



## Contact

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# 1 Hospice and palliative care

“Mindfully giving space and time to the preciousness of life at the end of life.”

*CS Hospice Rennweg*

For more than 20 years, CS Caritas Socialis has endeavored to improve the quality of life at the end of life. We set a milestone with the first Mobile Palliative Team in Vienna. Today, the idea of palliative care is deeply woven into all aspects and facilities of CS Caritas Socialis and is acted upon at CS Hospice Rennweg as well as in all other stationary and mobile facilities of CS Caritas Socialis.

## 2 What does CS Hospice Rennweg enable?

CS Hospice Rennweg cares for severely ill people with advanced or terminal diseases and limited life expectancies. Here, these people and their relatives receive intensive and personalized care until the very end.

Providing them with a remaining life in dignity and comfort is the paramount goal of professional nursing and pain-therapeutic care in CS Hospice Rennweg. Therefore, people supported and nursed by us receive help and assistance from an experienced team of doctors, nursing personnel, pastors, therapists and volunteers.

### **Cornerstones of our care in CS Hospice Rennweg are:**

- Competent and individual nursing
- Pain management and easing of other ailments such as nausea and vomiting, lack of appetite and fear
- If requested, pastoral and psychosocial support of people we support and their relatives
- To us, intensive care also means that wishes and needs of seriously ill people have utmost priority. Daily routine is based on the particular needs of individuals.

Today, CS Hospice Rennweg consists of the following six facilities and services, which together make Hospice Rennweg the only location in Austria enabling living aid adjusted to the needs of hospice residents until the very last:

- Consulting center
- Mobile palliative team
- Palliative ward (= stationary establishment)

- Hospice team of volunteers
- Roter Anker: Consulting center and school project for children and youngsters
- Accompaniment times of grief and mourning

CS cares deeply about the wellbeing of hospice residents and therefore, we are the only provider in Vienna where an integrated, direct and painless change between various institutions is possible. The wish to spend one's last days of life at home can thus be fulfilled through the safety net of these various forms of support. All facilities are managed in cooperation with the hospital "Merciful Sisters Vienna".

### 3 Establishment – Begin of CS Hospice

In the late 1980s, a working group with several employees of CS Caritas Socialis is created. All participants are charismatic personalities, to whom a dignified and pain-free life up to the last minute is a special concern.

1989

Creation of a working paper that asserts the urgent need for specialized hospice care and describes a concept for how hospice care in Vienna is conceivable. In the same year, CS Caritas Socialis applied for and won the Prince Liechtenstein Prize using this concept. Sr. Mag. Hildegard Teuschl CS, Sr. Blandina Wenighofer CS and Eduard Spörk (former Managing Director CS) accept the award in Liechtenstein.

