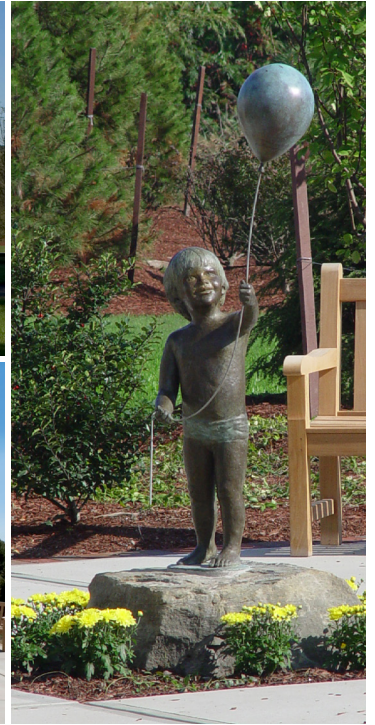


CareDimensions®

Compassionate expertise for advanced illness



The Kaplan Family Hospice House Guide for Patients & Families *Making Yourself at Home*

78 Liberty Street, Danvers, MA 01923
Main Office 888-283-1722 | Nurse's Station 978-223-9760



Main Office: 888-283-1722

Kaplan House Nurse's Station: 978-223-9760

Patient Room Phone: The direct dial phone number is written on the phone.

Visiting the Kaplan House

Visitors are welcome at any time. All external doors are locked at 8 p.m. If your visitors are arriving after 8 p.m., they will have to press the security buzzer in the foyer at the main entrance, and a staff member will unlock the door.

If a visitor would like to stay overnight, please alert a team member who can provide you with linens for the fold-out sofa and the shower.

Looking for WIFI?

network: CD_GUEST

user name: room number (i.e.: room1, room2, room20)

password: KFhhwifi

Welcome to Care Dimensions

Thank you for choosing Care Dimensions to be a part of your care. On behalf of our entire staff, I would like to extend a warm welcome to you and your family.

You have selected an organization that specializes in care for those with a life-limiting illness. You can be assured that you will receive the very best care, backed by the knowledge and experience we've gained through more than four decades of dedication to meeting the needs of patients and families. Our staff is committed to helping you live every day as fully and comfortably as possible.

Together with your loved ones, we will work to help you reach your goals, ensure your wishes are fulfilled, and provide compassionate physical, emotional and spiritual care of the highest quality.

This handbook provides information about our services and addresses some of the topics that patients and their families often ask about. As you look through these pages, please keep in mind that they are meant to supplement our help, not substitute for it. We are always here to answer your questions and address your concerns.

We believe it is our privilege to walk beside you on this journey of care. You can count on our support and expertise every step of the way.

Sincerely,



Stephanie Patel, MD, MBA, FAAHPM, HMDC
President and CEO



OUR MISSION

Care Dimensions enriches quality of life for those affected by life-limiting illness, death and loss by providing exceptional care, support, education and consultation.

OUR VALUES

Compassion

Compassionate care is at the very heart of what we do. We provide steadfast caring that epitomizes empathy, kindness, respect and understanding.

Excellence

We are committed to providing the highest quality hospice and palliative care. We strive to exceed our customers' expectations and continuously improve our performance.

Collaboration

We work as a team, sharing respect, resources, knowledge and expertise to achieve common goals. We collaborate with our community partners to ensure seamless care for our patients and their loved ones.

Integrity

We uphold the highest ethical standards by being fair and honest with our customers and with each other. We act with integrity, respect privacy and confidentiality and use resources wisely.

Responsiveness

We identify and meet our customers' priorities and fulfill our promises through timely response, flexibility and accountability.

Innovation

We seek new opportunities and solutions and pioneer new programs and services to meet community needs.

Welcome to the Kaplan Family Hospice House

On behalf of the Kaplan House staff and volunteers, I'd like to welcome you and your loved ones to the Kaplan Family Hospice House. We encourage you to make yourself at home. Our goal is to provide the supportive, compassionate care that will ensure you and your loved ones are as comfortable as possible during your stay with us.

The Kaplan House has been designed with special attention to your needs. It offers a relaxed atmosphere with a broad array of services and support. We invite you to explore the house and become comfortable with its offerings. Help yourself to a cup of coffee or tea in the kitchen, take a walk through the extensive gardens, gather with family and friends in the dining area, or find a quiet place for reflection in the library or chapel/meditation room.

Coping with a serious illness is a very difficult experience, not just for the patient but for all the loved ones involved. Support for everyone during this time is a hallmark of Care Dimensions. At the Kaplan House, we have our full interdisciplinary team of hospice staff – hospice physician, nurses, social workers, chaplains, hospice aides, volunteers and bereavement counselors – available to work with you, your family and your physician to provide individualized care that enhances your quality of life and ensures your dignity and comfort.

We consider it a privilege to be able to help you and your family during this time. Please accept our warmest welcome, and feel free to share with any of us any questions or concerns that you may have during your stay here.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Sawyer RN". The signature is written in a cursive, flowing style.

Jennifer Sawyer, RN
Director, Kaplan Family Hospice House

Table of Contents

Welcome to the Kaplan Family Hospice House

HOW WE CAN HELP

Honoring Your Wishes	1
Your Care Team	1
Kaplan Family Hospice House Overview	3
Quality and Feedback	6

SETTLING IN AT THE KAPLAN FAMILY HOSPICE HOUSE

Getting Settled in Your Room	7
Getting Settled in the Kaplan House	10

MEDICATION SAFETY

Pain Control: The Truth about Narcotics	17
---	----

CAREGIVER SUPPORT

Caring for Yourself	19
Family Medical Leave Act & Veterans' Benefits	19
Support for Children	19
Grief Support Services	20
What is Grief?	20

WHAT TO EXPECT AT THE END OF LIFE

Understanding Physical Changes and Symptoms	23
Understanding Emotional Changes	24
Communication	24
When Death Occurs	25
What Children Need When Death Occurs	25
Practical Matters	26

SUPPORTING CARE DIMENSIONS

How You Can Support Care Dimensions	29
-------------------------------------	----

CHANNEL GUIDE

31

Non-Discrimination Statement

Care Dimensions complies with applicable Federal civil rights laws and does not discriminate on the basis of diagnosis, race, color, national origin, age, gender, creed, disability, sexual orientation, gender identity, place of residence, veteran status, lifestyle, or the ability to pay for the services rendered. Care Dimensions does not exclude people or treat them differently because of diagnosis, race, color, national origin, age, gender, creed, disability, sexual orientation, gender identity, place of residence, veteran status, lifestyle, or the ability to pay for the services rendered.

