUT ST VINCENT'S HOSPITAL MELBOURNE

- 07 Our vision
- 07 Our mission
- 07 Our values

### HOW TO GET TO Caritas Christi Hospice

- 08 Parking
- 08 Public Transport
- 08 Taxis

# HELP FOR THOSE WITH INDIVIDUAL NEEDS

- 10 Aboriginal and Torres Strait Islander people
- 10 Deaf and hard of hearing
- 10 Smoking

### YOUR STAY WITH US

- 11 What should I bring?
- 11 What will I need while I'm here?
- 11 Your personal items
- 11 TVs and phones

### INFORMATION FOR VISITORS

12 Patient enquiries

# BE INVOLVED WITH YOUR HEALTHCARE

- 13 Know who is caring for you
- 13 Correct identification
- 13 Tell us about your health

### **YOUR MEDICATIONS**

- 14 What medication should I bring?
- 14 Why do I need to bring my medicines with me?

### FINANCIAL INFORMATION

- 15 Medicare card
- 15 Department of Veterans' Affairs
- 15 Using your health insurance

### **KEEPING YOU SAFE**

- 16 Falls are the leading cause of injury in healthcare facilities
- 15 Keeping you free from infection

### **END OF LIFE CARE**

17 Our aim

### **GOING HOME**

- 18 Discharge time
- 18 Medication
- 18 Patient aids and appliances

### **CARE WHEN YOU ARE AT HOME**

19 Services offered

### **YOUR RIGHTS**

- 20 What you can expect from our services
- 21 What we ask of you

### **A-Z OF USEFUL SERVICES & FACILITIES**

- 21 Aboriginal Hospital Liaison Officers
- 21 Accommodation for relatives
- 21 Alcohol
- 21 Allergies
- 21 Carer support
- 21 Chapel
- 22 Creative Arts
- 22 Electrical appliances
- 22 Feedback
- 22 Interpreters
- 22 Mail
- 23 Meals
- 23 Medical Records
- 24 Mobile Phones
- 24 Music Therapy
- 24 My Health Record (MHR)
- 25 Pastoral Care
- 25 Pets
- 25 Public and disabled toilets
- 26 Research at St Vincent's

- 26 Security
- 26 Social Work
- 26 Students
- 26 Television
- 27 Volunteers
- 27 WiFi
- 27 Your say

### **HOW CAN I SUPPORT ST VINCENT'S?**

- 28 St Vincent's Hospital Foundation
- 28 A unique opportunity to leave a lasting legacy

### **NOTES**

### **DONATION FORM**



### **ABOUT ST VINCENT'S MELBOURNE**

St Vincent's Hospital Melbourne is known for its word-class innovation and compassionate staff and values. We're a not-for-profit provider of public health services and part of the St Vincent's Health Australia group.

For more than 125 years, our organisation has played an important role in the lives of generations of Victorians and our services and support extend beyond the hospital walls into metropolitan, rural and regional communities.

We have 17 sites across Melbourne, including a major teaching, research and tertiary referral centre in Fitzroy, sub-acute care at St George's Health Service and palliative care at Caritas Christi Hospice.

Our vision is to lead transformation in healthcare. As a Catholic health and aged care service, we aim to bring God's love to those in need through the healing ministry of Jesus.

Our values of compassion, integrity, justice and excellence underpin all that we do and are demonstrated through our everyday actions, giving life and meaning to our mission.

# ACKNOWLEDGEMENT OF COUNTRY

St Vincent's acknowledges the Traditional Owners of this land, the Wurundjeri people, and all the members of the Kulin nations. We pay our respects to their Elders, past, present and emerging.

St Vincent's continues to develop our relationship with Aboriginal and Torres Strait Islander communities and is proud to be acknowledged as a centre of excellence in healthcare for Indigenous Australians

### **HOW TO GET TO CARITAS CHRISTI HOSPICE**

### **Parking**

Free visitor parking is located in front of the building. Should this area be fully occupied, you can park on Studley Park Road at no cost. Please be mindful of the clearway signs on each side of Studley Park Road in the mornings and afternoons on each side of the street.

### **Public Transport**

There is a bus stop out the front of Caritas Christi labelled Caritas Christi Hospice.

