

WELCOME TO

# ANDY'S HOUSE



**Clinical Services, Programs,  
Donations & Other Inquiries**  
705-646-1697

**24/7 Access & Referral Intake Line**  
705-204-CARE (2273)

**Location:**  
16 West Street,  
Port Carling, Ontario P0B 1J0

**Business Number:**  
890333263RR001

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# ABOUT ANDY'S HOUSE



**Instead of it (Andy's House) just being a building, it is now a home for those in need of comfort and care in their last days... and to their loved ones who will experience the overwhelming pain of loss. We are so thankful to you and your quiet strength and determination that has helped bring us to this day. We wish you and your staff (of Hospice Muskoka) the strength to deal with the difficult days and the ability to brighten the days of all who have the opportunity to experience Andy's House. We know that you and your staff will make Andy's House the special place that we have always hoped it could be in memory of Andy.**

-BOB & SHIRLEY POTTS



In 2006, Bob Potts and Officer Matt Hanes established the Andy Potts Memorial Foundation. In 2012, they partnered with Hospice Muskoka to create Andy's House, a residential hospice for South and West Muskoka residents.

With the support of communities, donors, and service clubs, \$3.5 million was raised over 8 years. Philanthropist Brock Napier generously donated the site, marked by a ground-breaking ceremony in June 2018. Ownership was transferred to Hospice Muskoka in June 2021, a significant milestone. Notably, residents at Andy's House incur no cost, ensuring access to compassionate palliative care for all.

# ABOUT HOSPICE MUSKOKA



## **Hospice Muskoka's Philosophy**

To be the leaders in providing compassionate and expert palliative care & bereavement support for individuals and their families.

## **What is Andy's House?**

Andy's House is a family-oriented palliative care home, operated by Hospice Muskoka. Hospice Muskoka is a not-for-profit charitable organization that has served the residents of South and West Muskoka since 1995. Hospice Muskoka offers a number of services, in addition to Andy's House, to assist people with their palliative care needs. To learn more, visit [hospicemusokoma.com](http://hospicemusokoma.com).

## **What is Palliative Care?**

When cure is no longer the aim, our focus shifts to delivering compassionate, holistic and dignified care to address the physical, emotional, and spiritual needs of patients and families. In hospice, our mission is to walk with you on your palliative care journey. We also offer grief support to family and friends to aid in the bereavement process.

# STAYING AT ANDY'S HOUSE



## **The Comforts of Home**

Each room at Andy's House is equipped with state-of-the-art "smart" hospital beds, nurse call bell, smart TV, wifi, small fridge, a recliner that pulls out into a bed, a private bathroom and access to a deck overlooking the Indian River in Port Carling.

Residents and family members are encouraged to personalize their rooms with framed photos, ornaments or other mementos that will bring comfort to the resident.

## **Items to Bring With You**

Residents are encouraged to pack essentials such as a change of clothes, personal hygiene items (toothbrush, toothpaste, mouthwash, lip balm, soap, shampoo, lotions, deodorant), and incontinence products (we suggest 'tabbed' briefs for ease). Nail clippers and shaving gear are also recommended.

Additionally, personal belongings like eyeglasses, hearing aids, dentures, and electronic devices should be labeled and brought in, ensuring residents can stay connected and comfortable. Plus, at Andy's House, we provide laundry service for added convenience!



# VISITING ANDY'S HOUSE

## **Visiting & Phone Calls**

Visitors and phone calls are welcome 24 hours a day. Family can call our nursing station at any time for updates on their loved ones. Our staff will coordinate virtual or phone calls for people who are unable to visit in person.

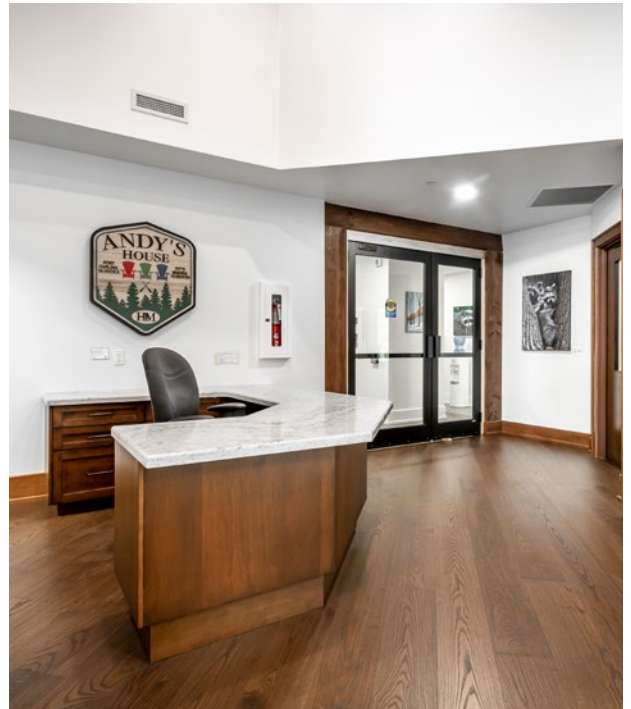
Visitors are required to check in at our reception. After hours, visitors are asked to ring the bell outside the front door and our staff will welcome you in.

## **Overnight Guests**

Visitors are welcome to stay in the resident's room overnight if they wish. Each room is equipped with a day bed for your comfort and convenience.

## **Pets**

We gladly welcome pets, provided they are under appropriate supervision at all times. Pet owners must clean up after their pets. Should a pet cause disturbances or trigger allergic reactions among other residents, we may request the pet owner to remove their pet from the premises.



