



VOLUNTEER HANDBOOK

**Campbell River Hospice Society . 250-286-1121
440 Evergreen Road . www.crhospice.ca**



Beginnings & Orientation to Hospice Care

*Those who have the strength and the love
to sit with a dying patient
in the silence that goes beyond words
will know that this moment
is neither frightening nor painful,
but a peaceful cessation of the functioning of the body
watching a peaceful death of a human being
reminds us of a falling star;
one of the million lights in a vast sky
that flares up for a brief moment
only to disappear into the endless night forever*

Elisabeth Kubler-Ross

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INTRODUCTION

The Campbell River Hospice Society (CRHS) originated in 1986 as a non-profit organization to serve a need for the comfort and care of dying and bereaved people in the community. The compassion and dedication of staff, volunteers, and directors over the years has resulted in CRHS becoming an important part of the support network for not just our community, but other communities as well in this region of Vancouver Island, including Sayward, Gold River, Quadra and Cortes.

ABOUT US

The Campbell River Hospice Society provides caring and compassionate support to anyone 4 years old and up who are experiencing end-of-life or grieving through a variety of services at no cost. The process starts by submitting a referral which can come from patients and their family members or through doctors and other healthcare professionals. Clients must be aware of referrals and can be completed online, by phone or at our office. The parents will be welcomed to be involved in the initial intake if the child is under 16.

Mission

Our Mission is to ensure that dying and bereaved people have access to programs and services provided by trained, committed staff and volunteers, supported by an organization that is passionate in achieving our long-term Vision.

Vision

Our Vision for the Hospice Society is to ensure everyone in Campbell River and surrounding communities has access to high-quality care through programs and services that offer counselling, companionship and understanding when experiencing end-of-life or bereavement, regardless of beliefs and culture.

OUR VALUES

Our clients ...

- We believe our clients must be met with caring compassion, sincerity and respect for each one is a unique individual in unique circumstances.
- We believe we must be non-judgmental and confidential regarding all client information.
- We believe we need to be a force for joy and positive thinking.

Our community ...

- We believe we can best serve if we are collaborative with other providers so that we add to the synergy of care.
- We believe we must be inclusive of everyone, regardless of culture, age, or gender.

Our organization ...

- We believe that we owe a duty of care to our members to meet their expectations for the Hospice Society.
- We believe we have a fiduciary responsibility to donors and Hospice patrons to ensure their contributions are used prudently and in the best interests of the client patients.

Our Employees, Volunteers and Directors

- We believe people should be inspired and compelled by the Hospice Vision.
- We believe trust is built with integrity and professionalism.
- We believe excellence requires both capability and passion.
- We believe our Vision and plans are dependent on the dedication of our people.

Society Memberships

- Vancouver Island Federation of Hospices
- BC Hospice Palliative Association
- BC Centre For Palliative Care
- Campbell River Volunteer
- Campbell River Chamber of Commerce
- Campbell River Women in Networking
- Canadian Hospice Palliative Care Association

Volunteer Support Chart



**Volunteer & Event
Coordinator**

Volunteer Recruitment
Volunteer Onboarding
Volunteer Engagement
Volunteer Supervision
Volunteer Stewardship
Event Planning/Fundraising
Community Engagement



**Lead Clinical
Counsellor**

Client Intakes
Lead Clinical Counsellor
Volunteer Training
Volunteer Mentorship
Volunteer Support
Maintains Quality of Care
Member of C.R. Palliative Clinical Team
Community Education

What is Hospice Care?

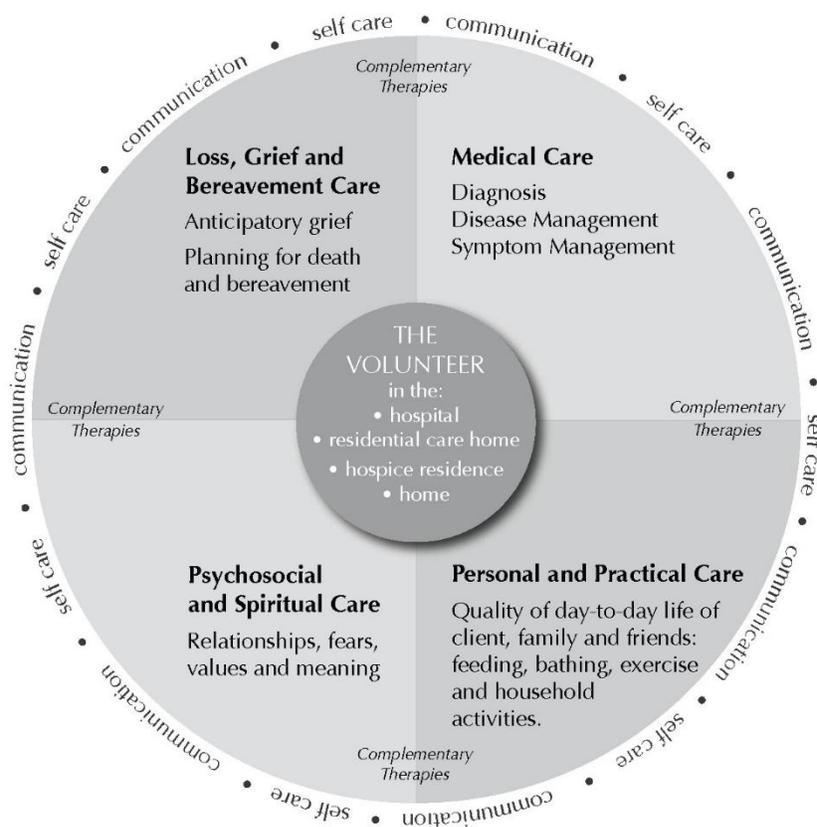
Hospice is a special concept of care designed to provide psycho-social comfort and support to clients and their families who are grieving or experiencing end-of-life. Hospice care neither prolongs life nor hastens death.

