



**Hospice Orillia Volunteer
Policy & Procedure Manual**

Table of Contents

Contents

Program Overview – Volunteer Roles	4
Confidentiality of Hospice Information	5
Speaking on behalf of Hospice Orillia	7
Screening & Interview Process	8
Orientation & Training	10
Diversity of Volunteers	12
Police Records Checks	13
Transportation.....	14
Leaves of Absence	15
Resignation & Reapplication	17
Use of Hospice & Personal Resources	18
Out-of-Pocket Expenses	20
Use of Substances	21
Anti-Abuse & Anti-Harassment	22
Conflict Resolution	24
Emergency Preparedness.....	27
Use of “Scented” Products	28
Health and Safety	29
Safety in Orillia Common Roof	30
Volunteer Placements	33
Complementary Therapies	34
Gifts & Gratuities.....	38
Intimate Involvement with Clients	39
Assistance with Legal Documents	40
Power of Attorney/Substitute Decision Maker	41
Medications, Controlled Acts, and Giving Professional/Medical Advice.....	42
Assistance with Physical Care and Comfort Measures.....	43
Medical Emergencies	44
Infection Prevention & Health Screening.....	45
Client Death & Resuscitation.....	47
Suicide & Duty to Report.....	49
Safe Home Visiting	50
Medical Assistance in Dying	52
Suspected Adult or Elder Abuse	53
Suspected Child Abuse	55

Unusual Incidents.....	56
Volunteer Records Management	57
Volunteer Records Retention	58
Volunteer Recognition	59
Conflict of Interest.....	60
Continuing Education	61
Assessment of Volunteer Experience & Performance	62
On Hold Volunteers	64
Termination of Volunteers	65
Volunteer Safety.....	66
Volunteer Rights.....	67
Supervisory Contact with Volunteers.....	69
Risk Management.....	70
Appendix A:	71
Visiting Hospice Volunteer Position Description	71
Footprints Project Volunteer Position Description.....	73
Complementary Therapy Volunteer Position Description.....	75
Caregiver Connection Volunteer Position Description	77
One-to-One Peer Support (Bereavement) Volunteer Position Description.....	79
Group Facilitator (Bereavement) Volunteer Position Description.....	81
Administrative Support Volunteer Position Description	83
Appendix B:	85
Staff and Volunteer Rights & Responsibilities	85
Appendix C:	86
After Hours Support for Volunteers.....	86
Appendix D:	87
Clients Rights and Responsibilities.....	87
Appendix E:	88
Hospice Orillia Visiting Program Scope	88
Appendix F:.....	90
Hospice Orillia Bereavement Support Program Scope	90
Appendix G:	93
Emergency Procedure for all Staff	93
Appendix H:	97
Declaration of Understanding	97
Appendix I:	98
Hospice Orillia Philosophy on Volunteer Engagement	98

Program Overview – Volunteer Roles	
Type of Policy: General Volunteer	Policy Number: GV-01
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.
- **Administrative Support:** Volunteers support special events, fundraising, and awareness opportunities.
- **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

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 a 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.

Confidentiality of Hospice Information	
Type of Policy: General Volunteer	Policy Number: GV-02
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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. Breaches of confidentiality are to be reported to their direct supervisor who will address as needed.

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 (when applicable).

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 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.

Breach of Confidentiality

If a volunteer becomes aware of a breach of confidentiality, they must report it immediately to their direct supervisor. They must explain the nature of the breach, their involvement in the breach, and any other relevant information. The supervisor will then consult with the Privacy Officer to determine the course of action required. The details of the breach and its outcome will be documented in the volunteer and client files.

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.

Volunteers are not to befriend any current or former client on any social media platform.

Speaking on behalf of Hospice Orillia	
Type of Policy: General Volunteer	Policy Number: GV-03
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Screening & Interview Process	
Type of Policy: General Volunteer	Policy Number: GV-04
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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 potential volunteers are required to attend an Information Session where they will learn about the volunteer opportunities at both organizations.
2. Volunteers are then given the opportunity to decide which organization to complete further onboarding with. If a volunteer chooses Hospice Orillia, they will follow all of the remaining processes outlined in the current policy.
3. All interested individuals are required to fill out an Application Package, found on the Hospice Orillia website <https://hospiceorillia.ca>. Hard copies can be made available upon request. Volunteers are directed to submit two personal/professional reference checks with the Application Package.
4. 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.
5. 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.
6. 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 reference.
7. 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.
8. 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.

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.