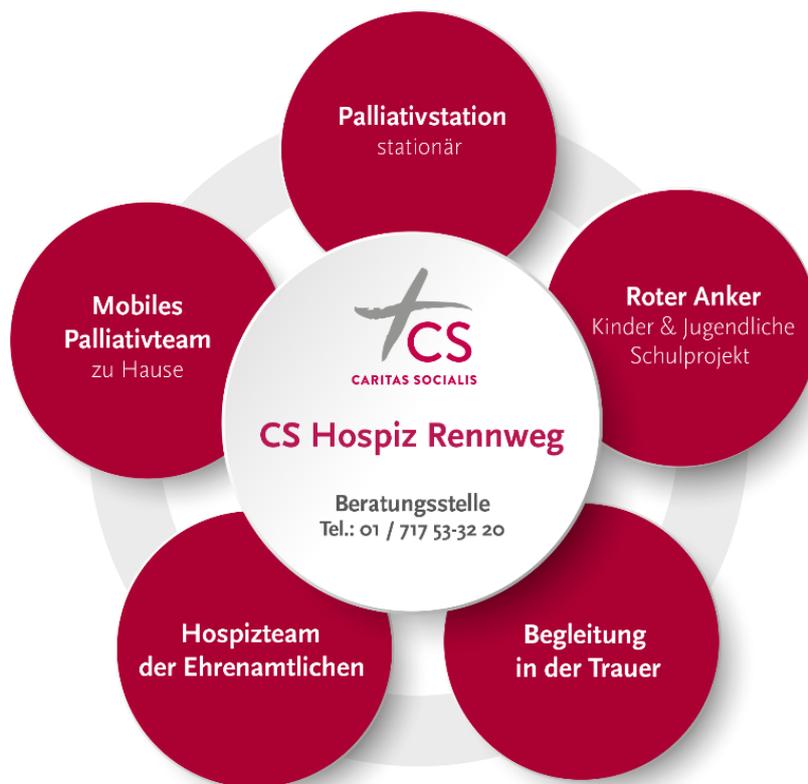
1990

The first mobile hospice Vienna is established: Caritas Socialis provides accommodation in Müllnergasse in the ninth district and the first employees are paid using the prize money of Prince of Liechtenstein' prize. After joint management, the Erzdiözese's Caritas takes over the mobile hospice while Caritas Socialis starts working on establishing the first stationary hospice in Vienna.

1995

CS Hospice Rennweg opens its doors to the public. In the same year, the hospital "Göttlicher Heiland" arranges for eight sickbeds to be used as so-called "pain beds" by CS, while a geriatric center at Wienerwald opens a new palliative ward on their premises.

## 4 Integrated offerings: CS Hospice Rennweg



In the facilities of the CS Hospice Rennweg (counseling center, mobile palliative team, palliative ward / hospice team of volunteers, Roter Anker, accompaniment in mourning), incurably ill people (according to human discretion and current medical possibilities) are cared for.

### 4.1 COUNSELING CENTER

The counseling center of the CS Hospice Rennweg is the contact point for all questions concerning the care and support of seriously ill people. Here, you will find help and answers to all your questions and concerns.

### 4.2 MOBILE PALLIATIVE TEAM

The mobile palliative team takes care of terminally ill people at home up to the very end, relieves with ideal pain therapy and professional care, accompanies psychosocially and spiritually and

supports at organizing everyday life. Seriously, ill people who want to stay at home, wait for a place at the hospice, or return the mobile palliative team accompanies home from the hospice.

The mobile palliative team takes care of terminally ill people at home up to the very end, relieves with ideal pain therapy and professional care, offers psychosocial and spiritual accompaniment and supports at organizing daily routine. Seriously ill people who want to stay at home, who are waiting for a room at the hospice, or want to return home from the hospice are accompanied by the mobile palliative team.

Due to close collaboration with the palliative ward at CS Hospice Rennweg, a rapid and seamless transfer to various stationary facilities is possible. The wish to stay and live in a familiar surrounding until the last can be realized through mobile palliative care.

Our palliative team is completed by qualified health and care nurses, doctors with additional training in palliative care as well as others members complete the palliative team offer an interdisciplinary care and support.

We expand our network together with relatives/friends of care-recipients and with existing supporting services. Contacts with hospitals, home doctors and therapeutic services are established and care products, food and household support organized.

#### 4.3 **PALLIATIVE WARD**

The palliative care unit cares for critically ill people with limited life expectancy who cannot be cured according to human judgment. Pain therapy, care, psychosocial and spiritual support is guaranteed by a team of experts (palliative care). The mobile palliative team enables a direct and trouble-free exchange from the palliative care station to home and vice versa.

The CS Hospice Rennweg accommodates 12 hospice residents (single and double rooms). Relatives can also stay in the hospice; Visits are possible around the clock. In addition, pastoral and psychosocial support is offered to residents and their relatives. Furthermore, regular grief groups for relatives of recently deceased residents are organized. Farewell rituals for our employees help them to cope with frequently letting go of people they grew fond of and to handle the feeling of powerlessness before many questions concerning dying and death.

Admission to the hospice:

- After a recommendation from a responsible doctor or specialist

- Directly from at home
- From a hospital

After establishing contact by telephone and a (home) visit by the hospice doctor, admission to the hospice can occur.

### **Admission criteria**

- Patients with a very advanced, progressive and lethal disease that is incurable according to human judgment and limited life expectancy
- Medical admission indications (e.g. extreme pain, nausea and vomiting that is resistant to therapy, ulcerating tumors, or similar)
- For medical or psychosocial reasons, home care is no longer possible.
- Patients and relatives must be informed about incurability and far progression of the disease.
- Patients and relatives wish for admission into CS Hospice Rennweg, or are familiar with the principles of palliative care and therapy and agree to them.