The goal of Hospice care is to improve the quality of life for the clients and their families. Inviting Hospice to support you early in your journey will help ensure all services are in place allowing you to live a purposeful life, sharing joy and love with your family and loved ones.

We provide Hospice care at no cost in your home, hospital, long-term care or our Hospice Care Centre.

Our Hospice helps with the emotional, social and spiritual impact of the disease on the client and the client's family and friends. We offer a variety of bereavement and counselling services to families before and after a loved one's death.

The Cycle of Care Model ~ A Framework for Learning



The Cycle of Care model used in this Training Guide is based upon a similar model described in CHPCA's 2004 discussion paper on the role of informal caregivers. It has been adapted here to help describe the various roles of the hospice volunteer in a range of settings.

The model is presented in a circle to reflect the interconnectedness of each aspect of the Hospice Palliative Care (“HPC”) journey and the natural back and forth flow between quadrants. Recognizing this fluidity, this manual begins in the top right-hand quadrant with Medical Care as it is usually the entry point for HPC. The circle is completed by loss, grief and bereavement. As indicated earlier, trainers may present the modules in any order they wish, one or more at a time.

Voice in Health Policy: The Role of Informal Caregivers in Hospice Palliative and End-of-Life care in Canada: A Discussion of Legal, Ethical and Moral Challenges; CHPCA, April 2004.

RESOURCES: BCHPCA Facilitator’s Guide

The repetitive themes of self-care and communication encircle the full range of experience. The volunteer is placed in the centre of the Cycle of Care diagram with the various settings in which he/she may work. The model helps to illustrate the roles of the volunteer in each stage of the client’s and family’s progression through the HPC journey.

Medical Care

Medical care is a significant factor in the lives of most Hospice clients and their families. It is appropriate that the Hospice volunteer have some understanding of the most common elements of this care component.

Historically, medical care, including disease management, pain and symptom management and side effects of medication, have been the exclusive purview of professionals. In most Hospice settings, this continues to be true.

A significant increase in Hospice care in the home, however, has led to the delegation of some medical care tasks (e.g. administering medications) to informal caregivers. Hospice volunteers will occasionally find her/himself being asked to support the informal caregiver in these tasks. **Hospice Volunteers are not to participate in medical tasks!**

Personal and Practical Care

This element of care may be of primary importance to the Hospice volunteer who is likely to be involved in some aspects of practical or personal care regardless of the setting. These essential elements greatly affect the quality of day-to-day life and may include bathing, feeding, exercise, household chores, and other activities of a personal nature. The policies of individual Hospice organizations may prohibit volunteers from carrying out some or all these activities. These limitations should be thoroughly addressed in the training. **The Campbell River Hospice Society volunteers do not participate in these activities.**

Psychosocial and Spiritual Care

This very special aspect of care is frequently the principal focus of the Hospice volunteer whose professional counterparts may be more involved with the physiological dimensions of care. The psychosocial factors refer to the client's relationships with family members and others and to the emotional dimensions dealing with values, fears and meaning. Spiritual care refers to the spiritual dimension, which may include the client's faith and religious beliefs.

Volunteers are **not** meant to be counsellors. However, a good grounding in what the dying client might be experiencing will help prepare the volunteer to listen compassionately to whatever the client may choose to share.

Loss, Grief and Bereavement Care

Although the sense of loss associated with death affects different people in different ways, nearly everyone involved is affected to some degree. By being aware of the dynamics of the grief and loss process, Hospice volunteers play an important role in helping the people they serve.

Bereavement Care: Bereavement is a period of sadness and/or loneliness following the loss of a family member or friend/loved one. This period of time may be extended up to a year or even more. Some Hospice organizations offer bereavement care as a separate service using specially trained volunteers who may or may not be involved in providing end of life care. Others provide some additional training to Hospice volunteers who may offer bereavement care in addition to the other elements of Hospice care.

Communication and Self-Care

Communication and self-care are included around the outside of the circle to indicate their connection to all four aspects of hospice palliative care. Both the communication and self-care modules are equally important components of Hospice volunteer training. These are areas that volunteers must constantly tend to in order to be trusted and effective supports to their clients and families.

In addition to personal requirements, both communication and self-care are presented in relation to their HPC team, their clients and their hospice organization's team.

Communication: Training and practice in communication will support volunteers to understand the dynamics of communication in a variety of settings and to respond effectively, whether it be through active listening, sitting quietly with a client, or providing feedback to a staff member.

Self-Care: While the work of the Hospice volunteer is very rewarding, it can also be highly emotional and, at times, very stressful. It is important that strategies be available to deal with stress and prevent burnout. Self-care options for volunteers will vary with each Hospice organization, depending upon training and proximity to resources. Volunteers have access to both group and individual self-care options that work well for them.

Hospice Palliative Care (“HPC”) Settings

The settings in which a volunteer may work are listed in the centre of the circle as that is where the clients and families are. A client may remain in one setting throughout the volunteer’s involvement with them or the client may move from setting to setting. It is important for a volunteer to understand the differences in how HPC is delivered in each setting and to know how each setting will affect their responsibilities.

RESOURCES: BCHPCA Facilitator’s Guide

CREATING SAFE SPACES

Hospice work involves clients who are vulnerable, isolated and often elderly. Together we continuously seek to identify ways that we can protect everyone's well-being. We define well-being as a person's emotional, mental, spiritual and physical health. Therefore, it is the responsibility of the Hospice organization to identify safety issues and to reduce potential risks in order to protect volunteers, staff and clients.

