

SAYING

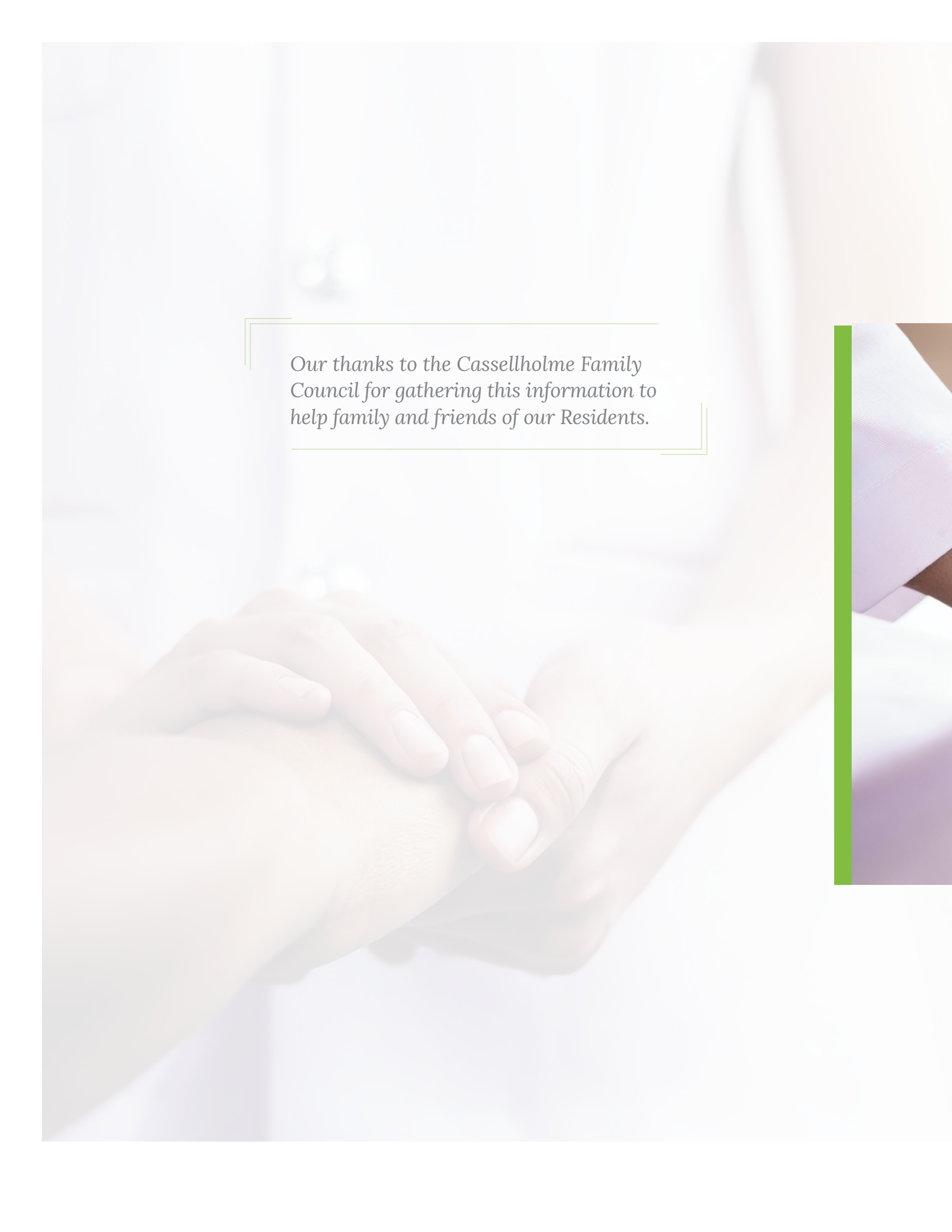
Goodbye

TO
CASSELLHOLME



CASSELLHOLME

Compassionate care for life's journey.