## **Room Naming Opportunities are Available!**

Submit your name, room you are interested in dedicating, and your contact information to any staff member who will submit your request to the Executive Director.

# AMENITIES



## **Andy's House offers several spaces for residents and visitors to gather and enjoy!**

Our Sandra Winspear Library is the perfect spot for cozying up with a book or to relax and unwind. With an extensive collection available for borrowing, residents can immerse themselves in reading during their stay.

Additionally, our multi-purpose meeting room serves as a versatile space for events such as family meals, educational sessions, meetings, or spiritual services. Reservations can be made at the reception desk for private use.

Our kitchen and dining area are open for everyone's use, with a reminder to clean up afterward. A beverage bar with a built-in coffee maker, is available for your use 24/7.

Nestled amidst picturesque greenery, Andy's House boasts a public deck with a barbecue area overlooking the Indian River. This space is an ideal setting for larger gatherings, where friends and family can gather.

For residents seeking a peaceful retreat, their beds can easily be rolled out onto the decks, allowing everyone to savor the surrounding beauty.

For more intimate gatherings, each bedroom offers access to decks at the back of the building. We kindly request consideration of noise levels to ensure all residents can enjoy a peaceful atmosphere.

Our Butterfly Gardens and gazebo will open soon for your enjoyment.

# HOUSE RULES



**House rules are subject to change without notice, due to infection control or safety.**

## **Meals & Kitchen Use**

Each of our residents has unique food preferences and dietary needs, so we don't operate a meal tray service. Families are welcome to bring in food, which our team will happily prepare according to individual preferences. Additionally, some residents receive meals from local businesses like "Meals on Wheels." Volunteers at Andy's House prepare one meal daily, which is available to both residents and staff. Typically, this meal includes a soup and dessert.

## **Alcohol**

Alcohol is permitted on the premises (please inquire with staff for the current policy). However, all alcohol must be stored in the medication room, and residents must obtain approval from the Nurse Practitioner to prevent potential drug interactions. We kindly

request visitors to limit their alcohol intake to one drink per visit, such as one beer or one glass of wine.

## **Smoking**

To maintain a healthy environment, smoking, including the use of e-cigarettes or cannabis, is prohibited inside or on the decks of Andy's House. A designated smoking area is available outside.

## **Abuse & Discrimination**

We uphold hospice policies to ensure a safe and respectful environment for all residents, families, staff, and volunteers. Any form of abuse, discrimination, or harassment will not be tolerated.



# PROGRAMS & SERVICES

**The priority in hospice care is to help residents and their families cope with fears and losses that accompany advanced illness. Trained volunteers work alongside our professional staff to offer a range of non-medical assistance tailored to your needs.**



**For a full list of Hospice Muskoka's programs and services, please visit [www.hospicemuskoka.com](http://www.hospicemuskoka.com).**

## **Advance Care Planning**

Upon diagnosis of a life-limiting illness, it's crucial to engage in Advance Care Planning. This process helps individuals and families navigate their diagnosis, treatment options, and care goals. Call our Referral Line to arrange an appointment.

## **Spiritual Care & Alternative Therapies**

We cater to your spiritual needs, whether non-denominational or specific to your religion or cultural practices, through our network of local spiritual leaders. Additionally, our trained practitioners offer various therapies like Relaxation, Reiki, Yoga, Massage, and Aromatherapy.

## **Grief & Bereavement Support**

Our onsite social worker provides grief counseling, while our dedicated grief support volunteers offer emotional, spiritual, and psycho-social support to individuals and families anticipating a loss or grieving the passing of a loved one.

## **Stories From the Heart**

Trained volunteers are available to help capture and preserve your loved one's memories and wisdom in a confidential manner. Sharing these stories is optional and entirely up to the client.

# FAQS

## **How does someone get admitted to Andy's House?**

At Hospice Muskoka, ensuring the community has access to palliative care is of high importance. There are several pathways to be referred to Andy's House.

You can be referred directly by your Home and Community Care coordinator or by a health care professional. Any member of the community can call our 24/7 referral line at 705-204-2273 (CARE).

## **How are prescription medications obtained?**

A Nurse Practitioner will carefully review your prescriptions and arrange for the necessary medications to be obtained. Please note that if medications are not covered by OHIP or a private plan, there may be charges that you will be required to cover.

## **Does my doctor continue to be responsible for my care once I'm admitted to Andy's House?**

Andy's House is overseen by a Nurse Practitioner serving as the Medical Director, specializing in palliative care. Upon admission, our palliative care Nurse Practitioners assume responsibility for your care, offering round-the-clock availability to our nursing staff.

Your primary care provider is welcome to continue the relationship they have established with you.

## **Is there a cost to come to Andy's House or use any of the Hospice Muskoka services?**

Hospice Muskoka-Andy's House services are available free of charge, excluding costs associated with medications, laboratory services or therapeutic equipment/services not covered by OHIP or insurance.

## **Am I allowed to pay or thank the staff or volunteers in some way?**

Staff and volunteers are not permitted to accept gifts or payment from residents or family members. A wonderful way to show your appreciation is to make a donation to Hospice Muskoka through our website: [www.hospicemuskoka.com](http://www.hospicemuskoka.com) or by mail to 16 West St., Port Carling, ON, P0B 1J0.

## **How is Hospice Muskoka-Andy's House funded?**

Hospice Muskoka receives partial funding from the Ontario Ministry of Health but depends greatly on donations to provide comprehensive palliative and end-of-life care services. Andy's House was entirely funded by donors who value hospice care.