Regardless of the Hospice setting, creating a safe place is a management responsibility – part of general risk management. Volunteers have a contributory role to play in ensuring that everyone's well-being is protected, including their own. Training should clarify the nature of some of these risks and the volunteer's role in addressing them.

THE 7 “C’s” IN HOSPICE

Volunteers when you join our family you take on a very special responsibility.

Caring

- We know that you already care just by wanting to be a volunteer with Hospice. However, caring requires commitment and being a Hospice volunteer is committing in the following ways.

Commitment

- Volunteering means you not only commit to Hospice but most importantly are **committing to the clients**. They have reached out for our help; you have committed to being there.

Clients

- When you take a client, you are making yourself available to them. **Keep in touch with them and your Volunteer Coordinator.** Do not hesitate to call your Volunteer Coordinator with any questions or problems.

Communication - Complete the loop!

- When your Volunteer Coordinator calls or emails; return their calls or emails if they were not able to reach you. We need to keep up-to-date records on clients and their progress and to know that the volunteer is following through with the assignment and any communicated request they have sent to you.
 - Unable to contact a client, **let us know.**
 - Feel uncomfortable with a client, **let us know**
 - If you are unavailable, **let us know.**
 - If you are burning out, **let us know.**

Collect and REPORT IN Hospice hours

- These hours are so important to funding and you are responsible for collecting and reporting them monthly. We suggest you use a calendar to keep track of these hours. Hours need to be reported according to what you did, e.g: one to one Grief or Palliative, phone support, education and

includes reading you do or travel time to and from Hospice volunteer tasks or meetings. We keep stats on where our volunteers are putting in their time. Volunteer hour sheets are available by email or at the office. Volunteer hours can be reported by email to vol.cvhs@shaw.ca for ease of communication or by telephone or fax.

Current

- Stay current with all that is going on at Hospice:
 - Check for new brochures, programs and information changes.
 - New books – our library is constantly updating our list and books available.
 - Your manual is a great source to re-familiarize you with what you learned in training. Reread it.
 - Take advantage of every new advanced course that is offered.

Contribution

- We appreciate each and every one of you for your contributions, in whatever way and with whatever time you are able to commit to Hospice. **THANK YOU.**
 - Check for new brochures, programs and information changes.

Some Services may vary due to the COVID-19 pandemic

OUR SERVICES

CRHS offers a variety of support to those in the community and surrounding area. These services are free of charge to those who meet our grief and end-of-life criteria and have completed an intake with hospice or hospital staff.

Volunteer Companionship

The Volunteer Companions provide one-to-one support in people's homes, the hospital, long-term care facilities, the Hospice Care Center and other places in the community that are convenient for the client. Volunteer Companionship includes: listening, sharing stories, playing games, reading, family respite and vigil support.

Art Therapy and Counselling

Expressive arts therapy is the practice of using one's imagination, storytelling, dream work, and visual arts together, in an integrated way, to foster human growth, development and healing.

Grief Counselling

Counselling is offered to those in need of support but who do not have benefits to cover counselling services. Grief counselling facilitates the process of resolution in the natural reactions to loss. It is appropriate for reaction to losses that have overwhelmed a person's coping ability.

Counselling is offered to those in need of support but who do not have benefits to cover counselling services.

Grief Support Group

We offer two grief support groups each month. Everyone is welcome. Afternoon drop-in is the second Friday of each month from 2:00 pm- 3:30 pm. The evening drop-in group is the fourth Thursday of each month from 6:30pm - 8pm. Each group session will feature a different focus such as self-care, routine changes and navigating seasonal challenges. Registration is not required, drop-ins welcome and we strongly encourage repeat attendance.

Grief Walking Group

The Grief Walking Group meets every Monday morning at 10 am at the Hospice Care Centre. Everyone is welcome and we encourage you to come out and walk the Sea Walk with us. Usually we end with a cup of coffee at the Hospice Care Center.

Lending Library and Relaxation Space

We have a large selection of books and DVDs that have been recommended by specialists in the field of grieving and end-of-life care. You can either check out a book or spend some time relaxing in our comfortable living room by the fire with a coffee or tea. It's a comfortable quiet space to get away and be alone or ask to spend some time with a supportive staff or volunteer ... just to talk.

Spiritual Care

We can provide non-denominational spiritual care and comfort to our clients and their families when requested.

Advance Care Planning

Advance Care Planning is a process of thinking about and sharing your wishes for future health and personal care. It can help you tell others what would be important if you were ill and unable to communicate. We provide regular workshops to help people start the planning process so it's not overwhelming and easy to understand. Our facilitators can provide a wealth of knowledge to help you through the planning process.

Relaxation Therapies

Reflexology

Reflexology is the application of appropriate pressure to specific points and areas on the feet, hands or ears. These reflex points correspond to different body organs and systems and that pressing them creates real benefits for the person's health and helping those who are grieving to relax.

Healing Touch Therapy

Healing Touch is a relaxing, nurturing, heart-centered energy therapy that uses gentle, intentional touch that assists in balancing physical, emotional, mental and spiritual well-being. It is safe for all ages and works in harmony with standard medical care to support our innate ability to heal.

Reiki

Reiki is a Japanese technique for stress reduction and relaxation that also promotes healing. A treatment feels like a wonderful glowing radiance that flows through and around you. Reiki treats the whole person, including body, emotions, mind and spirit, and creates many beneficial effects that include relaxation and feelings of peace, security and wellbeing. Many have reported miraculous results.

Relaxation Therapies can be booked by the client any time during their Journey with Hospice.

Virtual Relaxation Therapy

Through new technology, we can provide Virtual Relation to individuals at the hospital, long-term facilities, their homes and the Hospice Care Center. There are many relaxation and pain management applications to choose from. Clients can also enjoy experiencing things on their bucket list such as travelling to an exotic destination, skydiving, swimming with sharks etc.