Orientation & Training	
Type of Policy: General Volunteer	Policy Number: GV-05
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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
 - o 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
 - o 3 in-person training modules including; Orientation to Hospice Orillia, Body Mechanics and Assists, Bereavement 101

2. All indirect service volunteers are required to complete the following in-person training:

- Orientation to Hospice Orillia (in-person training)

3. All Hospice Orillia Volunteers must also complete . the following trainings that were previously offered online, but will now be offered as a part of the Orientation to Hospice Orillia in-person training:

- Accessibility for Ontarians with Disabilities Act
- Fire Safety
- Infection Prevention & Control
- Personal Health Information Privacy Act Training
- Personal Information Protection and Electronic Documents Act Training
- Workplace Violence and Harassment Training for Employees

The following training will be sent out annually to all volunteers to review:

- Accessibility for Ontarians with Disabilities Act
- WHMIS
- Workplace Health & Safety
- Workplace Violence and Harassment Training

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.

Diversity of Volunteers	
Type of Policy: General Volunteer	Policy Number: GV-06
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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.

Police Records Checks	
Type of Policy: General Volunteer	Policy Number: GV-07
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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).

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.

Transportation	
Type of Policy: General Volunteer	Policy Number: GV-08
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: September 10, 2024	

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.

Leaves of Absence	
Type of Policy: General Volunteer	Policy Number: GV-09
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

- 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.

Resignation & Reapplication	
Type of Policy: General Volunteer	Policy Number: GV-10
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Use of Hospice & Personal Resources	
Type of Policy: General Volunteer	Policy Number: GV-11
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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:

- 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.

Out-of-Pocket Expenses	
Type of Policy: General Volunteer	Policy Number: GV-12
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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 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.

Use of Substances	
Type of Policy: General Volunteer	Policy Number: GV-13
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Anti-Abuse & Anti-Harassment	
Type of Policy: General Volunteer	Policy Number: GV-14
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

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

Conflict Resolution	
Type of Policy: General Volunteer	Policy Number: GV-15
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: August 18, 2022
Revision Date:	

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.

- 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:

- 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.

Emergency Preparedness	
Type of Policy: General Volunteer	Policy Number: GV-06
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Use of “Scented” Products	
Type of Policy: General Volunteer	Policy Number: GV-17
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: August 18, 2022
Revision Date:	

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.

Health and Safety	
Type of Policy: General Volunteer	Policy Number: GV-18
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: August 18, 2022
Revision Date:	

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.

Safety in Orillia Common Roof	
Type of Policy: General Volunteer	Policy Number: GV-19
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: September 10, 2024
Revision Date: January 15, 2025	

Applicable to:

- All Volunteers

Policy:

Hospice Orillia strives to keep their volunteers safe at all times which includes their presence within the Orillia Common Roof (OCR) building. The OCR is a common ground for volunteers and clients; this is a safe place for groups, 1:1 and check in’s, but there are unpredictable emergencies that can occur such as fire, shelter in place or weather. In the event that there is ever an emergency while you are in the OCR, here is an emergency plan:

Procedure:

No matter the reason for being in the OCR while volunteering for Hospice Orillia, please inform the Volunteer Coordinator that you are in the building in case of emergency. While meeting with clients, it is always best practice to sit closest to the exit of the room, in case of risk or emergency.

Fire

WHEN THE FIRE ALARMS SOUND EVERYONE MUST EXIT THE BUILDING.

Evacuation is most commonly a precaution taken in the event of a fire, but may also be employed for other building-related emergencies.

Attached is the blueprint to the OCR, please review and know where the exit routes are. If you are unsure of the exit routes after reviewing, please contact the Program Assistant at 705-325-0505 ext. 208 and they will show you the exit routes in the building. If you are in a meeting room in the building and are unsure of where to go, there is a blueprint of the building in every room showing where you are located, and where the nearest emergency exit is.

- Keep to the right in all hallways, stairways, and corridors. This allows emergency personnel to travel in the opposite direction.
- Do not touch power lines, electrical wiring, or objects that are in contact with power

- lines or electrical wiring.
- Once evacuated, remain in the designated gathering area.

Evacuation Plan – Hospice Orillia Office

- There are 2 exit doors in the Hospice Orillia office – 1 leads directly to the outside fenced in area and the other than leads to the hallway – it will be at your discretion at the time of evacuation to determine which is the most appropriate and safest exit.

Evacuation Route

Determine in advance the nearest emergency exit to your workstation and the route you will follow to reach that exit in the event of an emergency, prior to entering a workspace. Also, identify an alternate route to be used in the event that your primary route is blocked or unsafe to use.

Gathering Areas

As part of the Fire Plan for the common roof, a safe gathering area has been identified by building management and is towards the back of the parking lot near the large garbage bins. Please ensure you have read the Fire Plan (Appendix F) and are aware of your responsibilities as a volunteer working out of the common roof building - The Fire Marshall for the building is the OCR Receptionist on duty.

