



# **Hospice Orillia Policy & Procedure Manual**

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169 Front St. S Orillia, ON L3V 4S8  
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## General Volunteer Policies



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## Program Overview – Volunteer Roles

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia utilizes volunteers to provide direct service to clients, as well as assist in events and fundraising, and education and awareness.

A volunteer is defined as a person who supports and promotes the mission of Hospice Orillia, who has been screened and received training appropriate to their role, and to whom no compensation is provided.

A range of opportunities are offered, shown below:

- **Visiting Volunteer:** Volunteers offer social, practical and emotional support to individuals living with progressive life-limiting illness in their own home wherever “home” is
- **Footprints Project Volunteers:** Volunteers provide assistance with legacy activities such as letter writing, card writing, scrapbooking, or life story books
- **Complementary Therapy:** Volunteers offer Reiki and Registered Massage Therapy to promote relaxation and stress reduction.
- **Caregiver Support:** Volunteers support caregivers through weekly friendly telephone calls.
- **Bereavement Support:** Volunteers support individuals who have experienced the loss of a loved one through one-on-one support, and in the facilitation of support groups
- **Events & Fundraising Support:** Volunteers support special events and fundraising opportunities
- **Education & Awareness Support:** Volunteers support education and awareness of hospice services in the community
- **Board of Directors**

Position descriptions for all volunteer roles can be found in Appendix A.

### Procedure:

A volunteer may fill more than one service position at a given time, depending on their own comfort level and availability. At a minimum, the hospice must provide:

- A position description
- Appropriate training specific to their volunteer role



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All volunteers must complete the Monthly Hours Reporting Form on a monthly basis whereby they submit all volunteer hours provided to Hospice Orillia. All volunteers must comply with additional reporting requirements of their specific volunteer role.

Volunteers are not permitted to act in the role of a regulated professional such as counsellor, Social Worker, chaplain, Nurse, Physician, any other health care professional, Lawyer, Accountant, etc. If the volunteer has training in one of these fields, they must agree to not use these specialized skills while acting in the capacity of a volunteer.



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## Confidentiality of Hospice Information

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Volunteers of Hospice Orillia are responsible for protecting the security of all information that is obtained, heard or seen in the course of their work. All printed material and all information divulged verbally or in writing by Hospice staff concerning hospice clients, volunteers or donors is strictly confidential. This includes information relating to an individual's medical history, disease or treatment, financial situation, home life or family situation, as well as their identity and address.

Note: The term "client" includes the individual and the individual's caregivers, family and friends.

### Procedure:

#### *Onboarding*

Volunteers must sign a Statement of Compliance with Confidentiality, Privacy and Security Requirements, which acknowledges agreement to confidentiality of hospice information, prior to being matched with a client. This document is placed in the volunteer record and is updated annually.

Volunteers receive specific training on the Personal Health Information Protection Act (PHIPA) through an online module, or through in-person training.

#### *Client Matches*

All client information is provided to volunteers by their direct supervisor. When a new match is made, the direct supervisor phones the volunteer to provide client details including their name, address, and information about their health condition.

Subsequent communication about a client is done by telephone or email. When communicating about a client through email or any other written form of communication, volunteers and staff must refrain from using identifying information, such as the clients name or address. In such cases, the first initial of the client's first name may be used. The volunteer is responsible for the proper disposal of any written client information by returning information to the Hospice Orillia office to be shredded.

Volunteers will not discuss their client with any Hospice Orillia staff other than their direct supervisor, with the exception of holiday coverage and emergency situations, and will not share information with



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any volunteers who are not also involved with their client. Should a discussion and/or debrief take place concerning a client, the direct supervisor and volunteer will ensure it takes place in a private space.

### *Social Media & Photography*

Volunteers are not permitted to use social media or photography as a part of their volunteer role. Volunteers must not take photos of clients or post any information about a client on social media under any circumstance.

Volunteers may choose to share social media posts made by Hospice Orillia, if desired.



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## Speaking on Behalf of Hospice Orillia

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
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### Applicable to:

- All Volunteers

### Policy:

Volunteers are authorized to act as representatives of Hospice Orillia as indicated within their volunteer position descriptions and only to the extent of such written specifications.

### Procedure:

Volunteers are encouraged to promote Hospice Orillia's work in formal and informal settings. This does not include speaking to the media, or any interviews with the public. If volunteers are asked to speak about their work with Hospice Orillia at a formal event, they must inform Hospice staff to request accompaniment and to obtain information on current trends, upcoming promotional events, and/or current fundraising goals.

If volunteers receive calls from media asking for interviews regarding their work with Hospice Orillia, they are to take down the relevant information, and speak to the Executive Director who will follow up on the request directly.

Volunteers are not permitted to discuss any details regarding Hospice Orillia's staff or operations with the general public, or with other volunteers. Volunteers are encouraged to discuss any concerns with the staff at Hospice Orillia.



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## Screening & Interview Process

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
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### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia shall ensure that all interested individuals have an opportunity to learn more about available opportunities, and complete a formal application and screening process before engaging with service recipients on behalf of Hospice Orillia. Applicants may be refused as volunteers at any time during the screening process.

### Procedure:

1. All interested individuals are required to fill out an Application Package, found on the Hospice Orillia website [www.hospiceorillia.ca](http://www.hospiceorillia.ca). Hard copies can be made available upon request. Volunteers are directed to submit two personal/professional reference checks with the Application Package.
2. Upon receipt of the completed Application Package, the Volunteer Coordinator will invite the applicant to the office for an interview. The interview includes a discussion of skills, reasons for volunteering, expectations of volunteer experience, availability, suitability, and time commitment. The interview also provides an opportunity for the applicant to learn more about available volunteer positions, and training requirements.
3. If the applicant is deemed a suitable fit for the organization by the Volunteer Coordinator, the applicant is asked to complete a Police Vulnerable Sector Check. The Volunteer Coordinator will provide a digital letter which outlines the volunteer position, ensuring there is no charge to the applicant.
4. The Program Assistant will complete two reference checks with the individuals listed as a part of the Application Package. Hospice Orillia requests that the references provide include one professional reference and one character reference. Family members may not act as references.
5. The applicant will sign a Statement of Compliance with Confidentiality, Privacy and Security Requirements, and will agree to make a commitment of at least one year.
6. Once the applicant has completed applicable training (see Policy GV-05, "Orientation & Training"), references have been checked, and the Police Vulnerable Sector Check has been received, the applicant is invited to meet face to face or by phone with the Volunteer Coordinator to discuss their program of interest and complete the post-training interview.



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Applicants may be refused as volunteers at any time during the screening process. Volunteers may be declined during the screening process for various reasons, including (but not limited to):

- Poor attendance during training;
- Inability to work independently;
- Poor communication skills;
- Intolerant or judgmental behaviour;
- Inability to cope with stressful situations and/or emotional instability
- Inability to abide by Hospice Orillia policies and procedures and limitations of their volunteer role
- Beliefs or actions that conflict with Hospice Orillia's mission and mandate;
- Result of the information gained through the screening tools including police reference check, personal/professional reference check;

In the event that an applicant is refused, they have a right to know the reason for refusal. This information will be provided to the applicant and documented in their record. The applicant may appeal this decision to the Executive Director.



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## Orientation & Training

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia provides all volunteers with training which is required to their volunteer role. Volunteers are made aware of expectations, requirements and limitations of their role, and are provided with information on how to address any issues that may arise during their volunteering.

### Procedure:

1. All direct service volunteers (Visiting Volunteers & Bereavement Support) are required to complete the following training:
  - Hospice Palliative Care Ontario Training Program
    - 13 online modules including; Introduction to Hospice Palliative Care, Communication Skills, Role of the Volunteer and Understanding Professional Boundaries, Pain and Symptom Management, Understanding the Dying Process, Spirituality, Grief and Bereavement, Care for the Caregiver, Family, Ethics, Psychosocial Issues and Impact of Illness, Cultural Considerations, Infection Prevention and Control
    - 3 in-person trainings including; Orientation to Hospice Orillia, Body Mechanics and Assists, Bereavement 101
2. All indirect service volunteers are required to complete the following training:
  - Orientation to Hospice Orillia (in-person training)
3. All volunteers (direct and indirect) must also complete the following online trainings, mandated by various ministries of the Government of Ontario. Several of the trainings below are completed annually, and are listed as such:
  - Accessibility for Ontarians with Disabilities Act (Annual)
  - Fire Safety
  - Infection Prevention & Control
  - Occupational Health and Safety Awareness Training for Workers in Ontario
  - Personal Health Information Privacy Act Training
  - Personal Information Protection and Electronic Documents Act Training
  - Workplace Hazardous Materials Information System Training (Annual)
  - Workplace Violence and Harassment Training for Employees (Annual)



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4. Volunteers are invited to participate in training as a refresher as needed, and are invited to attend various educational activities and professional development trainings throughout the year.



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## Diversity of Volunteers

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

To ensure that Hospice Orillia provides volunteer hospice services that are accessible to all groups within the community and sensitive to the needs of specific ethno-cultural groups, every effort will be made to select volunteers who reflect the diverse community.

Hospice Orillia will also ensure that all volunteers are trained in issues of diversity and cultural competence to enhance their ability to work within culturally diverse situations.

### Procedure:

1. Recruitment advertisements and posters will state explicitly that Hospice Orillia is committed to recruiting volunteers and serving clients from Orillia's diverse communities.
2. Various media & mediums will be used for recruitment advertising throughout the community.
3. Recruitment strategies will include developing partnerships and liaising with social service agencies, cultural groups etc. who serve diverse communities.
4. All Hospice Orillia onboarding, initial and ongoing training, and volunteer events will be accessible to all volunteers and all volunteers will be treated equitably throughout all processes.



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## Police Records Checks

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

A Police Vulnerable Sector Check (PVSC) will be carried out for all volunteer applicants. Hospice Orillia reserves the right to refuse an applicant based on the findings of the PVSC. Hospice Orillia will not accept PVSC's dated prior to the applicant's interview date, or PVSC's which were carried out for another organization.

All volunteers are required to sign a Criminal Record Check Declaration on an annual basis, confirming that they have not been charged with a criminal offense during the past year of their volunteerism with Hospice Orillia. All volunteers will require a new PVSC every five years, or as requested by Hospice Orillia.

### Procedure:

1. All applicants will be informed during the interview that they must complete a PVSC from the police service in whose jurisdiction the volunteer currently resides.
2. The volunteer will provide the completed PVSC to the Volunteer Coordinator, who will fill out the PVSC Declaration form, and return the original to the volunteer.
3. In the event that the PVSC returns information regarding past offences, Hospice Orillia reserves the right to refuse the applicant. Some examples of offenses that may result in refusal of the applicant include (but are not limited to):
  - Abuse/assault (physical, sexual, financial, emotional etc.)
  - Prohibitions or probation orders forbidding contact with children
  - Indictable criminal offences for child abuse
  - Outstanding convictions or charges pending for any violent offence

If the PVSC is returned noting any of the above, the volunteer applicant will meet with the Volunteer Coordinator and the Executive Director to discuss the findings.

The Executive Director will review the information provided by the applicant and determine the relevance of the findings to the volunteer position, with particular consideration to the potential harm to clients and to Hospice Orillia. In addition, information provided by the applicant will be considered (e.g. rehabilitation efforts).



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The final decision regarding the volunteer's acceptance will be made by the Executive Director. The decision will be recorded in the applicant's record.



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## Transportation

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Transportation of clients is not a role of Hospice Orillia volunteers. Volunteers will not transport the client nor drive the car of the client under any circumstance.

### Procedure:

All volunteers and clients of Hospice Orillia will be informed of this limit to the volunteer role. Volunteers will be advised during Orientation, and clients will be advised during the Initial Assessment.



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## Leaves of Absence

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-09
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Volunteers are permitted to take a Leave of Absence from their responsibilities with Hospice Orillia for the following reasons:

- Death of family member or close friend
- Death of client
- Personal circumstances
- Extended vacation

### Procedure:

1. Any Leave of Absence will be documented in the volunteer record and must be discussed with the Volunteer Coordinator. If a volunteer appears to be having difficulty performing their volunteer duties, they will attend an interview with the Volunteer Coordinator to determine if a Leave of Absence is required. In the event of a disagreement regarding length of leave or whether a leave is required, the final decision regarding whether the volunteer is required to take a leave or is ready to return to active volunteering will be at the discretion of the Volunteer Coordinator.
2. After a volunteer experiences a close personal loss, a discussion is mandatory to determine whether the volunteer should take a Leave of Absence. Decisions will be determined on a case by case basis. During a Leave of Absence, the Volunteer Coordinator will contact the volunteer regularly to provide support throughout the grieving process and help determine when the volunteer is ready to resume volunteer activities.
3. After a volunteer experiences the loss of a client with whom they have been assigned for a significant period of time, the volunteer may take a Leave of Absence. During the Leave of Absence, the Volunteer Coordinator will contact the volunteer regularly to provide support through the grieving process and help determine when the volunteer is ready to resume volunteer activities.
4. If volunteers take a Leave of Absence due to personal circumstances (other than loss) they must do as follows:
  - Inform the Volunteer Coordinator that a Leave of Absence is required. If matched with a client at the time the leave begins, wherever possible, the volunteer should provide two weeks notice to allow for alternate arrangements.



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- After an appropriate amount of time, the Volunteer Coordinator will contact the volunteer to discuss personal circumstances and determine whether they are ready to resume volunteer activities. If volunteer is not ready to resume volunteer activities at this time, the Hospice Orillia may choose to close the volunteer's file.