Care Dimensions:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please call 888-283-1722.

If you believe that Care Dimensions has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Patricia Ramsden, Vice President & Chief Clinical Officer, Care Dimensions, 75 Sylvan Street, Suite B-102, Danvers, MA 01923; 888-283-1722, Fax 978-806-1920. You can file a grievance in person or by mail, fax, or email.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Free Language Assistance Services Are Available. Call 1-888-283-1722

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-283-1722.

Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-283-1722.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-283-1722

Kreyòl Ayisyen (French Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-283-1722.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-283-1722.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-283-1722.

(Arabic) العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1- 888-283-1722-

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។
ជូរ ទូរស័ព្ទ 1-888-283-1722.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-283-1722.

Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-283-1722.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-283-1722.

λληνικά (Greek)

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-888-283-1722.

Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-283-1722.

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-283-1722.

ગુજરાતી (Gujarati)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-283-1722.

HOW WE CAN HELP

Honoring Your Wishes

Beyond managing pain and symptoms, hospice care means being cared for in a way that respects who you are, what you believe and honors your wishes whatever they may be. Advance care directives are a good way to help you and your family determine your wishes for care and treatment at the end of life. Speak to your hospice team if you would like more information.

For most people, chief among these wishes is to be without pain and discomfort, and to be among family, friends and comfortable surroundings.

You and your caregivers are essential partners with us in this mission. To honor your wishes, we need your commitment to tell us about your pain and other symptoms, needs and any questions you or your family may have, so we can address them quickly.

Your Care Team

At the Kaplan House, you will be cared for by an interdisciplinary care team who will work with you and your doctor to develop a plan of care that will support your goals and meet your needs.

Your Hospice Team Includes

Your primary physician: The hospice team will keep your primary doctor informed of any changes in your condition and changes in your plan of care.

Hospice physician: A hospice physician, who is specially trained in palliative care and pain management, is on staff at the Kaplan House to monitor your care and manage any medications needed to help manage your pain and symptoms.

Nurse: Your hospice nurse manages your care in consultation with your primary and hospice physicians and other members of your hospice team. Your nurse will monitor your condition and coordinate all aspects of your care.

Social Worker: A social worker can help you determine your goals of care at the end of life and may:

- Offer emotional support to you and your loved ones.
- Facilitate family meetings to address your care and comfort and to help resolve any conflicts or stressful situations.
- Provide information on healthcare decision making (Advance Directive or Health Care Proxy), referrals to other community resources, financial assistance, and funeral arrangements.

Chaplain (spiritual counselor): The chaplain offers non-denominational guidance and may:

- Provide support for issues such as faith, fear, loss, forgiveness, anger, or spiritual questioning.
- Contact or coordinate with the clergy of your faith community.

Hospice Aide: The hospice aide can assist with personal care and will:

- Help with bathing, eating, dressing, and personal grooming.
- Change the patient's linen and collect the patient's laundry.

Complementary therapists: Our certified therapists offer an array of services to enrich the quality of life for patients. Therapies include: massage, Reiki, music, and pets.

Volunteer: A hospice volunteer can visit on a regular basis or for a one-time need. Volunteers have extensive training and can offer services such as:

- Companionship
- Listening and providing a supportive presence
- Reading, playing music, writing letters
- Bedside vigil and singing

Kaplan Family Hospice House Overview

While hospice care is usually provided in the patient's home, occasionally pain and symptoms or crisis situations are more easily managed by a brief stay at the Kaplan Family Hospice House. The Kaplan House provides a warm, home-like setting where patients receive skilled care, comfort, emotional and spiritual support from an interdisciplinary hospice care team. Friends and family are welcome to visit 24 hours a day. Patients and families are welcome to explore the gardens and grounds, but we ask that patients stay on the property at all times. Please talk with your nurse if you have questions regarding this.

The Kaplan House offers 20 private rooms, complete with:

- Fold-out bed so that a family member or friend may spend the night.
- Private bathroom and shower for patient and overnight guests.
- Private patios overlooking landscaped gardens and wetlands. Patient beds can be wheeled outside.
- Refrigerator in every room.
- TV, DVD and CD player for patient and family use.
- Medical equipment that can be hidden from sight when not in use.
- A specially equipped pediatric suite is available.

Comfortable common areas include three living rooms, children's play areas with toys, computer facilities, as well as a chapel and library. A fully equipped kitchen is the "heart of the home" and offers snacks for visitors and meals prepared for patients. The kitchen and dining area has coffee/tea/water and vending machines. A refrigerator and microwave is available for families to store and reheat meals. Patient meals are prepared by staff.

Eligibility for Care

The Kaplan House offers several levels of care to meet each patient's needs:

- Inpatient/acute care is for patients who have complex pain and symptoms that require skilled care to manage. This is an alternative to being admitted to the hospital.
- Respite care lasting up to five days is a way to relieve caregivers when they are exhausted or have to be away. This is based on availability.
- Residential care enables the Kaplan House to become the home of patients who have no suitable residence or caregiver to deliver hospice care. This is based on availability and requires a room and board charge.

Financial Considerations

Medicare, Medicaid and most insurance plans cover all or part of Kaplan House care for inpatient and respite care. Residential care is available for patients who can pay privately, similar to private nursing home payments.

Supporting Patients and Families

Our goal while you are staying at the Kaplan House is to make you feel as comfortable as possible and to provide you with the support you and your family need to make the most of your time together.

Please talk to us about any special requests that might make your time with us more meaningful. We've helped other patients and families celebrate weddings, holidays and special occasions, renew wedding vows, coordinate long-distance visits via video conferencing, and even arrange special pet visits.

Additional support programs:

- **Complementary therapies** – Care Dimensions offers an array of complementary therapies to nurture the body, mind and spirit and enrich the quality of life for our patients. Certified and licensed therapists are available to provide:
 - Massage
 - Reiki
 - Compassionate Touch
 - Music therapy and bedside singers
 - Pet therapy

If you are interested in receiving a complementary therapy visit, please talk to your nurse or social worker.