If you are present when a fire occurs, remember the three C's:

- CALL - Call the Fire Department at 911. Activate the fire alarm. Call building management to inform them of the situation.
- CLEAR - Clear the area of all persons in the immediate area of danger. Move as far away from the fire as possible.
- CONFINE - Confine the fire if possible by closing doors to contain the spread of the fire. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke. Do not break or open windows. A broken/open window will provide oxygen to the fire, which in turn will spread the intensity of the fire.

If you hear the fire alarm:

- Immediately follow the designated evacuation route to the designated gathering area for the building.
- If you are unable to get out for any reason, seal the door if possible to prevent smoke from seeping through the crack, stay near a window and close to the floor. If possible, signal for help.

After a Fire

- After the Fire Department has investigated the alarm and given the "ALL CLEAR", the building management personnel will ensure that the alarm panel and elevators have

been reset and will instruct everyone when it is safe to re-enter the building.

Shelter in Place

From time to time, there may be situations when it is simply best to stay where you are and avoid any uncertainty outside of the building. These situations may include tornado, contaminants in the air and potentially violent situations. Plan where you will take shelter in this kind of emergency. Choose an interior room or one with as few windows or doors as possible.

Types of Emergencies

Storm Emergency and Tornado:

The weather service issues severe weather watches and warnings.

- a) A **WATCH** means that the potential exists for the development of severe thunderstorms or tornadoes, depending upon the specific type of watch issued. While no immediate action is required for the issuance of a watch, it is recommended that a point person from your staff team keep up to date on the current weather situation and be prepared to seek shelter if necessary.
- b) A **WARNING**, on the other hand, requires more immediate action and should be taken seriously. A severe thunderstorm warning indicates that severe weather is imminent in your area or is already occurring. The term severe refers to hail greater than or equal to 2cm in diameter and/or wind gusts that meet or exceed 90 km/h. A tornado warning can be thought of as a very specific severe thunderstorm warning, and means that a tornado has been either spotted by a human observer or indicated by weather radar. Similar to a severe thunderstorm warning, once a tornado warning is issued for your area, you should take cover immediately.

In the case of a tornado warning, Hospice Orillia recommends that all volunteers, clients, and guests make their way to the interior hallways of the building. Avoid windows and doorways.

Power Outages/Blackouts:

It is possible that your space or building will experience a partial or total power outage. If you experience a loss of power, please contact someone from the Hospice Orillia staff team who are responsible for advising building management.

Volunteer Placements	
Type of Policy: Direct Service Volunteer	Policy Number: DS-01
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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 including requested dates/times for visits

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. If the volunteer is concerned about the client after a visit, the volunteer will contact their direct supervisor.
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.

Complementary Therapies	
Type of Policy: Direct Service Volunteer	Policy Number: DS-02
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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, Body Mechanics, and Bereavement 101
- 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.

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 Community 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 Community 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 Community Social Worker. The Community Social Worker will also complete periodic check-ins with the client, at minimum on a quarterly 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.
- 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 Community 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 Community 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

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 quality of care survey will be completed by the Program Assistant with the client to receive feedback on perceived quality of service, volunteer interaction, and overall satisfaction.

Gifts & Gratuities	
Type of Policy: Direct Service Volunteer	Policy Number: DS-03
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Intimate Involvement with Clients	
Type of Policy: Direct Service Volunteer	Policy Number: DS-04
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Assistance with Legal Documents	
Type of Policy: Direct Service Volunteer	Policy Number: DS-05
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Power of Attorney/Substitute Decision Maker

Type of Policy: Direct Service Volunteer	Policy Number: DS-06
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Medications, Controlled Acts, and Giving Professional/Medical Advice	
Type of Policy: Direct Service Volunteer	Policy Number: DS-07
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Assistance with Physical Care and Comfort Measures	
Type of Policy: Direct Service Volunteer	Policy Number: DS-08
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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, and/or
- 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.

Medical Emergencies	
Type of Policy: Direct Service Volunteer	Policy Number: DS-09
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Infection Prevention & Health Screening	
Type of Policy: Direct Service Volunteer	Policy Number: DS-10
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: July 16, 2025	

Applicable to:

- All direct service Volunteers

Policy:

Hospice Orillia is committed to upholding standards for public health and infection control. When volunteers are visiting clients at a hospital, in a long-term care or retirement home, 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/or cough.

Procedure:

1. Hospice Orillia strongly recommends that if a volunteer is sick and is scheduled to see their client, to reschedule to another date for the safety of both client and volunteer. 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.
3. If a volunteer is visiting a client in a hospital, in an long-term care, or retirement home, 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.
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 ongoing support.

