

Appendix A:

Visiting Hospice Volunteer Position Description

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

Necessary Skills and Attitudes:

- Excellent listening, interpersonal and communication skills
- Understanding of and commitment to teamwork
- Acceptance of supervision and direction
- Independence, self-reliance, reliability, and honesty
- Empathy, confidentiality, and the ability to suspend judgement
- Commitment to a holistic approach in addressing issues related to life-limiting illness(es)
- 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 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 the client.
- To provide adequate notice of changes in volunteer availability and status.
- To comply with the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match(es).

Duties Include:

- Advise the Community Social Worker of your visiting schedule prior to visiting the client.
- Visit with the client/caregiver:
 - For companionship (e.g. playing cards, chatting, reading, sharing mutual interests, etc.)
 - To engage in legacy work (i.e. letter/card writing, scrapbooking, life story book)
 - Caregiver respite (i.e. spending time with individual to give caregiver a break)
 - Practical assistance (e.g. making tea/coffee, giving light snack – a muffin, bagel, fruit, etc.)
 - Simple comfort measures (e.g. small adjustments in bed/chair, offering blankets, etc.)
- 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.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Limitations:

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

Key Relationships:

- Community Social Worker
- Volunteer Coordinator
- Program Assistant
- Executive Director

Supports for Success:

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

Time Commitment:

- 1-4 hours per week.
- A minimum of a one-year commitment to volunteering with Hospice Orillia.

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Footprints Project Volunteer Position Description

Purpose: To support individuals living with progressive life-limiting illness(es) 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 teamwork
- Acceptance of supervision and direction
- Independence, self-reliance, reliability, and honesty
- Empathy, confidentiality, and the ability to suspend judgement
- Commitment to a holistic approach in addressing issues related to life-limiting illness(es)
- 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 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 the client.
- To provide adequate notice of changes in volunteer availability and status.
- To comply with the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match(es).

Duties Include:

- Advise the Community Social Worker of your Footprints Project schedule prior to visiting the client
- Participate in legacy projects with the client, such as:
 - Creation of cards, letters, and/or scrapbooks (2-4 sessions).
 - Conduct in-depth life interviews with the client, recorded by an audio recorder (1-4 sessions).
 - Transcribe audio interviews into a narrative text document for the client's life story book.
 - Participate 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.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Limitations:

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

Key Relationships:

- Community Social Worker
- Volunteer Coordinator
- Program Assistant
- Executive Director

Supports for Success:

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

Time Commitment:

- 1-4 hours per week
- A minimum of a one-year commitment to volunteering with Hospice Orillia.

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Complementary Therapy Volunteer Position Description

Purpose: To provide complementary therapy services to individuals living with progressive life-limiting illness(es).

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 comp. therapies include: Reiki (minimum of Level Two required) and Massage.
- Training in or experience with hospice palliative care would be an asset.
- Understanding of and commitment to teamwork.
- Acceptance of supervision and direction.
- Independence, self-reliance, reliability, and honesty.
- Empathy, confidentiality, and the ability to suspend judgement.
- Commitment to a holistic approach in addressing issues related to life-limiting illness(es).
- 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 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 the client.
- To provide adequate notice of changes in volunteer availability and status.
- To comply with the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match(es).
- To provide session notes detailing treatment to Community Social Worker (who will keep confidentially, acting as the HIC).

Duties Include:

- Advise the Community Social Worker of your comp. therapy schedule prior to visiting the client.
- Provide the comp. therapy 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 comp. therapy session and report any changes in the client's condition.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Limitations:

- Volunteers may not engage in counselling support when meeting with the client.
- Volunteers may not administer medication to hospice clients.

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

Key Relationships:

- Community Social Worker
- Volunteer Coordinator
- Program Assistant
- Executive Director

Supports for Success:

- Hospice Palliative Care Training Program
 - Hospice Palliative Care Ontario (HPCO) Online Training
 - Hospice Orillia In-Person Volunteer Training
- Ongoing educational and professional development opportunities (especially relating to your regulating body or association, if/where applicable)
- Community workshops
- Individual supervision, if needed/applicable

Time Commitment:

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

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Caregiver Connection Volunteer Position Description

Purpose: To provide social and emotional support over the phone to individuals caring for those living with progressive life-limiting illness(es).

Necessary Skills and Attitudes:

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

Responsibilities:

- To uphold the caregiver'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 caregiver 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 the caregiver.
- To provide adequate notice of changes in volunteer availability and status.
- To comply with the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout caregiver match(es).