*Our thanks to the Cassellholme Family
Council for gathering this information to
help family and friends of our Residents.*

WE'RE HERE

for you



We hope the following information will be useful to you and your family as you prepare for, or deal with, the loss of a loved one. Our thoughts are with you during this difficult, emotional time.

Grieving

Losing a loved one is a stressful event. It takes time to heal and adjust to changes that come with that loss. Be kind to yourself and those around you through this difficult time.

Everyone experiences grief differently – some feel shocked, sad, angry, scared, or anxious. Some feel numb or have a hard time feeling emotions at all. Many people feel relief or peace after a loss. You will grieve in your own way and in your own time, but you don't need to do it alone.

Ask for help from friends, family, neighbours and co-workers. They want to support you, but often don't know what you need. People can feel shy talking about emotions; they may think you want to be alone. If you need a coffee date or someone's shoulder to cry on – tell them.

If you have challenges in your own health, or personal relationships, that can make your loss more difficult. We encourage you to get extra help and support to work through your grief and get your life back in balance.

There are support groups and services at local community centres. There are professionals who specialize in grief counselling and faith leaders who can guide you.

Some tips to help you move through your grief:

- » Find healthy ways to share your feelings and express yourself, such as talking with friends or writing in a journal.
- » Plan ahead for holidays and other important days that may feel hard.
- » Take good care of your body – speak with your doctor if your grief is affecting your health.
- » Wait before making major life decisions. Change can add to the stress you're already experiencing.

CASELLHOLME PASTORAL
CARE COORDINATOR
705-474-4250 EXT. 400

**HELP IS A
PHONE CALL
AWAY.**

**REACH OUT
FOR SUPPORT.**

Counselling

Community Counselling Centre of Nipissing

☎ 705-472-6515

🌐 cccnip.com

Near North Palliative Care Network

☎ 705-497-9239 or 1-800-287-9441

🌐 nnpcn.com

Bereavement Ontario Network

🌐 bereavementontarionetwork.ca

The Centre for the Grief Journey

🌐 griefjourney.com

Canadian Hospice Palliative Care Association

🌐 chpca.net

Rainbows [advocates for youth and children grieving a loss from a life-altering crisis]

☎ 705-726-7407

🌐 rainbows.ca

Allan Hirsh, Registered Psychotherapist

☎ 705-476-2219

🌐 allanhirsh.com

Canadian Virtual Hospice

🌐 virtualhospice.ca

Arthur Henry Counselling and Organizational Consultation [individual therapy and PTSD]

☎ 705-493-8416

🌐 arthurhenry.ca

Willowgreen [electronic and physical resources]

🌐 willowgreen.com

Karen and Kelly Sarlo [mediums, medical intuitives, psychics]

🌐 bysarlo.com

North Bay Counselling Services

☎ Mack 705-494-5369

Beth 705-493-6603

🌐 nbcounsellingservices.com

Linda Neault Counselling Services

☎ 705-478-9240

The Morgan Centre

☎ 705-472-9090

🌐 themorgancentre.com

NorthBay Healthcare

🌐 northbay.org/community/support/

This is a sample list of some of the organizations and individuals offering support in our community. We're not able to make specific recommendations. We encourage you to call a few to find a good fit for your needs.

Moving away

FROM CASSELLHOLME

Cassellholme strives to be supportive and responsive to the needs of grieving family and friends. At the same time, our caring staff has a responsibility to the many people waiting for placement in Long-Term Care. It's an awkward balance.

We must require, therefore, that your loved one's belongings be removed from the room within 24 hours of passing, or relocating.





WHAT TO PACK

We understand that a sudden move can be challenging. Some items can be left behind, as they are always needed by other Residents:

- » tea cups
- » one bag of gently used clothing
- » large print books
- » iPods, iPads, Kindles, etc.
- » record albums, vinyl, LP's, 45's
- » portable air conditioners [8,000 – 12,000 BTU]
- » televisions
- » scrapbooking supplies

All other items must be removed. If you would like to use one of Cassellholme's carts for moving your Resident's belongings, please ask any member of our staff.

