

HOSPICE & PALLIATIVE CARE BUFFALO



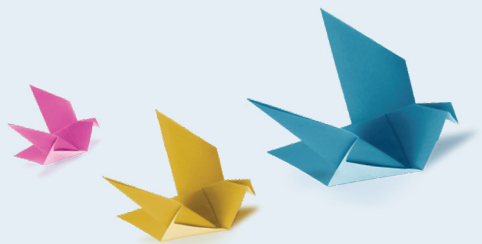
Help starts *here.*

Compassionate care through
all stages of serious illness.



HOSPICE &
PALLIATIVE CARE

BUFFALO



Our Mission

To provide care, support, advocacy, and education to people in Erie County impacted by serious illness and loss.

Our Commitment to You

Compassion: We honor the dignity and wishes of each individual with respect to culture, spiritual beliefs, values, and traditions.

Integrity: We work together in honest and principled ways.

Stewardship: We carefully assure that the many skills, gifts, and resources entrusted to us are managed responsibly and with integrity.

Learning: We will continually challenge ourselves to focus on evidence-based best practices in all that we do.

Service: We are here to serve the community.

Call *today*. Prepare *for tomorrow*

Services include:

- Hospice Care
- Palliative Care
- Grief Support
- Social Work
- Spiritual Support
- Expressive Therapies
- Clinical Research
- Clinical Education & Advocacy
- Community Outreach/Speaker's Bureau



Hospice Care



HOSPICE
BUFFALO

Hospice Buffalo - Adult Care

For over 40 years, Hospice Buffalo's compassionate team of experts has provided comfort, guidance, and support to residents in Erie County, ensuring quality of life is the best it can be.

Hospice care is provided anywhere a patient considers home, including a private residence, nursing home, assisted living community or a group home. The patient's physician may recommend the Hospice Inpatient Unit to help a patient whose pain or symptoms cannot be managed in their current setting. Respite care is also available in the hospice inpatient unit for up to 5 days to allow family caregivers a short break.

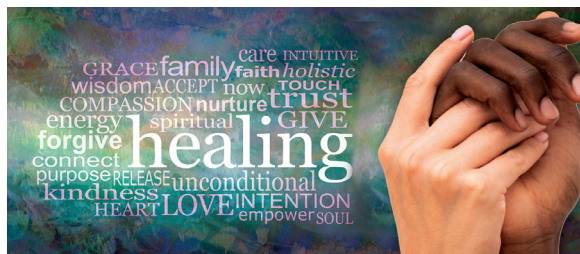
Hospice Buffalo cares for individuals suffering from life-limiting illness as well as their loved ones and caregivers. Hospice care provides comprehensive (physical, emotional, social, and spiritual) care, tailored to an individual's needs and wishes to enhance quality of life.



Hospice care:

- provides care and support for seriously ill individuals with a prognosis of six months or less, who are not receiving curative treatments
- focuses on the medical needs of the individual, as well as the psychosocial, emotional, and spiritual needs of both the patient and their family
- includes coverage for medications and supplies related to the terminal illness, medical equipment such as a hospital bed, and volunteer support.
- includes grief support to loved ones for 13 months after experiencing a loss.

Spiritual Care



Our **Spiritual Care** Counselors are here to listen, and guide patients and families through the end-of-life journey in the way that is most helpful and most meaningful to them. They stand at the ready to honor unique individual values, hopes, and desires – regardless of faith, creed, background, or beliefs.

Expressive Therapies

Expressive Therapies consists of music, massage, and art therapies. These disciplines play an integral role in enhancing the quality of life and well-being of individuals and families coping with illness. As part of the interdisciplinary care team, our credentialed therapists address physical, emotional, cognitive, and social needs through various therapeutic arts interventions.



Bereavement Care

Wilson Support Center - Grief and Loss Support

The Wilson Support Center is a place to find refuge and guidance for anyone who is grieving. Our mission is to provide grief support and education that is sensitive, compassionate, and responsive to the needs of our Western New York community. Support is provided by licensed counselors and customized for each person because we recognize everyone copes with grief differently. We are available to discuss any questions or concerns regarding the grieving process. Individuals coping with the death of a hospice patient are eligible to receive 13 months of bereavement services.