Client Death & Resuscitation	
Type of Policy: Direct Service Volunteer	Policy Number: DS-11
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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 (following the Emergency Contact Form located in the client's home) 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. If any unexpected event (including client death) occurs outside of the direct supervisor's working hours, the volunteer is to inform their direct supervisor on the next business day. 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. If any unexpected event (including client death) occurs outside of the direct supervisor's working hours, the volunteer is to inform their direct supervisor on the next business day. Should the volunteer require mental health supports they are encouraged to contact the outside organizations listed on the After Hours Support for Volunteers document (See Appendix D).

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

Suicide & Duty to Report	
Type of Policy: Direct Service Volunteer	Policy Number: DS-12
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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.

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.

Safe Home Visiting	
Type of Policy: Visiting Hospice	Policy Number: VH-09
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: September 10, 2024
Revision Date:	

Applicable to:

- All Hospice Orillia Volunteers

Policy

Hospice Orillia acknowledges the additional risk of Volunteers going into an unknown environment. The safety of all personnel is a high priority for Hospice Orillia. Responsibility for personal safety is everyone’s business. It is expected that volunteers exercise reasonable caution and good judgment to minimize the potential for injury to themselves and others.

Volunteers who are providing in-home volunteer services have to ensure their own safety and are encouraged to maintain a safe arrival contact with a family member, friend, or co-worker. Prior to a home visit, staff will complete a risk assessment and document the results in the clients file. Volunteers will never be asked to go into a high-risk situation.

Procedure

Volunteers have the right to leave a home visit immediately if they feel that their safety is at risk and/or to call 911 for assistance. Volunteers have the right to ask the client/caregiver to:

- Refrain from smoking during the home visit
- Remove pets from the room during visit

Risk Assessment

The Registered Social Worker assesses clients and their environments for risk at the time of initial assessment. The risks identified are noted in the client file and expressed to the volunteer before the match is made. The safety assessment includes chemical/biological/environmental hazards, personal safety hazards, fall hazards, infestations, and emergency response hazards. Volunteers are encouraged to reassess every client for risk on an ongoing basis. All identified risks must be communicated to your supervisor immediately and will be documented in our client management software.

Safe Home Visiting Tips

Stay in touch

- Ensure communication with direct supervisor or Volunteer Coordinator on a regular basis.
- Know where you are going.
- Once you receive the address to a client’s home, it is encouraged that you know the surroundings prior to meeting with the client.
- Know your exits.
- Hospice Orillia encourages that the in-home visiting volunteer evaluates the exits at the first visit, and sit closest to the exit for personal safety.
- Listen to your gut.

- If you feel uncomfortable, you have the right to leave.

Keep to your time

- Based on the agreed time and schedule with your client, make sure you are keeping track of the time you are visiting with a client.

After Hours Support for Volunteers

Be aware and knowledgeable of Appendix D: After Hours Support for Volunteers.

Medical Assistance in Dying	
Type of Policy: Direct Service Volunteer	Policy Number: DS-13
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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:

<https://www.canada.ca/en/health-canada/services/health-services-benefits/medical-assistance-dying.html>

Suspected Adult or Elder Abuse	
Type of Policy: Direct Service Volunteer	Policy Number: DS-14
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

- 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**.

Suspected Child Abuse	
Type of Policy: Direct Service Volunteer	Policy Number: DS-15
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Unusual Incidents	
Type of Policy: Direct Service Volunteer	Policy Number: DS-16
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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).

Volunteer Records Management	
Type of Policy: Volunteer Management	Policy Number: VM-01
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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 of this request. The record will be made available to the volunteer within 2 business days of the request.

Volunteer Records Retention	
Type of Policy: Volunteer Management	Policy Number: VM-02
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Volunteer Recognition	
Type of Policy: Volunteer Management	Policy Number: VM-03
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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, and
 - 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.

Conflict of Interest	
Type of Policy: Volunteer Management	Policy Number: VM-04
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.

Continuing Education	
Type of Policy: Volunteer Management	Policy Number: VM-05
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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. Volunteer feedback will be sought after each session, and their feedback will be used for planning future sessions.

Assessment of Volunteer Experience & Performance	
Type of Policy: Volunteer Management	Policy Number: VM-06
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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 the Program Assistant 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. 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 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.

On Hold Volunteers	
Type of Policy: Volunteer Management	Policy Number: VM-07
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

Applicable to:

- All Hospice Orillia Volunteers

Policy:

Hospice Orillia volunteers may request a hold on volunteering at any point during their service. The Volunteer Coordinator will keep their file on hold for a period of up to six months. If the volunteer does not make contact with a Hospice Orillia staff member for more than six consecutive months, the Volunteer Coordinator will close the file. The volunteer file can be re-opened at the request of the volunteer.

