



VOLUNTEER INFORMATION PACKAGE

Revised July 2013

Thank you for your interest in joining the volunteer team at Hospice King-Aurora (HKA).

From the very beginning, HKA has relied on a dedicated team of volunteers to provide support and services to our community. Volunteers continue to be our greatest strength and currently the team of almost 100 volunteers provides support to clients, assist with fundraising and events, help out in the office and govern as Board Members. Our programs and services are primarily delivered by trained volunteers who are supported and supervised by professional staff.

Hospice volunteers come from all walks of life. They vary in age, ethnicity, faith, gender and professional backgrounds. Some volunteer because they want to do something meaningful, some just like to help people and some have experienced the loss of a loved one and the experience has changed their lives.

There are different areas in which volunteers are involved: client service; event volunteers; community awareness volunteers; administrative; support service volunteers and board members. See below for descriptions and requirements.

CLIENT SERVICE VOLUNTEERS

VISITING & WELLNESS VOLUNTEERS

Visiting and Wellness volunteers support individuals living with a life threatening illness and their family members. The process to become a visiting volunteer is extensive and requires a strong commitment of all that join the team. Successful individuals can explain why it is they are drawn to this type of work, have some knowledge of loss and are aware of the differences in the way people experience grief. Successful volunteers are able to listen and understand that volunteer work is not a place to share their own opinions. Visiting and Wellness Volunteers must be 18 years or older. If you have experienced the death of a significant person, we ask that you wait one year to apply to be a client volunteer.

VISITING VOLUNTEER

Visiting volunteers provide weekly visits to client's homes to offer companionship, support and caregiver relief. Volunteers may also provide drives to appointments.

Commitment: 2 - 4 hours per week minimum one year commitment

WELLNESS VOLUNTEER

Certified practitioners in areas such as Reiki, Therapeutic Touch, Healing Touch, etc. provide services to clients either in the therapy room at HKA or in the client's home. As well, yoga teachers offer yoga classes.

Commitment: 2 - 4 hours per week minimum one year commitment

PROCESS TO BECOME A VISITING OR WELLNESS VOLUNTEER

1. Review our website and familiarize yourself with what we do.
2. Reflect on the "Things to Consider..." (included in package).
3. Review the Course outline for "Introduction to Core Concepts in Palliative Care Level One" (included in package). This training is mandatory for all volunteers who will be involved in 1:1 interaction with clients in their homes.

4. Complete Volunteer Application Form.
5. Contact HKA to make arrangements for an interview with the coordinator. Provide coordinator with your completed application form. Be prepared to answer questions about why you wish to volunteer, what you will be able to contribute, and please be familiar and comfortable with or willing to learn about the type of support we provide.
6. Reference checks will be completed by coordinator.
7. Volunteer will be registered by HKA staff for the 30-hour “Core Concepts in Palliative Care” training (\$25 fee to be paid by volunteer).
8. If there is a time lag between submitting the application and the start of the Core Concepts training, volunteers are urged to complete the online e-learning “Communications” module. Login-in information is available from coordinator.
9. Volunteer will need to obtain a “Police Vulnerable Sector Check” through York Region Police www.yrp.ca (\$20 fee to be paid by volunteer).
10. Upon completion of Core Concepts training, volunteer will attend a HKA Orientation meeting and HKA Physical Skills Training.
11. Volunteers are asked to complete at least two continuing education sessions offered by HKA and/or in the community on an annual basis.

BEREAVEMENT VOLUNTEERS

Volunteers assist with and/or co-facilitate bereavement support groups for seniors, adults, teens & children. Advanced training is also available for 1:1 grief companionship. There is an opportunity for teens aged 13+ to be “Teen Buddies” in the Children’s Bereavement Group. A modified application applies to Teen Buddy Volunteers. Please speak with coordinator for details.

Commitment: 2 - 3 hours per week for 8-week groups 1-2 times per year, minimum one year commitment

PROCESS TO BECOME A BEREAVEMENT VOLUNTEER

1. Review our website and familiarize yourself with what we do.
2. Complete Volunteer Application Form.
3. Contact HKA to make arrangements for an interview with the volunteer and bereavement services coordinator. Provide coordinator with your completed application form. Be prepared to answer questions about why you wish to volunteer, what you will be able to contribute, and please be familiar and comfortable with or willing to learn about the type of support we provide.
4. Reference checks will be completed by coordinator.
5. Volunteer will be registered by HKA staff for Bereavement Group Facilitator Training which is held twice a year.
6. Volunteer will need to obtain a “Police Vulnerable Sector Check” through York Region Police www.yrp.ca (\$20 fee to be paid by volunteer).
7. Upon completion of training, volunteer will attend a HKA Orientation.
8. Volunteers are asked to complete at least two continuing education sessions offered by HKA and/or in the community on an annual basis.