## **4.4 HOSPICE TEAM OF VOLUNTEERS**

Our volunteers accompany severely sick people in CS Hospice Rennweg, hospital, nursing home and at home. These volunteers must go through a three-month long course concerning life counseling, death counseling and grief counseling. From fulfilling last wishes to just being there for someone, the team provides valuable services.

## **4.5 ROTER ANKER**

Roter Anker (Eng. Red Anchor) is an establishment of CS Hospice Rennweg. It offers:

- Professional psychotherapeutic counseling and support for children and adolescents (incl. families) that are confronted with the recent death of a loved one.
- A specialized school programme for children and adolescents that deals with the end of life.

#### 4.6 ACCOMPANIMENT IN TIMES OF GRIEF AND MOURNING

In the face of a serious illness, everyone grieves differently: the patients, but also their relatives and friends. Volunteering grief counselors, pastoral workers, psychotherapists and social workers offer appropriate methods of accompaniment - individually or in groups.

#### 4.7 EXCURSUS CHILDREN'S HOSPICE MOMO

The mobile children's hospice MOMO is an initiative of CS Caritas Socialis, Caritas and the mobile pediatric nursing home MOKI Vienna. To enable seriously ill children and adolescents to spend the remaining time at home with their families, the new children's hospice organizes the necessary support: medical and nursing care, psychological and social counseling, and help for sibling children and relatives.



## 5 Financing – Donations

**The offers of CS Hospice Rennweg are affordable for everyone.** Thanks to the cooperation with the Hospital of the Merciful Sisters of Vienna, the support of the City of Vienna and the Vienna Social Fund, part of the costs are publically funded. However, financing of the overall facility is only possible through donations and sponsoring.

#### Donations enable and support the following:

- The high personnel requirements as well as enormous care and support intensity that go along with looking after seriously ill people.
- To care for and support incurably ill people, independently of their financial and social situation.

#### Bank accounts for donations:

CS CARITAS SOCIALIS PRIVATE FOUNDATION		
Bank	BIC	IBAN
Erste Bank	GIBAATWW	AT27 2011 1800 8098 0900

Donate online: [www.cs.at/spenden](http://www.cs.at/spenden)

## Tax deductibility

According to granted donation beneficiary notification according to §4aZ.3 and 4 EStG by the Federal Ministry of Finance, donations to the institutions of CS Caritas Socialis can now be taxed with retroactive effect from 1.1.2009 at the tax office.



Reg. No. SO 1285

## 6 What do our services cost?

The costs of staying at the CS Hospice Rennweg are affordable for everyone. This is possible through a cooperation with the hospital of the Merciful Sisters of Vienna, support from the city of Vienna and the social wealth fund Vienna as well as, most importantly, generous donors.

### Palliative ward

A stay at the CS Hospice Rennweg is, in principle, free of charge. Only the cost contribution will be charged, similarly to a stay at the hospital. This fee amounts to between 11€ and 19€ a day, depending on your health insurance. Only the first 28 days of one's stay will be charged every year.

### Mobile Palliative Team

All palliative services such as medical care, medical home nursing and the use of the hospice team of volunteers among others are free of charge. Only the costs of the nursing activities (home nursing and home help) are to be paid by yourself. The fee depends on the income of the person being cared for and amounts to 15€ to 35€ per hour.

### Roter Anker

The psychotherapeutic accompaniment is free of charge and is financed by donations exclusively.

### Counseling center

Donations and sponsors exclusively finance the services of the counseling center. Taking a consultation is free.

## 7 Interdisciplinary Team – Organization

### All employees CS Hospice Rennweg

1	General direction
2	Nursing direction
31	Certified nurses
1	Medical director
7	Doctors
2	Advisory and coordinating activity
1	Social worker
2	Physiotherapists
2	Psychotherapists
2	Pastoral workers
1	Coordinator of volunteers
73	Volunteers
2	Administrators
1	Community servant

### Employees by area of employment

#### Counseling

2	Counselors
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#### Mobile Palliative Team Rennweg

4	Doctors
12	Certified health and nursing personnel
1	Spiritual welfare

#### Palliative Ward

4	Doctors
19	Certified health and nursing personnel
2	Department assistants
2	Physiotherapists
1	Spiritual welfare
1	Social worker

#### Roter Anker

2	Psychotherapists
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#### Hospice team of volunteers

73	Volunteers
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## 8 History of the Hospice Movement

The idea for the first hospice was born shortly after the Second World War in England. At that time, a young nurse by the name of Cicely Saunders, along with a dying patient, whom she cared deeply for, developed a vision of a peaceful place of dying. After the death of her friend, Cicely Saunders embarked on the long and arduous journey to realize her dream.