- 207 City Donvale via Doncaster Road
- 200 City Bulleen
- For further details visit www.ptv.vic.gov.au

### **Trams**

The following tram routes provide services to Kew Junction

- 48 North Balwyn Victoria Harbour Docklands
- 42 Box Hill Victoria Harbour Docklands
- 109 Box Hill Port Melbourne
- 24 North Balwyn City (Latrobe Street west end) services the city in the morning peak hours and North Balwyn in the evening peak hours ONLY
- For further details visit www.ptv.vic.gov.au

### **Taxis**

If you require a taxi, please speak with our friendly staff at the main reception and they will organise this for you.



Parking

### HELP FOR THOSE WITH INDIVIDUAL NEEDS

### Aboriginal and Torres Strait Islander people

St Vincent's recognises Aboriginal and Torres Strait Islander people as the traditional custodians of our land. We seek to create a safe and welcoming environment for Indigenous patients and their families. Aboriginal Hospital Liaison Officers are available Monday to Friday. Please ask a staff member to call the liaison officers if you are an Aboriginal or Torres Strait Islander patient or family member.

### Deaf and hard of hearing

As a deaf and hard-of-hearing friendly health service we provide a special service for people who have hearing difficulties. Speech pathologists and Auslan interpreters are available on request.



A speech pathologist can check hearing aids, arrange for your hearing to be checked, loan you a device to help you hear, or telephones and headphones to make it easier to hear.

Please ask a staff member to contact Speech Pathology if you need more information.

### **Smoking**

We are a smoke-free hospital. Smoking is not permitted in the buildings or in any areas of the hospital grounds. If this is going to be difficult during your stay, please speak to our medical, nursing or pharmacy staff.

### YOUR STAY WITH US

### What should I bring?

Please bring the following important items with your admission details if you have them:

- Medicare card
- Pension card
- Health fund membership details
- Health Care Card
- Veteran Card
- Current X-rays
- Victorian Patient Transport Assistance Scheme form

### What will I need while I'm here?

- Pyjamas/dressing gown
- Non-slip supportive slippers or shoes
- Toiletries (including tissues)
- Comfortable clothes
- Tablets or medicines that you are taking (please give these to your nurse when you arrive)
- Items to pass the time such as books, magazines or craftwork
- Photos to personalise your room
- You are advised to leave your valuables at home
- For family members staying overnight to be close to their dying relative please bring in comfortable clothing and shoes

### Your personal items

It's a good idea to only bring items you need for your stay. We suggest that you clearly label your belongings with your full name.

We advise that you arrange to have your valuables taken home. Please ask your nurse to secure them in a safe until you can make these arrangements.

If you wear dentures, ask one of the nursing team for a labelled denture cup for storage. Do not wrap dentures in tissue or place them under a pillow as they may get lost or damaged.

### TVs and phones

All patients have a phone next to their bed to make and receive calls from. All patients have TVs with free-to-air channels.

### **INFORMATION FOR VISITORS**

### **Patient enquiries**

Please call reception on (03) 9056 1050 to check visiting hours or to find out

where you need to go for admission or treatment. Phone calls about the condition of patients will be transferred to nursing staff.



### BE INVOLVED WITH YOUR HEALTHCARE

### Know who is caring for you

All St Vincent's staff should be wearing an identification badge. If you can't see their badge or aren't sure who someone is, please ask.

### Correct identification is crucial

- Ensuring your identification is correct is the key to every aspect of the care we provide to you.
- It is important your identification band is worn at all times and has your correct name and birthdate on it.
- It is a legal requirement for us to confirm these details before every test or dose of medication to make sure we provide you with the best possible care.

### Tell us about your health

- We encourage you to be actively involved in your healthcare. Please ask questions or tell us how you're feeling, what you need and what you're worried about.
- Please tell us if you are worried about a recent change in your condition.
   Our staff are trained to notice and respond to changes in your health, but we need to hear from you too.

### **YOUR MEDICATIONS**

We encourage you to bring your medicines and a list of those medicines from home. This will help us record a complete and accurate list of all the medicines you were taking before coming into Caritas Christi. Please let us know if you have any allergies or reactions to medicines, foods or other substances. Where possible, please bring your medicines in their original packs.

### What medicines should I bring?

- All medicines you have been taking before your admission.
- Medicines prescribed by a doctor or other health professional.
- Medicines bought from a pharmacy or supermarket (such as pain relief medicines, cold and flu medicines, eye drops, creams and lotions).
- Complementary and alternative medicines (such as products containing herbs, vitamins, minerals, nutritional supplements, homoeopathic medicines and traditional Chinese medicines).