- **Veterans program** – Care Dimensions is a proud member of the *We Honor Veterans* program to promote quality hospice care for veterans. Please let us know if you are a veteran, so that we may present you with a Freedom Rock and thank you for your military service. In addition, we can assist with identifying and securing military benefits, community resources, military funerals and memorial plans.
- **Spiritual support** – Our non-denominational chaplains can provide support for issues such as faith, fear, loss, forgiveness, anger, or spiritual questioning. They can contact or coordinate with the clergy of your faith community for visits and sacraments and arrange for the delivery of materials to help Jewish patients observe the Shabbat rituals.
- **Support at the end of life** – The time when a patient nears the end of life can come quickly or can take days or longer. During this difficult time, patients and families may take comfort from the extra support our chaplains and social workers can provide. They can assist with practical matters such as funeral or memorial service arrangements or can be there for emotional or spiritual support to talk or listen to family stories. Our volunteers can provide additional support through quiet singing at the bedside or by sitting in vigil with patients so they are never alone. Please talk to any member of your care team to request these services.
- **Bereavement support** – Care Dimensions provides comprehensive bereavement services through our Bertolon Center for Grief & Healing in Danvers, our Waltham office, and in community locations throughout our service area. Early bereavement support (prior to the patient's death) is available when necessary, and support continues for 13 months after their death, which may include:
 - Support groups
 - Workshops and other educational programs
 - Remembrance services
 - Child life specialist
 - Individual counseling as appropriate
 - Suggested readings and other helpful resource materials
 - Newsletters
 - Information and referrals
 - Phone support

If you would like to talk with a chaplain or bereavement counselor at any time, please ask your nurse.

Quality and Feedback

We strive to provide the highest quality services to our patients and their families. We rely on your feedback to let us know what we're doing right and what could be improved. We welcome your comments or questions at any time. You can speak to any member of your hospice team or contact the Kaplan House Director by calling 888-283-1722.

SETTLING IN AT THE KAPLAN FAMILY HOSPICE HOUSE

Getting Settled in Your Room

Calling the Nurse

Upon admission, you'll be given a device that can be worn as a wristband. This enables you to contact the Kaplan House staff simply by pressing the button on the device. A silent message is then sent to the portable telephones that each nurse and hospice aide carries at all times. Once the call system is activated, the staff member closest to your room will respond. In the event the first call is missed, the system automatically sends another signal to the nursing staff and Director within five minutes. This state-of-the-art system allows you to contact the staff as frequently as needed without disturbing other residents.

Using the Phone

All patient rooms in the Kaplan Family Hospice House are equipped with telephones for individual patient and family use. To ensure patient privacy is respected, patients and visitors are not allowed to use the telephone at the nurses' station. Staff will transfer all calls to the patient's room.

Each patient room has a direct dial number, which is written on the phone, to allow family and friends to contact patients directly 24 hours per day.

Television

The television in your room has been wired for basic cable. Turn to page 31 for the channel guide.

Mail

Mail for patients should be addressed to:

Patient's name, Room number # ____
The Kaplan Family Hospice House
78 Liberty Street
Danvers, MA 01923

As there are 20 rooms at the Kaplan House, it is helpful to add the room number to the address.

Laundry

Patients' personal laundry and bed linens will be laundered by the Kaplan House staff. Laundry bags are located in each patient's room.

Laundry facilities (a washer and dryer) are also available for family and guest use and are located in the closet near the spa. Hospice House staff and volunteers are available to assist in operating the equipment as needed. Complimentary laundry detergent can be found on the shelf above the washer.

Personal Effects

We encourage you to bring items from home that will help make your room feel more comfortable. These items may include photos, pillows or favorite blankets.

We request that you refrain from bringing valuables that may become lost or misplaced. If you choose to bring them, you must assume complete responsibility for their security.

You can bring from home any personal care items like soap, shampoo, lotions, or shaving equipment that you prefer. Upon request, personal care items for patient and overnight guests can be provided.

Hair dryers are available from your nurse or hospice aide. For safety reasons, hair dryers from home are not allowed. Electric blankets also cannot be used due to the potential safety hazard for patients and their guests.

When patients leave the Kaplan House, their personal belongings should be gathered and removed by a caregiver. If this is not possible, please notify a staff member who will do this for you. A former patient's belongings will be kept at the house for no longer than two weeks at which time they will be donated to a local charity.

How You Can Help Control Infection

The prevention of infections is always a primary concern. For the general safety of all, we encourage everyone to become familiar with the infection control practices that help to keep our patients, visitors, and staff safe from germs that cause illness.

Washing your hands with soap and warm water is the best way to reduce the chances of spreading and receiving germs.

We recommend the following practices as the most effective for preventing infection:

Hand Washing:

- **WET** hands under warm, running water.
- **APPLY** a small amount of liquid soap.
- **RUB** hands vigorously between fingers, palms, and backs of hands for 20 seconds.
- **RINSE** hands under warm, running water.
- **DRY** hands with a paper towel while the water is still running.
- **TURN** the water off with a paper towel – not your clean hands.

When to Wash Your Hands:

- Before and after helping with food preparation
- After using the bathroom
- After your visit
- After blowing your nose or coughing
- After handling tissues or napkins
- After touching pets
- After shopping

Getting Settled in the Kaplan House

Reception Desk

Volunteers will be at the reception desk in the front lobby during the day and early evening hours to assist you in locating your loved one's room and directing you to the Nurses' Station and other common areas within the house.

24-Hour Access and Security System

The Kaplan House uses a security system that is monitored 24-hours a day. While visitors are welcome at any time, all external doors are locked each evening. If your visitors are planning to arrive after 8 p.m., they will need to ring the bell in the foyer at the main entrance, and a staff member will let them in.

Guest Services

To help families and guests feel more at home while they are visiting the Kaplan House, we have volunteers available from 10 a.m. to 8 p.m. daily at the reception desk. In addition to giving you an introductory tour of the house to show you the amenities, our knowledgeable volunteers can help families if they would like to order food from local restaurants, offer information about local accommodations and provide comfort and support to families and visitors. Please don't hesitate to ask for help to make your visit with us more comfortable.

Common Rooms

You and your guests are welcome to use any of the common rooms in the house. Each room, described below, has been created with your comfort in mind. We hope that these rooms will provide welcome gathering places for families and friends as well as quiet spaces for private reflection.

Kitchen

The Kaplan House provides a kitchen for patients and their visitors. Patient meals are prepared by our staff and volunteers (see page 12 for more information). Some areas of the kitchen are designated as "Staff Only" for the safety of our staff and visitors. If you need any assistance or materials, please ask.

Coffee and tea are always available for visitors, and sweet treats are offered three times per day.

A special wheelchair-accessible work area offers a place where patients and guests can prepare and re-heat food brought into the house. A microwave, refrigerator/freezer, dishwasher, dishes and eating utensils are provided for visitors.