Things to consider when applying to be a hospice client volunteer

Volunteer services are an integral part of our hospice program. In considering whether hospice volunteering is what you wish to do, please think about these ideas.

- You have an interest in the hospice concept and have the desire to help others. You have an awareness of what is drawing you to hospice work and are willing to explore this in depth.
- You are sensitive to the special needs of dying people and their families and have chosen to work to support them.
- You are aware of the losses that you have experienced and your way of grieving, and you have a perspective about life and death, loss and grief.
- Working at hospice can be stressful at times. It is important that you have a good support system and ways to take care of yourself, meeting change and the unexpected with ease.
- You are open to others who may have different values, beliefs and ways of living. You are able to listen well and to validate others where they are, rather than where you might believe they should be.
- As you may be called on to work in a variety of areas and perform many different tasks, self-reliance, flexibility and adaptability are assets. Realistic awareness of your own strengths and weaknesses and the ability to set limits are important.
- You will be working as part of a team, and be willing to explore ways of supporting and being supported by other team members. You are dedicated to your own growth and on-going learning. Your personal strengths will likely include warmth, concern for other people, sense of humour and approachability.
- You are willing to commit yourself to the training and to the volunteer responsibilities that follow and to gaining an understanding of the standards and policies of hospice care.
- You are not bringing personal agendas or missions to your hospice work and understand that our work is not to change people but to be with them where they are.

Adapted from Hospice Toronto

This training is required for all HKA Client Service Volunteers and is highly encouraged for all Bereavement Service Volunteers.

Introduction to Core Concepts in Palliative Care Level One

Offered by PalCare of York Region

COURSE OUTLINE

This 30 hour program is endorsed by Hospice Palliative Care Ontario and a requirement for all hospice client volunteers, prior to participating in visiting hospice programs in Ontario. It offers an excellent overview of some of the specific needs associated with providing palliative care for both the person facing illness and the care provider.

- **Introduction to Hospice Palliative Care**
 - an introductory overview of Hospice / Palliative Care - origins, current trends in care delivery, purpose, philosophy, and principles of HPC
 - an introduction to the community hospice / palliative care team - various agencies, which are generally involved in the care of those facing a life-limiting illness
 - explore the individual differences in values, attitudes and beliefs surrounding death,
 - working in a diverse community
 - the value and worth of Volunteer and PSW as a member of the team
 - understanding loss

- **Communication and Listening Skills**
 - exploring the different styles of communicating including active listening skills
 - to discuss barriers and boundaries of effective communication and provide an understanding of the importance of effective communication and collaboration amongst the dying person, their family, caregivers, and care team
 - culturally sensitive communication
 - confidentiality and privacy
 - the value and importance of Volunteers and PSWs as members of the palliative team
 - open discussions

- **Cultural and Ethical Issues in Palliative Care**
 - to explore the patient's beliefs, values and perceptions that are influenced by culture
 - to gain an understanding of the role of the caregiver in providing care that is sensitive and respectful to a person's cultural background.
 - to discuss the customs, beliefs and rituals which may impact on the patient, family and caregivers
 - to define what is meant by ethics and ethical dilemmas as compared to what is considered moral, good and/or legal.
 - to explore how our beliefs, values and cultural background influence the way we make decisions.
 - to consider specific cases where end-of-life decisions are made

- **Pain and Symptom Management with Overview of Diseases in Palliative Care**
 - to explore the total pain experience of the patient/client living with a terminal illness
 - to recognize unacceptable pain and reporting responsibilities
 - the impact of living with a life threatening illness
 - as death approaches, what to expect, what one can do to make someone more comfortable (medical and non-medical), becoming aware of the physical changes when dealing with the dying
 - cultural considerations around pain and symptom management
 - the value and worth of Volunteer and PSW as a member of the team
 - a general overview of the most common diseases in palliative care and how they present
 - assist caregivers in recognizing the impact of the disease beyond physical pain

- **Personal Perspectives in Palliative Care**
 - to show the importance of Hospice care from the perspective of one who has had the benefit of hospice support as told from the presenters 1st hand personal experience of experiencing loss
 - to hear the challenges, experiences and rewards of helping the dying from a volunteer's perspective
 - an opportunity for participants to interact directly with people 'who have been there'

- **Spiritual Issues in Palliative Care**
 - to explore the emotional responses of individuals, families and their significant others to terminal illness

- to discuss the coping strategies of the dying person, the family, caregivers, the influencing factors such as culture, age and religious beliefs
- to recognize areas of personal concern, personal attitudes toward death and one's own feelings about dying and death, life review, and legacy work with patients/clients
- to explore spiritual aspects of care and the role of the caregiver in spirituality
- your role as a member of the team

