

How to Access Palliative Care in Canada

Comment accéder aux soins
palliatifs au Canada

Provincial Resources / Ressources provinciales

Information compiled by / Information compilée par



How to Access Palliative Care in Canada

Table of Contents

<i>Yukon</i>	3
<i>Northwest Territories</i>	4
<i>Nunavut</i>	5
<i>British Columbia</i>	6
<i>Alberta</i>	7
<i>Manitoba</i>	8
<i>Saskatchewan</i>	9
<i>Ontario</i>	10
<i>Quebec (English)</i>	11
<i>Québec (Français)</i>	12
<i>New Brunswick (English)</i>	13
<i>Nouveau-Brunswick (Français)</i>	14
<i>Newfoundland & Labrador</i>	15
<i>Prince Edward Island</i>	16
<i>Nova Scotia</i>	17

Yukon

Resources

[Palliative Care in Yukon](#)

Where is palliative care offered in Yukon?

Palliative care is offered in a variety of places:

- at home;
- in hospitals;
- in long-term care homes; and
- at Wind River Hospice House in Whitehorse

How to access palliative care offered in Yukon?

To request a consultation with the palliative care resource team

1. Fill out the [Palliative care resource team consult request form](#).
2. Submit the form.
Email: palliativecare@gov.yk.ca
Fax: 867-667-9332

To have your care provider or home care coordinator refer you to a continuing care facility or the community day program

1. Fill out the [Continuing care facility or community day program referral form](#).
2. Submit the form.
Fax: 867-456-6744

To have your care provider refer you to the hospice program

1. Fill out the [Hospice referral form](#).
2. Submit the form.
Fax: 867-456-6744

Northwest Territories

Resources

[Palliative Approach to Care in NWT](#)
[Home and Community Care in NWT](#)

Where is palliative care offered in Northwest Territories?

- The four largest NWT communities (Fort Smith, Hay River, Inuvik and Yellowknife) provide end-of-life care in the home through their Home Care Services, and with the involvement of nurse practitioners or community family physicians.
- Regional Centres provide basic end-of-life care through the Health Centre, with service delivered by Community Health Nurses on an as needed basis, but they may not have the capacity to deliver specialized end-of-life care (e.g. for clients with pain that is difficult to treat).
- The smallest communities do not have nurses residing in the community and therefore, have no home-based end-of-life nursing services. Where basic end-of-life care is required, Home Support Workers are able to assist clients and their families according to their wishes; the supports are within their scope of services and provided with remote support from nurses.

How to access palliative care offered in Northwest Territories?

Palliative care services are provided as a component of Continuing Care Services, in accordance with the NWT Continuing Care Standards (2015).

Contact Information of Continuing Care Services

Seniors and Continuing Care Services
Department of Health and Social Services
P.O. Box 1320
Yellowknife, NT X1A 2L9

Phone

867-767-9030

Fax

867-920-3088

How to Access Palliative Care in Canada

Nunavut

Resources

[Home and Continuing Care in Nunavut](#)

[Continuing Care in Nunavut](#)

Where is palliative care offered in Nunavut?

In Nunavut, Continuing Care programs and services are provided to adults and children with chronic illness, physical disability or cognitive impairment, according to assessed need. As of December 2014, the programs and services consist of:

- The Home and Community Care Program;
- Two Continuing Care Centres, owned and operated by the Department of Health;
- Three Elders Homes and a facility for children with significant disability funded by the Department of Family Services;
- Beds as needed in the Qikiqtani General Hospital;
- Placement in residential long-term care out-of-territory (OOT).

These programs and services are delivered regionally by Government of Nunavut staff, agency contracted staff, and non-profit societies. There are no user fees for home care or for residential care.

How to access palliative care offered in Nunavut?

All Nunavummiut enrolled in the Nunavut Health Care Plan are eligible for referral to the Home and Community Care program.

[Click here to learn how to enrol in the Nunavut Health Care Plan.](#)

If you have a long-term illness or disease, or need support in your daily life, you may be eligible to receive services from the Home and Community Care program.

Anyone can ask for home care services through their community health centre or their local home care office. You do not need a health care professional to make a request or referral.

Once a request is received for home care services, an assessment will be done by a health professional to figure out what level of support is needed and what home care services are most appropriate for that person and his or her family.