It took her 20 years to complete her training as a social worker and her studies in the fields of medicine; 20 years of planning, searching for like-minded people, raising awareness, raising funds; 20 years full of hope, consistent pursuit of their goal, but also full of setbacks. Finally, in 1967, the "St. Christopher's Hospice" was founded in a quiet suburb in London.

Cicely Saunders called her house a "hospice", in stark contrast to hospitals and the culture of dying that used to be the norm in those places. Choosing the name "hospice" for her establishment, she followed old, medieval traditions. Hospices used to be hostels run by ecclesiastical orders, in which pilgrims were given a roof over their heads, food, rest, care and above all hospitality on their journey to their destination. In line with this, the modern hospice is supposed to be the last resting place for people at the end of their lives.

## 9 CS Caritas Socialis – The Parent Organization

CS Caritas Socialis was founded in 1919 by Hildegard Burjan as a clerical sister community with the mission to relieve social distress. To tackle current social problems at their root, combined with "the courage to try new things" – that's what Hildegard Burjan was all about, and that's what CS Caritas Socialis is all about to this day. All this means: structural help instead of merely acute help.

The sisters have created a number of social institutions over the years. Today, CS runs three nursing centers, kindergartens and relief/counseling facilities, a home for mother and child and last but certainly not least, CS Hospice Rennweg, combining six establishments under one roof. In addition, care is provided at home in the form of home help and home nursing. The counseling services, the social service as well as the house for mother and child are run by the clerical sister community.

## **Clerical sisters, staff and volunteers = CS Caritas Socialis**

Spiritual sisters and secular staff work together in the CS institutions and share responsibility. Volunteers and friends support CS in its work. To a large extent, the work of the CS Hospice Rennweg is made possible by generous donors and supporters.

### **9.1 CS CARE NETWORK**

CS cares for everyone. It offers home help and qualified home nursing, up to three times a day, from Monday to Sunday throughout all of Vienna under the label "Care at Home". With the "Living at CS" programme, it guarantees safety and comfort for older people.

People are at the heart of everything CS Caritas Socialis does. This means respecting the unique history, relationships and quirks of every single human being, with the goal of maintaining that person's independence for as long as possible. With this in mind, we created so-called "day centers" for senior citizens. Here, we offer elderly and chronically ill people going through difficult to manage stages in life, a social community with a rich activation and therapy program. Anyone coming to visit a CS day center will undoubtedly create new social connections and receive spiritual as well as physical stimulation, accompanied by trained staff and professional care including medication.

The CS Care Network also guarantees around-the-clock care: short-term care for up to three months or long-term care until the last phase of life. The goal of the team: the subjective well-being of the people cared for. This also means being able to design the living space and housing according to one's own wishes.

### **9.2 CS CARE SPECIALIZATIONS**

People with different illnesses have different care needs. On one hand, CS lives up to these needs through the CS Care Network, meaning both mobile and stationary facilities and day centers. On the other hand, it offers pioneering specializations in following three areas:

#### **9.2.1 Specialization Multiple Sclerosis**

The MS Day Center and the Neurological Long Term Care Unit are parts of CS Rennweg. The MS Day Center is unique in Europe and offers opportunities to combine therapy and community life during daytime. The neurological living area and home care teams seamlessly work together with the day care center, thus guaranteeing optimal transfer between the various establishments of the CS care network.

The multi-professional team consisting of qualified caregivers, neurologists, palliative physicians, physiotherapists, ergo and music therapists, psychologists, social pastoral services, volunteers, pupils, interns and community service providers and optimal cooperation with the local MS-Society and special ambulances enables ideal care of people affected by MS.

### 9.2.2 **Special establishments for people with dementia**

Special facilities for people with dementia are standard in Europe. Taking newest scientific findings into account, CS has created model facilities for people suffering from Alzheimer's or dementia in Austria.