All items placed in the Guest refrigerator or freezer must be labeled with a name and date. Items left in the refrigerator for longer than one week or items that are spoiled will be disposed of by staff.

Dining Area

The dining area, adjacent to the kitchen, is filled with natural light from the windows overlooking the garden. It is the perfect spot for patients to enjoy their meals or refreshments, gather with family and visitors, or share a conversation with a staff member.

Living Rooms

Each of the three wings of the house has a living room overlooking a garden. Comfortable furniture creates an area where patients and their families can sit for relaxation, meditation and reflection. One living room has a gas fireplace, another has a large fish tank and the third offers a flat-screen television with basic cable.

Children's Activity Areas

We encourage children to visit loved ones during their stay here. Adjacent to two of the living rooms is a separate area specifically designed for children. These areas have been equipped with toys and games for children. Children are also encouraged to bring in favorite toys and games when they visit.

Kaplan House protocol requires that children must be supervised by a responsible person during their visit and be respectful of other residents and visitors.

Library

Overlooking the courtyard Healing Garden and its babbling brook, the library provides a quiet refuge for patients as well as visitors. The library's walls are lined with an assortment of helpful resources as well as recreational reading, all of which can be borrowed. If you choose to borrow an item for use in the house or to take home, we ask that you sign it out on the nearby log so that we can keep track of the book(s) and monitor their return, ensuring their continued availability for other patients and their families.

When you return any books, please return them to a staff member or volunteer at the reception area, and not directly to the shelves in the library. This will allow us to record the return of the materials.

The Chapel/Meditation Area

The chapel/meditation area has been designed to offer peace and serenity to all denominations. Several windows overlook the courtyard Healing Garden, providing a tranquil setting for contemplation. There is also a quiet area within the chapel that features a stained glass window that captures the themes of water, nature and gardens that are so evident in the Kaplan House.

Meals

Patients can select their meals and snacks from a daily menu distributed by our kitchen coordinators. Patients can eat whenever they like. Most meals are prepared by Henry's Market and heated by our staff. Certain items, like eggs, are prepared by our staff right before serving. Patients may choose to eat in their rooms or in the dining area. Snacks are available whenever the patient chooses and can be obtained upon request.

Families and visitors are welcome to bring in meals and reheat them in the country kitchen or they may choose to access local restaurants for dining or take-out meals. A basket of take-out menus for local restaurants is located on the counter between the kitchen and the atrium or the Guest Services volunteer can assist you in placing an order.

Policies and Procedures

Alcohol

Patients are permitted to consume alcohol only if they have a written physician order allowing it. Allowed alcoholic beverages must be provided by the patient's family or caregiver and must be stored in the medication room and administered by staff in accordance with the physician's orders. All alcoholic beverages must be consumed by the patient in their room.

Visitors are not permitted to drink alcoholic beverages at the Kaplan House. Visitors who do not comply will be asked to leave.

Smoking

The Kaplan House maintains a smoke-free environment for the health and safety of our patients, staff and visitors. The staff can direct you to designated smoking areas outside the building. Please dispose of smoking materials safely.

Medication for Visitors

Due to medication administration regulations, our staff is not permitted to provide any medication products to visitors (even aspirin or Tylenol for a headache). Our Guest Services volunteers and staff would be happy to direct you to the closest store or pharmacy where you can purchase what you need.

Visitation

Visitors are welcome at any time. The number of visitors in a room at any one time is up to the patient. We ask that visitors respect the privacy of other patients and, when using common rooms, maintain a respectful demeanor. Each patient room has a sleeper sofa that can convert to a double bed for visitors who wish to spend the night with their loved one. Ask your nurse or aide for help in making up the bed. Overnight guests may use the shower in the patient's room; please ask your nurse or aide for

towels. The Kaplan House affirms equal visitation rights for all patients and visitors without regard to their race, color, religion, gender identity, sexual orientation, national origin, age, disability, veteran status, marital status, or any other legally protected status.

24-Hour Access and Security System

The Kaplan House uses a security system that is monitored 24-hours a day. While visitors are welcome at any time, all external doors are locked each evening. If visitors are planning to arrive after 5 p.m., they will need to ring the bell in the foyer at the main entrance, and a staff member will let them in.

If a patient or visitor exits the house by any other door after 8 p.m., they can only regain entry by ringing the bell at the main entrance.

Pet Visitation

Patients' pets are welcome to visit. The house does not have the facilities for pets to stay overnight and staff cannot assume responsibility for watching pets. To be eligible to visit, pets must have current vaccinations, be controlled by visitors or family members and be on a leash at all times. Pet waste bags are located near the garage to the right of the front door and along the rear walkway behind the house. Please pick up after your pet and dispose of any waste.

Please check with your nurse and the Kaplan House director prior to arranging any pet visit. We reserve the right to limit pet visits based on the type of pet, and/or any allergies among current residents.

Valuables

The Kaplan House is not responsible for a patient's or visitor's valuables, including phones and computers. At the time of admission to the Kaplan House, the family will be asked to take any valuables home. If the patient is admitted without a family member or caregiver present, the patient's valuables will be inventoried, documented and temporarily locked in a secure area until the family is able to remove them.

Any valuables not removed from the Kaplan House are the personal responsibility and liability of the patient or family member.

Personal Electronics

Heat-generating electrical equipment such as heating pads, electric blankets, coffee makers, cooking appliances and extension cords are not allowed in accordance with fire safety regulations.

Other personal electrical equipment, such as radios, clocks, lamps and personal grooming equipment will be provided for the patient by the staff.

Guest Wireless Network Access Guidelines

Care Dimensions offers free wireless Internet access to Kaplan Family Hospice House patients and visitors. Our Guest Wireless Network is compatible with most wireless-ready computing devices and smartphones.

To connect to the network, follow these steps:

1. Enable the wireless feature on your computer or mobile device.
2. Connect to the “KFHH-GUEST-Wifi” network.
3. From your computer or mobile device, open your browser. If you are using an Apple IOS device, you must browse to a non-https site, such as <http://www.CareDimensions.org>.
4. Upon your first attempt to navigate to a website, you will be redirected to our sign-on page. You must enter a Username and Password, read and accept the disclaimer, and select “Sign On” button.
5. The Username will be your room number (room1, room2, etc.). The password is “Kfhhwifi” (capital K, the rest is lower case).

Example for Guest of Room 1:

Username: room1

Password: Kfhhwifi

6. You can now browse the web normally.

Troubleshooting Tips

If you cannot connect to the wireless network or cannot see the KFHH-GUEST-Wifi network listed, verify your wireless adapter is enabled.