How to Access Palliative Care in Canada

British Columbia

Resources

[End of Life Care in BC](#)

[Fraser Health](#)

[Interior Health](#)

[Island Health](#)

[Northern Health](#)

[Vancouver Coastal Health](#)

Where is palliative care offered in British Columbia?

Care can be provided wherever the client is living, whether at home, in hospice, an assisted living residence or a long-term care home.

How to access palliative care offered in Columbia?

If you are interested in receiving end-of-life care or palliative care services or know of someone who might be in need of these services, you can contact the home and community care office of your health authority or you can have a health care professional make a referral on your behalf. For more information about how to arrange for care or eligibility for home and community care services, please see:

- [How to Arrange for Care](#)
- [Are You Eligible?](#)

If you are ready to apply for home and community care services, please find your health authority's home and community care contact information using the links above.

When a request for an assessment is received by your local home and community care office, a health care professional will contact you to determine your eligibility for services and arrange to have a needs assessment conducted if appropriate.

If an assessment is not required or if you are not eligible for home and community care services, you may be referred to other appropriate resources.

Alberta

Resources

[Palliative Care in Alberta](#)

[Palliative & End of Life Care in Alberta](#)

[Palliative Care Health Benefits in Alberta](#)

Where is palliative care offered in Alberta?

Depending on where you live in Alberta, you have one to all of the following options for where to get palliative and end of life care and bereavement services.

- your home
- a hospital
- a hospice or a long-term care centre
- assisted living facility or group home
- outpatient clinic

How to access palliative care offered in Alberta?

The Palliative Coverage Program provides subsidized benefits to Albertans who are diagnosed as palliative and remain in their home or in a hospice where access to publicly funded drugs, diabetic supplies and ambulance services are not included.

Download and complete the [Palliative Coverage Program application form](#) (PDF, 156 KB)

You can also get the application form from Alberta Blue Cross, your physician or nurse practitioner, the palliative care program or home care offices in your area.

The application form must be completed and signed by both the patient, or guardian, and physician or nurse practitioner.

Mail it to:

Alberta Health

Attn: Alberta Palliative Coverage Program

PO Box 1360 Station Main

Edmonton, Alberta, T5J 2N3

Fax: 780-422-0102

The patient or guardian will receive written notification from the Ministry of Health regarding acceptance into the program. Alberta Blue Cross will mail an ID card to the patient or guardian.

Manitoba

Resources

[Palliative Care in Manitoba](#)

[Interlake-Eastern](#)

[Southern Health-Santé Sud](#)

[Winnipeg Regional Health Authority](#)

[Northern Health Region](#)

[Prairie Mountain Health](#)

Where is palliative care offered in Manitoba?

Palliative care is available in any care setting, including the home, in a palliative care unit (in a hospital or acute care setting) or in a hospice, a personal care home (PCH) or any other health care facility.

The Winnipeg Regional Health Authority (WRHA) Palliative Care program provides access to care 24 hours a day to people registered with the WRHA program. The program also provides consultative services to patients and health care professionals across Manitoba.

Direct palliative care services in the community are provided through home care in some regional health authorities. For more information, please contact the palliative care program within your regional health authority.

How to access palliative care offered in Manitoba?

To explore registering with the program, talk to your doctor or nurse practitioner who will complete a referral form and send it to the WRHA Palliative Care Program. After reviewing the form and determining that the program will meet your needs, a palliative care coordinator will contact you.

Please complete these two forms for patients who are being referred for registration with the WRHA Palliative Care Program. Completion of the application forms does not mean patients will be registered on the WRHA Palliative Care Program. After the information on this form has been received, you will be notified in writing regarding the acceptance for registration on the WRHA Palliative Care Program.

- [WRHA Palliative Care Program Application for Registration](#) (PDF, 71 KB)
- [Manitoba Palliative Care Drug Access Program Form](#) (PDF, 28 KB)

WRHA Palliative Care Program: 204-237-2400

Saskatchewan

Resources

[Palliative Care Drug Coverage in Saskatchewan](#)
[The Saskatchewan Patient Guide to Supportive Care](#)
[Saskatoon](#)
[Regina](#)
[Five Hills](#)
[Cypress](#)

Where is palliative care offered in Saskatchewan?

Palliative care is offered in a variety of places:

- at home;
- in hospitals; and
- in special care homes.

How to access palliative care offered in Saskatchewan?