As a part of the care and support network, specialized Alzheimer's /dementia care services can be claimed either:

- On a day-to-day basis in day centers
- Around the clock in specialized long-term care facilities (living area for people with Alzheimer's, home groups, residential communities)

CS Caritas Socialis offers ideal premises that are specifically adapted to the needs of people suffering from Alzheimer's or dementia, such as spacious roof terraces or gardens that can satisfy urgent need for movement. These locations are fitted with flowerbeds and greenery, vegetables and herbs that invite to harvest, smell and taste. These experiences are like crutches for one's memory, as well as a part of extensive activity and therapy programmes.

**Excursus** CS model business: Austria's first residential community for people with dementia

In a Viennese apartment building, CS has founded another model business: the first residential community for people with dementia. There, eight people with advanced dementia and technically trained caregivers live together. Under supervision, residents perform household activities such as cooking, baking or ironing. The familiar rooms and daily routines provide orientation, safety and quality of life. As such, the ordinary everyday life becomes a therapy.

### 9.2.3 Specialization Hospice Culture and Maieutics

The most well-known specialization is the CS Hospice Rennweg, a model company of CS Caritas Socialis with international reputation. A Palliative Care Unit, the Mobile Palliative Team, the Volunteer Hospice Team, a Counseling Center, Roter Anker and the accompaniment in mourning are all situated under a single roof. Together, they enable incurably ill people and their relatives to have a quality of life right up to the end.

Distinct hospice culture is another quality feature of CS. Palliative care physicians work in the geriatric and neurological areas of living as well as in their usual professions. Effective pain therapy and dignified handling of the dying are self-evident.

Another quality feature is the care model of maieutics, an "experience-oriented care". It places the vulnerable person at the center of all action. The team empathizes with hospice residents and tries to perceive mutual relationships and changing individual requirements. Special observation sheets facilitate exchange within the team and with the relatives.

## 9.3 QUALITY AND COMPETENCY

A multi-professional team is responsible for quality and competence. In addition to care personnel and doctors, volunteers provide a variety of services free of charge. The team also includes psychologists, civil servants, social pastoral services, and professionals in physical, artistic, animal, ergo, music and craniosacral therapy. Many have additional training in kinesthetics, palliative care and handling of people with dementia.

**All projects of CS Caritas Socialis were realized with the help of the city of Vienna.**

More information: [www.cs.at](http://www.cs.at)

*Incidentally, the many similarities between CS Caritas Socialis and Caritas of the Archdiocese of Vienna often lead to confusion. CS Caritas Socialis has a single word in its name in common with Caritas of the Archdiocese, but other than that, it is a completely separate institution.*

## 10 Overview: Facilities of CS Caritas Socialis

### **CS Nursing Care**

- CS Care at Home
- Living at CS
- CS Day Centers for Senior Citizens
- Residential Areas & Stationary Care

### **CS Care for People with Alzheimer's and Dementia**

- CS Care at Home
- CS Day Centers for People with Dementia
- CS Residential Communities
- Residential Areas & Stationary Care

### **CS Care for People with Multiple Sclerosis**

- CS Care at Home
- CS Day Center for People with Multiple Sclerosis
- Multiple Sclerosis Residential Areas
- Neurological Long-Time Care

### **CS Hospice Rennweg**

- Counseling Center
- Mobile Palliative Team
- CS Hospice Palliative Station
- Hospice Team of Volunteers
- Roter Anker
- Accompaniment in times of grief and mourning
- MOMO (A cooperation of CS Caritas Socialis, Caritas and MOKI=