5. Volunteers should disclose to the direct supervisor any periods of extended vacation as soon as possible. If volunteer is matched with a client, the direct supervisor will make every effort to find a replacement volunteer.



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## Resignation & Reapplication

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-10
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
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### Applicable to:

- All Volunteers

### Policy:

Whenever possible, volunteers must ensure that adequate notice is given prior to their resignation. After resignation, if volunteers wish to resume volunteer work, they will be required to attend a re-assessment interview and complete updated training as required.

### Procedure:

1. Volunteers who resign while engaged in direct client service should do so with a minimum of two weeks' notice.
2. Volunteers who resign and are not currently engaged in volunteer service must inform the Volunteer Coordinator of their resignation as early as possible.
3. If the volunteer wishes to resume volunteer service within one year of resignation, they will be required to attend a re- assessment interview with the Volunteer Coordinator prior to restarting volunteer services.
4. If the volunteer wishes to resume volunteer services after being resigned for more than one year, they will be required to proceed through the steps for a new volunteer as outlined in Policy VM-04 "Screening & Interviewing Process." The Volunteer Coordinator will determine which steps, if any, may be excluded.



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## Use of Hospice & Personal Resources

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-11
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> August 18, 2022	<b>Reviewed/Revision Date:</b>

### Applicable to:

- All Volunteers

### Policy:

Through the course of volunteering for Hospice Orillia, volunteers have access to property, supplies and funds (upon request and approval by Executive Director) as needed to complete their volunteer duties. Volunteers may have access to their personal volunteer file upon request. Direct service volunteers will be required to use their personal cell phone while volunteering.

### Procedure:

#### *Funds*

- Volunteers are not expected to use any personal funds for any reason including client and volunteer activities
- If a volunteer identifies a need for supplies to utilize for volunteer or client related activities, they may request the specific supplies from their direct supervisor. The direct supervisor will discuss the request with the Executive Director, who will either approve or deny the request
- If the volunteer purchases the items themselves (after permission has been received), they may submit the receipt to the Executive Coordinator, who will request their banking information for direct deposit to remit the funds. The required forms will be provided as needed
- If the direct supervisor purchases the items, they will advise the volunteer when the items are ready to be picked up at the office.

#### *Information System & Records*

- Volunteers do not have access to Hospice Orillia's Electronic Medical Record system (EMR)
- Volunteers may request access to their personal volunteer file if desired
- Volunteers utilize email to communicate with their direct supervisor and other staff members. Volunteers are not permitted to use email communication with clients.

#### *Property*

- Volunteers have access to Hospice Orillia property for volunteer and client activities, training, etc.
- Whenever volunteers are utilizing Hospice Orillia property, it is to be treated with respect and returned in the same condition that it was received
- Some property items of Hospice Orillia are utilized by multiple volunteers and therefore are required to be signed in and out. These include but are not limited to:



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- Audio recorders & USB
- Laptop (for use in Footprints Project)
- Scrapbooking & other crafting supplies (for use in Footprints Project)
- Cell Phone (for use in Caregiver Connection Program)
- Puzzles

#### *Personal Phone*

- Direct service volunteers are required to have access to a personal phone to call their clients to schedule, confirm and change appointments as well as for emergency purposes
- Volunteers are not compensated for the use of their personal phone. If the volunteer would like to dispute any cell phone charges acquired in their volunteer activities, they may discuss this with the Executive Director.



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## Out of Pocket Expenses

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-12
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Volunteers must inform the direct supervisor of anticipated out-of-pocket expenses in advance of purchasing items so that they may obtain approval to do so. Volunteers will only be reimbursed for expenses that have received prior approval.

### Procedure:

1. If volunteers will incur expenses during the course of their volunteer activity and wish to be reimbursed, they must inform the direct supervisor and get approval in advance of the anticipated expenditure.
2. Once approval has been given, the volunteer must complete the appropriate expense form and return it to the direct supervisor.



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## Use of Substances

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-13
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Volunteers must arrive at their volunteer shift free of all effects of alcohol or legal or illegal drugs. Volunteers may not engage in the use of such substances during their volunteering, nor will they agree to the consumption of alcohol or use of legal or illegal drugs while visiting a Hospice client.

### Procedures:

1. If the volunteer's shift occurs during a special occasion and the volunteer is invited by the client or caregiver to have a drink with them, the volunteer may accept only a non-alcoholic beverage, to ensure this will not impair their ability to perform their volunteer duties.
2. Requests to purchase, transport or prepare illegal substances for consumption by a client or to assist in these acts will be refused. Such incidents must be reported to their direct supervisor.



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## Anti-Abuse & Anti-Harassment

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-14
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia does not tolerate harassment in any circumstance or to any individual (staff member, volunteer or client).

For the purpose of this policy, harassment includes name-calling, offensive jokes, unwanted sexual advances or invitations, ogling, sexually suggestive comments, persistent and unwanted request for dates, unwanted touching, distribution or production of denigrating or degrading pictures or cartoons, harassing letters, phone calls or visits, threat of retaliation if a person refuses a sexual advance or makes a complaint, and engaging in threatening behaviour towards another person.

For the purpose of this policy, any harassment against a person under the age of 16 is deemed to be child abuse and is covered under Policy DS-16, "Suspected Child Abuse."

### Procedure:

1. A complaint of harassment involving hospice clients, volunteers or staff will result in the immediate separation of the complainant and the accused pending an investigation by the Executive Director or an appointed representative. This may include:
  - a. suspension of service (if the accused is a client)
  - b. suspension from all voluntary activities (if the accused is a volunteer)
  - c. suspension of employment (if the accused is staff)
2. The complainant will be informed of their right to bring complaints forward through the Ontario Human Rights Commission. In order to proceed with the complaint, the complainant must agree to sign a written statement outlining the complaint. The person handling the complaint will offer assistance with this documentation.
3. The accused will be contacted within two business days that such an accusation has been made against them. They will be informed that an investigation is being conducted and that they are under suspension until the investigation is complete. No other information will be released until such time as the accused appears for an interview.



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4. An interview with the complainant and with the accused will be requested. Both the complainant and the accused will be interviewed separately and privately. Each person will be informed that they have the right to have one person of their choice present at the interview.
5. During the investigation, every effort will be made to keep the details of the complaint confidential.
6. Every effort will be made to verify the facts with third parties, with mind to confidentiality.
7. If, in the course of the investigation, an admission of guilt is made, and an offer of apology or redress is given, procedures will be halted and the complainant will be consulted about their preferred course of action.
8. A determination of guilt will result in the complainant being consulted about redress. The person handling the investigation will determine the repercussions for the accused. The most severe penalty from the hospice will be suspension of service (if the accused is a client) or dismissal (if the accused is a volunteer or employee).
9. If there is insufficient evidence to determine guilt or innocence, both parties will be informed in writing and will be advised of their options. Record of the investigation will go in the accused person's record.
10. If the accused is determined innocent, no record of the investigation will remain in their record. Service will be restored to the client and the volunteer may resume voluntary service



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## Conflict Resolution

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-15
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> August 18, 2022	<b>Reviewed/Revision Date:</b>

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia is committed to providing an environment for volunteers which is free of conflict, where volunteers are treated with fairness, dignity and respect. This policy provides volunteers with an outlet to raise concerns regarding any conflict or dissatisfaction with respect to issues related to their volunteerism in an open and fair manner with provisions made to ensure their prompt and reasonable resolution. Under no circumstance should any volunteer fear discrimination or reprisal in the workplace as a result of the filing of a complaint.

### Procedure:

#### *Conflicts*

The following conflicts should be reported, and Hospice Orillia shall strive to address them with reasonable resolutions.

- Disputes with other volunteers or Hospice Orillia staff with unwanted, and unresolved consequences
- Perceived unfair or inequitable treatment
- Harassment whether sexual, discriminatory, or personal in nature
- Abuse of authority
- Administration of company policies

#### *Conflict Reporting Procedure*

##### Discussion

- Volunteers are encouraged to discuss the unwanted behaviour or actions with the offending party as the situation dictates
- Under ideal circumstances, the two parties shall reach a reasonable resolution without the necessity of the filing of a formal complaint
- In the event that a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint may be filed

##### *Reporting*

- Complainants should record the details of the unwanted circumstance(s), the names of any applicable witnesses, and any attempts made to resolve the issue heretofore



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- Formal complaints stemming from unresolved volunteer or staff conflicts shall be submitted in writing with any pertinent documentation to the Executive Director
- Formal complaints shall be reviewed and investigated
- Formal complaints must be submitted within 14 days from the date of the alleged incident(s)
- In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality. For investigative purposes, the offending party will be notified
- Anonymous complaints shall not be reviewed

## **Expectations**

### *Volunteers*

- Employees are required to fully comply with the Conflict Resolution Policy
- Shall be treated fairly throughout the process, as either a complainant, or alleged offending party
- Shall be responsible for maintaining confidentiality regarding their involvement, and the complaint itself
- Shall co-operate with any investigations in relation to complaints

### *The Executive Director*

- The Executive Director or designate shall receive and address properly filed complaints in an appropriate fashion
- In the event that the complainant and the offending party are engaged in a volunteer-supervisor relationship, they may be physically removed from each other on a temporary basis, and may require a change in their reporting relationship
- Investigate, or co-investigate any complaints, claims and documentation therein
- Attempt to reach a reasonable resolution to the conflict
- Inform the complainant and the offending party of possible resolutions available.

### *Resolutions*

- If an apology is made by the offending party, and the complainant accepts the apology, this may be viewed as a reasonable resolution
- All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties involvement.

### *Where the complaint is substantiated:*

- In the event that a complaint is substantiated and a reasonable solution to halt the unwanted behaviour or action through mediation is not possible, the following actions shall be taken for the offending party
  - Written warning/reprimand
  - Education and training
  - Suspension
  - Termination of employment and/or volunteerism.

### Where the complaint is not substantiated:



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- In the event that a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed with the rationale used. The complainant shall be notified first
- Both parties should be reminded that an unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretenses
- A complainant may request that the investigation be re-opened in the event that pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

#### *Records*

- Hospice Orillia shall keep on file all formal complaints, and the accompanying documentation, and the findings of any investigation
- Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

#### *False or Frivolous Complaints*

- Volunteers should be cognizant of the fact that a formal complaint against another volunteer or employee is a serious allegation with repercussions
- Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has been falsified, the complainant or witness may be subject to disciplinary measures up to and including termination of employment and/or volunteerism.



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## Emergency Preparedness

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-16
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> August 18, 2022	<b>Reviewed/Revision Date:</b>

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia wishes to ensure the safety of its volunteers and the clients it serves. An emergency preparedness plan provides a framework for volunteers to react appropriately in an unanticipated emergency situation.

### Procedure:

- Volunteers are responsible for familiarizing themselves with the emergency plans of the facilities they are operating within
- Volunteers must identify an evacuation route in non-institutional settings such as client homes or other agency setting
- If a volunteer is with a client during an emergency situation, the employees is responsible for the safety of their client as well as their own safety unless the facility's policy dictates otherwise.
- Volunteers at the Hospice Orillia office will follow the Orillia Common Roof (OCR) emergency plan (accessible at all times while volunteering at the OCR at reception or on Hospice Orillia's Health and Safety Board), for which basic orientation will be provided.



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## Use of “Scented” Products

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-17
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> August 18, 2022	<b>Reviewed/Revision Date:</b>

### Applicable to:

- All Volunteers

### Policy:

To ensure a healthy and comfortable environment for volunteers and clients, Hospice Orillia is committed to respecting the health sensitivities of others by maintaining a scent-free environment.

### Procedure:

1. “Scented” products refers to the smells and odors from cosmetics such as perfumes, and other highly scented cosmetics such as body lotion
2. Volunteers are informed of this policy through the policy manual and in volunteer Orientation training
3. If a volunteer is visiting a client whom is using “scented” products and it is affecting the wellbeing of the volunteer, the volunteer should advise their direct supervisor immediately. The direct supervisor will speak to the client and attempt to create resolution.



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## Health and Safety

<b>Type of Policy:</b> General Volunteer	<b>Policy Number:</b> GV-18
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> August 18, 2022	<b>Reviewed/Revision Date:</b>

### Applicable to:

- All Volunteers

### Policy:

Hospice Orillia is committed to providing a safe and healthy working environment for all its volunteers by complying with current Occupational Health and Safety legislation. This standard applies to all areas of the workplace.

### Procedure:

1. The designated Health and Safety Representative will perform a Workplace Safety Inspection on a monthly basis of the NSMHPCN office space. The purpose of the inspection is to identify health and safety hazards, equipment maintenance issues, completion of previous issues noted on past inspection forms, hazard control effectiveness, training needs and housekeeping issues.
2. The responsibility for health and safety is shared. Volunteers will be equally responsible for minimizing accidents within the NSMHPCN office and at client homes. Safe work practices and procedures will be clearly identified to the volunteer in volunteer training.
3. Health and safety will be achieved through good management by direct supervisors in combination with active volunteer involvement.
4. All volunteers will perform their roles properly in accordance with established procedures and safe work practices.



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## Direct Service Volunteer Policies



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## Volunteer Placements

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> June 6, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

The direct supervisor will make every effort to optimize client and volunteer matches, to ensure the best match possible. The direct supervisor will inform the client and the volunteer that if they are ever dissatisfied with their match, they will be the point of contact.

The direct supervisor will consider the following criteria in placing volunteers with clients; access to car, age, availability, cultural background of both parties, geographic area, personality traits and interests of both parties, identified needs of the client and physical limitations. The volunteer may choose to decline an assignment.

### Procedure:

1. Prior to being matched with a volunteer, an in-depth assessment is completed with the client by the direct supervisor. The assessment includes information such as identified needs of the client, interests, hobbies, availability, environmental factors and gender preference of volunteer. This information is used to match the most suitable volunteer.