Pet Therapy

We have pet therapy available for those in their homes, long-term facilities and the Hospice Care Center. Unfortunately, we are not certified for visits in the hospital and Yucalta at this time.

Bedside Music

We have a special volunteer who can provide bedside harp music in an individual's home or at a long-term facility. Unfortunately, this option is not available at Yucalta or the hospital at this time.

Family Caregivers of British Columbia Support Group

Anyone is welcome to attend the 2 support groups held at the Hospice Care Center on the 2nd Tuesday of each month. The daytime group is from 10 am-12 pm and the evening group (on the same day) is 6:30 pm-8:00 pm. RSVP is appreciated but not required. campbellrivercaregivers@gmail.com or 1-877-520-3267.

Melodies in the Garden

The Hospice Care Center has a beautiful Serenity Garden that is open to our clients and the public to enjoy and relax in. During the summer months, we host the Melodies in the Garden on the 3rd Tuesday of each month from 6 pm – 8 pm for all community members to enjoy soothing music in our beautiful environment. There is no cost -- we only ask you bring your own chair.

HOW TO BECOME A HOSPICE VOLUNTEER

1. **Application Process**

You will be asked to complete a Volunteer Application to help you understand the hospice volunteer criteria better and help us get an understanding your availability and commitment level.

2. **Interview**

Once we receive your application, we will contact you to book an interview with the Volunteer Coordinator. This interview will include a tour of the Hospice Care Center and a discussion of your volunteer involvement.

3. **Commitment**

Your commitment level will decipher what position (s) you qualify for. A full understanding of your commitment level is imperative to your involvement with hospice. Regardless of what time commitment you can make to hospice, there is a position for you.

4. **Criminal Record Check**

You will be required to complete an online criminal record check. There is no cost to submit a check and it is rather quick and simple. Typically, it will take up to two weeks to be sent to the Volunteer Coordinator. You will be contacted when it is received, and it will be placed in your volunteer file.

5. **Acceptance to becoming a Direct or Indirect Volunteer**

Whether you are asked to become a direct or indirect hospice volunteer depends on which area you prefer and other qualifying factors. The Volunteer Coordinator will discuss the options with you to find the best fit for you.

6. **Society Membership**

We ask that all volunteers become a member of the society for \$25 per year. A membership includes your right to vote at our annual AGM and solidifies your commitment to the CRHS's well being.

ROLE OF THE VOLUNTEER COORDINATOR

The Volunteer Coordinator is your direct contact and will be available to help you through any challenges you may come across in your volunteer role and ensure your volunteer experience is meaningful and rewarding. The Volunteer Coordinator shall all provide our hospice volunteers the following;

- Provides leadership guidance to all hospice volunteers.
- Ensures volunteers are trained and supported in performance of their duties.
- Ensure all volunteers receive regular feedback and opportunity to provide feedback to staff.
- Offer a listening ear and support to volunteers.
- Provide ongoing volunteer opportunities to all volunteers.
- Provides ongoing Education Opportunity through the Community of learning session provided by the Hospice Educator.
- Manage and maintain all volunteer records, hours, appointments and schedules.
- Ensure all direct volunteers participate and/or are aware of the professional de-briefing opportunities with our hospice counsellors.
- Encourage volunteers to practice self-care.
- To provide volunteer appreciation events and activities.

ROLE OF THE HOSPICE VOLUNTEER

The Campbell River Hospice Society asks that all volunteers continue open communication with the Volunteer Coordinator to ensure we provide the best care possible to our clients. Some communication requirements include the following:

- Obtain and maintain current covid-19 vaccinations.
- Obtain clean criminal record checks and agree to terms of the Society's Confidentiality Agreement and Policies and Procedures.
- Complete the required volunteer training, mentorship programs and ongoing mandatory orientation sessions.
- Complete Island Health online training (LMS) to be permitted to go to any Island Health facility i.e. hospital or Hospice.
- Advise the Volunteer Coordinator of ability to work and any changes that occur in the availability.
- Show up for scheduled work assignments and record hours worked to submit to the Volunteer Coordinator.

VOLUNTEER'S RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- Be assured that their role will support the needs of the dying person;
- Be trusted to act responsibly by all members of the palliative care team;
- Be fully integrated as a member of the HPC team;
- Have a clearly defined role;
- Be provided the tools and resources to perform the role well (includes training and orientation);
- Be supported in the assigned role by appropriately assigned staff; and
- Receive feedback on performance.

DIRECT VOLUNTEER ROLE

A direct volunteer provides psychosocial support to those grieving or facing end-of-life. Volunteers provide personal attention to those journeying through illness, end-of-life and bereavement. Acting as a companion, hospital and Yucalta visiting team, support group facilitator or other, volunteers create an emotionally safe and supportive space for others to voice thoughts and feel emotions.

At times a direct volunteer will be required to provide relief and respite care for caregivers and at other times, they help the clients, family and friends adapt to the stressors that accompany the multiple transitions in life and losses associated with change.

The direct volunteer participates in a variety of activities based on the interest and needs of those they are supporting and their own skills and abilities. Activities could include, but are not limited to, participation in hobbies, sharing of music, playing board games, reading, arts and crafts, phone calls, legacy discussions and sharing of life stories, silence and space.

DIRECT VOLUNTEER POSITIONS (May Vary during the covid-19 pandemic)

Direct volunteer positions include, but are not limited to;

- Hospital and Yucalta Visiting Team
- Vigil Support
- Grief Support Group Facilitator
- End-of-Life Workshop Facilitator
- Companion Volunteer
- Complementary Therapies

You will find complete Volunteer job descriptions and procedures at the back of this manual.

