



Hospice Orillia  
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## Hospice Orillia Volunteer Application Package

Thank you for your interest in volunteering at Hospice Orillia!

Volunteers are the backbone of Hospice Orillia. Our work in the community is driven by and supported by people willing to give their time to help support our programs and services. We welcome your interest in becoming a volunteer because it is the volunteer who helps ensure that no family or person in our community bears the burden of illness, loss or grief alone.

*"No act of kindness, no matter how small, is ever wasted." - AESOP*

All Hospice Orillia volunteers are provided with specialized training, both online through Hospice Palliative Care Ontario, and through in-person training at Hospice Orillia. All volunteers are supervised and supported by professional staff members, and are provided with opportunities for ongoing support, education and development.

Hospice Orillia offers many volunteer opportunities, some of which are listed below. Please also find the Position Descriptions attached to this application. If you have a skill to offer that is outside the opportunities listed, please let us know!

- ❖ Visiting Volunteers
- ❖ Footprints Project
- ❖ Caregiver Support
- ❖ Complementary Therapies
- ❖ Bereavement Support
- ❖ Special Events & Fundraising Support
- ❖ Awareness & Education Support

*"Start where you are. Use what you have. Do what you can." - Arthur Ashe*

*Hospice Orillia is committed to creating and maintaining an environment free of discrimination. All individuals are treated with respect and dignity, and have equal opportunities. Our programs, services and opportunities will be accessible regardless of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, receipt of public assistance, record of offences, sex, or sexual orientation. We always provide a positive space to our clients, volunteers, and staff.*

If you have an hour or two a week to spare, Hospice Orillia would consider it a privilege to have you as a part of our volunteer team! If you are interested in getting the process started, please complete the attached Volunteer Application form and the Reference Check form and provide to:

Daniela Accomando, Volunteer Coordinator, Community Social Worker at

Email: [daniela@hospiceorillia.ca](mailto:daniela@hospiceorillia.ca)

Phone: 705-325-0505 ext. 118 Fax: 705-325-7328



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## Becoming a Hospice Orillia Volunteer Process Outline

### Step 1: Complete Forms

Complete the required forms in the Volunteer Application Package (Volunteer Application Form and Reference Check Form), and send to:

Daniela Accomando, Volunteer Coordinator, Community Social Worker at

Email: [daniela@hospiceorillia.ca](mailto:daniela@hospiceorillia.ca)

Phone: 705-325-0505 ext. 118 Fax: 705-325-7328

Mail: 169 Front Street South, Orillia, ON L3V 4S8

***If you require any accommodations or assistance to complete the application, please inform Daniela when you send your application.***

### Step 2: Interview

A staff member of Hospice Orillia will reach out to you to schedule an in-person or virtual interview.

### Step 3: Police Vulnerable Sector Check

At your interview, you will be provided with a Police Vulnerable Sector Check form and letter. You are responsible for completing this form online. Once you have received the completed check, you are responsible for returning it to Hospice Orillia for review.

### Step 4: Reference Check

A staff member will contact your references. Please be sure to obtain permission from your references prior to providing their names and contact information.

### Step 5: Training

A staff member will register you for the online training component through Hospice Palliative Care Ontario. Please keep Hospice Orillia updated on your progress and reflections.

A staff member of Hospice Orillia will advise you of the upcoming in-person training sessions. Please see below for more information about which trainings are required for each volunteer position.

### Step 6: Certificate

Once you have completed your online and in-person training, you will be provided with a Certificate of Completion from Hospice Orillia.

### Step 7: Volunteer!

It is time to begin your Hospice Orillia volunteering journey! We are thrilled to have you!



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**Volunteer Application Form**

Thank you for your interest in becoming a Hospice Orillia Volunteer.

This is a general application form.

Your information is helpful in developing our programs and services so that Hospice Orillia may continue to meet the needs of clients and the community. This form is confidential and will only be viewed by Hospice Orillia staff.

Please complete this form and return to Daniela at Hospice Orillia:

169 Front Street South, Orillia ON L3V 4S8

Email: [daniela@hospiceorillia.ca](mailto:daniela@hospiceorillia.ca)

Phone: 705-325-0505 ext. 118 Fax: 705-325-7328

**Contact Information**

Name: \_\_\_\_\_ Preferred pronoun: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (H) \_\_\_\_\_ (C) \_\_\_\_\_

Email: \_\_\_\_\_

Date of Birth (DD/MM/YY): \_\_\_\_\_ Preferred method of contact: \_\_\_\_\_

Languages spoken other than English (if applicable): \_\_\_\_\_

**Emergency Contact Information**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Please describe any required accommodation or assistance you need for:**

Volunteer training:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Within your desired volunteer role:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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**Areas of Interest & Availability**

Please place a checkmark beside any of the following areas that may be of interest to you.