Duties Include:

- Advise the Community Social Worker of your telephone call schedule with the caregiver.
- Telephone calls with the caregiver:
 - Social support, a listening ear, and companionship.
 - Check-in on the caregiver's wellbeing 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.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

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:

- Community Social Worker
- Volunteer Coordinator
- Program Assistant
- Executive Director

Supports for Success:

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

Time Commitment:

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

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

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 teamwork
- Independence, self-reliance, reliability, and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality, and the ability to suspend judgement
- 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 the client.
- To provide adequate notice of changes in volunteer availability and status.
- To comply with the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match(es).

Duties Include:

- Advise the Bereavement Services Coordinator of your support schedule prior to visiting the client.
- Support the client through normalizing the grief experience, and provide an opportunity for the client to share their experience(s) in a safe and nonjudgemental space.
- Communicate any concerns (i.e. abuse/neglect, suicide risk, medical issues, and/or other urgent matters) to the Bereavement Services Coordinator in a timely manner.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Limitations:

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

Key Relationships:

- Bereavement Services Coordinator
- Program Assistant
- Volunteer Coordinator
- Community Social Worker
- Executive Director

Supports for Success:

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

Time Commitment:

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

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Group Facilitator (Bereavement) Volunteer Position Description

Purpose: To facilitate bereavement support groups. The Bereavement Services Coordinator will develop curriculum and match volunteers with appropriate clients for the 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 teamwork
- Independence, self-reliance, reliability, and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality, and the ability to suspend judgement
- 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 clients’ rights 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 clients 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 the Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout group involvement with clients.

Duties Include:

- Advise the Bereavement Services Coordinator of your group support schedule prior to seeing clients.
- Support the clients through normalizing the grief experience, and provide an opportunity for the clients to share their experience(s) in a safe and nonjudgemental place.
- Communicate any concerns (i.e. abuse/neglect, suicide risk, medical issues, and/or other urgent matters) to the Bereavement Services Coordinator in a timely manner.
- Attend volunteer support and educational events of interest.
- Act as an ambassador for Hospice Orillia.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Limitations:

- Volunteers are providing a support relationship. *This is **NOT** a counselling/therapy relationship!

- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the clients may be experiencing.
- Compromise own safety as part of their duties (i.e. performing tasks beyond their own physical capabilities).
- Accept personal gifts.
- Witness any legal documents.

Key Relationships:

- Bereavement Services Coordinator
- Program Assistant
- Volunteer Coordinator
- Community Social Worker
- Executive Director

Supports for Success:

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

Time Commitment:

- Availability for pre-determined group support sessions (dates, times, duration of group(s), etc).
- A minimum of a one-year commitment to volunteering with Hospice Orillia.

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Administrative Support Volunteer Position Description

Administrative Support Volunteers are inclusive of: Events, Fundraising and Awareness Volunteers.

Purpose: To provide non-direct support to Hospice Orillia; including assisting with fundraising and memorial 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 (e.g. Microsoft Word, Microsoft Excel, etc) considered an asset
- Attention to detail
- Ability to maintain professionalism and confidentiality
- Understanding of and commitment to teamwork
- Acceptance of supervision and direction
- Ability to remain calm in an emergency
- Respect for all aspects of diversity
- Valid driver's licence and/or access to reliable transportation is a must

Responsibilities:

- To adhere to and remain within the boundaries of Hospice Orillia's policies and procedures.
- To advise Hospice Orillia staff 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 staff and community members.
- To provide adequate notice of changes in volunteer availability and status.
- Submit monthly volunteer hours by the 3rd of each following month via the Volunteer Hours Portal or the online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>.

Duties Include:

Administrative, Events & Fundraising Volunteers

- Support Hospice Orillia with administrative tasks and/or fundraising events such as Hike for Hospice.
- Assist in set up and facilitation of events such as Garden of Remembrance and Candles 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 of interest.
- Assist with mailing of tax receipts.
- Assist with mailing of fundraising appeals.
- Additional duties as required.

Awareness Volunteers

- Attend community outreach events, such as booths, festivals, presentations, and/or farmer's markets.

- Participate in ensuring that community organizations are aware of Hospice Orillia's programs and services
- Act as an ambassador for Hospice Orillia
- Additional duties as required

Limitations:

- Inability to lift over 20lbs
- Compromise safety as part of duties (i.e. do not perform tasks beyond own physical capabilities)
- Accept personal gifts
- Witness any legal documents

Key Relationships:

- Communications, Fundraising & Community Relations Specialist
- Bereavement Services Coordinator
- Volunteer Coordinator
- Program Assistant
- Community Social Worker
- Executive Director

Supports for Success:

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

Time Commitment:

- 1-2 Hours per week (varies depending on admin., events, fundraising and awareness needs).
- A minimum of a one-year commitment to volunteering with Hospice Orillia.

Screening Requirements:

- Police Vulnerable Sector Check.
- Two completed reference checks.
- No health screenings are required for this position.

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

Volunteer Name: _____

Volunteer Signature: _____ Date: _____