### **CS Kindergarten**

### **Social Assistance and Counseling Service**

### **CS House for Mother and Child (MUKI)**

### **CS Counseling Service for Ministration and Dementia**

## 11 Milestones at CS Caritas Socialis

<b>November 2018</b>	Silver Effie for campaign "Hospice needs #moreSpace"
<b>October 2018</b>	Campaign "Hospice needs #moreSpace" wins fundraising award.
<b>September 2018</b>	CS Hospice Rennweg is awarded the Prince Franz Josef of Liechtenstein Award.
<b>June 2018</b>	Bank Austria Social Award 2018.
<b>2018</b>	10 Years CS Residential Communities for people with dementia.
<b>March – December 2018</b>	Modification of CS Hospice Rennweg #moreSpace.
<b>September 2017</b>	Project HPC-Mobile – The Mobile Care Unit wins the third Health Award of the City of Vienna with special regard to hospice culture and palliative care.
<b>August 2017</b>	Dementia-friendly ninth district is founded.
<b>May 2017</b>	Children's book and audiobook "Annas Mama ist Super" is published.
<b>December 2016</b>	New CS image movie is presented on <a href="http://www.cs.at/csfilm">www.cs.at/csfilm</a> .
<b>November 2016</b>	New, centralized location for CS Care at Home at CS Ungargasse, Ungargasse 64-66, 1030 Wien.
<b>March 2016</b>	CS Pramergasse, CS Kalksburg and both residential communities are awarded the national quality certificate for nursing homes in Austria, NQZ.
<b>November 2015</b>	Booklet about dementia and animated audiobook-app "Anna und die beste Oma der Welt" win the Teleios Award 2015 in the category employees.
<b>September 2015</b>	Project "Dementia-friendly 3rd district" wins 3rd place at the health award of the city of Vienna in the category "Healthy in Grätzel and district".

- June 2015** The Hildegard-Burjan-Steile is revealed at St. Stephen's Cathedral in Vienna.
- May 2015** CS Caritas Socialis is Austria's best employer in the health and social sector.
- May 2015** CS Rennweg and CS Hospice Rennweg celebrate their 20th anniversary.
- November 2014** A project about dementia created by CS Caritas Socialis receives the Award of the Orders 2014.
- July 2014** Caritas Socialis GmbH, Care at Home GmbH and CS Nursing and Social Center Rennweg GmbH are merged into CS Caritas Socialis GmbH.
- November 2013** Hildegard-Teuschl-Award for the development of ethical resident discussions in the institutions of Caritas Socialis.
- March 2013** Opening of MOMO - Mobile Vienna Children's Hospice (A cooperation between CS Caritas Socialis, Caritas and MOKI).
- January 2012** Beatification of Hildegard Burjan, founder of Caritas Socialis, on January 29, 2012 in St. Stephen's Cathedral in Vienna.
- April 2008** City councilor Mag.<sup>a</sup> Sonja Wehsely opens the first Austrian residential community for people with dementia in Liesing, Vienna.
- April 2004** Nursing model "maieutics": The CS Care and Social Centers Rennweg, Pramergasse and Kalksburg are the first institutions in Vienna to introduce the newly developed ministrations model of maieutics. Created by Prof. Dr. Cora van der Kooij, maieutics (experience-oriented care) is specially adapted for the care of people with dementia.
- March 2004** Start of the Mobile Hospice Rennweg in cooperation with the fund "Soziales Wien."

- 2003** Foundation of Caritas Socialis Charitable Private Foundation and incorporation of the individual GmbHs into the foundation.
- June 1998** On June 21<sup>st</sup>, Pope John Paul II visits CS Hospice Rennweg and holds a speech addressed to all who live and work in the world of illness and suffering
- 1997** Opening of the newly built CS Care and Social Center Pramergasse (Pramergasse 7) with focus on Alzheimer's care and with an Alzheimer's Day Center. Relocation of CS Social Center 9 from Porzellangasse to Pramergasse. New offer: "Living at CS"
- March 1995** Commissioning of the CS care and social center Rennweg, development of a new, integrative concept is complete: outpatient, semi-stationary and inpatient care and support facilities, offers for multiple sclerosis patients (nursing home and day center) and a hospice for the terminally ill in their last phase of life.
- October 1994** Official reopening of the CS Care and Social Center Kalksburg in the 23<sup>rd</sup> district of Vienna after major additions and conversions. Care at home as well as a geriatric day center as well as short-term and long-term care.
- 1992** Foundation of Caritas Socialis GmbH; The first CS day center; Begin of home help and home nursing.
- 1989** Using money won by winning the prize of the Prince of Liechtenstein for "paid family work and for modern ways in social policy", the first mobile hospice is created.
- 1960** Foundation of the kindergarten in Pramergasse.
- 1919** CS Caritas Socialis is founded as a clerical community of women in the Catholic Church in order to address growing social needs.

# 12 CS Caritas Socialis Organization Chart