Procedure:

1. The Volunteer Coordinator will place the volunteer file “On Hold” upon request of the volunteer, making note of the reason for the request (if applicable).
2. The Volunteer Coordinator will send the volunteer an email following the request, explaining the meaning of being on hold, what contact will take place during their hold, and the results of their file closure. Being on hold means:
 - The volunteer is not eligible to attend events hosted by Hospice Orillia including education offerings, volunteer socials and/or volunteer appreciation events.
 - The volunteer can contact a Hospice Orillia staff member at any point during their hold to resume volunteer services.
3. The Volunteer Coordinator will email the volunteer after five consecutive months of no contact to advise that their file will be closed in one month if no contact is made.
4. If the volunteer does not contact a Hospice Orillia staff member for more than six consecutive months, the Volunteer Coordinator will close the file (see Policy VM-07, “Termination of Volunteers”).
5. The volunteer file can be re-opened at any time. If the volunteer file has been closed for a period of one year or more, the volunteer must complete the volunteer training in its entirety, regardless of having completed it in the past.

Termination of Volunteers	
Type of Policy: Volunteer Management	Policy Number: VM-08
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: December 22, 2022
Revision Date: October 28, 2025	

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 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, and a summary of the interview will be documented in the volunteer's record.
4. In the event a volunteer requests a hold on their services and/or they voluntarily withdraw from volunteering, an exit interview is not required. The volunteer file will be closed and opened upon request from the volunteer (if applicable).

Volunteer Safety	
Type of Policy: Volunteer Management	Policy Number: VM-09
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

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 ensure 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 placements.

Volunteer Rights	
Type of Policy: Volunteer Management	Policy Number: VM-10
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: October 28, 2025	

Applicable to:

- All Hospice Orillia Volunteers

Policy:

Hospice Orillia acknowledges and supports the vital role of volunteers in achieving its mission. To ensure 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.
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.

4. 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.

Supervisory Contact with Volunteers	
Type of Policy: Volunteer Management	Policy Number: VM-11
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date: July 16, 2025	

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 Program Assistant will contact all active/inactive volunteers on a monthly basis. The Program Assistant will ensure that the volunteers are abiding by policies and procedures related to their role, check in on the volunteer’s availability, and inquire about the need for additional support and supervision. This conversation will be documented in the electronic volunteer's file. If any concerns are raised during these contacts, the Program Assistant will bring the concern(s) to the direct supervisor.
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 C).
5. The direct supervisor will touch base with the volunteer and offer a debrief meeting 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.

Risk Management	
Type of Policy: Volunteer Management	Policy Number: VM-12
Reviewed by: Executive Director	Approved by: Board of Directors
Review Date: October 28, 2025	Date Approved: January 28, 2019
Revision Date:	

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.”)

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: _____

Appendix B:

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.240
whitney@nsmhpcn.ca

Appendix C:

After Hours Support for Volunteers

Volunteers have access to Hospice Orillia staff during regular business hours (Monday – Friday, 8:30 AM - 4:30 PM). Outside of regular business hours, volunteers are encouraged to contact the following organizations if they require 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 reminded they must maintain our client’s confidentiality and encouraged to follow up to debrief with Hospice Orillia staff the following business day.

Appendix D:

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.240
whitney@nsmhpcn.ca



Appendix E:

Hospice Orillia Visiting Program Scope

Program	Eligibility	Allotted Sessions	Service Scope (services and support that may be provided for each program)
Visiting Volunteer Program	Individuals with progressive life-limiting illness with a prognosis of less than one year	Volunteers visit once per week for 1-2 hours	<p>Social support/companionship: examples include chatting over a cup of tea, going for a walk, watching TV together, playing board/card games.</p> <p>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>).</p> <p>Simple comfort measures: examples include playing music that the client enjoys, reading their favourite books.</p> <p>Respite for caregivers: example include sitting with client at the bedside quietly, keeping client company while the caregiver runs errands or takes a break.</p>
Footprints Project (legacy activities)	Individuals with progressive life-limiting illness	4-5 one-hour meetings <i>program dependent</i>	<p>Provide assistance with letter writing, card writing, or scrapbooking.</p> <p>Provide interview style meetings with client to create a Life Story Book as a legacy project.</p>
Complementary Therapy Program	Individuals with progressive life-limiting illness	6 sessions total	<p>Stress reduction and promotion of relaxation.</p> <p>Offer support based on the complementary therapy that they have been trained in (i.e. Reiki).</p>
Supportive Counselling *Provided by Registered Social Worker	Individual with progressive life-limiting illness and their caregivers	12 one-hour sessions <i>Further support is available for those with a prognosis of less than one year</i>	The Community Social Worker specializes in hospice palliative care and can provide support to individuals living with progressive life-limiting illness and caregivers in the following areas: support following the diagnosis of a life-limiting or terminal illness, the social, emotional, psychological, existential and spiritual effects of a life-limiting illness, life adjustments and transitions that come with illness, and grief/loss.
Caregiver Connection	Caregivers to individuals living with progressive life-limiting illness with a prognosis of less than one year	N/A	<p>Weekly telephone calls for social support, a friendly listening ear and companionship.</p> <p>Volunteers will check in on the caregivers well-being and provide a space for expressing the stresses of caregiving.</p>

It is important to note the benefits and risks of the programs listed.