A verbal or written referral may be made by:

- The client him or her self
- Physician
- Family or friends
- Healthcare professionals
- Any other agency with the client's agreement

Saskatoon: (306) 655-4346

Cypress: (306) 750-9379

Regina: (306) 766-2674

Five Hills: (306) 691-2090

Prince Albert: (306) 765-2450

Rural Areas: (306) 747-6849

Wait time can be weeks or longer for some services due to limited resources. It is best to plan ahead for supports you may need.

Ontario

Resources

[Palliative Care in Ontario](#)

[Who Provides Palliative Care and Where in Ontario](#)

Where is palliative care offered in Ontario?

Palliative care is delivered in all care settings, including the following:

- Individual homes
- Hospices
- Long-Term Care Homes
- Hospitals

How to access palliative care offered in Ontario?

Palliative care can be provided or accessed through the following channels:

- Your primary health care provider (e.g. family doctor). Many types of palliative care are provided directly by primary health care providers who are already treating individuals for disease. For individuals requiring more specialized services, primary health care providers can provide appropriate referrals.
- Your local Home and Community Care Support Services organization can refer you to hospice or provide other support services
- Your local hospital
- Your long-term care home

Quebec (English)

Resources

[Palliative Care in Quebec](#)

[Quebec End-of-Life Palliative Care Policy](#)

[Palliative and End-of-Life Care Caregiver Guide](#)

Where is palliative care offered in Quebec?

In Quebec, palliative care is mainly provided in four settings:

- The home
- Hospitals
- Residential and long-term care centers (CHSLD)
- Palliative care hospices

How to access palliative care offered in Quebec?

Palliative care can be obtained through any member of your health care team or by direct contact with a palliative care provider. Palliative care is offered in a wide variety of settings, including hospitals, nursing homes and free-standing hospice facilities. Once your doctor/health care team determines that palliative care is appropriate for you, they will initiate the referral to the facility that best meets your needs.

Québec (Français)

Ressources

[Soins Palliatifs au Québec](#)

[Politique de Soins Palliatifs de Fin de Vie](#)

[Soins Palliatifs de Fin de Vie Guide pour les Proches Aidants](#)

Où sont offerts les soins palliatifs au Québec?

Au Québec, les soins palliatifs sont principalement dispensés dans quatre milieux:

- La maison
- Hôpitaux
- Centres d'hébergement et de soins de longue durée (CHSLD)
- Maisons de soins palliatifs

Comment accéder aux soins palliatifs offerts au Québec?

Les soins palliatifs peuvent être obtenus par l'intermédiaire de n'importe quel membre de l'équipe soignante ou par contact direct avec un prestataire de soins palliatifs. Les soins palliatifs sont offerts dans une grande variété de contextes, y compris les hôpitaux, les maisons de soins infirmiers et les centres de soins palliatifs autonomes. Une fois que votre médecin ou votre équipe de soins de santé aura déterminé que les soins palliatifs sont appropriés pour vous, ils vous orienteront vers l'établissement qui répond le mieux à vos besoins.

New Brunswick (English)

Resources

[Palliative Care Project – Extra Mural New Brunswick](#)

[Horizon Health Network](#)

[Palliative Care Framework in New Brunswick](#)

Where is palliative care offered in New Brunswick?

Palliative-care services have been available in the province, in hospitals, nursing homes and in homes through the New Brunswick Extra-Mural Program.

How to access palliative care offered in New Brunswick?

All New Brunswick residents with a valid NB Medicare card (or in the process of receiving a card) are eligible to receive EMP services, as long as health care needs can be met safely in the home.

Physicians with admitting privileges in Horizon and Vitalité Health Networks can refer to the EMP and professionals in the EMP can refer directly to their colleagues in other disciplines for clinical assessments. A physician may be required to sign orders for certain interventions.

EMP services can be accessed for assessment directly by patients and their families, or someone acting on the patient's behalf with their consent.

For patients who require admission to the Extra-Mural Program who do not have a primary care provider, EMP service providers – with the patient's consent – will facilitate access to a primary care provider to act as the attending physician or nurse practitioner for the EMP admission.

Nouveau-Brunswick (Français)

Ressources

[Projet de Soins Palliatifs – Extra-mural Nouveau-Brunswick](#)

[Réseau de Santé Horizon](#)

[Cadre des Soins Palliatifs au Nouveau-Brunswick](#)

Où sont offerts les soins palliatifs au Nouveau-Brunswick?

Des services de soins palliatifs sont disponibles dans la province, dans les hôpitaux, les maisons de repos et à domicile, par le biais du Programme extra-mural du Nouveau-Brunswick.