DIRECT VOLUNTEER EDUCATION

All direct volunteers are required to take the Hospice Volunteer Education Training that is typically held once per year by the Hospice Educator, Jane Clark. At times, complementary therapists may be offered the Hospice 101 in order to offer service quickly. The Education process includes the following:

- 1. Completion of the Hospice Education**
 - a. Volunteer Education is a total of 24 hours and is held once per year typically between October to December. Sessions are 3 hours two times per week, with one week in-between each session. Reading a preparation is required between each session. Once completed, the volunteer will receive a Certificate of Completion.
- 2. Attendance to ongoing community learning**
 - a. These sessions are an ongoing operation for more education and time to debrief with other volunteers. These sessions are held every month and all direct volunteers are required to attend. The volunteers scheduling conflicts are certainly considered.

3. Island Health (VIHA) Training

- a. The VIHA training is a requirement for those that want to volunteer in the hospital or Yucalta as a Visiting Team member or to provide vigil support. This training is online and takes approximately 20 hours to complete.
- b. Once the VIHA training is completed, you will be provided a Hospital and Yucalta orientation by the Volunteer Coordinator or your mentor.
- c. You are required to abide by the VIHA Volunteer Standards of Conduct Policy (at the back of the manual).

4. Mentorship

- a. You will be required to receive up to 20 hours of mentorship training from a seasoned volunteer. They will help you adjust to your new role as a direct volunteer until you are comfortable being on your own. Mentorship does not apply to the one-to-one companionship role. However, regular check-ins with the client and the volunteer will be implemented by the Volunteer Coordinator.

5. Hospice 101

- a. Hospice 101 is a shortened version of the Hospice Education and is not a full version of the Volunteer Education certification. Hospice 101 is provided in special circumstances at the discretion of the Executive Director. Typically, it would be provided to certified practitioners and hospice volunteers who have been trained at other Hospice Societies.

INDIRECT VOLUNTEER ROLE

The indirect volunteer provides support to the operations of the Society to help Hospice continue to thrive. Indirect volunteers are not requested to attend the Hospice Education but are always welcome to join in to further their personal knowledge. Indirect volunteers' positions include, but are not limited to:

- Event support;
- Event committees;
- Administrative support;
- Garden group;
- Maintenance support; and
- Special sessions including Zentangle, sewing, etc.

SPECIAL MESSAGE TO OUR VOLUNTEERS

Thank you for helping me and holding my hand
You made me feel valued, no matter my age or condition
Because of you, I'll die with dignity and companionship
Thank you for listening to my stories
And asking me what I need
Thank you for showing me kindness
And for helping my family when I'm gone
Thank you for giving me the space when I needed it
And allowing me to express my deepest thoughts without judgment
But most of all thank you for giving me your time and compassion

~ A Hospice Client ~

OVERALL VOLUNTEER POLICY STATEMENTS

Agreements

It is the policy of Campbell River Hospice Society (CRHS) that all volunteers will sign and abide by the following agreements:

- The CRHS Code of Ethics Volunteer Policy and Procedures;
- Medical Assistance in Dying (MAiD) Witnessing Agreement;
- MAiD Discussion Agreement; and
- Confidentiality Agreement.

Criminal Record Status

It is CRHS's policy that all volunteers and staff complete and maintain a clean Criminal Record Check. If at any point, the volunteer is convicted of a crime during their volunteer status with Hospice, they are required to report the change in status immediately.

Confidentiality

CRHS is legally obligated to protect any personal information that is collect, use or disclose, whether the information is about a client, employees or volunteer.

All information, verbal and written, about clients and their families is private and confidential. All such facts are In Trust and must only be discussed with other members of the team where relevant to the extent of client care. This may include information relating to an individual's contact information, medical history, disease or treatment, financial position, home life or family situation, as well as their identity and address. All Hospice staff and volunteers are required to sign and adhere to the Confidentiality Agreement at all times. If confidentiality is breached, it will result in termination.

Public Relations

We believe that you, as a volunteer, provide a great opportunity to promote the CRHS in the community as well as the importance of volunteering. We encourage you to speak positively about what you do at the Society as long as it is within the parameters outlined in the Confidentiality Policy. If you are asked to speak to the media or at an event, we ask that you seek guidance from us first to ensure you are provided with up-to-date and accurate information. Those who speak negatively about the Society or otherwise bring the organization into disrepute and will be subject to the CRHS's progressive disciplinary process up to and including termination.

Harassment

The Society has a zero tolerance policy regarding harassment, sexual or otherwise, of any person. For purposes of this Policy, harassment includes: name calling, offensive jokes, unwanted sexual advances or invitations, ogling, sexually suggestive comments, persistent and unwanted requests for

dates, unwanted touching, distribution or production of denigration or degrading pictures or cartoons, harassing letters, phone calls or threats of retaliation if a person refuses a sexual advance or makes a complaint and engaging in threatening behavior towards another person. If you experience any of this, you should contact the Volunteer Coordinator or Executive Director.

Workplace Violence

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence is the definition of abuse. Abuse can be: verbal, psychological or sexual in nature.

- Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments.
- Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem.
- Sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

CRHS has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from their volunteer position and possibly criminal charges.

Safety

The CRHS, along with its employees/volunteers, must take reasonable precautions to ensure that the workplace, hospital, long-term facilities, individual's residents etc. are safe. If any client visiting location is deemed unsafe, you are required to leave immediately and report to the Volunteer Coordinator.

Health

As a direct volunteer, you are required to obtain a flu shot each winter and refrain from any client visits in any location if you are not well. This includes colds, flu or any other virus that may be passed onto our clients, volunteers and staff.

Conflict of Interest

You must immediately disclose any business, commercial, financial, religious or spiritual interest in volunteering for the CRHS. Any ulterior motives to volunteer with those facing end-of-life or who are grieving is considered a conflict of interest where there is a zero tolerance. If you have a personal relationship with a patient or caregiver, you should advise the Volunteer Coordinator or designate at the time of assignment and a determination will be made as to the continuation of the assignment.