If using an Apple IOS device, you must browse to a non-https site to trigger the sign on page. You may need to use a site that is not cached on your device.

Example, you may browse to <http://www.google.com>, but your IOS browser has <https://www.google.com> cached. Your browser will send you to the https site. Try browsing to <http://www.CareDimensions.org>.

DISCLAIMER displayed on sign-on page

This is an open and unrestricted connection to the Internet, and is therefore inherently INSECURE. Your use of the Care Dimensions Guest Wireless Network Internet connection is at your own risk. Care Dimensions assumes no responsibility, and shall not be liable for the loss of data or damages, physical or otherwise, to your computer equipment, other property or persons on account of your access to, use of, or browsing in any website, or your downloading of any materials from websites.

Any restriction or monitoring of a minor's access to the guest wireless network is the sole responsibility of the parent or guardian.

If you have problems accessing the Internet over the Guest Network, staff cannot assist in making changes to your network settings or perform any troubleshooting on your device. You should refer to the owners' manual for your device or other support services offered by your device manufacturer.

The dissemination, storage or distribution of material that is fraudulent, sexually explicit, profane, defamatory or unlawful is strictly prohibited. The dissemination, storage or distribution of commercial or personal advertisements, solicitations, and promotions are also strictly prohibited.

BY ENTERING USER NAME AND PASSWORD, YOU ACKNOWLEDGE THE RISKS AND RESPONSIBILITIES OF USING THIS NETWORK.

Pain Control: The Truth about Narcotics

Narcotics, such as morphine, are among the medications that may be recommended for controlling pain. We realize that misinformation about these drugs sometimes causes some patients and their families to question their use. However, because we know that hospice patients can find great relief from pain through the closely monitored use of morphine or other narcotics, we believe it is important to dispel these myths. Please be assured that:

- **Addiction to narcotics is very rare for hospice patients.** If a narcotic is prescribed, it will be for the purpose of relieving pain, and will not cause the patient to crave the drug or become addicted.
- **Narcotics do not hasten death.** They are introduced gradually, allowing the body to adjust to their affect.
- **Morphine and other narcotics do not typically cause breathing to slow or stop.** Respiratory depression (breathing that slows or stops) is very rarely seen in patients who have morphine appropriately prescribed and administered. Respiratory depression is a risk if patients, particularly elderly or very debilitated patients, are given large initial doses of morphine without having previously taken smaller doses of morphine or similar medications. Many patients with lung diseases take morphine routinely as they find that it actually helps them breathe more easily.
- **Using narcotics to control pain does not mean that you will be too sedated to function.** You may feel drowsy for a few days, but for most people this side effect goes away as the body builds up resistance to the sedating effects.
- **Morphine and other narcotics shouldn't be "saved until the end."** Morphine is an effective pain medication at any stage of a patient's illness. There is no maximum dose of morphine or similar pain medications. The dose can be increased to whatever level controls the patient's pain. This varies considerably from patient to patient. A few patients develop "tolerance" to morphine. This is when the body changes its response to morphine over time, requiring a slightly larger dose. It is easily taken care of by increasing the morphine dose to the level that controls the pain or by switching to one of the other equally effective pain medications now available. No patient should ever be in pain because of the fear of "starting on strong pain medication too soon."

CAREGIVER SUPPORT

Caring for Yourself

Caring for yourself is the best way to ensure that you, as a caregiver, will be able to manage the emotional and physical strain that is commonly experienced by those who care for hospice patients. Here are a few helpful reminders:

- Eat well – No matter how you feel emotionally, your body continues to require a well-balanced diet.
- Get rest and a good night's sleep – Take a nap while the patient rests and ask your family and friends not to interrupt these rest periods. If your sleep at night is disturbed because of caring for the patient, you need this extra rest during the day.
- Exercise within the limits set by your physician.
- Take time for yourself.
- Let others help you – Friends and family need and want to help – let them.
- Ask for help – the hospice social worker can help you get the resources you need.

Family Medical Leave Act & Veterans' Benefits

If you have any questions regarding the Family Medical Leave Act, Veterans' benefits or any other benefit questions, please ask your hospice social worker.

Support for Children

There's a lot to do when someone you love gets sick. So it's not surprising that children's needs and feelings – whether they are grandchildren, siblings or children of patients – can sometimes get lost in the process. Kids cope best when:

- Parents provide age-appropriate medical information and allow children to talk and ask questions.
- Schools are aware when there is a serious illness in the family and teachers are sensitive and supportive.
- Relatives or friends are able to provide support for routine activities.

We're here to support your entire family. We have a specially trained child life specialist and resources to help you talk to children about the end of life. Please talk to your social worker if you need assistance in talking with your children.

Grief Support Services

Care Dimensions has an extensive bereavement program with services provided at the Bertolon Center for Grief & Healing in Danvers, in our Waltham office and at community locations throughout our service area. We provide support throughout your grieving process, which may start as soon as the patient is admitted to hospice care. Our staff offers individual counseling and group support, as well as opportunities to remember and celebrate your loved one. Our library includes books and videos for children and adults that can be used in our office or borrowed for use in your own home.

Following the death of your loved one, a member of our staff will contact you by phone, letter, or visit to provide support throughout the first 13 months of your loss.

Please contact your social worker for more information about our programs or call our Grief Support staff at 855-774-5100 or visit www.CareDimensions.org/grief.

What is Grief?

Grief is a natural reaction to a change in or the end of a relationship. The death of a loved one or friend may be one of the most significant events of our lives; its impact affects everything we do.

The possible reactions to grief are roughly the same for all people. However, the way one person grieves can be quite different from the way another does.

You can find differences in grieving even among people who all have lost the same person.

Anticipatory Grief

Grief often begins with a diagnosis of terminal illness. The feelings of loss you and your family may be experiencing before the death occurs is called anticipatory grief. This is a normal process and may affect different people in different ways.

Some physical signs of anticipatory grief might include:

- Heightened fear, anxiety, or depression.
- Loss of energy and vitality.
- Stomach and intestinal upsets, loss of appetite.
- Tightness in the chest, dizziness, shortness of breath.
- Change in sleep patterns.

Some social and behavioral signs might include:

- Increased or decreased desire for support from family and friends.
- Communications breakdown and misunderstanding due to increased tension.
- Imagining the actual event of the death.

- A sense of unreality or disbelief.
- Worry about finances.
- Heightened sensitivity, frequent crying, mood swings.
- Uncertainty about the dying process and feelings of lack of control.