- Visiting Volunteer
- Complementary Therapy
- Bereavement Support
- Awareness & Education Support
- Footprints Project
- Caregiver Support
- Special Events and Fundraising Support

Check the times you are most available:

|           | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-----------|--------|---------|-----------|----------|--------|----------|--------|
| Morning   |        |         |           |          |        |          |        |
| Afternoon |        |         |           |          |        |          |        |
| Evening   |        |         |           |          |        |          |        |

**Work Experience (if applicable – not required)**

Current Occupation: \_\_\_\_\_

Previous Occupation: \_\_\_\_\_

**Volunteer Experience**

Name of organization: \_\_\_\_\_ Volunteer position: \_\_\_\_\_

Duration of volunteering (DD/MM/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Responsibilities:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of organization: \_\_\_\_\_ Volunteer position: \_\_\_\_\_

Duration of volunteering (DD/MM/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Responsibilities:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





**Other interests, skills & hobbies relevant to the desired volunteer role (please describe below):**

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**Personal & Medical History**

Have you had a significant personal loss within the past year?

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*If you have experienced a significant personal loss within the last year, we recommend participating in one of our indirect volunteer opportunities rather than our client support volunteer opportunities.*

Do you have any physical or medical restrictions (please describe below):

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How did you hear about our volunteer opportunities?

- Newspaper
- Poster
- Current volunteer/staff
- Internet (or our website)
- Community event
- Other: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you for your interest in volunteering with Hospice Orillia!**





**Reference Check Form**

**Instructions:**

- 1) Please do not use family members as references.
- 2) Please contact the two individuals who will act as references for you. Please provide one professional reference and one character reference.
- 3) List their names and contact information below.
- 4) Sign the release statement below.
- 5) Return this form along with your Volunteer Application form to Daniela at Hospice Orillia:

169 Front Street South, Orillia ON L3V 4S8

Email: [daniela@hospiceorillia.ca](mailto:daniela@hospiceorillia.ca)

Phone: 705-325-0505 ext. 118 Fax: 705-325-7328

*Release Statement*

I, \_\_\_\_\_, will contact the individuals listed below to confirm their willingness to act as my personal references. I give my permission to Hospice Orillia to contact these individuals.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Reference #1:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Reference #2:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_





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### Visiting Hospice Volunteer Position Description

**Purpose:** To provide social, emotional and practical support to individuals living with progressive life-threatening illness and their caregivers.

#### Necessary Skills and Attitudes:

- Excellent listening, interpersonal and communication skills
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Independence, self-reliance, reliability and honesty
- Empathy, confidentiality and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life-threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

#### Responsibilities:

- To uphold the client's right to dignity and self-determination
- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

#### Duties Include:

- Attending volunteer educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Advising the Community Social Worker of your visiting schedule prior to visiting the client
- Visiting with the client/caregiver:
  - For companionship (playing cards, chatting, reading, sharing mutual interests)
  - To engage in legacy work (letter/card writing, scrapbooking, Footprints project)
  - Caregiver respite (spending time with individual to give caregiver a break)
  - Practical assistance like light meal preparation (ex. preparing a tea, a sandwich)
  - Simple comfort measures (small adjustments in bed/chair, offering blankets)
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the visit and report any changes in the client's condition



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• **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations

**Limitations:**

- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Accept personal gifts
- Witness any legal documents

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Community Social Worker
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario (HPCO) Online Training
  - Hospice Orillia In-Person Training
- Ongoing educational and professional development opportunities
- Community workshops
- Individual supervision, if needed/applicable

**Time Commitment:**

- 1-4 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks



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### The Footprints Project Volunteer Position Description

**Purpose:** To support individuals living with progressive life-threatening illness by assisting them in the creation of meaningful legacy activities.