Drugs and Alcohol

You must not be under the influence of illegal drugs or alcohol or be involved with any controlled substances while on duty as a volunteer.

Smoke-Free/Scent-Free Environment

CRHS is a smoke-free environment and we ask that all volunteers refrain from smoking while performing their volunteer duties. We also ask that volunteers refrain from wearing perfumes, scented lotions and sprays which can have a significant effect on client's health and well-being.

Medications

In order not to place the CRHS or yourself at risk, volunteers must not perform professional services for which certification or licensing is required, as per the *Regulated Health Professions Act* (RHPA).

You are required to not touch any client's medication regardless of the circumstance.

You may not pour, count, prepare, dispense (deal out in portions) or manage (change dosage, size, amount, frequency) prescription or non-prescription drugs or homeopathic remedies prescribed by a complementary practitioner. If you receive a request by a resident to perform or assist with a procedure from which you are prohibited, then you will refuse to perform such a service or procedure, explaining that the requested service or procedure can only be performed by regulated health professionals. All requests for services or procedures prohibited for volunteers must be reported to the Volunteer Coordinator or Executive Director. At any time, if a health professional is required, you must notify the family or call 911

Dress Code

Employees and volunteers are required to dress in a professional manner that demonstrates good judgment and discretion that is consistent with a professional working environment. The following guidelines are for safety and to prevent the spread of infection for employees, volunteers, residents and their families.

Every volunteer must wear his/her identification badge with the badge visible to the public when on volunteer duty

Progressive Discipline

The following steps are followed when an issue requires the discipline of a volunteer:

1. Verbal Warning
2. Written Warning
3. Suspension
4. Termination/Dismissal

Documentation occurs throughout all the steps.

Grounds for dismissal include, but are not limited to:

- Breach of confidentiality;
- Intentional breach of Conflict of Interest;
- Gross misconduct, insubordination, neglect of duty
- Being impaired/under the influence of drugs or alcohol while on duty;
- Abuse, harassment or mistreatment of residents, staff or other volunteers;
- Exceeding the boundaries of their volunteer position description; and
- Failure to meet physical or mental standards of performance.

Resignation

CRHS understands that life-altering changes can come to everyone, including our volunteers, and that withdrawal or resignation from their work may be necessary. We ask that you provide us at least two weeks' notice so that we can ensure a continuation of services to our clients. If you resign and wish to resume Hospice volunteer work, please contact your Volunteer Coordinator. Depending on the length of time that you are inactive, new screening and training may be required. In order to improve our volunteer program, we encourage you to participate in an exit interview with the Executive Director or alternate.

Conflict Resolution

If you have a complaint about a client, another volunteer or staff member, please contact your Volunteer Coordinator, Executive Director or Board member for investigation and follow-up. If you feel unable to discuss the matter with your Volunteer Coordinator, ask to consult a designate.

Boundaries

Volunteer relationships with clients have the same boundaries as those of paid staff. Most relationships between clients and volunteers are very strong and it can be easy to forget that you are a volunteer and not ultimately responsible for the resident. Maintaining a therapeutic relationship is key! It is appropriate to be friendly, courteous, empathic and caring but it is not appropriate to become friends with residents, their family members or others connected to the delivery of service. Friendships with residents can lead to unclear boundaries, inappropriate expectations, the appearance of favoritism or exploitation and conflicts of interest.

Key Boundary Issues Pertaining to Hospice Volunteers may include, but not limited to:

- Intimate involvement;
- Excessive and inappropriate self-disclosure;
- Extra-therapeutic and undisclosed business/personal relationships;
- Conflict of interest;
- Breaking confidentiality;
- Keeping secrets;
- Fostering triangulation with family;
- Deliberate fostering of dependency;
- Medication;
- Gifts;

- Unusual incident;
- Sharing of telephone, home address;
- Wills / Power of Attorney (POA), Estate Planning

Please do not enter into financial transactions with clients, their family members or caregivers, either lending or borrowing in either direction. If clients are in financial need, the Volunteer Coordinator or designate is notified.

Do not engage in political activities, campaigning or lobbying during volunteer hours.

It is ok to listen and talk to residents about medical, spiritual, family, financial, legal and business matters, if the resident's wishes, but it is not our place as a companion to give advice.

You must disclose to the Volunteer Coordinator or designate your personal or business relationship to a resident in order to help prevent potential conflicts of interest or ethical dilemmas. If you provide direct care to a resident who is a friend or family member, you may find it difficult to remain objective and follow the Hospice guidelines for resident care. It is recommended that a volunteer be reassigned for the duration of the client's journey with CRHS if this is the case.

It is important to remember, that if you have identified needs of the client that fall outside your volunteer role, (e.g. financial, healthcare, transportation, questions about suicide and euthanasia, etc.), ask the client to discuss with their health care professional.

Understanding your role in maintaining boundaries in your therapeutic relationship with the client will help protect both yourself and the client's dignity, autonomy, privacy and safety.

As part of the policy of the CRHS, if a volunteer has been identified as crossing over the boundary, he/she will be subject to re-education and if the problem persists, progress discipline at the discretion of the Volunteer Coordinator.

Acceptance of Gifts

We require that you not accept gifts of money, jewelry, etc. as recognition of your service by the client or the caregiver. Only donations to the CRHS can be accepted. Your gift of time and compassion is more than enough and you are not expected to give gifts to the clients and their families. Thank the resident for their thoughtfulness and let them know that you are not able to accept their gift -- instead, the opportunity to spend time with them is more than enough.