On page 11, you'll find a list of other North Bay locations who accept various donations.

CLOSING YOUR ACCOUNT

If there is a credit on the account, Cassellholme will mail you a cheque, along with a final statement.

Cassellholme does not do automatic withdrawals for the final payment, as Resident accounts are only billed to the last day of occupancy and thus not a set amount. If there is a balance owing, we ask that you bring in or mail a cheque. You can apply trust money to the final rent owing.

If accommodation fees were paid from the Resident's/family account, the bank will freeze the account. That's why we ask you bring a bank draft or cash to avoid the frozen account returning an NSF cheque.

If you have any questions about this, call Resident Accounts [705-474-4250 ext. 227]

PREPLAN

Checklist

LOCATION/CONTACT INFORMATION FOR:

- ☐ family and friends who should be advised of your loved one's passing and a list showing who will be responsible for relaying news to each person
- ☐ funeral home or cremation service [has it been prepaid?]
- ☐ lawyer
- ☐ accountant and/or financial planner
- ☐ financial institution[s]
[bank accounts, credit cards, PINs, investments, safety deposit boxes, bank books/financial records/assets, etc.]
- ☐ insurance companies
- ☐ Canada Pension Plan
- ☐ Veterans Affairs [if applicable]
- ☐ Employer's Pension Plan
- ☐ current Power of Attorney [POA] for personal care and finance [original or notarized copy]

IMPORTANT PAPERWORK:

- ☐ copies of will
- ☐ birth certificate
- ☐ health card
- ☐ driver's license
- ☐ social insurance number [SIN card]
- ☐ employment history
- ☐ marriage certificate
- ☐ a list of organizations, clubs, etc. your loved one belonged to or supported
- ☐ a list of online accounts, such as Facebook and email accounts [with passwords!]
- ☐ obituary
- ☐ photos
- ☐ death certificate [as available]
- ☐ your ID – driver's license/health card

PREPARATION WILL MAKE THE
DAY OF DEATH LESS STRESSFUL.

PREPLAN

Resources

City of North Bay, Social Services Department

- 📍 361 McIntyre Street East
North Bay ON P1B 8V6
- ☎ 705-474-2151 or 1-877-829-5121

Lawyer Referral Service

- ☎ 1-800-668-7380
- @ lawsociety@lso.ca
- 🌐 lso.ca [Law Society of Ontario]

Service Ontario

[driver's license, OHIP, vehicle transfers, birth certificate, marriage certificate, death certificate]

- 📍 447 McKeown Avenue, Unit 111
North Bay ON P1B 9S9
- ☎ 705-497-6822 or 1 800-267-8097
- 🌐 ontario.ca/serviceontario

Veterans Affairs Canada

- 📍 107 Shirreff Avenue, #102
North Bay ON P1B 7K9
- ☎ 1-866-522-2122
- @ vac.information.acc@canada.ca
- 🌐 canada.ca/en/services/veterans

Revenue Canada

- 📍 107 Shirreff Avenue, #102
North Bay ON P1B 9S9
- ☎ 1-800-267-6999
- 🌐 canada.ca/en/revenue-agency

Service Canada

- [SIN, death benefit, Old Age Security, Veterans Affairs]
- ☎ 1-800-277-991
- 🌐 canada.ca

The Bereavement Authority of Ontario

The [BAO] is a government delegated authority administering funeral establishment operators, directors and preplanners; cemetery, crematorium and alternative disposition operators; transfer service operators; and bereavement sector sales representatives across Ontario.