2. After a client has been deemed eligible for volunteer services, the direct supervisor contacts the volunteer and provides the following information:

- Basic information regarding the match, including:
  - Length of assignment (estimate)
  - Location of assignment
  - Identified needs of the client

The direct supervisor will document in the volunteer file if they accept or decline the match.

3. For Visiting Hospice, if the volunteer accepts the match, the Community Social Worker will provide the volunteer with the clients contact information and address. The volunteer will reach out to the client to schedule their visits and advise the Community Social Worker when visits take place.

4. After each visit, the volunteer will provide their direct supervisor with a verbal or written report on the visit.

5. If the volunteer is unable to make their scheduled visit for any reason they must phone the client directly to reschedule visit and advise their direct supervisor of the change of visit.



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## Complementary Therapies

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Commentary Therapy Volunteers

### Policy:

In accordance with Hospice Palliative Care Ontario, Complementary Therapies are understood to refer to therapies and modalities outside of western medical treatment which are provided alongside conventional healthcare.

Hospice Orillia offers Complementary Therapies to complement the current care that clients are receiving. These therapies are meant to reduce anxiety and promote relaxation for the mind, body and soul.

Only those Complementary Therapies which have been approved by Hospice Orillia to be provided by qualified professional practitioners on a voluntary basis will be allowed to be practiced with clients.

### Procedure:

#### 1. Required Qualifications – Volunteers

Volunteers who provide Complementary Therapy as a part of their volunteering with Hospice Orillia must meet the following criteria:

- Complete Interview, Reference Check and Vulnerable Sector Verification
- Complete Hospice Palliative Care Ontario online training program
- Attend Hospice Orillia In-Person Training Sessions: Orientation, Infection Control & Body Mechanics, and Bereavement 101 (Optional)
- Provide proof of qualifications
- Disclose any regulations or requirements for practice from their governing body to Hospice Orillia
- Meet minimum practitioner requirements (Level Two for Reiki)
- Adhere to the requirements of their governing/licensing bodies, as well as standards and requirements of Hospice Orillia
- Provide therapy free of charge to clients of Hospice Orillia. Volunteers are not permitted to recruit business while volunteering
- Provide equipment as required (i.e. massage table).

Hospice Orillia volunteers are not required to have their own liability insurance; all Hospice Orillia volunteers are provided with coverage through the North Simcoe Muskoka Hospice Palliative Care Network.



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## 2. Eligibility & Referral Criteria

In order to receive Complementary Therapy services from a Hospice Orillia volunteer, a client must meet the following eligibility criteria:

- Reside in Hospice Orillia's service area
- Be 16 years of age or older
- Experiencing a progressive life-limiting illness

Referrals can be received from the client, a caregiver, family member, or a health professional.

All new clients will be assessed for suitability for the program by the Visiting Hospice Coordinator, Social Worker prior to being matched with a volunteer.

The number of sessions provided to the client will be determined after the initial assessment with the Visiting Hospice Coordinator, Social Worker, up to a maximum of four sessions annually. Additional sessions will be considered on an as needed basis, pending availability of volunteers and taking into account Hospice Orillia's Wait List Procedures.

While providing Complementary Therapy, the volunteers will continue to be supervised by the Visiting Hospice Coordinator, Social Worker. The Visiting Hospice Coordinator, Social Worker will also complete periodic check-ins with the client, at minimum on a monthly basis.

## 3. Volunteer Requirements

In accordance with HPCO standards for Complementary Therapy, practitioners must be made aware that they are personally accountable for their practice and therefore must:

- Be willing to sign a statement that they agree to abide by the hospice ethical standards and all relevant policies and protocols
- Ensure that no action or omission on their part is detrimental to the interests, condition or safety of clients
- Maintain and improve their professional knowledge and competence
- Recognize the limits of their professional competence
- Make no claims for their treatment other than to enhance the quality of life of clients.
- Uphold and enhance the good standing and reputation of their complementary therapy profession
- Communicate and provide information in a way that clients can understand and which is not overwhelming in the client's condition
- Work in partnership with clients, foster their independence and respect the treatment choices they make
- Provide complementary therapy or modality only with the agreement of and as directed by the client, caregiver or hospice and in accordance with hospice policy
- Respond to clients' need for care, irrespective of gender, age, race, ethnicity, disability, sexuality, socioeconomic status, culture or religious beliefs



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- Maintain professional boundaries and avoid any abuse of their privileged relationship with clients and of the privileged access allowed to the client's person, property or residence
- Avoid entering into any personal or other professional relationship with the client without prior discussion with the coordinator of the complementary therapy program
- Avoid any behaviour that may be perceived as seeking to enhance the therapist or practitioner's private practice
- Protect all confidential information concerning clients obtained in the course of professional practice and make disclosures only with consent or within the policy of confidentiality as practiced within the hospice, subject to the limits of confidentiality in compliance with current legislation
- Refuse any gift, favour or hospitality from clients currently in their care which might be interpreted as seeking to exert influence to obtain preferential consideration
- Work in a collaborative and cooperative manner with the interdisciplinary team and others involved in providing care
- Recognize and respect the role and contribution of colleagues within conventional medicine and other complementary therapists or practitioners; for example, when interacting with a client do not criticize or question any other colleague's approach and/or decisions
- Report to an appropriate person or authority any circumstances which could jeopardize or compromise safety or standards of practice, including the fitness of themselves or a colleague to practice, while having regard to the physical, psychological and social effects on clients

Volunteers must also abide by the policies and procedures of Hospice Orillia and therefore must:

- Safeguard and promote the interests and wellbeing of clients
- Justify the trust and confidence of clients
- Uphold and enhance the good standing of the hospice
- Declare all potential conflicts of interest to Hospice Orillia
- Maintain confidentiality standards of the hospice, and do not release information to others without permission from the client.
- Submit a verbal or written report to the Visiting Hospice Coordinator, Social Worker in the appropriate manner following each visit with a client
- Submit the Volunteer Hours Monthly Reporting Form to the appropriate hospice coordinator each month
- Declare to the Visiting Hospice Coordinator, Social Worker if any observe any risks and/or incidents or adverse events while providing therapy, and complete an Incident Report (see Policy VM-11, "Risk Management").

#### 4. Approved Complementary Therapies

The following Complementary Therapies have been approved by Hospice Orillia:

- Reiki
- Massage Therapy



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New therapies/modalities will be considered on an as needed/request basis. Any new therapy/modality will be subject to research, review and approval by the Hospice Orillia Complementary Therapy Committee. Final approval will be required by the Hospice Orillia Board of Directors.

## 5. External Practitioners

As per HPCO standards for Complementary Therapies, clients who wish to receive complementary therapies/modalities from external therapists or practitioners will be provided with the following information:

- Complementary therapies other than those offered by Hospice Orillia trained Complementary Therapy volunteers will not take place on Hospice Orillia property
- The contract with the external therapist or practitioner is independent of any aspect of hospice care and Hospice Orillia is not responsible for care and/or therapy given by this therapist/practitioner
- Hospice Orillia cannot provide any personal or medical information to the external therapist without the client and/or caregivers written consent
- Any fees for service are the responsibility of the client or caregiver and will be agreed upon by the therapist or practitioner and the client or caregiver
- It is the sole responsibility of the client or caregiver to make contact with the external therapist or practitioner

## 6. Student Placements

Hospice Orillia will not offer student placements for complementary therapies at this time.

## 7. Service Evaluation

Upon completion of service with Hospice Orillia, a telephone or face to face questionnaire will be completed by the Visiting Hospice Coordinator, Social Worker with the client to receive feedback on perceived quality of service, volunteer interaction, and overall satisfaction.



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## Gifts & Gratuities

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Hospice Orillia discourages gift giving between volunteers and clients.

Volunteers must not accept money or bequests. Volunteers may not lend or give money to clients. All offers of gifts and/or gratuities must be reported to the direct supervisor.

Volunteers may accept gifts that can be consumed (i.e. food), plants, or cards as tokens of appreciation from the client. Volunteers may give cards to a client in celebration of special occasions.

Note: The purpose of this policy is 1) to avoid setting up expectations and/or power imbalances in the client/volunteer relationship and 2) to avoid potential legal conflicts that may arise if gifts given by the client are valuable to the family members.

### Procedure:

1. All offers of gifts and/or gratuities must be reported to the direct supervisor, whether the gift is accepted or refused.
2. Whenever a gift is offered, volunteers will accept the gift only if it meets the guidelines as noted above. If the gift does not meet the above guidelines, the volunteer must explain the guidelines and refuse the gift. Volunteers may explain that the gift can be donated to Hospice Orillia instead.
3. If a volunteer is offered a gift despite a clear explanation of this policy, and if the client refuses to accept return of the gift, the volunteer must explain that they will contact the direct supervisor to discuss the situation.
4. If the volunteer is left a bequest, they will either return the bequest to the client's estate or donate it to Hospice Orillia.



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## Intimate Involvement with Clients

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Volunteers must not become intimately involved with clients during the period of time that hospice services are in place or after hospice services have ceased. Volunteers may only be in contact with the client for the duration that they are assigned by Hospice Orillia. For the purpose of this policy, intimate involvement includes:

- engaging in friendly or family activities outside the parameters of the hospice volunteer role as outlined in the position description
- engaging in sexual or romantic activities.

Failure to comply with this policy may result in immediate dismissal (see Policy VM-07, "Termination of Volunteers").

Note: The term "client" includes the individual and the individual's caregivers, family & friends.

### Procedures:

1. If a volunteer receives a request from the client to spend additional time with them or to engage in activities prohibited by Hospice Orillia, the volunteer must explain Hospice policy and refuse to engage in such activity. All such requests must be reported to their direct supervisor.
2. The volunteer may visit with their client's family members a maximum of two times following the death of their client, in addition to attending the memorial event. Following this closure visit, further contact between the volunteer and the family is discouraged.
3. Hospice staff are available to provide support in establishing and maintaining boundaries and/or closure.



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## Assistance with Legal Documents

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Volunteers may not assist clients with legal documentation, such as:

- Preparing a will
- Estate planning
- Power of Attorney

Failure to comply with this policy will result in immediate dismissal (see Policy VM-07, “Termination of Volunteers”).

Note: The purpose of this policy is to protect Hospice Orillia from legal conflict and/or conflict of interest.

### Procedure:

1. If a volunteer receives a request to engage or assist in preparing a will, planning an estate, witnessing a Power of Attorney, or acting as a Power of Attorney, the volunteer must explain this policy and refuse to engage or assist in such activity. The volunteer should inform the client that they will notify their direct supervisor, who will contact them to discuss where to find assistance in this area.
2. The volunteer must report the request for assistance in a legal matter to their direct supervisor.
3. The direct supervisor may provide forms to the client and/or make an appropriate referral on behalf of the client.



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## Power of Attorney/Substitute Decision Maker

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

In the case of a client being determined not capable of decision making, volunteers will respect the wishes of the client's Power of Attorney for Personal or Financial Matters and/or Substitute Decision Maker (SDM) in decisions regarding the client's health or finances.

### Procedure:

1. The direct supervisor will ask clients to provide clear and current information regarding Power of Attorney, substitute decision-makers, and any advance care planning regarding the type of medical treatment they wish to have or not to have. In doing so, Hospice Orillia seeks both to comply with the clients' wishes and protect its own volunteers in the event of emergencies. This information will be provided to the volunteer prior to being matched with a client and will be available in the client's home.
2. If a volunteer has reason to believe that a decision made by the Power of Attorney for Personal or Financial Matters will have critical and immediate consequences contrary to the client's wishes, the volunteer must inform their direct supervisor. The direct supervisor will determine whether it is appropriate to advocate on the client's behalf and how best to do so.



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## Medications, Controlled Acts, and Giving Professional/Medical Advice

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Volunteers must not perform professional services for which certification or licensing is required. Accordingly, volunteers 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 physician or complementary practitioner, administer any substances (injection or inhalation), or insert an instrument, hand or finger into an artificial opening in the body (i.e. tube feeding).

Additionally, Hospice volunteers are not permitted to give advice to clients concerning medical or counselling treatment or to contradict/disagree with medical or counselling advice given to a client by licensed professionals.

### Procedure:

1. If a volunteer receives a request by a client to perform a procedure or assist with a procedure from which the volunteer is prohibited, the volunteer will refuse to perform such a service or procedure, explaining that the requested service or procedure can only be performed by regulated health professionals.
2. If the volunteer is a Regulated Health Professional, they are still bound by the above stated policy while acting in the role of a Hospice volunteer.
3. All requests for services or procedures prohibited for volunteers must be reported to the direct supervisor. The direct supervisor will make every effort to ensure that the procedure is performed by the appropriate health professional and that a routine for such treatment be developed in collaboration with the care team.
4. If a volunteer has concerns about medical or counselling advice that has been given to a client, the volunteer will discuss the issues with their direct supervisor, who will determine if any action is required.



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## Assistance with Physical Care and Comfort Measures

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

The Visiting Volunteer role is that of trained supporter. Volunteers are not expected or permitted to perform skilled services normally delivered by a registered health professional, such as:

- Lifts & transfers where the client is not weight-bearing and cannot assist with the transfer
- Toileting
- Emptying client's urine bag
- Use of medical equipment and assistive devices (with the exception of a wheelchair).

If the client requires additional assistance with personal and/or nursing care, the volunteer must contact the Community Social Worker who will make appropriate referrals.