# Why do I need to bring my medicines with me?

- It will help our staff know about all the medicines you are taking and ensure you receive the correct medicines while in our care.
- To check if there are any problems you may be having with your current medicines.
- To make sure you have enough of the medicines you need when you leave hospital.

Your medicines will be stored securely during your stay. Please only take the medicines provided to you by our staff while you are in Caritas Christi.

### FINANCIAL INFORMATION

### Medicare card

St Vincent's Hospital Melbourne is a public healthcare facility. All patients who use this facility must have a valid Medicare card to receive services free of charge.

### Department of Veterans' Affairs

Veterans' Affairs card holders can receive treatment and care for certain conditions at the expense of the Department of Veterans' Affairs. Please show your Veteran card when you visit Caritas Christi. If you need help, please contact our Patient Account Manager or visit www.dva.gov.au.

# Using your health insurance

If you have private health insurance, you can choose to be admitted to Caritas Christi Hospice as a private inpatient. This does not apply to non-inpatient visits, overseas visitors, TAC or WorkSafe claims, or Department of Veterans' Affairs-entitled patients.

There will be no out-of-pocket cost to you, except for discharge medications, but it can make a big difference to St Vincent's. Using your private health insurance helps generate much-needed funds to improve patient care and offer the best possible services to our community.

Our staff can provide more information about using your health insurance, or ask for our 'St Vincent's Public Melbourne Welcomes Private Inpatients' brochure.

### **KEEPING YOU SAFE**

# Falls are the leading cause of injury in healthcare facilities

- Make sure you can reach your call bell and ring for help when needed.
- Turn the light on so you can see clearly.
- Don't walk in socks. Always wear supportive, flat, non-slip shoes.
- If you use glasses, hearing aids, a walking frame or stick, bring them to hospital.
- Make sure your bed is low enough if you need to get out and never climb over bed rails.
- Listen to staff advice as it takes time to recover from an illness and you may need more help with walking than you think.

### Keeping you free from infection

- Germs that cause infection are often spread on our hands. Please use hand rub or wash your hands with soap and water before eating and after coughing, sneezing or going to the toilet. If you find it difficult to get to the hand basin, ask our staff for a packet of disposable hand wipes to use.
- Visitors should wash their hands or use hand rub when they arrive and leave Caritas Christi.
- Do not touch bandages, dressings or drips. If IV lines, tubes or drains become red, swollen or painful, tell your nurse or doctor.
- Make sure our staff clean their hands before touching your wound or intravenous drip.
- Please tell sick family and friends not to visit until they are well.

### **END OF LIFE CARE**

Some of our patients are here for End of Life Care, and our staff are here to assist and support you and your loved ones.

This can be an emotional and difficult time. The team can talk with you, listen to your concerns and queries; and point you in the right direction to help.

We provide emotional and spiritual support, practical assistance such as talking over funeral planning, and we are always happy to sit and chat with you during this time.

Feel free to bring in a few items from homes to make you feel comfortable. These may include photos, music, a portable speaker, a pillow or special blanket. Take time to consider who and what is important for you at this stage and please communicate that with us, so we can help.

It is also worthwhile thinking over your spiritual and religious needs during this time. This can be a difficult conversation, however it has been found to be helpful, not just for you as the patient but for your family and friends.

We aim to provide as much quality of life, connection and meaning as possible during this time.

### **GOING HOME**

### Discharge time

Discharge time is 10am each day.

Arrangements for your safe and timely discharge start being organised when you first have contact with Caritas Christi and continue until you go home. It is very important to let us know if there are any issues or concerns you have about going home.

### Medication

The Pharmacy department will give you a supply of required medications when you are ready to go home. You will need to pay for this medication. You may need to see your local doctor to review your medications after you go home.

Ask for an updated list of your medicines before you go home. This will be helpful for your local doctor and pharmacist.

### Patient aids and appliances

A member of your Care team will organise any aids or appliances that you need to safely go home. These items may include a hospital bed, aids to assist you to walk or equipment for your home. We will let you know the costs for hiring or buying this equipment.

### **CARE WHEN YOU ARE AT HOME**

We can assist with many services when you are at home or attending from our community-based centres.

All services are based on your needs and will be organised by your inpatient Care team.

