



## Hospice Orillia Volunteer Application Package

Thank you for your interest in volunteering at Hospice Orillia!

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

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

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

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

- ❖ Visiting Volunteers
- ❖ Bereavement Support
- ❖ Complementary Therapies
- ❖ Administrative Support
- ❖ Special Events & Fundraising Support
- ❖ Awareness & Education Support

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

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

Megan Lowrie, Program Assistant

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

Phone: 705-325-0505 ext. 108 Fax: 705-325-7328

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

Please do not hesitate to reach out for more information!



## **Becoming a Hospice Orillia Volunteer Process Outline**

### **Step 1: Complete Forms**

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

Megan Lowrie, Program Assistant  
Email: [megan@hospiceorillia.ca](mailto:megan@hospiceorillia.ca)  
Phone: 705-325-0505 ext. 108      Fax: 705-325-7328  
Mail: 169 Front Street South, Orillia, ON L3V 4S8

### **Step 2: Interview**

A staff member of Hospice Orillia will reach out to you to schedule an in-person interview at the Hospice Orillia office.

### **Step 3: Police Vulnerable Sector Check**

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

### **Step 4: Reference Check**

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

### **Step 5: Training**

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

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

**Session 1:** Orientation – required for all new volunteers

**Session 2:** Infection Control & Body Mechanics – required for Visiting Volunteers and Bereavement Support Volunteers

**Session 3:** Bereavement 101 – required for Bereavement Support Volunteers

### **Step 6: Certificate**

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

### **Step 7: Volunteer!**

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



### Application Form

Thank you for your interest in becoming a Hospice Orillia Volunteer.  
This is a general application form.

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

Please complete this form and return to Megan at Hospice Orillia:  
169 Front Street South, Orillia ON L3V 4S8  
Email: [megan@hospiceorillia.ca](mailto:megan@hospiceorillia.ca)  
Phone: 705-325-0505 ext. 108  
Fax: 705-325-7328

#### Contact Information

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Apt. No: \_\_\_\_\_  
City: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Email Address: \_\_\_\_\_ Date of Birth (DD/MM/YY): \_\_\_\_\_  
What is your preferred method of contact? \_\_\_\_\_

#### Emergency Contact Information

Name: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Relationship: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

#### Areas of Interest & Availability

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

- Visiting Volunteer
- Bereavement Support
- Complementary Therapy
- Special Events and Fundraising Support
- Awareness & Education Support
- Administrative Support

Check the times you are most available:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							



**Education**

Name of School: \_\_\_\_\_ Year of Graduation: \_\_\_\_\_

Program Title: \_\_\_\_\_ Diploma/Degree: \_\_\_\_\_

Name of School: \_\_\_\_\_ Year of Graduation: \_\_\_\_\_

Program Title: \_\_\_\_\_ Diploma/Degree: \_\_\_\_\_

**Work Experience**

Current Occupation (if applicable): \_\_\_\_\_

Previous Occupation (if applicable): \_\_\_\_\_

**Volunteer Experience**

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

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

Responsibilities:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

Responsibilities:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Other Interests, Hobbies & Skills**

What skills do you have that may benefit the organization?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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



## Personal & Medical History

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

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*If you have experienced a significant personal loss within the last year, we recommend participating in one of our organizational support volunteer opportunities rather than our client support volunteer opportunities. Client support work can intensify your own grief.*

Do you have any physical or medical restrictions that may affect your function as a volunteer?

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How did you hear about our volunteer opportunities?

- Newspaper
- Poster
- Through current volunteer/staff
- Internet (or our website)
- Community event

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

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

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



## Reference Check Form

### Instructions:

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

169 Front Street South, Orillia ON L3V 4S8  
Email: [megan@hospiceorillia.ca](mailto:megan@hospiceorillia.ca)  
Phone: 705-325-0505 ext. 108  
Fax: 705-325-7328

### *Release Statement*

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

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

### **Reference #1:**

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

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

### **Reference #2:**

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

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



## **Visiting Hospice Volunteer Position Description**

**Purpose:** To provide social, emotional and practical support to home hospice clients and their families and friends

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

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

### **Responsibilities:**

- To uphold the client's right to dignity and self-determination, 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

### **Duties Include:**

- Attending volunteer support and educational events
- Acting as an ambassador for Hospice Orillia
- Submitting monthly timesheet with volunteer hours
- Checking in after each visit (via email or telephone) with the Visiting Hospice Coordinator, Social Worker to provide a brief summary of the visit and report any changes in the client's condition
- Advising the Visiting Hospice Coordinator, Social Worker of your visiting schedule prior to visiting the client
- Visiting with the client/caregiver:
  - Sharing mutual interests (hobbies, activities, going for a walk)
  - Companionship (playing cards or chatting, letter writing, legacy work)
  - Caregiver relief (spending time with individual while the caregiver takes a break)
  - Practical assistance (light meal preparation, supporting individual with organization of care supports)
  - Simple comfort measures (playing music, reading to the client)

**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)

**Key Relationships:**

- Program Assistant
- Visiting Hospice Coordinator, Social Worker

**Supports for Success:**

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

**Time Commitment:**

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



## **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 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

### **Duties Include:**

- 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
- Will advise the Bereavement Coordinator of your support schedule prior to visiting the client
- To attend volunteer support and educational events
- Will act as an ambassador for Hospice Orillia
- To submit monthly timesheet with volunteer hours

**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:**

- Program Assistant
- Bereavement Coordinator

**Supports for Success:**

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

**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



## **Complementary Therapy Volunteer Position Description**

**Purpose:** To provide complementary therapy services to clients and caregivers in their own home.

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

- Current registration in good standing from the regulating body or association applicable to the type of therapy being provided
- 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

### **Duties Include:**

- Checking in after each visit (via email or telephone) with the Visiting Hospice Coordinator, Social Worker to provide a brief summary of the visit and report any changes in the client's condition
- Advising the Visiting Hospice Coordinator, Social Worker of your visiting schedule prior to visiting the client
- Providing the treatment for the agreed-upon amount of time
- Attending volunteer support and educational events
- Acting as an ambassador for Hospice Orillia
- Submitting monthly timesheet with volunteer hours

### **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)



**Key Relationships:**

- Program Assistant
- Visiting Hospice Coordinator, Social Worker

**Supports for Success:**

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

**Time Commitment:**

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



## **Administrative Support Volunteer Position Description**

**Purpose:** To provide support to staff and clients who are visiting the NSMHPCN and Hospice Orillia. The Administrative Support Volunteer is the first point of contact for most people seeking services from Hospice Orillia.

### **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:**

- To welcome visitors to NSMHPCN and Hospice Orillia in a friendly manner and information as requested
- Answer the telephone and direct calls where necessary
- Make phone calls as requested for the purposes of reference checks, information requests, etc.
- Provide office administrative support including but not limited to: photocopying, filing, preparing mail, and data entry
- Liaise with the Communications & Fundraising Coordinator to provide assistance as necessary with donations
- Keep front desk and surrounding area tidy and free from clutter to ensure a welcoming environment for visitors
- Keep brochures, business cards, etc. maintained and available for visitors
- Maintain lending library
- Attend volunteer support and educational events
- Act as an ambassador for Hospice Orillia
- Submit monthly timesheet with volunteer hours



**Key Relationships:**

- Program Assistant
- Communications & Fundraising Coordinator

**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