



Hospice Orillia
My home. My hospice.

Visiting Hospice Volunteer Position Description

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

Necessary Skills and Attitudes:

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

Responsibilities:

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

Duties Include:

- Attending volunteer educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3rd 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



NSMHPCN
North Simcoe Muskoka Hospice Palliative Care Network

Hospice Orillia is a program of the North Simcoe Muskoka Hospice Palliative Care Network
169 Front Street South, Orillia, ON L3V 4S8 | Reg Charity # 135837748RR0001
Bus: 705-325-0505 Fax: 705-325-7328 www.hospiceorillia.ca

Created June 2018. Most recent revision August 2022

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

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

Limitations:

- Volunteers may not 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

I acknowledge that I have received, read and understand the position description for this role.

Volunteer Signature: _____ Date: _____



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