- We will connect you with a community palliative care team.
- Home-based nursing care is available, including help with medications, wound management, continence assessment and diabetes education.
- Home-based and centre-based rehabilitation and support in managing acute and chronic conditions.
- Care coordination of the services and supports you need.
- Access to immediate short-term support after going home, including home help and personal care.

### **YOUR RIGHTS**

# What you can expect from our services

At Caritas Christi we have a responsibility to:

- Provide you with high quality care in line with our values of compassion, justice, integrity and excellence in a safe environment.
- Give you a clear explanation of your condition, problem or disease.
- Inform you about treatment options and choices.
- Help you participate fully in decisions about your treatment and care.
- Provide access to a professional interpreter or Aboriginal Hospital Liaison Officer as needed.
- Gain your informed consent before any treatment begins, except in emergencies.
- Ensure confidentiality about your care unless the law requires such information be given to some person or authority.
- Respond as quickly as possible to any need or concern you may have.

### What we ask of you

You or your representative (such as your next of kin) has a responsibility to:

- Provide information relating to your health including past illnesses, stays in hospital and medications.
- Cooperate with staff and ask questions if directions and procedures are not understood.
- Confirm your identification details before every test and medication.
- Tell us if you need an interpreter or to see an Aboriginal Hospital Liaison Officer.
- Follow the prescribed treatment or tell us if you choose not to.
- Be considerate of other patients in limiting noise and the number of visitors.
- Keep appointments or advise staff if an appointment needs to be changed.
- Let staff know if your health changes while you are in our care.
- Treat staff with courtesy and respect at all times. We want you to ask questions but threatening or aggressive behaviour will not be accepted. Violence and aggression against healthcare workers is never OK, no matter what the situation.

### **A-Z OF USEFUL SERVICES AND FACILITIES**

### Aboriginal Hospital Liaison Officers

We employ Aboriginal Hospital Liaison Officers who work closely with our Care teams Monday to Friday. If you are an Aboriginal or Torres Strait Islander patient or family member and would like to speak with our Aboriginal Hospital Liaison Officers, please let our staff know or call (03) 9231 3436.

### **Accommodation for relatives**

St Vincent's has an Accommodation Liaison Officer to help rural, regional and interstate patients and their families with accommodation. The liaison officer can provide information about local accommodation and possible government rebates. If you need help finding somewhere to stay while at Caritas Christi, please contact our Accommodation Liaison Officer on (03) 9231 2268. Information about accommodation options nearby for your family can also be sought from your inpatient care team.

Patients and families who live more than 100km away you may be eligible for some transport and accommodation costs. Please refer to social work or accommodation officer as listed.

### **Alcohol**

If you wish to enjoy a drink with your meal, please discuss this with your doctor or the nurse in charge.

### **Allergies**

Please tell your nurse if you have any allergies including to foods, medications, latex, tapes or dressings. Information regarding allergies will be noted as an alert on your medical record so that our staff can ensure your safety.

### Carer support

The team acknowledges the role of family members and friends who are there to care for you during this time. Carers may require support services and we are able to assist with connecting your carer to local services.

### Chapel

The Chapel is for spiritual and religious practices and is located near our main reception.

### **A-Z OF USEFUL SERVICES AND FACILITIES**

### **Creative Arts**

There is a creative art space, for patients and families, providing a safe and nurturing environment, in which to explore your emotional and creative well-being. This space is a gentle passing of time within the Caritas community. The creative arts pastoral care program is for all patients and families/ friends. No art experience is needed. Please ask the Pastoral Care team for more information.

### **Electrical appliances**

For your safety and that of others, our hospital electrician must test and tag any personal electrical appliances before they can be used at Caritas Christi. Personal electrical appliances include hairdryers, radios and chargers. Please tell your Care team about any appliances you have brought with you.

### **Feedback**

The St Vincent's Patient Representative Officer is available to hear your feedback and any concerns about the care you, or your friend or relative, has experienced at Caritas Christi.

You can contact the Patient Representative Officer on (03) 9231 3108 Monday to Friday between 8am and 4pm.

### **Interpreters**

A free and confidential interpreting service is available. If you require an interpreter, please ask your doctor or nurse to organise one for you.