Anticipatory grief can help you prepare for a loss by giving you time to:

- Absorb the reality of the loss over time.
- Say goodbye and complete unfinished business.
- Reassign family roles.
- Adjust to the changes that may occur after the death.

Suggestions for dealing with the effects of anticipatory grief:

- Take care of yourself physically.
- Allow yourself to fully experience the emotions that arise, and talk out your feelings with those you trust.
- Allow friends, family, clergy and your hospice team to support you through this difficult time.
- Give yourself permission to say “No” to any responsibilities that can be postponed.
- Be patient with yourself.

Grief is a personal journey that can take unexpected paths. Giving yourself permission to grieve as you go along will help you manage your grief process once your loved one has died.

The Grieving Process

Grieving can be very painful and overwhelming. People respond to grief in a variety of ways. Many wonder whether there is a right way to grieve and whether the feelings are normal. Here are some very common feelings that you may encounter:

- Feeling emotionally numb.
- Knowing that the death has occurred, but having difficulty believing that the death has really happened.
- Feeling tightness in the throat or heaviness in the chest or in the pit of one’s stomach.
- Having a loss of appetite or a desire to eat more than usual.
- Having a desire to smoke, drink, or use drugs (especially tranquilizers) in a greater amount than before.
- Feeling restless and looking for activity and finding it difficult to concentrate and complete tasks.

- Having difficulty sleeping, waking in the middle of the night, and often dreaming of your loved one.
- Being overly concerned with your health and even developing symptoms similar to those of your loved one.
- Feeling exhausted and lacking in energy.
- Feeling low at times of birthdays, holidays, and special occasions.
- Spending money on things usually not purchased.
- Talking things over with the deceased person.
- Feeling mood changes over the slightest things.
- Feeling guilty for what was said or not said or for not having done enough for your loved one.
- Being angry or irritated at the wrong person or the wrong circumstance or at the world.
- Feeling intensely angry with your loved one for leaving you.
- Having difficulty making decisions on your own.
- Sensing your loved one's presence, believing you hear their voice or expecting them to come back.
- Experiencing an intense preoccupation with the life of the deceased.
- Assuming mannerisms or traits of your loved one.
- Feeling that life has lost its purpose and you don't have a future.
- Not wanting to be with people or having difficulty initiating contact with others.
- Not feeling needed any longer.
- Crying at unexpected times.
- Difficulty remembering how your loved one looked when they were well.

Understanding Physical Changes and Symptoms

As life draws to a close, you may feel vulnerable, frightened and concerned about what will happen next. Your hospice team can help you understand what might happen as death approaches. Understanding the common signs of approaching death can help you prepare to say goodbye and reduce your concerns about the dying process. Though some of these signs can be distressing, knowing that they are to be expected may lessen your fears.

Though each person is unique, most hospice patients experience similar physical changes as life nears its natural end. These transformations can develop over many months, or occur in just weeks or days:

- **Changes in appetite and thirst.** As death nears, patients are likely to eat less and expend less energy. The body's natural instinct is also to dehydrate. This makes it easier to breathe and prepares the patient for a more comfortable death. Please do not encourage or force the patient to eat or drink if they aren't hungry or thirsty.
- **Increased sleep and difficulty getting out of bed.** Metabolic changes now may make the patient feel drowsier, take more naps and sleep for longer periods at night.
- **Restlessness or disorientation.** Metabolic changes and decreases in oxygen circulation may also cause the patient to feel restless or confused. They may think or talk about seeing family members or friends who have died. Talk to your hospice nurse about medication that can help reduce restlessness.
- **Decreased body temperature.** As circulation slows down, the patient may feel cooler. Blankets will help keep them warm. Don't use an electric blanket.
- **Increased body temperature.** The patient may develop a fever because of decreased metabolism. Cancerous tumors also produce heat.
- **Skin changes.** End stage illness, along with decreased nutrition and fluid intake, can cause skin to weaken and become dry and sensitive. You and your hospice team should help the patient to change positions frequently to avoid bedsores.
- **Breathing changes.** The patient may experience a change in breathing patterns, breathing more rapidly or more slowly, or pausing between breaths. If they are also experiencing shortness of breath, talk to your hospice nurse about steps to help the person breathe easier.

Understanding Emotional Changes

Just as the body prepares physically for death, a dying person needs to prepare emotionally and mentally for this transition. As death approaches, the patient may be experiencing the following:

- **Less interest in the outside world.** They may no longer have strength or the interest in regular activities of daily life or having visitors.
- **Less talkative.** Talking takes energy and the patient may now prefer non-verbal ways of communicating.
- **Less socially interested in others.** As the patient's thoughts turn inward, they may want only a few people near.
- **Memory changes.** The patient's memories of long ago may seem more recent and they may forget what happened yesterday.
- **Focusing on loved ones who have died.** The patient may be thinking more about deceased friends and family, and may even feel like they are seeing or hearing them too.

Communication

As death approaches, the patient may become more withdrawn and less responsive. Though you may find it challenging to communicate now, remember that hearing is the last sense to be lost, so even if the patient doesn't answer they likely do know what you are saying. This time with your loved one is very meaningful, and it's important to:

Pay attention to everything your loved one says in these final days.

You will treasure these last days together. Your family members will also want to hear about your conversations, even if they seem insignificant to you at the time.

Ask open-ended questions.

You might say, "What are you thinking or feeling now?"

Do not push for answers.

If the patient doesn't reply, let it go. They may be unable to express experiences in words and may feel frustrated.

Do not argue or challenge the patient's reality. Instead, accept and validate what they say.

For example, you might say, "You said you saw your grandfather here in the room talking about what comes 'after.' Do you want to talk about it?"

If you don't know what to say, it's OK to simply sit quietly with your loved one.

Touching the person's hand or forehead lets them know you are present.

You can reassure them by saying, "I'm right here beside you."

When Death Occurs

As a caregiver, it may not be obvious to you when death comes. The two main signs of death are no breathing and no heartbeat. There may also be a loss of bowel or bladder contents.

If you sense that your loved one has died, please call your nurse into the room. Your hospice team can then assist you in notifying the funeral home or making other necessary calls.

Preparing Your Loved One

Family members may have different feelings about being with their loved one's body. Some may want to sit at the bedside or bathe the person. Others may not be comfortable with the transition. Your nurse will prepare the body for the funeral home; family may participate if they wish to be involved. You may want to dress them in a particular outfit, or put a special blanket over their body as they leave the house. If you choose, you may walk the body out to the hearse when the funeral home staff arrive.