- ☎ Toll-Free 1-844-493-6356
- @ info@thebao.ca
- 🌐 thebao.ca

FOR ADDITIONAL ASSISTANCE, CONTACT:
CASSELLHOLME PASTORAL CARE COORDINATOR
705-474-4250 EXT. 400



GIVING TO CASSELLHOLME

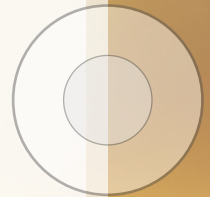
In memoriam

Cassellholme relies on donations from the community to support and enrich programs for our Residents. Government funding just doesn't go far enough for the quality of care we provide. Donations large and small make a meaningful difference.

Please consider asking friends and family to make a donation to Cassellholme in lieu of flowers. Printed donation cards are available throughout our Home and digital forms can be downloaded from the website – cassellholme.ca/donate

Receipts are issued for donations of \$10 or more.

Cassellholme Charitable Foundation
Registered Charity Number 0973354-10
400 Olive Street, North Bay ON P1B 6J4
705-474-4250 ext.224



Cassellholme's Celebration Wall commemorates the milestones and lives of Residents and their loved ones, as well as Cassellholme employees and volunteers.

Plaques are 13cm x 6cm and available in a variety of finishes, based on the donation.

Bronze	\$100 - \$199
Silver	\$200 - \$299
Gold	\$300 - \$499
Platinum	\$500 - \$999
Diamond	\$1,000+



Ways to order your plaque:

- » fill in the Celebration Wall portion of the Donation form
- » fill in the online form
cassellholme.ca/donate/celebration_wall
- » contact the Resident & Family Navigator at 705-474-4250 ext. 244

GIVING TO THE

Community

To donate gently used clothing and housewares:

Canadian Diabetes Association

- ☎ 1-800-505-5525 to schedule a donation
- 🌐 declutter.diabetes.ca

Pro-Cathedral Catholic Charities

- 📍 480 McIntyre Street West, North Bay
- ☎ 705-472-3970

Rebuilt Resources

- 📍 1356 Regina Street, North Bay
- ☎ 705-497-7878
- 🌐 rebuiltresources.com

Salvation Army Thrift Store

- 📍 134 McIntyre Street East, North Bay
- ☎ 705-474-7859 to schedule a donation
- 🌐 salvationarmy.ca

Redeemer Lutheran Church

– Operation Warmth

- 📍 accepts winter wear donations
- 📍 725 Ferguson Street, North Bay
- ☎ 705-472-9169
- @ redemerlutheran@cogeco.net

Value Village

- 📍 390 Lakeshore Drive, North Bay
- ☎ 705-476-1888

Victory Shop

- 📍 358 Algonquin Avenue, North Bay
- ☎ 705-472-8160

To donate specific equipment:

North Bay Audiology Clinic

- 📍 used hearing aids accepted
- 📍 164 Lakeshore Drive, North Bay
- ☎ 705-472-1801 or 705-472-1295
- 🌐 northbayaudiology.ca

PHARA [Physically Handicapped Adults Rehabilitation Association]

- 📍 serviceable wheelchairs and other equipment accepted and lent out to clients in need
- ☎ 705-476-0733

Motion

- 📍 1501 Seymour Street, North Bay
- ☎ 705-476-6449
- @ northbay@motioncares.com

LIVES WELL-LIVED

Celebrations

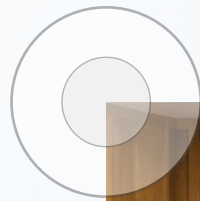
Family members are invited to continue to visit Cassellholme after their loved one has passed away. Staying connected with the Home may help you deal with your loss and contribute to your healing. You can be assured that your visits will be appreciated by Residents, families and staff.

You are an important part of the Cassellholme family.

You will be invited to a Celebration of Life where your loved one and others who have recently passed will be honoured by Residents and staff. We gather quarterly to acknowledge lives well-lived. Following the ceremony, we share refreshments and memories with other families and friends in attendance.

Cassellholme's Pastoral Care Coordinator will follow-up with you to confirm details of upcoming celebrations.

YOU WILL
ALWAYS BE
WELCOME AT
CASSELLHOLME.





Notes





CASSELLHOLME

Compassionate care for life's journey.