- **Grief and Bereavement**

- to gain an understanding of the grieving process prior to and following death, incorporating culturally sensitive support for individuals
- the social impact of death and discuss the factors that influence the grief reaction
- to explore the challenges of anticipatory grief
- to discuss the factors that can influence the grief reaction
- to explore ways of providing support to the person(s) experiencing loss and grief prior to and following death
- the value and worth of Volunteer and PSW as a member of the team
- the importance of rituals, meaning, closure, memory of a life lived
- sharing concerns

- **Complementary Therapies and Care for the Caregiver**

- to gain an understanding of the sources of and the factors contributing to stress as well as signs and symptoms of burnout
- to explore ways of coping with the unique stress associated in providing care to dying patients/clients and their families
- to learn about and experience the benefits of and relaxation through complementary therapies
- examining ways of supporting your client
- provide an overview of common complementary therapies and their origins

- **Infection Control/Delegated Acts**

- to discuss infectious diseases that may be encountered in a clients home and how this may impact on how care is provided for the patient/client
- to instruct participants in universal precautions ie: proper hand washing
- demonstrate proper procedure for putting on/removing gloves
- personal hygiene for patients/clients, mouth and skin care
- to learn what are Delegated Acts under the Health Regulations Act of the Ministry of Health
- explore the liabilities, responsibilities and boundaries of Volunteers and PSWs around Delegated Acts (NOTE: Boundaries may vary greatly from one organization to another. Participants are urged to seek direction from their individual organization)
- responsibilities and reporting

- **Family Dynamics and Recap of Program**

- to explore the definition of family
- to identify the different roles within the family
- to explore the effect of terminal illness emotionally and psychologically on family coping mechanisms
- to understand family/caregiver dynamics
- to explore ways of providing support to the family experiencing a terminal illness
- the value and worth of working as part of the Palliative Care team-highlights and key points from each session, reflections and offers opportunity to address any outstanding items or concerns of participants

Upon completion of successful interview and screening process, potential volunteers are registered for the training by HKA which runs three times per year. The cost for the training is \$25 and is paid by the volunteer.

NON-CLIENT VOLUNTEER OPPORTUNITIES

EVENT &/OR COMMUNITY AWARENESS VOLUNTEERS

HKA offers quality programs and services free of charge to the community. Because only 25% of our budget is funded by the government, we rely on the generous support of individuals and businesses in the community. Event volunteers are very valuable in assisting with planning and organizing as well as helping at the event itself. They must be comfortable approaching businesses, making connections and 'selling' HKA as a charity of choice. Volunteers that have completed training and are knowledgeable of the programs and services offered by HKA can assist at Community Awareness events. Teens 13-17 are welcome to help with events. A separate application and process is applicable for teens.

PROCESS TO BECOME AN EVENT &/OR COMMUNITY AWARENESS VOLUNTEER

1. Review our website and familiarize yourself with what we do.
2. Complete Application Form.
3. Contact HKA to make arrangements for an interview with the coordinator. Be prepared to answer questions about why you wish to volunteer, your skills, experiences, etc.
4. Reference checks will be completed by coordinator.
5. Volunteer will need to complete a "Police Information Check" through York Region Police www.yrp.ca (\$20 fee to be paid by volunteer)
6. Orientation and training specific to the project you are working on will be provided.

Commitment: *varies depending upon projects.*

ADMINISTRATIVE VOLUNTEERS

Administrative Volunteers assist staff at the HKA office. Duties may include filing, computer tasks, assistance with program-related tasks, photocopying, etc.

PROCESS TO BECOME AN ADMINISTRATIVE VOLUNTEER

1. Review our website and familiarize yourself with what we do.
2. Complete Application Form.
3. Contact HKA to make arrangements for an interview with the coordinator. Be prepared to answer questions about why you wish to volunteer, your skills, experiences, etc.
4. Reference checks will be completed by coordinator.
5. Volunteer will need to complete a "Police Information Check" through York Region Police www.yrp.ca (\$20 fee to be paid by volunteer).
6. Orientation and training specific to the project you are working on will be provided.

Commitment: *2 to 4 hours per week minimum 1 year commitment.*

BOARD MEMBERS

HKA Board Members are individuals within our community with a variety of skills such as marketing, fund development, legal, medical, etc. who come together to provide direction for the organization.

PROCESS TO BECOME A BOARD MEMBER

1. Review our website and familiarize yourself with what we do.
2. Contact the office and speak with the Executive Director to obtain additional information.
3. Complete a Board Member Application Form and/or submit your resume.
4. Contact Executive Director to make arrangements for an interview.
5. Reference checks will be completed.
6. Volunteer will need to complete a “Police Information Check” through York Regional Police www.yrp.ca (\$20 fee to be paid by volunteer).
7. Orientation will be provided.

Commitment: 3-4 hours /month for three year term.

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