#### Necessary Skills and Attitudes:

- Excellent listening, interpersonal and communication skills
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Independence, self-reliance, reliability and honesty
- Empathy, confidentiality and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity
- Interest in listening to other people while they share their stories
- Interest in writing and storytelling considered an asset
- Interest in crafts such as scrapbooking considered an asset

#### Responsibilities:

- To uphold the client's right to dignity and self-determination, and where appropriate, to provide client-directed advocacy
- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

#### Duties Include:

- Attending volunteer educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Participating in legacy projects with the client, such as:
  - Creation of cards, letters, and scrapbooks (2-4 sessions)
  - Conducting in-depth life interviews with the client, recorded by an audio recorder (1-4 sessions)
  - Transferring audio interviews into a narrative document
  - Participating in the editing of the narrative document with the client (1-2 sessions)
- Checking in after each visit (via email or telephone) with the Community Social Worker to debrief



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• **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations

**Limitations:**

- Volunteers may not engage in counselling support when meeting with the clients
- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- Accept personal gifts
- Witness any legal documents

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Community Social Worker
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario (HPCO) Online Training
  - Hospice Orillia In-Person Training
  - Hospice Orillia “Footprints Project” training
- Ongoing educational and professional development opportunities
- Individual supervision, if needed/applicable

**Time Commitment:**

- 1-4 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks



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## Complementary Therapy Volunteer Position Description

**Purpose:** To provide complementary therapy services to individuals living with progressive life-threatening illness.

### Necessary Skills and Attitudes:

- Current registration in good standing from the regulating body or association applicable to the type of therapy being provided (if/where applicable)
- Minimum of six months of practice in the therapy being provided
  - Current therapies include: Reiki (Minimum of Level Two required) and Massage.
- Training in or experience with palliative care would be an asset
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Independence, self-reliance, reliability and honesty
- Empathy, confidentiality and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life-threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

### Responsibilities:

- To uphold the client's right to dignity and self-determination
- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match
- To provide session notes detailing treatment to Community Social Worker (who will keep confidentially, acting as the HIC)

### Duties Include:

- Advising the Community Social Worker of your visiting schedule prior to visiting the client
- Providing the treatment for the agreed-upon amount of time
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the visit and report any changes in the client's condition
- Attending educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>





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- **Additional duties as a result of COVID-19:**

- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations

**Limitations:**

- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- Accept personal gifts
- Witness any legal documents

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Community Social Worker
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario Online Training
  - Hospice Orillia In-Person Training
- Ongoing educational and professional development opportunities
- Community workshops
- Individual supervision, if needed/applicable

**Time Commitment:**

- 1-2 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks



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### Caregiver Connection Volunteer Position Description

**Purpose:** To provide social and emotional support over the phone to individuals caring for those living with progressive life-threatening illness.

#### Necessary Skills and Attitudes:

- Excellent listening, interpersonal and communication skills
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Independence, self-reliance, reliability and honesty
- Empathy, confidentiality and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life-threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

#### Responsibilities:

- To uphold the client's right to dignity and self-determination
- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

#### Duties Include:

- Attending volunteer educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Advising the Community Social Worker of your telephone call schedule
- Telephone calls with the caregiver:
  - Social support, a listening ear, and companionship
  - Check-in on the caregivers well being and offer a space for expressing the stresses of caregiving
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the phone call



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### **Limitations:**

- Volunteers may not compromise their own safety as part of their duties
- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Accept personal gifts
- Witness any legal documents

### **Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Community Social Worker
- Program Assistant

### **Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario (HPCO) Online Training
  - Hospice Orillia In-Person Training
- Ongoing educational and professional development opportunities
- Community workshops
- Individual supervision, if needed/applicable

### **Time Commitment:**

- 30-60 minutes per week
- A minimum of a one-year commitment to Hospice Orillia

### **Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks



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## One to One Peer Support (Bereavement) Volunteer Position Description

**Purpose:** To provide bereavement support and information to newly bereaved individuals through one-to-one peer interactions.

### Necessary Skills and Attitudes:

- The capacity to give your time, energy, wisdom and skills to provide peer support to bereaved individuals and their families
- Excellent listening, interpersonal and communication skills
- Caring, sensitive and compassionate
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality and the ability to suspend judgment
- Able to be present with people experiencing a wide range of emotions
- Able to refrain from giving advice, problem solving, or trying to “fix”
- Comfortable talking about death, dying and bereavement
- Respect for all aspects of diversity

### Responsibilities:

- To uphold the client’s right to dignity and self-determination
- To adhere to Hospice Orillia’s policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

### Duties Include:

- Advise the Bereavement Coordinator of your support schedule prior to visiting the client
- Supporting the client through normalizing the grief experience, and provide an opportunity for the client to share their experience in a safe and nonjudgmental space
- Communicating any concerns (i.e. abuse/neglect, suicide risk or medical concerns or other urgent matters) to the Bereavement Coordinator in a timely manner
- To attend volunteer educational events
- Will act as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>





