

# tender hearts comfort care

## Compassionate Care for Young Lives

Our *Tender Hearts* program provides specialized comfort care services for babies, children, teens, and young adults under 21 years of age. Our family-centered approach ensures that all patients and their families receive expert, compassionate care.

## Our Philosophy

We believe in comfort-focused care that complements all other medical services and treatments. Our pediatric comfort care team partners with families to develop personalized care plans based on each patient's and family's hopes, preferences, values, and developmental needs.

## Holistic Care Team

*Our expert pediatric specialists understand the unique needs of young patients and provide:*

- Medical Support: Doctors, Nurses, and CNAs
- Emotional Care: Social Workers and spiritual support
- Complementary Therapeutic Services: Sound healing, massage, meditation, music therapy, gentle massage
- Companion Care: Specially-trained volunteers, pet partners

## Seamless Integration

*Our pediatric comfort care services fully integrate with existing medical teams to:*

- Manage pain and other symptoms
- Prevent, ease, and relieve suffering
- Discuss and explore goals of care
- Manage medication and medical equipment
- Provide care wherever needed—at home, hospital, or healthcare facility

## Peace of Mind for Families

We offer an added layer of care and support that relieves everyday stresses and provides peace, comfort, and dignity to patients and their families.

## Eligibility

Eligibility is based on the medical complexity and stability of your child's illness in collaboration with our pediatric medical staff and concurrent primary and specialty providers.

## Experience

Regional Hospice has more than 40 years of experience providing comfort to patients and their loved ones.

## Contact Us

For more information about how our *Tender Hearts* program can support your family, please reach out to our Intake Team at 203.702.7439.



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## tender hearts comfort care q & a

**What are the benefits of *Tender Hearts* services for my child?** In addition to the curative care your child is receiving, our pediatric hospice care services (also called comfort care) provide comprehensive physical, emotional, and spiritual support to your child and family. Our clinicians are experts in symptom and pain management, helping to ensure your child is as comfortable as possible. We coordinate all aspects of your child's comfort care, including managing medications, arranging for medical equipment, and communicating with other healthcare providers.

**Where can *Tender Hearts* care happen?** Wherever your child resides. At home or in a healthcare facility, at the hospital or in our inpatient *Center for Comfort Care & Healing* in Danbury.

**Who will be on my child's care team?** The team includes physicians, nurses, hospice aides, social workers, child life experts, chaplains, pediatric-licensed massage therapist, bereavement counselors, and hospice-trained volunteers. They will work closely with your child's existing healthcare providers to coordinate care.

**How often will they visit?** Visit frequency is based on your child's needs and will vary depending upon circumstances.

**How will my child's pain be managed?** Regional Hospice provides expert management of symptoms and pain through medication oversight, with 24-hour on-call nursing availability. Our interdisciplinary team includes physicians and nurses who specialize in comfort care. For children specifically, we have a certified Pediatric Palliative Care Nurse on staff.

**Can we still go to the hospital if something changes?** Yes, and our care team will continue to provide services if your policy is eligible for concurrent care access.

**What happens at night if we need help?** Our support line, 203.702.7400, is available 24 hours a day, 7 days a week for symptom management, medications, equipment, and emotional support.

**Will there be emotional support for us as a family?** Yes. The team includes social workers, chaplains, and trained volunteers who provide support to the entire family. Additionally, Regional Hospice offers the Healing Hearts Program for Grief & Loss with various bereavement support groups and workshops, as well as one on one support, when needed.

**What about respite care?** We provide short-term, inpatient respite care at our *Center for Comfort Care & Healing*, allowing parents and caregivers to take a break while having peace of mind that your child is lovingly supported.



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