Assistance with Legal Documents

To protect our volunteers from any legal challenge and/or conflict of interest, and to protect the CRHS from legal conflicts, you are not allowed to assist clients with signing legal documents, such as, but not limited to:

- a. Preparing a Will and/or Codicil to a Will;
- b. Estate planning;
- c. Power of Attorney; and
- d. MAiD Witnessing any documents.

Volunteer File Requirements

As part of best practices in volunteer management, we are required to maintain records of volunteer involvement. Volunteer files will include:

- Personal data (full name, address, telephone number);
- Emergency contact information;
- Criminal Record Check;
- Pertinent medical or health information;
- References;
- Start date, date of resignation, dates of leaves of absences;
- Record of orientation and training;
- Record of assignments;
- Record of hours;
- Record of performance reviews;
- Record of recognition; and
- Copies of incident reports involving the volunteers.

Signed forms:

- The CRHS Code of Ethics Volunteer Policy and Procedures;
- Medical Assistance in Dying (MAiD) Witnessing Agreement;
- MAiD Discussion Agreement; and
- Confidentiality Agreement.

Volunteer management follows similar principles to Human Resources Management in that we keep copies of all forms related to your volunteer role/position for a period of three years. We do not share your information with any other agencies. All information collected is kept private and confidential.

Record Keeping Requirements

All volunteer activity reports will be required of volunteers on a monthly basis.

The record will ask for the dates of your volunteer involvement with the CRHS, what position you filled and activity you performed. Please include all activities such as education, workshops, lunch meetings, appreciation events, evaluations or scheduled meetings with your Volunteer Coordinator or designate.

As a direct volunteer you are required to report any upcoming appointments you have made with a client you are companionship or visiting.

Statistical information is extremely important for any business, especially for non-profit agencies such as the CRHS. We gather this information because this helps us monitor our programs and to report to our stakeholders, partners, funders, the general public, our volunteers and staff, how we are doing and the amount and type of volunteer involvement.

- To have the opportunity to give feedback on the program and their assigned role;
- To be protected against risk;
- To receive recognition and thanks;
- To be listened to;
- To receive support for own grief generated because of the death of a resident;
- To have the freedom to leave without guilt; and
- To ensure your safety.

Community Resources

It is important you are aware of the community resources that can help our clients through their journey. You will find a full list of resources on our website at <http://bit.ly/2vLb2zq>.

On the Campbell River Hospice Society website, www.crhospice.ca, you will find a great amount of information about the Society, an activity calendar, online referrals, services, fundraising and other events and online donation options.

To stay updated on CRHS activities event and information register your email on our website. Please encourage clients take advantage of this opportunity.

Position details may vary during the covid-19 pandemic

VOLUNTEER JOB DESCRIPTIONS

DIRECT VOLUNTEER POSITIONS

HOSPITAL / YUCALTA VISITING TEAM VOLUNTEER

Responsible to: Volunteer Coordinator

Location: Hospital and Yucalta

Volunteer Description: To support clients and their families when they are referred to us within the Vancouver Island Health Authority.

- Present yourself at each floor's unit to inquire about clients and assist staff with any special requests. Please be patient if the staff appears to be busy.
- Acquire information on new clients or any changes in present Hospice clients. Please ensure the Hospice binders are up-to-date for fellow volunteers.
- Please keep an eye open for moments that may feel uncomfortable or unsafe and refrain from engaging. Reach out to the Volunteer Coordinator if you need support as soon as possible.
- Please do not solicit or accept any gifts. Maintain a professional yet compassionate approach and do not conduct or promote personal business or beliefs with clients.
- Please "leave your backpack at the door." Providing your compassionate listening skills is what makes you incredible at what you do. This allows for a relationship of trust and support for our clients in their time of need.
- Volunteers may not administer medication, give medical information or advice and may not access client's charts.
- Maintain confidentiality and do not collect, discuss or disclose information about clients beyond the Volunteer Coordinator and the VIHA team.
- Please do not wake or disturb clients if they are sleeping.
- Utilize your team of other volunteers, the Hospice Society staff and the VIHA team, to support one another and best provide excellent service to our clients and the community. You are valuable to the team.
- Please reach out to the Volunteer Coordinator (or Executive Director if they are unavailable) immediately if a concern or uncertainties arise or you need to de-brief or be supported after a loss.
- Record and submit your volunteer hours before the 6th day of each month at the latest.
- Have a strong understanding of the MAiD Enquiries and Witnessing Documents signed during your intake. Volunteers may not be a witness to any documentation for clients and may not engage in the details of the process of MAiD. Encourage clients to reach out to their healthcare professionals if information is requested.
- Allow caregivers a period of respite if needed. Explain the resources available to them in the hospital.
- Engage family members and patients in light activities (e.g. games, reading, singing, writing cards/notes, video messages to loved ones, etc.).
- Provide compassionate education on the resources available to clients and their loved ones through the Hospice Care Centre. Please explain the process to acquire services.

- Encourage loved ones to seek out support prior to the passing of their loved one.
- Attend monthly “Community of Learning” and “Volunteer Care Group” meetings to keep up-to-date on what’s happening in the community to learn valuable methods to support our clients and in turn be supported by the Hospice Society team.
- Your time and dedication to the Hospice Society is valuable to us and our community. A minimum of one-year commitment is appreciated.

Time Required:

Hours per week

- 2 - 6 (Varies depending on number of palliative patients on floor)
- 1-year commitment

Education Requirements:

Completion of all direct volunteer education requirements.