Volunteers may provide comfort measures to assist the client with physical needs following required training and evaluation. Comfort measures include:

- Changing a client's position
- Assisting with transfers
- Assisting the client with wheelchair use such as pushing the wheelchair

### Procedure:

1. If clients request that the volunteer provide comfort measures, the volunteer may do so in accordance with the training provided by Hospice Orillia. The volunteer may ask the caregivers for a demonstration of such procedures to ensure that the client's preferences and comfort are considered.
2. Volunteers will not assist with any task that is contradictory to Hospice Orillia policies, or that they have not been trained for.



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## Medical Emergencies

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-09
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Volunteers are part of a larger team of family, friends and professionals that provide care and support to Hospice clients. Volunteers do not replace the family as primary caregivers and are not expected to intervene personally in a medical emergency (hemorrhage, choke, injuries from a fall or significant sudden, unexpected change in the client's condition) unless statute or professional regulations require their intervention.

Volunteers are expected to respond to the situation by ensuring the client's comfort to the best of their ability and by notifying emergency services and the client's emergency contacts. The volunteer should also place a call to their direct supervisor to inform them of the situation.

### Procedures:

1. The direct supervisor will ask clients to provide clear and current information regarding Power of Attorney, substitute decision-makers, and any advance care planning regarding the type of medical treatment they wish to have or not to have. In doing so, the hospice seeks both to comply with the clients' wishes and protect its own volunteers in the event of emergencies. This information will be provided to the volunteer prior to being matched with a client and will be available in the client's home.
2. In the event that the volunteer is alone with the client, and the client begins to hemorrhage, choke, suffer injuries from a fall or if there is a significant sudden, unexpected change in the client's condition the volunteer must seek emergency medical help immediately. This may require calling 911 or the appropriate healthcare professional as indicated by the client on the Emergency Contact Form.
3. The client's emergency contacts and the volunteer's direct supervisor must be contacted as soon as possible.
4. The volunteer will complete an Incident Report (see Policy DS-16, "Unusual Incidents"), regardless of whether an injury occurred to the client and/or the volunteer.



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## Infection Prevention & Health Screening

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-10
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Hospice Orillia is committed to upholding standards for public health and infection control. Volunteers must always follow precautions as outlined in the volunteer training program, including handouts provided detailing proper hand hygiene and proper cough etiquette. When volunteers are visiting clients at a hospital, or in a LTC facility, volunteers will comply with all health procedures of that facility.

Hospice Orillia is responsible for advising volunteers of any associated risks that come with a client match, including any infectious diseases. Volunteers must always report unsafe conditions to their direct supervisor. Unsafe situations may include (but are not limited to) unsafe equipment, exposure to contagious infections, exposure to bodily fluids, and improper disposal of any sharp objects.

Volunteers are responsible for monitoring their own health status and informing Hospice Orillia of any changes in their health condition. Volunteers are not required to submit proof of immunizations, but are expected to be clear of infectious diseases or health conditions that are contagious when they are actively volunteering. This includes illnesses such as COVID-19, the common cold, influenza, sore throat, fever and cough.

### Procedure:

1. Due to COVID-19, Hospice Orillia strongly recommends that all volunteers wear a medical face mask during all client interactions. Masks are provided by Hospice Orillia. Any additional Personal Protective Equipment (PPE) including but not limited to face shields, gloves, and medical gown, will be provided by Hospice Orillia. Additional PPE may be provided to the volunteer due to client request, or for the personal comfort of the volunteer.
2. Before being matched with a client, the direct supervisor will advise the volunteer of any potential risks associated with visiting the client. The direct supervisor will review any applicable Infection Prevention and Control Standards with the volunteer prior to the match, including any current COVID-19 protocols.
3. If a volunteer is visiting a client in a hospital or LTC facility, the volunteer agrees to follow all health and safety procedures of that facility. In the event that an outbreak is declared, the volunteer will not visit the client until the outbreak has been cleared.
4. Hospice Orillia recommends that all volunteers keep the number for Telehealth Ontario with them when visiting clients if they require immediate information on infection prevention and control. The number is as follows: 1-866-797-0000.



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5. In the event of a significant exposure to bodily fluids (i.e. needle stick injury, urine splashed in eye) volunteers must follow the procedures as outlined below.
  - a. Continue to follow precautions as outlined in the volunteer training program.
  - b. Ensure that the client has an alternate support person on-site before leaving their residence.
  - c. Report to the nearest hospital's Emergency Department and give information related to exposure to hospital staff.
  - d. Decide whether to proceed with recommended treatment. (Note: It is the responsibility of the attending medical staff at the hospital to recommend treatment, however, it is the ultimate decision of the volunteer whether to proceed with treatment based on the information provided).
  - e. Inform the direct supervisor as soon as possible to report the incident (see Policy DS-16, "Unusual Incidents") and receive on-going support.



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## Client Death & Resuscitation

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-11
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

If the volunteer is present at the time of client's death, the volunteer must act according to the instructions provided to them in advance by their direct supervisor. Hospice Orillia respects the last known written Do Not Resuscitate Order (DNR) of a client, and will not assist in facilitating the resuscitation of clients. In the event that a volunteer is present at the time of a client's death, the volunteer must immediately notify their direct supervisor. This event will be clearly documented in the client record.

### Procedure:

The direct supervisor will make every attempt to ascertain whether or not a Do Not Resuscitate (DNR) order is in place prior to the volunteer's first visit. In addition, clear emergency instructions and phone numbers will be provided to the volunteer on the Emergency Contact Information Form, which is placed in the client's home.

Volunteers of Hospice Orillia are not medical personnel, and are therefore unable to determine the nature of medical emergencies (including client death). In the event that a medical emergency should occur during the volunteer's visit, the volunteer will place a call to emergency services so that a qualified healthcare professional can assess the client's medical status.

The volunteer will complete an Incident Report (See Policy DS-16, "Unusual Incidents"), regardless of whether an injury occurred to the client and/or the volunteer.

#### *If there is no DNR order:*

- If there is no DNR in place and an emergency medical situation occurs, the responsibility of the volunteer is to complete a call to emergency services (911). Following this action, the volunteer will contact the client's documented emergency contacts to explain the situation and what action has been taken.

#### *If a DNR order is in place:*

- If there is a DNR in place and an emergency medical situation occurs, the responsibility of the volunteer is to complete a call to emergency services (911). Following this action, the volunteer will contact the client's documented emergency contacts to explain the situation and what action has



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been taken. When paramedics arrive, the volunteer will advise the paramedics where the DNR order can be located in the home.



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## Suicide & Duty to Report

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-12
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

In accordance with the Criminal Code of Canada, no volunteer will counsel, aid or abet suicide or engage in Medical Assistance in Dying (MAiD). This policy is subject to change based on current laws and legislation.

Failure to comply with this policy will result in immediate dismissal from hospice volunteer service (see Policy VM-07, "Termination of Volunteers").

### Procedure:

1. If a client initiates a discussion on the topic of suicide, the volunteer must clarify that they are not permitted to be involved in the planning or implementation of such activities. Whether this discussion takes place one-on-one or in a group setting, the volunteer should report to their direct supervisor immediately, who will follow up with the client and determine next steps.
2. If a volunteer suspects that a client is experiencing suicidal ideations (active or passive), the volunteer must gather more information to identify the level of risk (see below).

### *Signs of active suicidal ideation:*

- The client talks about wanting to die or end their life **AND**
- The client has a plan on how they will complete suicide
- The client has a means to carry through with their plan

If the volunteer believes that the client is experiencing active suicidal ideation, the volunteer **must** place a call to emergency services immediately and remain with the client (virtually or in-person) until emergency services arrive. The volunteer must contact their direct supervisor immediately after emergency services have arrived to complete an Incident Report (See Policy DS-16, "Unusual Incidents") and for support.

If the volunteer believes that there is no immediate risk (i.e. passive suicidal ideation), the volunteer **must** provide the client with the Telecare Distress Line: 705-726-7922 and advise their direct supervisor who will follow up with the client directly and assess appropriateness for referral to other community services.



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3. If any of these events occur, the volunteer will be required to have an interview with their direct supervisor and the Executive Director (as needed) to determine if a leave of absence or a referral to a healthcare professional is required.



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## Medical Assistance in Dying

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-13
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Hospice Orillia volunteers, in the course of their volunteering, may come across clients who wish to receive information about Medical Assistance in Dying (MAiD). The volunteers are in no way promoting MAiD, counselling individuals to receive MAiD or assessing for MAiD eligibility.

### Procedure:

1. If a client initiates a discussion on the topic of MAiD, the volunteer must clarify that they are not permitted to be involved in the discussion or implementation of such activities. The volunteer may, however, speak to the client about their reasons for initiating such a discussion, with the aim of providing support and gathering information about potential gaps in service the client may be experiencing to report to their direct supervisor.
2. The volunteer will direct the client to speak to a registered healthcare professional (i.e. physician, nurse), and advise their direct supervisor, who will follow up with the client directly.
3. Under no circumstance will the volunteer be present at the time of a MAiD procedure, and will not act as a witness of the procedure.

For more information on MAiD, please consult the Government of Ontario website below:

<http://www.health.gov.on.ca/en/pro/programs/MAiD/>



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## Suspected Adult or Elder Abuse

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-14
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

Hospice Orillia defines abuse as any inappropriate action that causes, or is likely to cause, a person physical, sexual, psychological or emotional harm, neglect, or result in financial or material loss. In the event that a volunteer witnesses or suspects such an action, they must follow the requirements below in the procedures.

If the volunteer reports any incidents of abuse or suspected abuse, the volunteer is required to contact their direct supervisor to complete an Incident Report (see Policy DS-16, “Unusual Incidents”) and to receive support if needed.

For the purpose of this policy, any abusive behaviour against a person under the age of 16 is deemed to be child abuse and is covered under Policy VM-26 “Suspected Child Abuse.”

### Procedure:

*If the client resides in a Retirement Home (RH):*

- If the volunteer suspects or has reasonable grounds to suspect that a client has been or might be harmed/experiencing elder abuse in a RH, they are required by law to report the abuse to the **Registrar of the Retirement Homes Regulatory Authority** at the following number: **1-855-275-7472**

*If the client resides in a Long Term Care (LTC) home:*

- If the volunteer suspects or has reasonable grounds to suspect that a client has been or might be harmed/experiencing elder abuse in a LTC home, they are required by law to report the abuse to the **Ministry of Health and Long-Term Care Director** at the following number (**LTC ACTION Line**): **1-866-434-0144 (7 days a week, 8:30 a.m. – 7:00 p.m.)**

*If the client does not reside in a RH or LTC home:*

- If the volunteer suspects or has reasonable grounds to suspect that a client has been or might be harmed/experiencing elder abuse, there is no duty to report, however the volunteer must contact their direct supervisor who will decide what next steps (if any) should be taken.
- The volunteer may choose to report the suspected abuse to local emergency services (**911**) or to **Seniors Crime Stoppers: 1-800-222-8477**. If the volunteer would like support in making a report, they may do so with assistance from their direct supervisor.



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- The volunteer may also provide the client with information for the **Seniors Safety Line** which provides resources and referrals to community services: **1-866-299-1011**.



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## Suspected Child Abuse

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-15
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

In accordance with the Child, Youth and Family Services Act (2017, S.O. 2017, c. 14, Sched. 1), all individuals who have reason to suspect that a child (under the age of 16), is, or may be, at risk of abuse (emotional/physical/sexual/neglect) are required by law to report their suspicions to the appropriate child welfare agency (below). They must also report any successive concerns as they pertain to the same child(ren). An individual is required to make a report even if they know a report has already been made by someone else.

If a child is between the ages of 16-17, an individual may make a report, but is not required by law.

### Procedure:

1. If a volunteer gains knowledge of, or witnesses what they suspect to be emotional, physical or sexual abuse or neglect, they are required by law to contact **Simcoe Muskoka Family Connexions at 705-726-6587**. If the volunteer would like support in making a report, they may do so with assistance from their direct supervisor.
2. Immediately after contacting the Simcoe Muskoka Family Connexions, the volunteer must notify their direct supervisor who will document the situation in the client's record.
3. If a volunteer is unclear whether an incident or situation should be reported, they should discuss this with their direct supervisor, and together, the volunteer and the direct supervisor will consult with Simcoe Muskoka Family Connexions.



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## Unusual Incidents

<b>Type of Policy:</b> Direct Service Volunteer	<b>Policy Number:</b> DS-16
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All direct service Volunteers

### Policy:

During a volunteer visit, any unusual incident (medical emergency, exposure to bodily fluids, volunteer or client injury, suspected abuse or report of abuse, theft, accident) that directly involves the client, the caregivers and/or the volunteer, must be immediately reported to the direct supervisor.

### Procedure:

1. Any unusual incidents must be reported to the direct supervisor immediately.
2. The direct supervisor, in collaboration with the volunteer, will complete an Incident Report (see Appendix B). The Executive Director will review the Incident Report, to ensure the safety of those involved in the incident and to determine if further action is required. The Incident Report will include date and time of the incident, description of the incident and any remedial steps taken (i.e. contacting emergency medical services, police, family members).



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## Volunteer Management Policies



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## Volunteer Records Management

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Accurate and current records will be kept for each volunteer. These records will include:

- documentation on screening (including application form, interview notes, reference checks, police records check declaration, vaccination certificates, and completion of training notes)
- client placements or other volunteer activities
- hours of service
- ongoing screening, supervision and evaluations
- signed Statement of Compliance with Confidentiality, Privacy and Security Requirements

Individual volunteer records are kept strictly confidential by hospice staff and designated representatives. Information contained within a volunteer's record will not be disclosed without the written permission of the volunteer.

