

Thank you for visiting the Hospice Care Plus Compassionate Care Center.

The Center is designed to care for your loved one as a unique individual. Part of our individualized care is a focus on welcoming family, friends, and even special pets. We want you to feel at home and to have a peaceful, comfortable experience while at the Center.

All of us at Hospice Care Plus feel honored to care for your loved one and to support you and your family. In addition to our hospice nurses, a nurse practitioner, and medical directors, our staff also includes nursing assistants, chaplains, social workers, and volunteers. All of us are eager to help, so please make yourself at home and let us know if you have questions or need assistance.

The living room gives visitors a quiet place to relax or to gather with family.



Hospice Care Plus is a non-profit organization serving patients and families in Estill, Jackson, Lee, Madison, Owsley, and Rockcastle counties.

We provide care regardless of insurance status or ability to pay. This is possible through the generosity of donors and those who attend and support our annual fundraisers.

If you would like to support our care and programs, please contact us at 859-986-1500 or visit hospicecareplus.org.



**HOSPICE CARE PLUS &
COMPASSIONATE CARE CENTER**
350 Isaacs Lane, Richmond, KY 40475

For questions regarding patients at the Compassionate Care Center, please call **859-626-9292**.

For all other inquiries, please call **859-986-1500**.



TOLL FREE 800-806-5492

hospicecareplus.org



Compassionate Care Center

Visitor's Guide



*Honoring Life.
Delivering Compassion.*

Home Hospice
Care

Compassionate
Care Center

Palliative
Care

Grief & Loss
Support

Visiting Guidelines

- If bringing any of your loved one's medications from home, please give them to your Compassionate Care Center nurse.
- Visitors are always welcome. Family may spend the night. Overnight guests are asked to sleep in the patient's room.
- Children are welcome. Please make sure all children are supervised by an adult.
- Visits with pets are permitted. Please ask your nurse for the pet visitation guidelines.
- For security, the front entrance to the Center is locked. For entry, ring the call bell located on the inside of the front foyer.
- Please refrain from wearing perfumes and colognes and from bringing high-odor foods (popcorn, etc.).
- Place cell phones on silent while in the building.
- Do not prop outside doors open. This helps keep out insects and rodents.
- Please keep voices low while in the hallways, and please keep radio and television volumes at a reasonable level.
- Keep the Center clean by throwing away trash and cleaning up after yourself.
- Cigarette smoking is permitted on the private patient porch only. Please discard all cigarettes in outposts.
- You may find donated snacks and other items in the Coffee Shop or on the hospitality cart.
- Please do not move furniture in shared family spaces. Please be respectful of others who may be using the space.

Our staff and volunteers are happy to help you with any questions you may have, including how to make a gift to Hospice Care Plus or how to join our volunteer program.



An outdoor play area is perfect for young guests.

Family Areas

The Compassionate Care Center has several common family areas that are open to patients, families, and friends. These spaces are shared and include:

- Living Room (with children's play area)
- Conference / Dining Room
- Coffee Shop
- Outdoor Playground
- Gazebo (outdoors)



Additional Services for You and Your Loved One

Our staff will work hard to make sure your loved one is comfortable and that you are supported.

The following services are available to your loved one, you, and your family:

Home Hospice Care

If your loved one is not already in the home hospice program, we can arrange for home hospice services upon discharge from the Center.

Care after Death

If your loved one passes away while at the Center, our staff will be there to support you. We can help contact the funeral home of your choice, prepare your loved one for transport to the funeral home, and even help you make calls to family and friends.

Grief & Loss Support

We specialize in supporting caregivers and family members as they grieve. Our grief and loss support staff will reach out to your loved one's primary caregiver regularly. We also offer group support, literature on grief and loss, workshops, and more. Annual special events, such as our Remembrance Tree Ceremony, also give you a chance to honor loved ones.

Patient rooms feature large spaces to accommodate guests comfortably. French doors lead to a private patio with peaceful views.