Comment accéder aux soins palliatifs offerts au Nouveau-Brunswick?

Tous les résidents du Nouveau-Brunswick ayant une carte d'assurance-maladie valide (ou en cours d'obtention d'une carte) peuvent bénéficier des services du PEM, à condition que les besoins en matière de soins de santé puissent être satisfaits en toute sécurité à domicile.

Les médecins ayant des privilèges d'admission dans les réseaux de santé Horizon et Vitalité peuvent référer au PEM et les professionnels du PEM peuvent référer directement à leurs collègues d'autres disciplines pour des évaluations cliniques. Un médecin peut être tenu de signer des ordonnances pour certaines interventions.

Les patients et leur famille, ou une personne agissant au nom du patient avec son consentement, peuvent accéder directement aux services du PEM pour une évaluation.

Pour les patients qui doivent être admis au Programme extra-mural et qui n'ont pas de prestataire de soins primaires, les prestataires de services du PEM - avec le consentement du patient - faciliteront l'accès à un prestataire de soins primaires qui jouera le rôle de médecin traitant ou d'infirmière praticienne pour l'admission au PEM.

How to Access Palliative Care in Canada

Newfoundland & Labrador

Resources

[Eastern Health](#) (Resource Guide for Palliative Care in NL)

[Central Health](#)

[Western Health](#)

Where is palliative care offered in Newfoundland?

Palliative care is offered in a variety of places; at home, hospitals and long-term care facilities.

How to access palliative care offered in Newfoundland?

When a patient is diagnosed with a life-limiting illness, and is experiencing a high symptom load, or has finished active treatment, s/he is eligible for referral. Patients can be referred to palliative care even if they are still receiving active treatment for symptom management.

Eastern Health: Please complete and fax a [Palliative Care Referral Form \(PDF\)](#) to the [palliative care nurse navigator](#) at 709-777-8970

Central Health: [Palliative Care Referrals \(PDF\)](#) can be sent via CRMS/Meditech/or faxed to: Regional Palliative/End of Life Care Team c/o April Anstey Fax: 709-884-4274 Tel: 709-884-4268

Western Health: Professional support is available for any person diagnosed with a terminal illness by referral to the [Community Support Program](#). For more Information or support, please contact [one of these one of these resources](#).

Labrador-Grenfell Health: Cancer Patient Navigators are located across the province. Their job is to support patients and families and help them access services. To contact a cancer patient navigator, please call: 1 (855) 848-3888 (toll free).

Services can also be accessed through Labrador-Grenfell Health facilities if support is required by patients and families. To access services please call:

Labrador-Grenfell Region: 1-833-284-4751

Regional Palliative Care Coordinator: (709) 454-0665

How to Access Palliative Care in Canada

Prince Edward Island

Resources

[Palliative Care in PEI](#)

Where is palliative care offered in Prince Edward Island?

You can access palliative care services through a PEI [Home Care office](#) near your community.

If you require a high level of nursing care, Home Care will assess your needs and eligibility for [long-term care](#). Long-term care is provided by several public and private nursing facilities across the province.

How to access palliative care offered in Prince Edward Island?

Services are provided based on assessed need for a defined period of time. A [Home Care Referral form](#) will need to be completed and submitted to your local Home Care Office. A referral can be made by yourself, your family, care provider, or family doctor.

Nova Scotia

Resources

[Palliative Care in Nova Scotia](#) (Contact Information & Resources)

[Palliative Home Care in Nova Scotia](#)

[Palliative Care in Nova Scotia](#) (For Caregivers)

Where is palliative care offered in Nova Scotia?

Although currently no standardized palliative program covers the entire province, you and the person diagnosed with a life limiting illness have the right to request a palliative approach to their healthcare and end-of-life care. Services vary, and location in the province will determine the level of [Palliative Home Care](#) available from Continuing Care. The Nova Scotia Health Authority has information on [Palliative Care Services](#) that residents of Nova Scotia may expect to receive, where to access this important service, and contact information.

Hospice Halifax is a 10-bed hospice residence that opened to the public in 2019. It is currently the only such facility in Nova Scotia, and it accepts patients from all across the province. There is no fee for services, and you can apply directly from their [website](#).

How to access palliative care offered in Nova Scotia?

Call 1-800-225-7225 a Care Coordinator will set up an in home visit to complete a care assessment. If you already have a Care Coordinator, speak with him/her about this service.