What Children Need When Death Occurs

How children react to death depends on their previous experiences, relationship with the patient, individual personality and stage of development. Share your feelings with them. Admit that everyone is sad and that you may cry, but assure them that you will be all right and so will they. Above all, remain attentive to their safety amidst all the distraction and activity, and offer lots of hugs and physical contact during this difficult time.

Children deserve time to experience the dying process and say goodbye. When your loved one's death is imminent, it may help to take any involved children to the funeral home so they can be prepared for the visitation and/or funeral. Then, when death occurs, consider involving the children in decisions for the funeral or memorial service. Some questions you may want to help them consider might be:

- Whether or not to attend or participate in the service.
- Which type of casket to select.
- Whether or not to view the body.
- What special objects to place in the casket.

- What clothes the person should wear for burial.
- What type of grave marker to select and what will be written on it.
- What type of urn to choose for cremated remains.
- Where to spread the ashes or bury the body.
- What flowers, music and/or readings will be selected for the service.
- Whether or not to be involved in the ritual of closing the casket for the last time.

After the funeral, remember to continue including your children in choices, such as:

- Where they would like to sleep that night.
- Which of the patient's possessions they would like to keep.
- If they would like to see the cremated remains.
- If they would like to see the obituary or death certificate.
- If they would like to be part of a support group with other children or teens.
- How they might like to memorialize your loved one on their birthday or the anniversary of their death.
- When they'll feel ready to return to school.

Care Dimensions has a child life specialist who can assist you in talking to children or answer any questions you may have about children and grief. We have two publications: *Telling the Kids – What Grown-ups Can Do When Someone Is Seriously Ill* and *Children, Teens and Grief – A Guide for Families*, as well as a lending library with numerous books and resources to help you and your children. Please ask a member of your hospice team if you would like additional resources for your children.

Practical Matters

In the days and weeks following your loved one's death, you may feel overwhelmed by the many details that seem to need immediate attention. It may be challenging for you to concentrate, make decisions or handle more than one task at a time. To support you during this time, we have gathered some information that we know has helped other families sort through tasks following a death. While some things may require immediate attention others can wait. Call Care Dimensions and speak to one of our experienced grief counselors if you want suggestions or ideas about caring for yourself or dealing with your grief.

Writing an Obituary

Your funeral home has a guide to help you tell the story of your loved one's life.

You can include a statement about where memorial contributions can be sent. For instance, if you feel that Care Dimensions was helpful to you and your loved one, you might want to specify that contributions be made to Care Dimensions so that other families can receive the same compassionate care at end of life. If you choose to name Care Dimensions or one of our hospice houses, please list the following address for donations: Care Dimensions, 75 Sylvan Street, Suite B-102, Danvers, MA 01923, or online donations at www.CareDimensions.org.

Sample language for naming Care Dimensions in an obituary: *Memorial donations (or the family requests memorial donations) be made to Care Dimensions, 75 Sylvan Street, Suite B-102, Danvers, MA 01923 or online at CareDimensions.org/Donate*

We can also supply you with pre-printed Tribute Donation Envelopes by calling 978-750-9318.

Things to consider within the first two days

- Make a list of family members, friends, clergy who should be contacted. You may want to delegate some or all of these calls to others.
- Ensure that proper funeral arrangements are in process.
- Let the funeral home know if there are any special requests for the funeral, including military honors.
- Contact employers (yours and your loved one's, if applicable) and children's/grandchildren's school teachers.
- Locate your loved one's will or letter of instruction, if one exists.
- Contact Social Security to notify them of death.
- Determine whether any of your loved one's property needs to be safeguarded, for example a vacant home or vehicle.

Things to consider within the first two weeks

- Locate important records such as titles, deeds, and life insurance policies.
- Consider consulting an attorney to discuss and seek guidance around the estate.
- Order at least 15 death certificates from the clerk of the city or town where the death occurred.
- Contact the executor of the estate, if it is not you.
- Notify life insurance companies of the death and request claims forms.
- If applicable, notify mortgage company or landlord of the death.
- Determine if any bills must be paid immediately.

- Notify creditors of the death.
- Notify credit card companies and cancel any credit cards on which the person was the only signer.
- Visit your post office and fill out a form notifying them of your loved one's death.

Things to consider within the first month

- If you have not already done so, make a final review of the financial documents in your loved one's name.
- Locate safety deposit box, if applicable.
- If vehicles are held in joint tenancy, change motor vehicle titles to reflect ownership only by the surviving joint tenant.
- If stocks or bonds are held in joint tenancy, contact stockbroker to change records to reflect ownership only by the surviving joint tenant.

Grief Support Services

Care Dimensions not only provides compassionate care for those who are dying, but also for those who are grieving. Our bereavement program provides support at the Bertolon Center for Grief & Healing in Danvers, in our Waltham office and at community locations throughout our service area. Our staff offers individual counseling and group support, as well as opportunities to remember and celebrate your loved one. Following the death of your loved one, a member of our staff will contact you by phone, letter or visit to provide support through the first 13 months of your loss.

Visit our website www.CareDimensions.org/grief for more resources and information about grief. Please contact your social worker for more information about our programs or call our Grief Support staff at 855-774-5100.

SUGGESTED READINGS:

Understanding Your Grief: Ten Essential Touchstones for Finding Hope and Healing Your Heart – Alan D. Wolfelt

Paradoxes of Mourning – Alan D. Wolfelt

Healing After Loss: Daily Meditations for Working Through Grief – Martha Whitmore Hickman

SUPPORTING CARE DIMENSIONS

How You Can Support Care Dimensions

Many times, our patients and their families ask how they can help Care Dimensions in our work to care for the dying, comfort the grieving and educate the community.

If we've helped you, you can help your friends and neighbors by telling them about Care Dimensions if there comes a time when they need us. Let them know about the expert, compassionate care your loved one received. Tell them about the kinds of services we provide, and our specialized programs that can be tailored to each patient's needs. Share with them how reassuring it is to have a real person answering your calls, 24/7. Of course, there are other hospices, but they're not all the same. There's a reason Care Dimensions is preferred by families in our community. By sharing your experience, you'll be helping us to keep helping others.