Contact us to access the bereavement benefit, or to inquire about community referrals, support groups, grief resources, and educational presentations.



Palliative Care

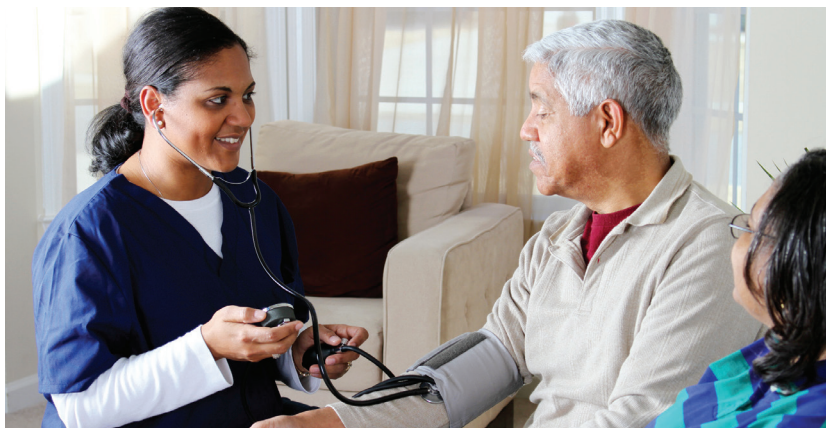
Palliative Care specializes in helping patients and their loved ones navigate the course of illness, regardless of diagnosis, prognosis, or continued treatments. Focused on improving quality of life, the goal is to provide patients and loved ones, facing serious illness, with an additional layer of support and symptom management expertise. HPCB offers palliative care programs to assist both adults and children.



HOME CONNECTIONS Palliative Care

Home Connections – Home-Based Care for Adults

Home Connections provides home-based palliative care by an interdisciplinary team, including case management and support to adult patients and families facing serious, progressive illness. In addition to addressing the physical symptoms caused by disease and treatment side-effects, our team can also address the potential anxiety, depression, stress, and decision-making challenges that can be experienced by patients and loved ones throughout the course of an illness. The earlier palliative care experts are involved in your care, the better.



We work closely with the patient's medical team and other health care agencies to provide an additional layer of support for:

- symptom management to help improve quality of life
- development of goals of care, based on the patient's preferences
- linkage to community resources
- collaboration with patient's primary physician and specialists to help minimize emergency room visits and hospitalizations.

Palliative Care



ESSENTIAL CARE
FOR CHILDREN

Essential Care for Children – Home-Based Care for Children

Essential Care for Children provides comprehensive, comfort-focused, home-based palliative care to medically complex children, while helping to minimize hospital stays and emergency room visits.

We help families navigate complex medical services, as well as provide psychosocial, emotional, and spiritual support for their children. We are here to help infants to adolescents in Erie County and parts of Niagara and Genesee counties.

Working closely with the child's medical team to improve symptom management, our collaborative team, consisting of a palliative care physician, pediatric registered nurse, social worker, spiritual care counselor, expressive therapists, bereavement counselors, and volunteers assists with:

- symptom management and quality of life
- development of goals of care
- 24/7 on-call availability by pediatric nurses to help both children and families thrive at home, while avoiding unnecessary emergency room visits and hospitalizations
- connections with primary physician, clinics, specialists, community services, and financial assistance programs.



Perinatal Services

Our **Perinatal Program** provides support, education, and guidance to expecting parents and families whose unborn child has a life-limiting illness. This unique program is the only program of its kind in Erie County. We care for families at the time of diagnosis, through pregnancy and after birth, who have a wide variety of medical diagnoses including, but not limited to, trisomy 13, 15 and 18, cranial anomalies, congenital heart defect, Omphalocele, and chromosomal anomalies.