### Procedure:

1. Hospice staff will be responsible for maintaining current records. Computer records and paper records will be updated by hospice staff on an ongoing basis.
2. Volunteer records are confidential and will be kept for tracking and statistical recording, for office use only. Volunteers are able to review their record at any time by advising the Volunteer Coordinator, Community Social Worker of this request. The record will be made available to the volunteer within 2 business days of the request.



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## Volunteer Records Retention

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

In accordance with the Employment Standards Act (2000, S.O. 2000, c. 41), volunteer records will be kept for three years after their record has been closed.

### Procedure:

1. When a volunteer resigns from the hospice, their record will be kept for three years. After three years, the record will be destroyed.



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## Volunteer Recognition

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Hospice Orillia is committed to recognizing volunteer contributions on an ongoing basis through a variety of mechanisms including annual events, individual awards, nominations for awards and ongoing professional development and educational opportunities.

### Procedure:

1. A tracking mechanism is in place to monitor the following for each volunteer:
  - a. length of service
  - b. contributions & involvement
  - c. special personal events (i.e. birthdays)
2. Volunteers have the right to refuse awards and/or to request that special events not be recognized.



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## Conflict of Interest

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

**Applicable to:**

- All Hospice Orillia Volunteers

**Policy:**

All volunteers must disclose any personal, business, commercial or financial interest where such interest may be construed as being in real, potential or apparent conflict with their regular duties with Hospice Orillia.

**Procedure:**

If a volunteer has reason to believe that there is a conflict of interest between any of their hospice-related activity and any activity, relationship or ownership outside of the hospice, that conflict must be reported to their direct supervisor who will determine what further action should be taken. Pending the determination, the volunteer must suspend any voluntary activity related to the conflict of interest.



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## Continuing Education

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Hospice Orillia will allocate budget and staff resources to plan, deliver and evaluate ongoing opportunities for volunteer education and support including: support around client-related issues and concerns, current information on issues related to hospice palliative care, and relevant conferences, workshops seminars and educational sessions.

Decisions regarding who may participate in ongoing education programs for which there are finite spaces will rest with the Hospice staff, giving preference to those with the greatest demonstrated and relevant need, and contributions to the Hospice.

### Procedure:

1. Hospice staff will evaluate education needs of volunteers on an ongoing basis through:

- Debrief and performance summary after each client assignment
- Monthly (at least) contact by phone or email for active volunteers
- Bi-monthly (at least) contact for inactive volunteers
- Annual check-in interview
- In response to issues and concerns as they arise

2. A monthly volunteer newsletter will be distributed to provide information on:

- Upcoming events in the community related to hospice palliative care
- Upcoming educational events provided by the Hospice (including refresher training opportunities)
- Current issues related to hospice palliative care
- Changes of Hospice programs, personnel, policies, or procedures

3. In-house educational and support sessions will be provided regularly throughout the year as per the Annual Education Plan developed by the Volunteer Coordinator, Community Social Worker. Volunteer feedback will be sought after each session, and their feedback will be used for planning future sessions.



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## Assessment of Volunteer Experience & Performance

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Hospice staff or designated representatives will contact volunteers on a regular basis to discuss and evaluate their volunteer experience, seek feedback and assess performance.

### Procedures:

1. If a volunteer requests a telephone interview or meeting, their direct supervisor is required to make themselves available within a reasonable timeframe. Such a request does not have to be made in writing.
2. At minimum their direct supervisor will contact active volunteers on a monthly basis to provide the opportunity to discuss issues of training, education and support. At minimum the Program Assistant will check in on inactive volunteer's bi-monthly.
3. An annual check-in interview will be completed with the Hospice staff to evaluate the volunteers experience and continued commitment and gather feedback.
4. Any information received, which pertains to service or training, will be communicated to the staff responsible for those program areas.

### Supervision

Supervision of volunteers seeks to increase the competence, confidence and comfort of the volunteers while acting on behalf of Hospice Orillia. It concerns itself also with maintaining a high level of performance in the safe delivery of services to the client.

All volunteers will receive training that is tailored to their position description from the Volunteer Coordinator, Community Social Worker. Additional training will be offered as needed to build skills within a volunteer assignment.

Volunteers will receive timely and regular feedback on performance both positive and corrective. Volunteers will have access to supervision throughout their client assignment.

### Annual Check-in Interview

The annual check-in interview is an opportunity to review what is happening in Hospice programming, what changes need to take place, concerns or suggestions volunteers have and especially to recognize



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the positive contributions that a volunteer has made to the program. It also provides a time to explore future training and education opportunities. It is an opportunity for staff to build a supportive partnership with volunteers and to improve communication between staff and volunteers.



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## Termination of Volunteers

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

In the event that a volunteer's actions do not support the vision and mission of the Hospice, the volunteer breaches Hospice policies, or the volunteer is no longer able to perform the duties required by their role, the volunteer will be asked to attend an interview with the Volunteer Coordinator, Community Social Worker and the Executive Director.

Potential results of this interview may include mandatory re-training, suspension from volunteer service, resignation or dismissal. Any clients being supported by the volunteer will be informed of these results.

### Procedure:

1. An overview of volunteer responsibilities and Hospice policies will be an integral part of the training and orientation of all volunteers. Volunteers will sign a Statement of Compliance with Confidentiality, Privacy and Security Requirements prior to beginning volunteer work that will be documented in their record.
2. Failure to comply with Hospice policies, or actions that contradict the mission or vision, will be discussed with the volunteer and documented in the volunteer record.
3. In the event of dismissal, where possible, an exit interview will be held with the volunteer and the Volunteer Coordinator, Community Social Worker, and a summary of the interview will be documented in the volunteer's record.



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## Volunteer Safety

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

When visiting clients, direct service volunteers must do so with a complete understanding of their roles and responsibilities as outlined in the position description, written policies and training materials presented to them. The purpose of this policy is to ensure that volunteers are aware of their policies and procedures which are in place to protect them in their volunteer role.

Hospice Orillia has a responsibility to assure that volunteers must:

- Not be placed in a position for which they are not fully qualified or for which Hospice Orillia cannot provide adequate training
- Be fully and honestly informed of expectations and responsibilities of their position along with any risk or liability the position may entail
- Be made to feel comfortable in declining a suggested placement or in requesting changes or accommodations to the position expectations at any point in their involvement
- Not be required to compromise their own safety as part of their duties (i.e. performing tasks beyond physical capability)
- Be able to refuse to enter premises or visit clients if they feel conditions are unsafe
- Be included in the general liability insurance coverage of Hospice Orillia

The direct supervisor is aware of all visits which take place with clients, and will keep a calendar noting the time of the visit and the address the volunteer will be visiting.

### Procedure:

1. Upon completion of initial training, volunteers will receive a copy of the Hospice Orillia Policy and Procedure Manual which they are required to sign to acknowledge understanding. Volunteers are also provided with a copy of the Volunteer and Staff Rights and Responsibilities document (see Appendix C) which outlines their rights and responsibilities as a volunteer of Hospice Orillia.
2. Hospice Orillia will ensure through discussion, interview, ongoing supervision and education that volunteers understand their roles and responsibilities for each assignment.
3. The direct supervisor will make every effort to ensure volunteer safety in client assignments.



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## Volunteer Rights

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-09
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Hospice Orillia acknowledges and supports the vital role of volunteers in achieving its mission. To assure a balance between the needs of the client and/or caregiver and the volunteers, the volunteer has a right to:

- Work or volunteer in a safe environment, free of physical, emotional, or psychological abuse;
- Be treated with respect by other staff and volunteers as well as service recipients;
- Be engaged in meaningful work;
- Be informed of what impact your work made in the community;
- Ask questions about the work of the organization;
- Access a copy of the organization's financial information or annual report upon request;
- Have a clear understanding of your work by being given a position description and well-defined tasks;
- Receive support and encouragement when needed;
- Receive constructive feedback when relevant;
- Have a clear understanding of the organization's policies;
- Be prepared for your work with comprehensive orientation and training;
- Be invited to provide feedback at any time to the organization;
- Be recognized for work well done.

Additionally, Hospice Orillia will ensure that volunteers have access to:

- the direct supervisor should they require accompaniment on the first client visit and any other visit as needed, at the request of the volunteer
- appropriate staff support during office hours.

### Procedure:

1. The volunteer will be provided with the phone number for their direct supervisor after initial training.
2. Volunteers are provided with a copy of the Volunteer and Staff Rights and Responsibilities document (see Appendix C) which outlines their rights as a volunteer of Hospice Orillia, listed above.



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3. In the event that a volunteer feels the rights listed above are not being protected, or if the volunteer has other concerns which do not relate to discrimination, harassment or abuse, they will attempt to find a solution which involves all parties in a collaborative process seeking guidance from hospice staff, who may take a mediation role to assist in the resolution of such concerns.
3. Volunteers may submit any complaints in writing to the Executive Director. If the complaint involves the Executive Director, the complaint may be made to the Board Chair. Any decision regarding the complaint will be communicated in writing to the parties involved, and copies will go in the appropriate individual's record.



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## Supervisory Contact with Volunteers

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-10
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

Hospice Orillia is committed to supporting volunteers through a variety of mediums, including support and supervision from their direct supervisor. Volunteers have access to support from the Hospice during office hours, at support meetings, and have access to off-site emotional support outside of regular office hours.

### Procedure:

1. The staff member directly responsible for volunteer management and ongoing support/supervision of volunteers will contact all active volunteers on a monthly basis. This staff member will ensure that the volunteers are abiding by policies and procedures related to their role, and inquire about the need for additional support and supervision. This conversation will be documented in the electronic volunteers file.
2. Volunteers may reach out to their direct supervisor at any time to request that they accompany a volunteer on their visit where there is a need.
3. Volunteers have access to support during regular business hours (Monday-Friday 8:30AM-4:30PM) for one-to-one support, and to request information about additional education.
4. Outside of regular business hours, the volunteers are encouraged to contact the outside organizations listed on the After Hours Support for Volunteers document (See Appendix D).
5. The direct supervisor will meet with volunteers at the end of each client match (due to death or discontinuation of services). This meeting may take place in person, over the phone or by email, depending on circumstances.



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## Risk Management

<b>Type of Policy:</b> Volunteer Management	<b>Policy Number:</b> VM-11
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- All Hospice Orillia Volunteers

### Policy:

The development of risk management practices will help to ensure a healthy and safe environment for staff and volunteers.

A risk audit will be performed on all position descriptions to identify potential risks. This will take place on an annual basis prior to the annual check-in interviews with volunteers so that any changes can be communicated to the volunteers directly at the interviews.

### *Liability and Accident Insurance*

Volunteers will be covered in the Hospice Orillia insurance coverage while performing their duties as volunteers. Volunteers will not be held personally liable for their actions while on duty as a volunteer, unless they have contravened the policies and procedures of Hospice Orillia, or have committed an intentional or deliberately harmful or criminal action.

### *Health Screening*

Based on volunteer assignment, volunteers will comply with any legislative guidelines. During training and ongoing throughout volunteer placements, volunteers may be asked if they have any health issues that might affect their ability to perform assigned volunteer duties (See Policy DS-10, "Infection Prevention & Health Screening").



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## General Client Service Policies



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## Information and Consultation

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

The hospice staff will provide consultation for individuals calling to inquire about hospice palliative care and other related services.

### Procedure:

1. The Hospice Orillia staff member(s) will respond to any inquiries within two business days.
2. Information about available services provided by Hospice Orillia will be shared during the consultation with a potential client or service provider.
3. Information about available volunteer opportunities for Hospice Orillia will be shared during the consultation with a potential volunteer or Board member.
4. Any individual who is interested in learning more should be directed to Hospice Orillia's website: [www.hospiceorillia.ca](http://www.hospiceorillia.ca)



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## Conflict of Interest

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

In the event that Hospice Orillia staff members involved in the Visiting Hospice Program or the Bereavement Support Program also practice privately as a therapist or counsellor, they are not permitted to discuss their private practice with individuals calling to inquire about Hospice Orillia services. If the caller requests information about private practitioners in the Orillia area, they may provide a list, which will not include their name or contact information.

### Procedure:

The Hospice Orillia staff member will maintain and monitor a community referral list of resources (private practitioners and community organizations) that can be accessed for support.



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## Client Records

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia will keep a record for each client it serves. An electronic file and a paper file together constitute the client record. Each client record will include the following:

- Referral information
- Assessment information
- Service Agreement
- Care Plan
- Case Notes
- Record of other service professionals involved
- Record of staff and volunteer hours
- Record of unusual incidents and complaints (if applicable)

All personal information provided by the client will be treated as private and confidential. Any written or verbal information sharing shall only take place when informed consent is obtained and will be for the sole purpose of providing quality service to meet client needs.

### Procedure:

1. Clients are able to review their record at any time by advising the staff member most responsible for their care. The record will be made available to the client within two business days of the request.
2. Client records will be kept for a minimum of seven years after the file is closed.



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## Role of Staff in Client Services

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia provides programs and services based on a regular review of client needs. Clients have access to the Hospice Orillia staff member during office hours.

The Hospice Orillia staff member is responsible for:

- Conducting assessments and ongoing phone contact
- Providing assistance with problem solving, case coordination and information
- Providing emotional support and supportive counselling (applicable to the Community Social Worker(s))
- Assisting with navigation of health and social service system
- Making referrals to appropriate services or community agencies
- Advocating with appropriate service providers
- Providing appropriate hospice resources as requested by clients
- Monitoring the case through attendance at community rounds (applicable to the Community Social Worker(s))
- Maintaining ongoing documentation in the client record
- Completing a closure process upon a client's death or discontinuation of service.