Charitable Giving

As a not-for-profit organization, we rely on charitable contributions to help fulfill our mission. Contributions from our community are vital to Care Dimensions. Our operations are partly funded through sources such as Medicare, Medicaid, commercial insurance, and private payments. However, we must rely on the generosity of individuals, businesses, and foundations to help us cover expenses that support innovative programs and services not covered by insurance, such as grief support, volunteer training, complementary therapies and palliative care. We provide the same high quality care to all terminally ill patients regardless of their ability to pay, including those without insurance or financial means. There are many lasting ways you can contribute to Care Dimensions including:

Memorial Gifts

Many families request memorial gifts be made to Care Dimensions when announcing their loved one's death. All gifts are acknowledged and family members are notified when tributes are received. If you choose to name Care Dimensions or our hospice houses, please list the following address for donations: Care Dimensions Hospice, 75 Sylvan Street, Suite B-102, Danvers, MA 01923, or online donations at www.CareDimensions.org/giving. If you would like to receive pre-printed Tribute Donation Envelopes, call 978-223-9787.

Honoring a Care Dimensions Team Member

If you would like to honor a staff member or volunteer, please share this information when making your gift. We will notify the team member of your generosity.

Inscribed Bricks, Plaques and Namings

Loved ones can be honored in the Gardens of Remembrance and through available naming opportunities at various giving levels, including naming of the Care

Dimensions Hospice House in Lincoln. These opportunities provide a lasting way to memorialize a loved one while supporting the mission of Care Dimensions.

Cash, Appreciated Securities, Donor Advised Funds

In addition to cash, some donors prefer to make contributions of appreciated securities, through their annual IRA distributions, or by recommending support from a Donor Advised Fund. Each offers different tax considerations, so speak with your tax advisor or financial planner.

Legacy Giving

Some donors prefer to support Care Dimensions through their estates. Gifts may be made through wills, bequests, life insurance, or other vehicles. Each offers different tax considerations, so we recommend that you contact your tax advisor or financial planner. Donors who indicate that they are including Care Dimensions in their estate plans are recognized as members of the David Sherman Legacy Society.

Annual Events

We hold fundraising events throughout the year including: The Walk for Hospice and the Tree of Lights celebrations. For more information, call 978-223-9787.

Vehicle and Material Donations

Vehicle donations are accepted in partnership with CarsHelpingAmerica.org. We are unable to accept donations of household goods, books, artwork, or collectibles.

For more information about how you can support Care Dimensions, please call our Development Office at 978-223-9787 or visit www.CareDimensions.org/giving

Share a Testimonial or Review

Some prospective patients and families seek out family testimonials and online reviews to help them understand about hospice and what sets Care Dimensions apart. If you would like to share a testimonial about your experience with Care Dimensions, please email Testimonial@CareDimensions.org or share a review of your experience on Google (Visit the website www.bit.ly/CDReviewGoogle), Facebook or Yelp.

Volunteer or Join Our Patient Family Advisory Council

Many people find healing through getting involved with others and giving back in some way that is meaningful, so we encourage you to think about volunteering with us. We have many opportunities, including: visiting with patients, calling caregivers, pet visits with approved dogs, greeters at the hospice houses, or helping us in the office. Or share your experience with our Patient Family Advisory Council that works to enhance the patient and family care experience. Learn more at www.CareDimensions.org/volunteer or www.CareDimensions.org/PFAC.

Kaplan Family Hospice House - TV Channel Guide

1	ON DEMAND	25	Nickelodeon	49	ESPN
2	WGBH-2 (PBS)	26	Freeform	50	ESPN 2
3	HSN	27	Travel Channel	51	NESN
4	WBZ-4 (CBS)	28	MTV	52	NBC Sports Boston
5	WCVB-5 (ABC)	29	VH-1	53	MSNBC
6	New England Cable News	30	FX	54	Food Network
7	WHDH-7	31	TBS	55	Spike TV
8	Local	32	HGTV (Home & Garden)	56	BCTV/EWTN/INSP
9	WMUR (ABC-NH)	33	TNT	57	Bravo
10	NBC Boston	34	E! Entertainment	58	QVC
11	WENH-11 (PBS)	35	USA Network	59	AMC
12	WLVI-56 (CW)	36	Lifetime	60	Cartoon Network
13	WFXT-25 (FOX)	37	A&E	61	Comedy Central
14	WSBK-38 (MyTV)	38	The Learning Channel	62	SyFy
15	WBPX-68 (ION)	39	Discovery Channel	63	Animal Planet
16	WGBX-44 (PBS)	40	truTV	64	TV Land
17	WUNI (UNI)	41	FOX News	65	NBC Sports Network
18	WBIN	42	CNN	66	History Channel
19	WNEU-60 (Telamundo)	43	HLN Headline News	67	BET
20	WMFP-62 (IND)	44	C-SPAN	69	The Golf Channel
21	WUTF-66 (Telefutura)	45	Bloomberg Business	71	Hallmark
22	Government Access	46	CNBC	96	CMT
23	WYDN (Daystar)	47	The Weather Channel		
24	Disney Channel	48	Jewelry Television		

Music Channels

501	Hit List	517	Rock Hits	535	Contemporary Christian
502	Max	518	Classic Rock	536	Pop Latino
504	Indie	519	Soft Rock	541	Sounds of the Seasons
505	Hip Hop and R&B	520	Love Songs	542	Stage and Screen
506	Rap	521	POP Hits	543	Sound Scapes
507	Hip Hop Classics	522	Party Favorites	544	Smooth Jazz
508	Throwback	527	90s	545	Jazz
509	R&B Classics	528	80s	546	Blues
510	R&B Soul	529	70s	547	Singers and Swing
511	Gospel	530	Solid Gold Oldies	548	Easy Listening
512	Reggae	531	Pop & Country	549	Classical Masterpieces
513	Rock	532	Todays Country	550	Light Classical
515	Alternative	533	Country Hits		
516	Adult Alternative	534	Classic Country		



Compassionate Expertise for Advanced Illness

Care Dimensions, one of the nation's first hospice programs and the region's largest, provides services in over 100 communities in Massachusetts.

As a non-profit, community-based leader in advanced illness care, we honor diversity and welcome patients of all race, color, national origin, age, disability, religion, sexual orientation or gender expressions. Our services include:

- Hospice
- Palliative care
- Specialized care programs: *Dementia, Cardiac and Lung Diseases, Pediatrics, Developmentally disabled adults*
- Meeting the unique needs of: *Veterans and the LGBTQ community*
- Kaplan Family Hospice House and Care Dimensions Hospice House
- Grief support
- HomeMD - primary care at home
- Care Dimensions Learning Institute

Main: 888-283-1722 | 978-774-7566

Referrals: 888-287-1255

Referral Fax: 978-774-4389

CareDimensions.org



WE HONOR VETERANS



ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-888-283-1722 (TTY: 7-1-1).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-283-1722 (TTY: 7-1-1).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-283-1722 (TTY: 7-1-1).