Expected benefits to the programs include:

- An increased network of support for social connection and companionship (Visiting Volunteer).
- An increased network of support for caregivers, including social support, companionship (Caregiver Connection, Caregivers Corner), and in some cases respite (Visiting Volunteer).
- Reduction in stress and increased relaxation (Reiki).
- An opportunity to reflect on their life, share stories, and create legacy projects to leave behind for loved ones (Footprints Project).
- Increased emotional wellbeing, increased coping mechanisms, a safe space to explore feelings, thoughts, and the social, emotional, psychological, existential and spiritual effects of a life-limiting illness (Supportive Counselling, Caregivers Corner).

Potential risks to the above programs:

- You do not find a positive connection with your volunteer. In this case, please contact the Community Social Worker who will speak with you about alternative options including re-matching with another volunteer.
- You do not find a positive connection with your Community Social Worker. In this case, please contact the Executive Director who will speak with you about alternative options including transferring service to alternative staff member.
- Emotional responses to the release/transfer of energy (Reiki) and to the sharing of stories (Footprints Project, Caregivers Corner).
- For the Footprints Project program, your projects may be viewed by various Hospice Orillia staff, as well as staff members at Staples Orillia.

Hospice Orillia staff and volunteers are not able to 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 client's vehicle.

If at any point there is clarity needed on any of the above programs and services, including any outcomes, risks, benefits, side effects and alternative options contact:

- **Sidney Grocott, Community Social Worker** – 705-325-0505 x 211
- **Whitney Vowels, Executive Director** – 705-325-0505 x 240

Appendix F:

Hospice Orillia Bereavement Support Program Scope

Program	Eligibility	Allotted Sessions	Service Scope (services and support that may be provided for each program)
Individual Supports			
One to One Volunteer Peer Support	Experienced the death of a significant person	4-6 one-hour sessions	Meetings with specially trained volunteers to explore grief outside your social network and explore coping strategies. Volunteers are available for office, community, and home visits.
One to One Supportive Counselling (Registered Social Worker)	Experienced the death of a significant person, complex grief needs	8-12 one-hour sessions	The Social Worker specializes in the area of grief and bereavement and is able to provide in-office support to individuals who have experienced the death of a significant person in the following areas: <ul style="list-style-type: none"> • the social, emotional, psychological, existential and spiritual effects of a death of a close person, • life adjustments and transitions that come with grief and loss, and • complex reactions to grief and loss.
Group Supports			
Closed Groups			
8-Week Closed Group	Experienced the death of a significant person	8 weeks, once per week for 2 hours	Support Group with specially trained volunteer to explore grief outside your social network and explore coping strategies and learn from and share with others who have experienced the loss of a significant person. Participants will have the chance to gain social and emotional support from the same attendees each week.
Specialized Closed Groups			
Equine Group (Children & Youth)	Be 4-19 years of age, and have experienced the death of a significant person	6 weeks, once per week for 2 hours	Support Group with specially trained volunteer to explore grief outside your social network and explore coping strategies and learn from and share with others who have experienced the loss of a significant person. In this program, participants are invited to interact in various ways with the horses, who become a part of the therapeutic process. Participants will have the chance to gain social and emotional support from the same attendees each week.
Equine Group (Adult)	Experienced the death of a significant person		
Drop-in Groups			
Coffee & Care		Drop-in once per week	

	Experienced the death of a significant person	*no longer eligible after completing 8-week group	Support Group with specially trained volunteer to explore grief outside your social network and explore coping strategies and learn from and share with others who have experienced the loss of a significant person. Different attendees each week allows for new perspectives at each session.
Walking Group		Drop-in once per week <i>*seasonal</i>	
Specialized Drop-in Groups			
Adult Child Loss	Experienced the loss of an adult child	Drop-in every two weeks	Specialized Support Group with specially trained volunteer to explore grief outside your social network and explore coping strategies and learn from and share with others who have experienced a similar loss and may be able to relate to their grief journey. Different attendees each week allows for new perspectives at each session.
Pregnancy & Infant Loss	Experienced the loss of a pregnancy or death of an infant/child	Drop-in once per month	

It is important to note the benefits and risks of the programs listed.

Expected benefits to the programs include:

- Acknowledgement of your loss.
- Practical, emotional and social support.
- An opportunity to explore your grief, share your thoughts and feelings, and explore new coping strategies with others with similar lived experiences
- An increased network of support.
- Supportive Counselling offers an opportunity to find new avenues for adjusting to the loss of your loved one, receive therapeutic assistance in helping you work through your challenges, and become more aware of your strengths and growth.