### Procedure:

1. The Hospice Orillia staff member will review each case at minimum quarterly, and respond to changes in client needs appropriately.
2. All client-related communication between the Hospice Orillia staff member(s), volunteers, clients and other service providers will be documented in the appropriate record.



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## Care Plans

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

All clients receiving services from Hospice Orillia must have a documented care plan.

In developing, evaluating and revising a care plan, Hospice Orillia will take into account social, emotional/psychological, spiritual, physical, practical and environmental factors, as well as caregiver respite, grief/loss support, risk factors, and information to be provided. The care plan must include a goal of care.

Hospice Orillia will provide the opportunity to participate fully in the development and revision of the care plan to:

- the individual who is the recipient of services
- the individual's Substitute Decision Maker (SDM) when the client is deemed incapable.

### Procedure:

1. The Hospice Orillia staff member will begin to develop the care plan in collaboration with the client and/or SDM during the intake process. The care plan will be developed further based on any changes in the client's needs or goals, and availability of hospice services. The care plan will be approved by the client and action items for both parties (i.e. service provider and service recipient) will be documented.
2. The Hospice Orillia staff member will review the care plan with the service recipient at a minimum quarterly, and any applicable changes/updates will be made. The care plan may be updated more frequently as needed, as care needs change.



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## Service Agreements

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

In order to receive services from Hospice Orillia, all clients must sign a Service Agreement acknowledging their understanding the role Hospice Orillia will play in their care. The Service Agreement contains an authorization for the sharing of information among Hospice Orillia staff/volunteers, and other service providers involved in the client's care. Hospice Orillia does not charge for any of the services provided to individuals living with life limiting illness, their caregivers, or bereaved individuals throughout their care.

### Procedure:

1. Upon initiation of service with a new client, the Hospice Orillia staff member will explain the contents of the Service Agreement and give the client time to read it and ask questions.
2. The client or the client's SDM must sign the service agreement in order to authorize and receive services. A copy of the agreement will be provided to the client as necessary.
3. During the initial assessment, the Hospice Orillia staff member will review the following with the client and/or SDM:
  - How their personal information collected is used
  - How they can review their personal information
  - Who has access to the information collected in the client's file
  - How long the information will be kept on record
4. The client or client's SDM may withdraw their consent at any time, which will result in immediate withdrawal of Hospice services.
5. The Service Agreement will remain valid for a period of one year. Prior to expiration date, the Hospice Orillia staff member will meet with the client and/or SDM to sign a new Service Agreement if continued services are required. Any changes to the document will be highlighted at that time.



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## Wait Lists

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> June 6, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Wait lists are an established practice for the allocation of limited resources. This practice also provides Hospice Orillia with important information regarding gaps in services in order to support the planning process of the organization.

A client on the wait list is defined as a person who meets the eligibility criteria for services at Hospice Orillia, but has requested a service that is not currently available to them and is waiting for that service to become available. Priority is given to clients who demonstrate higher levels of need (explained below).

### Procedure:

1. When a new referral is received, the Community Social Worker will determine eligibility for service. If upon assessment, the individual does not meet the eligibility requirements, or if their needs extend beyond the capacity of Hospice Orillia, an appropriate referral will be made with the consent of the individual.
2. If an individual is deemed eligible, but services are not available at that time, the client will be placed on a waiting list until the time that service becomes available. Priority of services will be determined by the Community Social Worker with consultation with the Executive Director as necessary. The criteria for the priority of service is based on the individuals anticipated prognosis, individual and family/caregivers needs, and suitability with current available volunteers. The individual will be notified of being placed on the waiting list.
3. The wait list is kept on a secure drive and is accessed and kept up to date by the Community Social Worker.



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## Quality of Care Surveys

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia is committed to continually reviewing and improving its services. It is important that stakeholders have an opportunity to provide feedback. Our goal is high quality care provided to all clients. In order to gather feedback from clients who are currently receiving services, Hospice Orillia completes quarterly Quality of Care surveys.

### Procedure:

1. For the Visiting Hospice Program, Hospice Orillia completes quarterly Quality of Care surveys with all clients currently receiving services, which confirms whether clients/caregivers feel that they are involved in determining the care they received (i.e. developing the care plan), if the services are meeting their current needs, and if they are satisfied with the services they are receiving. This survey is completed by the Program Assistant (with client permission) by phone call 2-3 weeks after service initiation, subsequent calls are completed quarterly. If requested by the client, a copy can be sent by mail or email.
2. For the Bereavement Support Program, Hospice Orillia will distribute a survey to clients in person upon completion of bereavement support groups, and one-to-one support services.



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## Complaints

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-09
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia has a procedure that addresses complaints about various matters, including (but not limited to):

- A decision by Hospice Orillia that an individual is not eligible for services
- A decision by Hospice Orillia to exclude a particular service from the Care Plan
- Discontinuation of service
- The quality of services provided
- Possible violation of a person's rights set out in the Client Rights and Responsibilities document.

Clients are informed of the procedure for initiating complaints during the admission process verbally and through the Client Rights and Responsibilities document (see Appendix E).

### Procedure:

1. The client and/or SDM will report complaints to the Executive Director.
2. The Executive Director will review the complaint or concern with the client and/or SDM within two business days and clarify any policies or procedures that may be relevant to the complaint. The Executive Director will document resolution or non-resolution and consult with the Board of Directors if the situation remains unresolved. If the issue continues to remain unresolved, the Executive Director will inform the client and/or SDM of their right to contact the Board of Directors directly.
3. If the Board of Directors is contacted, the complaint /concern will be reviewed and resolution or non-resolution will be documented. The Chair of the Board will send a written letter to the client with the Board decision.
4. Hospice staff will review the complaint process after each complaint to identify gaps and improve quality of services.



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## Discontinuation of Services

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-10
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> June 6, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Discontinuation of services is based on established criteria, which are clearly communicated to clients during the admission process. Prior to discontinuation of services, Hospice Orillia will consult with the client to:

- Assess situation to determine whether discontinuation is warranted
- Attempt to locate other community services that are appropriate for the situation and refer accordingly

Hospice Orillia may withdraw service based on (but not limited to) the following reasons:

- Client moves out of service area
- Client requests discontinuation of service
- Client exhibit aggressive or discriminatory behaviour towards Hospice Orillia volunteers and/or staff
- The client's environment is deemed unsafe by Hospice Orillia staff members (i.e. bed bugs, smoking in the home)
- The client does not communicate with a Hospice Orillia staff member or volunteer for a continuous period of three months

### Procedure:

1. The client may contact the Hospice Orillia staff member at any time to notify that:

- they are moving out of the catchment area
- they no longer wish to receive services from Hospice Orillia

Upon this notification, the Hospice Orillia staff member will contact the client to determine the reason for discontinuation of service. This will be documented in the client's file.

2. Upon notification that aggressive or discriminatory behaviour, or an unsafe environment has threatened the safety of Hospice Orillia volunteers and/or staff, the Hospice Orillia staff member will contact the client to inform them that Hospice Orillia is considering discontinuation of service. The client will be invited to discuss this issue to determine whether other resolutions may be possible. The Hospice Orillia staff member will review the situation with the Executive Director prior to making a decision. Hospice Orillia reserves the right to discontinue service in the absence of other acceptable resolutions. All discussions will be documented in the clients file.



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3. The Hospice Orillia staff member has the right to withdraw service if the client is unresponsive for a continuous period of three months. "Unresponsive" means that the client has not made contact with a Hospice Orillia staff member or volunteer. The Hospice Orillia staff member will attempt to contact the client once during this three-month period. If no contact is made with the client during this three-month period, the file will be closed. If the client should reach out thereafter, services may be initiated where applicable/available.



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## Community Education and Support

<b>Type of Policy:</b> General Client Services	<b>Policy Number:</b> CS-11
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Community education is available upon request. The presentations are customized by request and may be offered to health care workers, community groups, or the general public.

An honorarium may be requested, at the discretion of the Executive Director.

Community presentation topics may include (but are not limited to):

- Hospice services
- History of Hospice Palliative Care
- Bereavement 101

### Procedure:

1. Requests for community education/support are accepted by phone or email.
2. The Hospice Orillia staff member will respond to requests within five business days to discuss availability and topic.
3. A follow up email or phone call will be sent to confirm the date, the topic, and to provide a short bio of the speaker.



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## Visiting Hospice Policies



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## Eligibility for Services

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

In order to be eligible for the Visiting Hospice Program, an individual must be living with a progressive life-limiting illness or be supporting an individual with a progressive life-limiting illness within Hospice Orillia's service area. They must provide consent to receive services.

Services are provided wherever "home" is, including residential homes, Retirement Homes, and Long Term Care. There is no fee for the services provided by Hospice Orillia.

The Visiting Hospice Program offers staff support, care coordination, and volunteer services to individuals living with a progressive life-limiting illness and their caregivers.

Hospice Orillia's Service Area includes Orillia and surrounding areas such as including Coldwater, Brechin, Gambridge, Lagoon City, Bayshore Village, Rama, Moonstone, Horseshoe Valley, Washago, Severn Bridge and Cumberland Beach.

### Procedure:

1. The Community Social Worker will determine whether clients meet the criteria required for service eligibility.
2. If eligible, the client and/or SDM will complete a Service Agreement provision of service as outlined in Policy CS-06 "Service Agreements."
3. If ineligible, the Community Social Worker will direct the individual to appropriate services within the community that are sensitive to and respond to the identified needs and preferences of the client.
4. Eligibility for new services will be determined and promoted as programs are developed.



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## Referrals

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

A referral for the Visiting Hospice Program can be made by anyone including healthcare professionals, community organizations, the client or the SDM, and can be received by phone, fax, or email. All referrals must be made with the consent of the individual who will receive service.

### Procedure:

1. Referrals to the Visiting Hospice Program are accepted by phone, fax, or email using Hospice Orillia's referral form, the Home and Community Care Support Services (HCCSS) referral form, or the Palliative Hospice Service referral form.
2. Referrals will be responded to within the following timeframes:
  - The Community Social Worker will respond to referrals by contacting the referral source within two business days to advise of receipt of referral and gather any additional information. Where applicable, the Community Social Worker may acknowledge receipt of the referral at weekly Community Rounds.
  - The Community Social Worker will contact the client within two business days of referral to schedule the initial assessment.
3. Referrals are documented in the clients file, which will be created upon receipt of referral.
4. If the referral is found to have been a previous client of the hospice, the client will be assigned the same ID# by restarting service and entering new referral and contact dates.
5. All contact with clients will be documented in the client record.



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## Intake Process

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Individuals requesting service in the Visiting Hospice Program must complete the intake process prior to receiving support. An individualized assessment is completed to determine the client's specific needs.

The intake process will include:

- Assessment and documentation of client situation, needs and preferences.
- Development of a Care Plan, which will be finalized upon consultation with available resources. The Care Plan will be re-evaluated at least quarterly, and any changes will be documented in the client record.
- Completion of a Service Agreement by the client and/or SDM.
- Completion of the Emergency Contact Form.

### Procedure:

1. The Community Social Worker will make initial contact with the client within two business days of referral to schedule the initial assessment. The date of this contact will be added to the client record.
2. The Community Social Worker will attempt to book the initial assessment within 10 business days of referral where possible.
3. The Community Social Worker will collect the following information from the client during the initial assessment:
  - Personal information
  - Current services in place
  - Social/emotional/spiritual needs of the individual
  - Physical/practical needs/status of the individual
  - Respite needs of the caregiver (if applicable)
  - Any other concerns the client and/or caregiver may have
4. The Community Social Worker will document this information in the client record. Every effort will be made to gather complete information at the time of the initial assessment; however, some information may be gathered throughout the case as it becomes available.



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5. The Community Social Worker will make the client aware of the following information during the initial assessment:

- Details of client record (privacy of information, who has access to it, how long it will be kept)
- Role of the Community Social Worker
- Scope of all programs offered by Hospice Orillia
- Creation and ongoing assessment of Care Plan
- Client Rights and Responsibilities
- Any relevant wait lists and its procedure

6. During the initial assessment, the Community Social Worker will supply an information package to the client. This package contains:

- Business card
- Brochures
  - Hospice Orillia Services
  - Grief and Bereavement Services
  - NSMHPCN Services
- Program Flyers for all services offered by Hospice Orillia
- Client Rights and Client Responsibilities document
- Program Scope
- Emergency Contact Form
- Advanced Care Planning Booklet
- “What to expect when someone close to you is dying” book (if applicable)
- Caregivers Guide book (if applicable)

7. A Service Agreement must be signed to enable the Community Social Worker to begin working on the client's behalf and for services to be implemented. A copy of the Service Agreement may be provided to the client as needed.

8. The client's digital and paper file must be updated after the assessment process is complete.

9. The Community Social Worker will contact the referral source and other key service provider(s) to advise of Hospice involvement. Any contact with the client, SDM, or other service providers involved in the client's care will be documented in the client record.



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## Program Scope

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

All individuals receiving Hospice Orillia services will be made aware of the scope and limitations of each service provided.

### Procedure:

1. Individuals requesting service in the Visiting Hospice Program will be provided the Visiting Hospice Program Scope document during the initial assessment (see Appendix F).
2. If any questions arise about the scope and limitations of services provided, the client is invited to contact the Community Social Worker.



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## Matching Volunteers

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

The Community Social Worker will consider the following criteria in matching volunteers with clients in the Visiting Hospice Program:

- Access to car
- Age
- Availability
- Cultural background of both parties
- Geographic area
- Personality traits
- Preferences of both parties
- Identified interests of both parties
- Identified needs of the client
- Volunteer's bereavement or previous care giving experience
- Volunteer's personal experience, skills and abilities
- Volunteer's physical limitations

### Procedure:

1. After a client assessment (or re-assessment), in which the Community Social Worker determines that a volunteer placement would be beneficial and the client agrees to receive this service, a service request is completed. This request for service will be documented in the client's database file.