VOLUNTEER COMPANION OR VIGIL COMPANION

Responsible to: Hospice Volunteer Coordinator

Location: Hospice Care Centre, Hospital, Yucalta, long-term facilities and individual's residence

Job Description: To provide psychosocial support to clients and their families when they are referred to us within the hospital or Yucalta

- Listen to or talk with clients or family. Sometimes just to be with the person in silence.
- Read, write letters, listen to music with the client.
- Take clients for walks or outside for fresh air.
- Assist family with organizing special events i.e.: birthdays, bereavement teas, etc.
- Seek out resources and information the client or family may need in making final arrangements.
- Provide the client or family with information on various community resources they may need.
- Assist families by staying with client if they require some respite.
- To maintain confidentiality of the patient and family.
- Any other jobs deemed reasonable by the volunteer with permission of the Volunteer Coordinator.

Time Required:

- 4 Hours per week approx.
- 1-year commitment

Qualifications

- Mature, stable personality, good listening skills, dependable, a sense of humour, able to work as a team member.

Education Requirements:

- Completion of all direct volunteer education requirements.

RELAXATION THERAPY PRACTITIONER VOLUNTEER

Responsible to: Hospice Volunteer Coordinator

Job Description: To provide one-on-one relaxation techniques to Hospice clients, volunteers by appointment through the Hospice Care Centre.

Location: Hospice Care Centre, Hospital, Yucalta, long-term facilities and individual's residence

- Ask clients to complete health information.
- Listen to, or talk with clients, and ask permission before beginning therapy.
- Educate clients in self-care, i.e.: continued therapy, journaling, walking, etc.
- Maintain confidentiality.
- Follow clean-regime for massage table and room between clients.
- Be aware of cultural differences and personal body space.
- Provide clients with information on other Hospice services they may need or direct them for further information to office staff.
- Maintain record of volunteer hours spent with Relaxation clients and report back to the Volunteer Coordinator at the end of each month.

Time Required:

- 2 - 10 Hours per month depending on availability
- 1-year commitment

Qualifications:

- Trained and certified in Reiki, Therapeutic Touch or Healing Touch, Reflexology, or Massage Therapies.
- Mature, confidential, stable personality, good listening skills, dependable to work as a team member.

Education Requirements:

- Completion of all direct volunteer education requirements

GRIEF SUPPORT GROUP FACILITATOR

Responsible to: Hospice Volunteer Coordinator

Job Description: To provide psychosocial support to clients who have had a loved one die in a group setting.

Location: Hospice Care Centre

- Welcome each individual as they arrive and ask them to sign in.
- Ask everyone to introduce themselves, at the level they feel comfortable.
- Remind all attendees the importance of confidentiality.
- Create a topic of discussion for each group meeting.
- Ask new members to complete a contact form.
- Encourage others in the group to talk, initiating peer to peer support.
- Listen, ask questions and encourage discussion.
- Remind group attendees the importance of self-care at each session.
- Let the group set the pace. Know that grief takes a long time.
- Use opportunities to empower individuals in the group – ensuring everyone gets the opportunity to talk.
- Remind attendees they can sign up for Hospice email updates on our website.
- Find resources for individuals to utilize in between group meetings.
- Ensure everyone is aware of all Hospice services that could help them through their journey.
- Be aware of cultural differences.
- Provide clients with information on various community resources they may need.
- Ask if you can check in with clients who may be struggling.
- Check in with Hospice Counsellors for ideas for topics, resource, etc.
- Maintain accurate records of all attendees and follow-ups calls.

Time Required:

- 2 - 2.5 Hours per week approx.
- 1-year commitment

Qualifications:

- Mature, stable personality, good listening skills, dependable, a sense of humour, able to work as a team member.

Education Requirements:

- Completion of all direct volunteer education requirements

INDIRECT VOLUNTEER JOB DESCRIPTIONS

Garden Group Volunteer

Responsible to: Volunteer Coordinator

Job Description: To help maintain the Society's Memorial and Serenity Garden throughout the year.

Location: Sally Wellman Memorial Garden (Seawalk and Serenity Garden at Hospice Care Centre)

- Enjoy gardening and being in nature!
- General understanding of plants & weeds.
- Self-motivated and able to work unsupervised.
- In good physical condition due to demands of garden work.
- Have own garden tools to bring when working down at the garden.
- Enjoy speaking with people that stop by when you are gardening, to chat and ask questions.
- Have a good understanding of the Hospice Society.
- Have a good understanding of the Garden Guidelines.
- Maintain record of hours spent in the garden and report to coordinator at the end of each month.
- Able to work with a group during the spring & fall garden clean-ups that the Hospice Staff organize.

Time Required:

- 4 - 6 Hours per month approximately
- 1-year commitment

FUNDRAISING VOLUNTEER

Responsible to: Volunteer Coordinator

- Assist with all Hospice fundraising events throughout the year when available.
- Promote Hospice Services when in the community at fundraising events.
- Fulfill your commitment to attend the event as a volunteer.
- Stay at your designated position for the full shift / unless you have a replacement to spell you off.
- Help make connection for Hospice at events.
- Enjoy the other volunteers and the public.
- Help recruit volunteers at public events.

Time Required:

- 1 - 2 Hours per week
- 1-year commitment

Qualification:

- Mature, dependable, a sense of humour, outgoing, able to work as a team member.

ADMINISTRATIVE VOLUNTEER

Responsible to: Volunteer Coordinator

- Meet and greet all visitors to Hospice at front desk.
- Organize Lending Library, add new books as necessary, keep track of books taken out and returned. Periodically review books out and give a friendly reminder call to return overdue ones.
- Help create various documents and spreadsheets.
- Help keep office area tidy including practitioner's laundry etc.
- Do casual cleaning in office, vacuuming, dusting, garbage and bathroom.
- Other office duties as assigned.

Time Required:

- 4 Hours per week Approximate
- 1-year commitment

Qualifications:

- Mature, confidential, stable personality, good listening skills, dependable to work as a team member.

Training:

- Attend **24-hour** In-house training.
- Attend any ongoing workshops sponsored by Hospice.

Other Volunteer Job Descriptions will be developed as required.