Potential risks to the programs include:

- You do not find a positive connection with your volunteer. In this case, please contact the Bereavement Services Coordinator who will speak with you about alternative options including re-matching with another volunteer.
- You find it difficult to hear grief stories from other group participants.
- For the equine program, despite having a stable professional on site, horses are animals and can behave unpredictably at times. It is important that participants follow necessary precautions as identified by the stable professional.
- You do not find a positive connection with your Social Worker in the Supportive Counselling program. In this case, please contact the Executive Director who will speak with you about alternative options including transferring service to alternate staff member.

Hospice Orillia staff and volunteers are not able to do the following:

- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability).

- Provide services to those who are currently under the influence of alcohol or drugs.
- Provide one-on-one services to those who are mandated by a court order.
- Administer medication (this includes passing or handing of any medication to a client).
- 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, including any outcomes, risks, benefits, side effects and alternative options contact:

- **Louise Brazier, Bereavement Services Coordinator, 705-325-0505 x 209**
- **Stefanie Collins, Social Worker, 705-325-0505 x 217**
- **Whitney Vowels, Executive Director, 705-325-0505 x 240**

Appendix G: Emergency Procedure for all Staff

REMAIN CALM

The actions to be taken by occupants in emergency situations are posted and maintained on each floor level.

Copies of pages 10, 11, and 12 are to be given to all staff.

The Appointed Fire Marshal is trained to call **9-1-1** and to evacuate the building immediately upon being made aware of a fire. The actions to be taken by all Staff in an emergency situation are posted in all common areas.

NOTE: Storage **MUST** be kept in one area ensuring all means of egress are clear during operational hours.

The Fire Marshal is to alert the other Staff and visitors of an emergency and to put into operation the approved Fire Safety Plan. **Orillia Fire Department** is to be notified by dialing **9-1-1**, giving the correct address and the exact location of the fire (if known).

Fire Procedure:

Upon Discovery, staff are to:

1. Leave the area.
2. Close all doors behind you.
3. Activate the Fire Alarm - Use Pull Station. Your building is equipped with a Fire Alarm System with automatic detection and manual pull stations. If you encounter smoke or fire, pull the red pull station located near each Exit to activate the alarm.
4. Telephone **Orillia Fire Department** - Dial **9-1-1**- (NEVER assume this has been done!). Know and give the correct address (169 Front Street South, Orillia, Ontario) and location of fire in the building.
5. Use posted EXITS to leave the building ***when safe to do so**.
6. Direct occupants out of building when safe to do so.
7. Report to your designated Assembly Point. The Assembly Points are indicated on the attached Site Plan.
8. DO NOT RETURN to the building until it is declared safe to do so by Fire Officials.

*** When Safe To Do So** - Means no visible smoke or flame anywhere

Fire Extinguishment: Control or Confinement

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher, or if the smoke presents a hazard to the operation, the door to the area must be closed to confine and contain the fire. Leave the fire area. Ensure that **Orillia Fire Department** has been notified at **9-1-1** and wait for them to arrive in a safe location from the fire. If you come upon a small fire, an extinguisher can be utilized to extinguish it. **NOTE: This is only a voluntary act.**

Fire Hazards

Staff are advised to:

1. Avoid using unsafe electrical appliances, such as frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
2. Avoid the use of any open flame.
3. Know where the Fire Alarm Pull Stations, Portable Fire Extinguishers and Exits are located.
4. Call **Orillia Fire Department** non-emergency phone number **705-325-5201** when a fire hazard is apparent.
5. Know the correct building address (169 Front Street South, Orillia, Ontario).
6. Be aware of any disabled persons or any persons requiring assistance.

Alternate Measures to Occupant Safety

In the event of any shutdown of Fire Protection Equipment and Systems, or any part thereof, occupants will be notified by building staff. When all or part of your life safely systems such as fire alarm, sprinkler, water supply, emergency power, and means of egress (exits) are compromised the Fire Department must be made aware. Fire Services may use this information to make critical emergency response decisions. Orillia Fire Departments will be notified by telephoning 705-325-5201. In the event that the Fire Protection Equipment or any part of your life safely systems must be shut down for greater than 24 hours, the building occupants and Fire Department must be notified in writing of the date and time. Instructions will be posted on each floor by stairwells, or by the area that is out of order, to outline alternative provisions or actions to be taken in case of emergency.

Any attempt to minimize the impact of the malfunctioning equipment will be indicated. For example, where portions of a Fire Alarm, Emergency Power is placed 'Out of Service', service to the remaining portions shall be maintained. When necessary, the use of security, watchmen, bullhorns, walkie-talkies, emergency lighting, flashlights, battery sets, etc., will be employed to notify concerned parties of emergencies. Where affected areas cannot be isolated from Occupants, a Fire Watch may be required (see FIRE WATCH IMPLEMENTATION).