2. The Community Social Worker:

- Contacts the volunteer and provides basic information regarding the match, including:
  - Length of assignment (estimate)
  - Location of assignment
  - Identified needs of the client
- Documents on the volunteer record if the volunteer accepted or declined the match.
- Informs the client that a volunteer is available and determines whether the client is still agreeable to the match. If so, the Community Social Worker will provide the volunteer with the clients contact information and address. The volunteer will reach out to the client to schedule their first visit and will advise the Community Social Worker when this visit is taking place. The volunteer will continue to update the Community Social Worker after each visit with a brief update.



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- Will attend the volunteer's first visit as requested.

**3.** All clients and volunteers are informed that if they are ever dissatisfied with their match, they may contact the Community Social Worker.

- In the event that the client requests a change, the Community Social Worker will conduct an in-home or in-office visit with the client to determine the reasons for the request and find a suitable replacement if applicable. At this time, the Community Social Worker will notify the volunteer and explain the reasons for the request.
- In the event that the volunteer requests a change, the Community Social Worker will conduct an in-depth phone call with the volunteer to determine the reasons for the request. At this time, the Community Social Worker will notify the client and begin searching for a suitable replacement volunteer.



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## Staff Support

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Some clients may be living with a progressive life-limiting illness but do not currently need services. The Community Social Worker will offer to keep the client's file open and "On Hold" and will contact clients quarterly to determine how they are managing, offer information or advocate as needed.

### Procedure:

1. The Community Social Worker will contact client "On Hold" clients quarterly to offer information or advocacy as needed, and will document the contact in the client's file.
2. If the Community Social Worker is unable to reach the client they will leave a message if possible, inviting the client to call back when they are able. If it has been more than three consecutive months without contact, the Community Social Worker will close the file (see Policy CS-10, "Discontinuation of Services").
3. Clients can request to terminate their "On Hold" status in order to:
  - Receive services
  - Discontinue services from Hospice Orillia
4. When clients have received ongoing staff support for six months, the Community Social Worker will re-assess their need for continued support. Clients who are stable and are not regularly engaging with Hospice Orillia will have their files closed. Files may be reopened on the client's request.



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## Supportive Counselling Services

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> June 6, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia offers supportive counselling services to individuals living with a progressive life-limiting illness, or individuals caring for someone with a progressive life-limiting illness living within Hospice Orillia's service area. This support may occur in the home or at Hospice Orillia. This support is provided by a Registered Social Worker.

### Procedure:

The individual requesting the service will complete the Intake Process, as outlined in Policy CS-14 "Intake Process."

### Eligibility:

Individuals will be eligible for a total of six sessions (not including the initial assessment) with the Social Worker. Sessions will be one hour in length. In the initial assessment, the Social Worker will work alongside the client to develop a Care Plan which will identify the client's goals of care. When a client has reached the allotted number of sessions, their care plan will be reviewed and services will either be discontinued or client may be added to the wait list to receive additional sessions upon request. A client is eligible to be added to the waitlist one time only to receive an additional six sessions, for a total maximum of 12 sessions.

### Scope of support:

- The Community Social Worker specializes in the area of hospice palliative care. The Community Social Worker is able to provide support in the following areas:
  - Support following the diagnosis of a progressive life-limiting or terminal illness
  - the social, emotional, psychological, existential and spiritual effects of a progressive life-limiting illness
  - life adjustments and transitions that come with illness
  - grief/loss
- The Community Social Worker does not claim to have expertise or actively provide treatment in the areas of trauma, addiction, anxiety/depression, marriage/divorce, children/youth, and do not provide any type of legal advice or advocacy. In the event that the client requires a referral for



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something outside of the Community Social Workers scope, they may provide one where available (i.e. housing).

- For more complex situations, for example, active use of substances, the individual is not rendered ineligible for services, but must be under the care of another specialized individual to aid in their support and care. Where appropriate, community resources may be offered to the client.
- The Community Social Worker has the right to terminate any session, at any time if the client's actions are causing the Community Social Worker to feel that their safety is at risk, or if the client is under the influence of a substance which is causing them to be unable to meaningfully participate in the session.

#### *Supportive Counselling vs Volunteer Support:*

- Both Supportive Counselling and Volunteer Support offer the following:
  - one-to-one support
  - education
  - awareness of values and beliefs and a commitment to being non-judgmental
  - communication and listening skills
  - desire to get to know the client and/or loved one who has died.
- The differences between Supportive Counselling and Volunteer Support are outlined below, and should be considered prior to initiating service for the Supportive Counselling program.

Supportive Counselling is appropriate for clients whom are experiencing a complex situation which requires professional support for:

- coping strategies
- exploration of feelings/emotions
- navigating difficult family systems
- compounding stressors to current situation such as depression, anxiety, homelessness, trauma, multiple concurrent losses, etc.
- requires referrals to additional supports which the Community Social Worker can identify and initiate.
- There may also be instances where the client is more comfortable speaking to a professional rather than a volunteer
- The Community Social Worker is not acting in the role of a "peer" (may or may not have lived experience) but rather as a "professional" and therefore, has a distinct difference in power dynamics from the role of a volunteer

Volunteer Support is appropriate for clients who are looking for a friendly listening ear, may have shared lived experience, and can act in the role of "peer" rather than professional.



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## Client Death

<b>Type of Policy:</b> Visiting Hospice	<b>Policy Number:</b> VH-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
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### Applicable to:

- Hospice Orillia Staff

### Policy:

Hospice Orillia offers bereavement support to the family of the client served. The Community Social Worker will close the client record for the Visiting Hospice Program and transfer the information to the Bereavement Services Coordinator for follow-up, if requested.

### Procedure:

1. The Community Social Worker will complete the administrative closure tasks, including sending a Condolence Card.
2. The Community Social Worker will transfer the information to the Bereavement Services Coordinator for follow-up when requested.
3. The Community Social Worker may attend the visitation or funeral, as appropriate.



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## Bereavement Support Policies



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## Eligibility

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-01
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

In order to be eligible for the Bereavement Support Program, individuals must anticipate or have experienced the loss of a loved one, and must live within Hospice Orillia's service area, noted below. They must also consent to receive services in writing.

The Bereavement Support Program provides one-on-one support and support groups.

In the event that an individual has complex needs, which are beyond the service scope of Hospice Orillia, Hospice Orillia will ensure that appropriate referrals are made for that individual. Hospice Orillia will not provide services in the following circumstances, at the discretion of the Bereavement Services Coordinator:

- Client displays inappropriate behaviours
- Client presents as intoxicated or under the influence of substances at time of intake or whilst receiving service
- Client identifies significant, untreated mental health issues for which they are not receiving outside support

Hospice Orillia provides services to individuals living in Orillia and the surrounding areas. The 800 km<sup>2</sup> region includes communities such as Coldwater, Brechin, Gambridge, Lagoon City, Bayshore Village, Rama, Moonstone, Horseshoe Valley, Washago, Severn Bridge, and Cumberland Beach.

### Procedure:

1. The Bereavement Services Coordinator will determine whether an individual requesting service meets the criteria required for service eligibility through an in-depth intake assessment.
2. If eligible, the Bereavement Services Coordinator advises the client of available services, and possible wait times before service initiation. The client determines which services they will accept.
3. If ineligible, the Bereavement Services Coordinator will direct the individual to appropriate services within the community that are sensitive to and respond to the identified needs and preferences of the client.
4. Eligibility for new/additional services will be determined by assessing client's needs and preferences.



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## Referrals

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-02
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

A referral for the Bereavement Support Program must be made by the individual requesting service on their own behalf. In situations where the individual is not able or willing to request services on their own behalf, an advocate may refer as long as the individual consents to the referral.

Referrals may also be received from community organizations and healthcare professionals as long as individual is aware of the referral.

### Procedure:

1. Referrals to the Bereavement Support Program are accepted through the Hospice Orillia referral form, by phone, or by email.
2. All new referrals are documented electronically. A paper file will also be created for each new referral.
3. If the referral is found to have been a previous client of Hospice Orillia, the client will be assigned the same ID# by restarting service and entering new referral and contact dates.
4. The Bereavement Services Coordinator will contact individual within two business days of referral date to schedule an intake interview.
5. All contact with clients will be documented in the client record.



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## Intake Process

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-03
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Individuals requesting service in the Bereavement Support Program must complete an intake process prior to receiving support. An individualized assessment is completed to determine the client's specific needs.

The intake process will include:

- Assessment and documentation of client situation, needs and preferences
- Development of a care plan, which will be finalized upon consultation with available resources. The care plan will be re-evaluated as needed, and any changes will be documented in the client record
- Completion of a Service Agreement by the client.

### Procedure:

1. The Bereavement Services Coordinator will make initial contact with the client within two business days of referral to schedule the intake interview. The date of this contact will be added to the client record.
2. The Bereavement Services Coordinator will attempt to book an intake interview within 10 days of referral date where possible.
3. The Bereavement Services Coordinator will supply an information package to the client. This package contains:
  - Business card
  - Brochure
4. The Bereavement Services Coordinator will collect the following information from the client during the intake interview:
  - Personal information
  - Current services in place
  - Social/emotional/spiritual needs of the individual
  - Information about loss experienced
  - Any other concerns the client may have
  - The Bereavement Services Coordinator also completes the Bereavement Risk Assessment Tool to assess client's readiness for group support.



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5. The Bereavement Services Coordinator will document this information in the client record. Every effort will be made to gather complete information at the time of the intake interview; however, some information may be gathered throughout the case as it becomes available.

6. The Bereavement Services Coordinator will make the client aware of the following information during the intake interview:

- Details of client record (privacy of information, who has access to it, how long it will be kept)
- Role of the Bereavement Services Coordinator
- Volunteer role & limitations
- Creation and ongoing reassessment of care plan

7. A Service Agreement must be signed to enable the Bereavement Services Coordinator to begin working on the client's behalf and for services to be implemented. A copy of the Service Agreement may be provided to the client as requested.

8. The client's electronic file must be updated after intake process is complete.

9. In the event that services have been requested by the client, the Bereavement Services Coordinator will make a follow-up phone call when applicable to advise them of an estimated start date for the requested service or if there will be an extended wait for the requested service.

10. The Bereavement Services Coordinator will contact the referral source within one week to advise of Hospice involvement. Any contact with the client and/or caregiver, or other service providers will be documented in the client record.



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## Bereavement Support Volunteer Scope of Service

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-04
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Bereavement Support Volunteers may be assigned to individuals who anticipate or have experienced the loss of a loved one. Volunteer support may include:

- One-on-one anticipatory grief support
- One-on-one bereavement support
- Bereavement Support Groups

Bereavement Support volunteers may not:

- Diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Provide a counselling/therapy relationship

### Procedure:

1. The Bereavement Services Coordinator will match volunteers to provide the above services. All volunteers will be thoroughly screened and trained prior to visiting with Hospice clients in accordance with the Volunteer Policies.
2. Upon placement with clients, volunteers will provide services under the supervision, and with the support, of the Bereavement Services Coordinator.
3. If a volunteer is unable to attend their assigned appointment, the client will be advised and an alternate visit will be scheduled.
4. The client may request a different volunteer match at any time. Client may also choose to discontinue services at any time.



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## Anticipatory Grief Support

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-05
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Anticipatory grief support is available to individuals caring for a loved one living with a life-limiting illness, and meets the eligibility criteria outlined in Policy BS-01 “Eligibility.” This support may occur in the home, at Hospice Orillia or another convenient location. This support is provided by trained volunteers who are supervised by the Bereavement Services Coordinator.

### Procedure:

1. The individual requesting the service will complete the Intake Process, as outlined in Policy CS-03 “Intake Process.”
2. When an individual receiving anticipatory grief support experiences the death of a loved one, they will be offered one-on-one bereavement support, and group support.



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## One-on-one Bereavement Support

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-06
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

One-on-one bereavement support is available to anyone who has experienced the death of a loved one, and meets the eligibility criteria outlined in Policy BS-01 “Eligibility.” This support may occur in the home, at Hospice Orillia or another convenient location. This support is provided by trained volunteers who are supervised by the Bereavement Services Coordinator.

The service is offered for 4-6 sessions, at the discretion of the Bereavement Services Coordinator. Upon completion of one-on-one support, clients will be advised that other services that are available (i.e. support group).

### Procedure:

1. The individual requesting the service will complete the Intake Process, as outlined in Policy BS-03 “Intake Process.”
2. Upon completion of one-on-one support, if the client chooses not to participate in additional services (i.e. support group), their file will be closed. If required, the Bereavement Services Coordinator will provide a list of other resources (private practitioners and community organizations) that can be accessed for further support.



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## Bereavement Support Groups

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-07
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Group support is available to people who have experienced a loss due to death of a loved one. Individuals will be assessed for group readiness by the Bereavement Services Coordinator, and placed into appropriate groups based on details shared during intake interview. Group support takes place at Hospice Orillia, or at another community location. This support is provided by trained volunteers who are supervised by the Bereavement Services Coordinator. Support groups are offered year round. Hospice Orillia offers drop-in groups, closed groups, and specialized loss groups.

### Procedure:

The individual requesting the service will complete the Intake Process, as outlined in Policy BS-03 "Intake Process."

#### *Closed Support Groups & Specialized Loss Support Groups*

1. Group participants will be screened by the Bereavement Services Coordinator. All group participants are encouraged to make a commitment to attend the group for its duration.
2. Volunteer facilitators will be provided with the following details prior to the beginning of the group:
  - Participant name
  - Name of deceased individual
  - Red flags (when applicable)
3. During the final session of the group, participants will be asked to complete an evaluation of group support.