### Mail

Mail to patients is delivered every working day and should be addressed to:

Caritas Christi Hospice 104 Studley Park Road Kew VIC 3101

### Meals

Breakfast is normally served between 7am and 8am; lunch between 11.30am and 12.30pm; and dinner between 5pm and 6pm.

Meals are prepared fresh each day. Our menu has been assessed for its nutritional content by our St Vincent's Food Service Dietitian. It meets the standards of the *Nutrition Standards for Menu Items in Victorian Hospitals and Residential Aged Care Facilities*, published by the Department of Health and Human Services Victoria.

Tea and coffee-making facilities are available in the Patient/Family dining area. There is also a food and drink vending machine for light snacks and drinks located in this area. Ask our staff where the Patient/Family dining area is located if you are unsure.

Patients, relatives and visitors are welcome to bring in meals, which must be refrigerated for no more than 24 hours otherwise the food will be discarded. There is a shared fridge and oven to store and heat this food in the Patient/Family Dining Room. We cannot accept responsibility for food made outside Caritas Christi and brought in for patients by visitors.

### **Medical Records**

Your medical record remains the property of St Vincent's. The Health Records Act states that you can access your record by asking the Care team looking after you. They will organise a time to sit down and read through the information with you. You can ask for help from the Patient Representative Officer on (03) 9231 3108.

Copies of the information in your medical record can be obtained by applying through the Freedom of Information Officer in Health Information Services. An application and copying fee may be charged. You can apply by calling (03) 9231 2775 and asking for the Freedom of Information Officer.

### **Mobile Phones**

For the comfort of patients, staff, and visitors, mobile phones can be used in the patient rooms and visitor lounges. When mobile phones are used in a Visitor Lounge or other public areas, the ring tones and conversation should be kept to a low volume. You may be asked to turn your mobile phone off so that it does not interfere with the operation of medical equipment or disturb others.

### **Music Therapy**

This is offered to patients and families for your emotional well-being and pleasure.

### My Health Record (MHR)

MHR is an electronic summary of your key health information that can be shared securely online between you and registered healthcare providers involved in your care to support improved decision-making and continuity of care.

You can view your health information securely online, from anywhere, at any time. You can cancel your MHR at any time or re-engage if you have opted out.

Only healthcare provider organisations involved in your care, who are registered with the MHR System Operator, are allowed by law to access your MHR.

St Vincent's Health Melbourne will upload your discharge summary to MHR. If you do not want your discharge summary uploaded you can notify the patient services clerk and, provided your discharge summary has not yet been dispatched, we will update your preference. If you are not a current inpatient you can go to the My Health Record website www.myhealthrecord.gov.au or call the MHR hotline on 1800 723 471 for assistance with your privacy settings.

### **Pastoral Care**

St Vincent's Pastoral Care Services team is available to offer you emotional and spiritual support no matter what your practices and beliefs.

The team is sensitive to all religious, non-religious and cultural traditions. Chaplains from many denominations visit Caritas Christi. Sacramental Ministry is available on request. The team provides care through attentive and reflective listening and can help you access appropriate resources.

You can contact Pastoral Care Services by calling or asking a staff member at Caritas Christi to arrange a visit. Our Pastoral Care team members are available on site Monday to Sunday.

#### Pets

You are very welcome to bring in your pet to Caritas Christi for a visit. There is an expectation that all pets are secured and cared for by the visitor escort to the ward. Pets cannot stay overnight in the ward.

### Public and disabled toilets

We ask that visitors use our public toilets located near the entrance to the ward or main reception, not the patient toilets. Please ask staff to show you where they are.

### Research at St Vincent's

Our research arm at St Vincent's has the capabilities and clinical expertise to deliver life-changing opportunities for many of our patients. Our staff are often involved in research studies for new treatments, or to look at ways to improve treatments and care.

During your stay, you may be asked to join a research study. A full explanation will be given to you so you can decide whether or not you would like to take part. Your support for research at St Vincent's is appreciated.

### Security

Caritas Christi is monitored by our Security team 24 hours a day to help look after our patients, visitors and staff. We also have mobile patrols attending the site daily after-hours. Ask your Care team if you need to contact this service.

### Social Work

Social work provides emotional support and practical support to patients and families. Social work can provide counselling and therapeutic work, including legacy work. We can provide a link to community resources and help navigate health, legal and social care systems.

#### **Students**

We are a university teaching hospital for clinical students training in medicine, nursing, allied health and other healthcare disciplines. We appreciate your help in letting students see you as part of their clinical training. If you do not wish to take part, please let us know.