Hospice Foundation

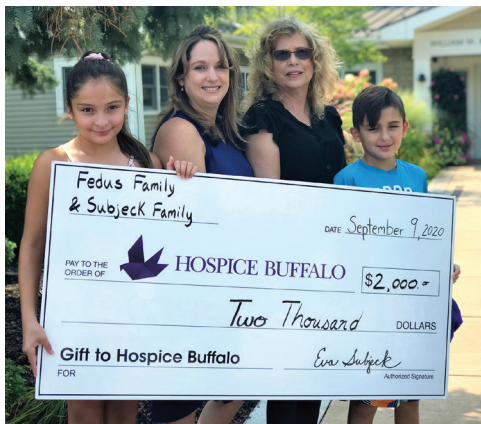


**HOSPICE
FOUNDATION**

The Foundation relies on the generous donations of individuals, corporations, and organizations. All contributions are allocated to Hospice & Palliative Care Buffalo's mission of providing access to services that enhance quality of life for patients and families in our community.

Due to the extraordinary support of the community, the Foundation dollars provide financial stability, enrich program offerings, and provide an investment in future program development.

The Foundation hosts various special events and activities throughout the year, providing a way to honor lost loved ones, while building awareness and fundraising for a cause that is critical to the people we serve.



Community of Volunteers

In 1978, our organization started with 120 volunteers. Today, we celebrate having over 850 volunteers from across Erie and surrounding counties. Volunteers are the heart of our organization and remain a crucial part of our mission today, providing invaluable support to our patients, families, and staff. From working special events, to providing administrative support, transportation, and meals for patients, volunteers are an integral part of the Hospice & Palliative Care Buffalo community.



We are so grateful for each gesture that makes a meaningful impact on those we serve.

Research

Our Research Helps to Improve Care for Patients and Their Families

The Hospice & Palliative Care Buffalo research team was established to better understand – and educate – professionals and communities about the impact and outcomes of palliative and hospice care. Our ongoing projects range from person-centered studies to programmatic studies (such as end-of-life experiences, delirium, and other psychosocial interventions), which both directly translate into the highest standard of hospice care and tangible quality-of-life improvements for our patients.

Clinical Education and Advocacy

Our Clinical Education Department educates the community about care options for patients and families faced with serious illness. Partners in care from hospitals, nursing homes, assisted living facilities, group homes, and clinics receive education on how to identify and advocate for patients appropriate for palliative care and hospice care. In addition, our Education Department manages internships and fellowships to help inspire the next generation of local clinicians.

Community Outreach-Speaker's Bureau

Hospice & Palliative Care Buffalo is committed to educating and empowering individuals and communities about care options and support for those faced with serious illness and loss. Please contact us to request a speaker by calling (716) 901-0294 or visit HospiceBuffalo.com/resources.



Our Programs



Hospice Buffalo cares for individuals suffering from life-limiting illness, with a prognosis of six months or less. We provide comprehensive (physical, emotional social, and spiritual) care that is tailored to an individual's and family's needs and wishes in addition to enhancing quality of life.

Home Connections, our adult home-based palliative care program, provides case management and care navigation support to adult patients and families facing serious, progressive illness. We help to navigate the course of illness, regardless of diagnosis, prognosis, or continued treatments. Working with community physicians, specialists, and other healthcare agencies, our team provides an additional layer of support and symptom-management expertise with goals including enhanced quality of life and decreased hospitalizations.



Essential Care for Children is a home-based palliative (symptom control) care program that provides coordination of medical services, as well as psychosocial, emotional, and spiritual support to seriously ill children and their families.



Everyone copes with grief differently. The **Wilson Support Center** provides sensitive and compassionate grief support, guidance, resource, and education to meet the needs of the WNY community.



The Hospice Foundation provides support for Hospice & Palliative Care Buffalo's affiliate network of services and the operational needs of each corporate component to ensure financial stability, as well as the funding for future program development. Call us at (716) 686-8090 for more information.



225 Como Park Boulevard • Buffalo, New York 14227-1480
(716) 686-8000 • HospiceBuffalo.com • info@palliativecare.org

September 2023