#### *Drop-In Support Groups*

1. Group participants will be screened by the Bereavement Services Coordinator. Participants are advised that they do not have to make a commitment to attend each week.
2. Although the Bereavement Services Coordinator is unable to determine who will attend drop-in groups on a weekly basis, the Bereavement Services Coordinator will endeavor to provide volunteers with the following information for potential participants:
  - Participant name
  - Name of deceased individual



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- Red flags (when applicable)

3. Individuals attending drop-in groups will be advised when the next closed group is beginning.



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## Matching of Volunteers

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-08
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

The Bereavement Services Coordinator will consider the following criteria in matching volunteers with clients in the Bereavement Support Program:

- Access to car
- Age
- Availability
- Cultural background of both parties
- Geographic area
- Personality traits
- Preferences of both parties
- Identified interests of both parties
- Identified needs of the client
- Volunteer's bereavement or previous care giving experience
- Volunteer's personal experience, skills and abilities
- Volunteer's physical limitations

### Procedure:

1. After a client assessment (or re-assessment), in which the Bereavement Services Coordinator determines that a volunteer placement would be beneficial and the client agrees to receive this service, a service request is completed. This request for service will be documented in the client's database file.
2. The Bereavement Services Coordinator:
  - a. Contacts the volunteer and provides basic information regarding the match, including:
    - Potential time of assignment
    - Location of assignment
    - Identified needs of the client
  - b. Documents on the volunteer record if the volunteer accepted or declined the match. If accepted, they are matched to client file. If they declined the assignment, it is written in a case note on the volunteer's file and on the client's file.
  - c. Informs the client that a volunteer is available and determines whether the client is still agreeable to the match. If so, the Bereavement Services Coordinator will schedule the first visit. The volunteer will



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contact the Bereavement Services Coordinator following visits if any flags are identified or a debrief meeting is required. When a volunteer requests a debrief meeting, every effort will be made to schedule the meeting (phone or in-person) within one week.

3. All clients and volunteers are informed that if they are ever dissatisfied with their match, they may contact the Bereavement Services Coordinator.

- In the event that the client requests a change, the Bereavement Services Coordinator would conduct an in-home or in-office visit with the client to determine the reasons for the request and find a suitable replacement if applicable. At this time, the Bereavement Services Coordinator would notify the volunteer and explain the reasons for the request.
- In the event that the volunteer requests a change, the Bereavement Services Coordinator will conduct an in-depth phone call with the volunteer to determine the reasons for the request. At this time, the Bereavement Services Coordinator would notify the client and begin searching for a suitable replacement volunteer.



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## Remembrance Events

<b>Type of Policy:</b> Bereavement Support	<b>Policy Number:</b> BS-09
<b>Reviewed by:</b> Executive Director	<b>Approved by:</b> Board of Directors
<b>Date Approved:</b> January 28, 2019	<b>Reviewed/Revision Date:</b> August 18, 2022

### Applicable to:

- Hospice Orillia Staff

### Policy:

Current and past clients, as well as members of the community, are invited to attend two annual public remembrance events held by Hospice Orillia:

- Candles of Remembrance (Fall/Winter)
- Garden of Remembrance (Spring/Summer)

The purpose of these events is to provide an opportunity for individuals to honour the memory of their loved ones who have died.

### Procedure:

1. The Bereavement Services Coordinator will extend invitations by mail or telephone to any client who has received services from the Bereavement Support Program in the preceding 12-month period.
2. Information is also shared publicly through various media outlets to encourage community members to attend.
3. The Bereavement Services Coordinator plans the program, inviting a variety of people to speak and/or share during the ceremony. Every effort will be made to reflect the diversity of our community in the planning of this event.



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## Appendix A: Volunteer Position Descriptions



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## Visiting Hospice Volunteer Position Description

**Purpose:** To provide social, emotional and practical support to visiting hospice clients and their circle of support.

### 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-limiting 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
- HR Downloads training modules (online)
- 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 life-limiting 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



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- 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
- **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
- HR Downloads training modules (online)
- 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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## Complementary Therapy Volunteer Position Description

**Purpose:** To provide complementary therapy services to clients and caregivers in their place of living.

### 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
- HR Downloads training modules (online)
- 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 life-limiting 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-limiting 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
- HR Downloads training modules (online)
- 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/>



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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 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
- HR Downloads training modules (online)
- 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



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### 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/>



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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 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
- HR Downloads training modules (online)
- 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



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- 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
- 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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## Appendix B: Incident Report



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## Incident Report



### Health and Safety INCIDENT REPORT FORM

<b>Employee Information:</b>	
Name:	
Incident Date:	Position:

<b>Incident Type</b>		
Injury	Exposure	Illness
Spill	Property Damage	Major Potential / Near Miss
Environmental Incident	Other, Specify:	

<b>Incident Information</b>	
Incident Date (dd/mm/yy): ____/____/____ Time of Incident:	
Reported on: ____/____/____ Time Reported:	
Reported to:	
Supervisor:	
Injured Person:	

<b>Injury/ Illness</b>			
First Aid	Medical Aid	Modified Work	Lost Time
Injured Body Part:			
Describe Injury:			

<b>Incident Information</b>	
Was First Aid Given?	By Whom:
Was injured transported to medical aid? If so, where?	
Injured during normal work?	

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169 Front Street South, Orillia, ON L3V 4S8 | Bus: 705-325-0505 | Fax: 705-325-7328

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## Appendix C: Staff and Volunteer Rights & Responsibilities



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## Staff and Volunteer Rights & Responsibilities

As a staff member or volunteer of Hospice Orillia, you have the right to be informed of your rights and responsibilities. The following shall apply to you:

### You have the right to:

- Work or volunteer in a safe environment, free of physical, emotional, or psychological abuse;
- Be treated with respect by other staff and volunteers as well as service recipients;
- Be engaged in meaningful work;
- Be informed of what impact your work made in the community;
- Ask questions about the work of the organization;
- Access a copy of the organization's financial information or annual report upon request;
- Have a clear understanding of your work by being given a position description and well-defined tasks;
- Receive support and encouragement when needed;
- Receive constructive feedback when relevant;
- Have a clear understanding of the organization's policies;
- Be prepared for your work with comprehensive orientation and training;
- Be invited to provide feedback at any time to the organization;
- Be recognized for work well done.

### You have the responsibility to:

- Treat other staff members and clients with courtesy and respect;
- Attend all meetings/sessions/groups free from the influence of any legal or illegal substance(s) which could cause safety concerns for the client, or render you unable to meaningfully participate in meeting/group/session;
- Provide accurate and current information relating to your availability;
- Provide feedback regarding services provided, and ask questions regarding care or services.

I understand that if I have a complaint, I can contact Hospice Orillia verbally or in writing to the attention of:

Whitney Vowels, Executive Director  
705-325-0505 ext.140  
whitney@nsmhpcn.ca



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## Appendix D: After Hours Support for Volunteers



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## After Hours Support for Volunteers

Volunteers have access to Hospice Orillia staff during regular business hours (Monday-Friday 8:30AM-4:30PM). Outside of regular business hours, volunteers are encouraged to contact the following organizations if they are in need of immediate support.

### *Telecare Distress Line of Greater Simcoe*

24 Hour Crises Line

Phone: 705-325-9534

Phone: 705-726-7922

### *Canadian Mental Health Association, Simcoe County Branch*

24 Hour Crises Line

Phone: 705-728-5044

Phone: 1-888-893-8333

If a volunteer contacts the above organizations, they are encouraged to follow up to debrief with Hospice Orillia staff the following business day.



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## Appendix E: Client Rights and Responsibilities



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## Clients Rights and Responsibilities

As a client of Hospice Orillia, you and your family/caregiver(s) have the right to be informed of your rights and responsibilities. The following shall apply to you:

### **You have the right to:**

- Be treated with dignity and respect, 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;
- Receive care that respects your cultural, psychosocial, spiritual and personal values, beliefs and preferences;
- Have your personal health information treated confidentially, with information only released to others when consent for the release of information is received, unless required by law;
- Choose a substitute decision maker to make decisions on your behalf if you are no longer capable to do so;
- Be informed of and actively involved in the creation and management of your plan of care;
- Receive a clear explanation of the services to be provided and who will be providing them;
- Provide consent to accept or refuse programs and services offered by Hospice Orillia;
- Express any concerns without fear of reprisal or discrimination, and be aware of the process to do so.

### **You have the responsibility to:**

- Treat those who are providing or participating in your care with courtesy and respect;
- Attend all meetings/sessions/groups free from the influence of any legal or illegal substance(s) which could cause safety concerns for staff/volunteers, or render you unable to meaningfully participate in meeting/group/session;
- Provide accurate and current information relating to your health;
- Participate in the creation and management of your plan of care;
- Provide a safe environment for those involved in your care by:
  - Keeping pets in a separate room during visits, if requested
  - Refraining from smoking during visits
  - Ensuring that there are no hazards inside or outside the home (walkways, etc.)
- Provide feedback regarding services provided, and ask questions regarding care or services.

I understand that if I have a complaint, I can contact Hospice Orillia verbally or in writing to the attention of:

Whitney Vowels, Executive Director  
705-325-0505 ext.140  
whitney@nsmhpcn.ca

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## Appendix F: Visiting Hospice Program Scope



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### Visiting Hospice Program Scope

Program	Who is eligible?	Service Scope (this section outlines the services and support that Hospice Orillia may provide for each program)	Allotted Sessions
<b>Visiting Volunteer Program</b>	Individual with progressive life-limiting illness	<ul style="list-style-type: none"> <li>• Social support/companionship: examples include chatting over a cup of tea, going for a walk, watching TV together, playing board/card games</li> <li>• Practical assistance: examples include light meal prep (preparing a tea, a sandwich, warming up food. <i>Note: volunteers are not able to cook meals</i>)</li> <li>• Simple comfort measures: examples include playing music that the client enjoys, reading their favourite books</li> <li>• Respite for caregivers: example include sitting with client at the bedside quietly, keeping client company while the caregiver runs errands or takes a break</li> <li>• Volunteers visit once per week for 1-2 hours</li> </ul>	<p>Volunteer matches are <b>one year</b> in length</p> <p>After one year, the individual may be added to the wait list to receive a new volunteer if desired</p>
<b>Complementary Therapy Program</b>	Individual with progressive life-limiting illness	<ul style="list-style-type: none"> <li>• Stress reduction and promotion of relaxation</li> <li>• Offer support based on the complementary therapy that they have been trained in (i.e. Reiki or Massage)</li> </ul>	6 sessions total
<b>Footprints Project (legacy activities)</b>	Individual with progressive life-limiting illness	<ul style="list-style-type: none"> <li>• Provide assistance with letter writing, card writing, or scrapbooking</li> <li>• To ask questions/collect information in order to assist client in the creation of legacy book</li> </ul>	4-5 one-hour meetings (dependent on program)
<b>Supportive Counselling *Provided by Registered Social Worker</b>	Individual with progressive life-limiting illness and caregivers/family members	<ul style="list-style-type: none"> <li>• The Community Social Worker specializes in the area of hospice palliative care and is able to provide support to individuals living with progressive life-limiting illness and caregivers in the following areas:               <ul style="list-style-type: none"> <li>• Support following the diagnosis of a life-limiting or terminal illness</li> <li>• the social, emotional, psychological, existential and spiritual effects of a life-limiting illness</li> <li>• life adjustments and transitions that come with illness</li> </ul> </li> </ul>	6 one-hour sessions, can be reassessed for additional sessions to a maximum of 12 total



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		<ul style="list-style-type: none"> <li>• grief/loss</li> </ul>	
<b>Caregiver Connection</b>	Caregivers	<ul style="list-style-type: none"> <li>• Weekly telephone calls for social support, a friendly listening ear and companionship</li> <li>• Volunteers will check in on the caregivers well being and provide a space for expressing the stresses of caregiving</li> </ul>	Weekly phone calls up to one hour in length for up to one year
<b>“Caregiver’s Corner” Caregiver Support Group</b>	Caregivers	<ul style="list-style-type: none"> <li>• Our caregiver support group offers an arts-based program. Participants will work through creative activities designed to help caregivers cope with the stresses of caregiving in a safe, supportive space</li> <li>• Topics will include; Identifying supports, guilt, self-care and burnout, having difficult conversations, exploring the peaks and valleys of caregiving and navigating the bereavement journey</li> </ul>	6 week closed group, offered based on community need

Please note that all Hospice Orillia staff and volunteers **do not** provide the following support:

- Administer medication
  - This includes passing or handing of any medication to a client
- Provide medical services including cleaning or dressing wounds, perform suction or feeding through a device
- 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
- Transport the client in their personal vehicle or the clients vehicle

If at any point there is clarity needed on any of the above programs and services, contact:

**Daniela Accomando, Volunteer Coordinator, Community Social Worker**

705-325-0505 x 118

**Stefanie Collins, Community Social Worker**

705-325-0505 x 211



Hospice Orillia is a program of the  
 North Simcoe Muskoka Hospice Palliative Care Network  
 Registered Charity #135837748RR0001  
 169 Front St. S Orillia, ON L3V 4S8  
[www.hospiceorillia.ca](http://www.hospiceorillia.ca) Ph: (705) 325-0505



### Declaration of Understanding

I, \_\_\_\_\_ (printed volunteer name), acknowledge that I have read the above policies and procedures and understand their meaning and their impact on my volunteer role with Hospice Orillia. I acknowledge that if I have any questions about the above policies and procedures, I will contact my direct supervisor.

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



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