### **Television**

Free-to-air channels are available on our televisions. Individual patient televisions are available in each room.

### **Volunteers**

We are fortunate to have about 300 volunteers who give their time across 70 departments. Our volunteers take part in many tasks at Caritas Christi. They always wear an identification badge and a St Vincent's Volunteers' vest.

Volunteer Services run a number of programs using volunteers with a wide variety of talents and ages.

Our programs include:

- Pet Therapy Program
- Music Program
- Art Program
- Friendly Visitor Program
- Angel/Forget Me Not Program for patients who are at high risk of falls, need assistance with meals or would benefit from diversional therapy

All our volunteers are fully trained by professional St Vincent's staff and enjoy being part of the St Vincent's family, sharing in celebrations, events and ongoing training opportunities.

For information regarding volunteering opportunities, please contact the Volunteer Services Department by emailing: stv.volunteers@svha.org.au

### WiFi

There is free wireless internet access available via Caritas Christi Palliative Care.

Username:

STV\_Guest (no password required).

### Your say

As part of St Vincent's continuous improvement across the organisation, you may be contacted by phone or email when you return home to take part in a survey. Satisfaction surveys help us find out what we are doing well and how we can improve to better meet your needs.

### **HOW CAN I SUPPORT ST VINCENT'S?**

### St Vincent's Hospital Foundation

St Vincent's Foundation connects patients, families and the community, raising awareness and support for the brilliant work of our clinicians, nurses and researchers.

The generous support of individuals, community groups, staff and businesses enables the funding of new equipment, infrastructure, research innovation and improved patient health care as well as the education of our next generation of medical staff.

There are many ways to support St Vincent's, including making a donation, funding a scholarship or leaving a gift in your Will. You can even create your own online fundraising page to give in celebration or memory of a loved one.

# If you would like to find out more information about St Vincent's Foundation:

**Call:** (03) 9231 3365

Website: www.stvfoundation.org.au

Visit: St Vincent's Hospital,

Rear Ground Floor, 55 Victoria Parade Fitzroy VIC 3065

# A unique opportunity to leave a lasting legacy

The naming of buildings, facilities and grounds for people and organisations that have contributed to the community is an honoured tradition, and St Vincent's Hospital has, since its opening, named and recorded significant developments after individuals.

The rebuilding of the Caritas Christi Hospice is a rare opportunity for families, individuals and organisations to leave a lasting legacy.

This unique contribution creates a commemoration that is highly visible and enduring. The embrace of the community, represented in this way, will enrich the lives of those being cared for at Caritas Christi at a vulnerable time in their lives.

We hope you will consider taking up this exclusive naming rights opportunity to make a lasting legacy at one of Melbourne's most cherished palliative care facilities.

If you would like to discuss leaving a lasting legacy, please contact St Vincent's Foundation: foundation@svha.org.au or (03) 9231 3365.

### **NOTES**

### **NOTES**

### **CARITAS CHRISTI DONATION FORM**



# Yes, I would like to make a donation to Caritas Christi Hospice

DONATION AMOUNT:
○ \$50 ○ \$100 ○ \$250 OTHER \$
MY DETAILS:
Name:
Address:
Email: Phone:
MY DONATION DETAILS
Enclosed is my: Oheque/money order (cheques should be made payable to St Vincent's Hospital)
Please debit my: Visa Mastercard Amex
Card number: Expiry date: Expiry date:
Name on card: Signature:
Please tick here if you would like to receive information about how to leave a gift to St Vincent's Hospital in your Will.
O Please tick here if you do not wish ro receive further communications from St Vincent's Foundation.
All donations of \$2 or more are tax deductible. ABN: 22 052 110 755  The Foundation is compliant with the Australian Privacy Principles. Please visit www.stvfoundation.org.au to view the Foundation's Privacy Policy.

Please complete this form and leave at the Caritas Christi reception or post to: St Vincent's Foundation, PO Box 2900 Fitzroy VIC 3065

Donate online and save on print and postage. Please visit www.stvfoundation.org.au/donate

St Vincent's Foundation

Ground Floor, Rear 55 Victoria Parade, Fitzroy, VIC 3065
Phone: 9231 3365 Email: foundation@svha.org.au Web: www.stvfoundation.org.au