• **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations

**Limitations:**

- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Volunteers are providing a support relationship. \*This is **NOT** a counselling/therapy relationship
- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- Accept personal gifts
- Witness any legal documents

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Bereavement Coordinator
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario Online Training
  - Hospice Orillia In-Person Training
- Ongoing educational and professional development opportunities
- Community workshops
- Individual supervision, if needed/applicable

**Time Commitment:**

- Availability for one-to-one meetings with bereaved clients for 4-6, 1 hour sessions
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks







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### **Group Facilitator (Bereavement) Position Description**

**Purpose:** To facilitate bereavement support groups. The Bereavement Coordinator will develop curriculum and match volunteers with appropriate clients for groups.

#### **Necessary Skills and Attitudes:**

- The capacity to give your time, energy, wisdom and skills to provide peer support to bereaved individuals and their families
- Excellent listening, interpersonal and communication skills
- Caring, sensitive and compassionate
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality and the ability to suspend judgment
- Able to be present with people experiencing a wide range of emotions
- Able to refrain from giving advice, problem solving, or trying to “fix”
- Comfortable talking about death, dying and bereavement
- Respect for all aspects of diversity

#### **Responsibilities:**

- To uphold the client’s right to dignity and self-determination
- To adhere to and remain within the boundaries of Hospice Orillia’s policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

#### **Duties Include:**

- Will advise the Bereavement Coordinator of your support schedule prior to visiting the client
- Will support the client through normalizing the grief experience, and provide an opportunity for the client to share their experience in a safe and nonjudgmental place
- Will communicate any concerns (i.e. abuse/neglect, suicide risk or medical concerns or other urgent matters) to the Bereavement Coordinator in a timely manner
- To attend volunteer support and educational events
- Will act as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>



**NSMHPCN**  
North Simcoe Muskoka Hospice Palliative Care Network

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169 Front Street South, Orillia, ON L3V 4S8 | Reg Charity # 135837748RR0001  
Bus: 705-325-0505 Fax: 705-325-7328 [www.hospiceorillia.ca](http://www.hospiceorillia.ca)  
*Created May 2018. Most recent revision November 2022*



- **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations

**Limitations:**

- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Volunteers are providing a support relationship. \*This is **NOT** a counselling/therapy relationship

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Bereavement Coordinator
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario Online Training
  - Hospice Orillia In-Person Training
- Ongoing educational and professional development opportunities
- Community workshops
- Individual support

**Time Commitment:**

- Availability for pre-determined group support session
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks





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### **Administrative Support Volunteer Position Description**

*Administrative Support Volunteers are inclusive of: Events & Fundraising Volunteers and Awareness & Education Volunteers*

**Purpose:** To provide non-direct support to Hospice Orillia including assisting with fundraising events, and raising awareness of Hospice Orillia's programs and services in the community.

#### **Necessary Skills and Attitudes:**

- Friendly, outgoing, excellent interpersonal and communication skills
- Proficiency with Microsoft Office (i.e. Microsoft Word, Microsoft Excel) would be considered an asset
- Attention to detail
- Ability to maintain professionalism and confidentiality
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

#### **Responsibilities:**

- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To provide adequate notice of changes in volunteer availability and status

#### **Duties Include:**

##### ***Events & Fundraising Volunteers***

- Support Hospice Orillia in fundraising events such as Bingo and Hike for Hospice
- Assist in set up and facilitation of events such as Candles of Remembrance and Gardens of Remembrance
- Maintain professionalism when handling money/donations on behalf of Hospice Orillia
- Participate in committees created to prepare for special events
- Attend volunteer support and educational events
- Act as an ambassador for Hospice Orillia
- Submit monthly timesheet with volunteer hours

##### ***Education & Awareness Volunteers***

- Attend community outreach events, such as booths or presentations
- Participate in ensuring that community organizations are aware of Hospice Orillia's programs and services. This may include making phone calls or handing out program flyers
- Attend volunteer support and educational events



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- Act as an ambassador for Hospice Orillia
- Submit monthly timesheet with volunteer hours

*Duties listed above for each position may change or expand, and volunteers may be asked to support Hospice Orillia in ways outside of their position description.*

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Communications Fundraising and Community Relations Specialist
- Community Engagement Assistant
- Program Assistant

**Supports for Success:**

- Hospice Orillia In-Person Orientation
- Ongoing educational and professional development opportunities
- Community workshops
- Individual support
- Hospice Palliative Care Training Program (Optional)

**Time Commitment:**

- 1-2 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks



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