Notifications of shutdowns in excess of 24 hours should be submitted in writing to:

**Orillia Fire Department
500 Gill St, Orillia ON, L3V 4L1
705-325-5201**

The Fire Marshal must advise Fire Alarm Monitoring Company of life safety system shutdowns or compromised operation, as they **will** relay this information in the event of a fire alarm.

Upon correction of 'Out of Service' status the Fire Department and Monitoring Company must be advised and notices removed immediately after the life safety systems have been returned to normal.

Fire Extinguishers

Fire extinguisher maintenance is important for everyone's safety (inspect fire extinguishers at least once a month (more often in severe environments)). You must ensure that:

- The extinguisher is not blocked by equipment, coats or other objects that could interfere with access in an emergency.
- The pressure is at the recommended level. On extinguishers equipped with a gauge, the needle should be in the green zone - not too high and not too low.
- The nozzle or other parts are not hindered or obstructed in any way.
- The pin and tamper seal (if it has one) are intact.
- There are no dents, leaks, rust, or other signs of abuse/wear. Wipe off any corrosive chemicals, oil, gunk etc. that may have deposited on the extinguisher.

Some manufacturers recommend shaking or inverting and patting the bottom of your dry chemical extinguishers once a month to prevent the powder from settling/packing. Dry chemical fire extinguishers require regular professional maintenance at 6 and 12 year intervals. Consult your owner's manual, extinguisher label or the manufacturer for more information.

If the extinguisher is damaged or needs recharging, replace it immediately!

IMPORTANT: Recharge all extinguishers immediately after use regardless of how much they were used.

Fire Extinguisher Maintenance vs. Inspection

Inspection

An inspection is a physical examination to determine that the device will apparently perform in accordance with its intended function. Inspections should always be conducted when fire extinguishers are initially placed in service and thereafter at approximately 30-day intervals.

Maintenance

Fire extinguishers should be maintained at regular intervals (annually, 6 years and 12 years), or when problems are identified during an inspection. Maintenance is a "thorough check" of the extinguisher. It is intended to give maximum assurance that an extinguisher will operate effectively and safely. It includes a thorough examination and any necessary repair, recharging, replacement or hydrostatic testing.

Using a fire extinguisher

The following steps should be followed when responding to incipient stage fire:

- Sound the fire alarm and call the fire department, if appropriate.
- Identify a safe evacuation path before approaching the fire.
- Do not allow the fire, heat, or smoke to come between you and your evacuation path.
- Select the appropriate type of fire extinguisher.
- Discharge the extinguisher within its effective range using the P.A.S.S. technique (pull, aim, squeeze, and sweep).
- Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if the extinguisher is empty and the fire is not out.
- Evacuate immediately if the fire progresses beyond the incipient stage.

Most fire extinguishers operate using the following P.A.S.S. technique	
<p>1. PULL... Pull the pin. This will also break the tamper seal.</p>	
<p>2. AIM... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.</p> <p>Note: Do not touch the plastic discharge horn on CO2 extinguishers, it gets very cold and may damage sk'1n.</p>	
<p>3. SQUEEZE... Squeeze the handle to release the extinguishing agent.</p>	
<p>4. SWEEP... Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 - 4.</p>	
<p>If you have the slightest doubt about your ability to fight a fire.... EVACUATE IMMEDIATELY!</p>	

Appendix H:
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: _____

Appendix I: Hospice Orillia Philosophy on Volunteer Engagement



Hospice Orillia considers volunteers an integral part of the hospice and healthcare team. Hospice Orillia simply would not exist without our dedicated volunteers!

Hospice Orillia makes it a priority to recognize the contributions of our volunteers through a variety of mechanisms including annual events, individual awards, nominations for awards and ongoing professional development and educational opportunities.

Hospice Orillia volunteers provide much of the direct service to clients. Therefore, Hospice Orillia welcomes all volunteer ideas and suggestions for new programming. Staff members connect with volunteers once a year and specifically request feedback and ideas on new programming. Volunteers are also encouraged to approach staff members at any time with suggestions!

Hospice Orillia's Mission:

Hospice Orillia offers practical, emotional and spiritual support to those in our community coping with advanced illness, death and bereavement. Our volunteers and staff serve clients and their loved ones of all ages and backgrounds with compassion and respect, while honouring their choices and supporting them through their life journey.

Hospice Orillia's Vision:

Hospice Orillia will be recognized as a leader in both providing and advocating for Hospice Palliative Care services within our community. We will enhance the awareness and understanding of the need for these services through education, collaboration and community involvement.

Hospice Orillia's Inclusion Statement:

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