

# Volunteer Training Outline

**Audience:** Individuals who wish to learn about Guest Homes Volunteer Program

**Learner demographics:** Various ages from diverse backgrounds.

## Learning Objectives and Outcomes

<b>Module</b>	<b>Objectives</b>	<b>Outcomes</b>
<b><i>Introductions</i></b>	<u>This module will:</u> <ul style="list-style-type: none"> <li>• Provide an opportunity for participants to identify with the experience and goals of other participants.</li> <li>• Describe the Mission, Vision, and Values that frame the work that the agency performs.</li> </ul>	<u>Participants will be able to:</u> <ul style="list-style-type: none"> <li>• Repeat key points about their fellow participants.</li> <li>• Identify the philosophy of practice that supports the agency’s Mission, Vision, and Values.</li> </ul>
<b><i>Roles and Responsibilities</i></b>	<u>This module will:</u> <ul style="list-style-type: none"> <li>• Identify the various roles of staff and their responsibilities.</li> <li>• Summarize the relevant key points of the claim process.</li> <li>• Interpret the history of radical hospitality based on prior iterations and current interpretation.</li> <li>• Explain the concepts of asset-based community development, micro-volunteering, and social change.</li> <li>• Differentiate between the diverse volunteer roles and related responsibilities of Guest Program.</li> <li>• Identify the structure of Guest Program referral process.</li> </ul>	<u>Participants will be able to:</u> <ul style="list-style-type: none"> <li>• Recognize the roles of staff and their scope of responsibilities.</li> <li>• Paraphrase and express key points of the claim process.</li> <li>• Interrelate concepts that construct the optics of volunteering.</li> <li>• Assess how they might wish to engage with Guest Program.</li> <li>• Conclude how they can collaborate with staff and other volunteer roles.</li> <li>• Determine if they wish to pursue being a Host.</li> <li>• Restate the referral process for the Guest Program.</li> </ul>
<b><i>Communication and Culture</i></b>	<u>This module will:</u>	<u>Participants will be able to:</u> <ul style="list-style-type: none"> <li>• Generalize how effective communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Illustrate the foundations of communications and how to avoid misunderstandings.</li> <li>• Determine non-verbal communication and its influence on cross-cultural communication.</li> <li>• Justify the relevance of establishing boundaries when working with clients.</li> <li>• Hypothesize how to create effective boundaries.</li> <li>• Distinguish cultural sensitivity and implicit bias.</li> </ul>	<p>may impact on their interactions with clients.</p> <ul style="list-style-type: none"> <li>• Combine good communication skills and non-verbal communication.</li> <li>• Formulate how to actualize successful communication.</li> <li>• Generate a proposed Guest/Host Agreement encompassing a variety of boundary scenarios.</li> <li>• Self critique any implicit bias that may exist and examine how to apply cultural sensitivity.</li> </ul>
<b><i>Trauma</i></b>	<p><u>This module will:</u></p> <ul style="list-style-type: none"> <li>• Express how trauma may impact an individual’s well-being.</li> <li>• Sketch how to become trauma informed.</li> <li>• Discover basic foundational ideas on how to deal with trauma.</li> <li>• Describe how to deal with crisis.</li> <li>• Outline vicarious trauma and compassion fatigue.</li> <li>• Critique the different modalities of self-care.</li> </ul>	<p><u>Participants will be able to:</u></p> <ul style="list-style-type: none"> <li>• Prepare and plan for supporting clients who have experienced trauma.</li> <li>• Devise a safety plan for dealing with potential crisis.</li> <li>• Generate a plan to alleviate symptoms of vicarious trauma and compassion fatigue.</li> </ul>
<b><i>Moving Forward</i></b>	<p><u>This module will:</u></p> <ul style="list-style-type: none"> <li>• Classify the various components of the housing continuum.</li> <li>• Summarize affordable housing in Kitchener-Waterloo.</li> <li>• Describe Canadian Life Integration Program (CLIP)</li> </ul>	<p><u>Participants will be able to:</u></p> <ul style="list-style-type: none"> <li>• Outline housing stability from shelter to permanent housing.</li> <li>• Support affordable housing initiative such as the Guest Program and its relevance to housing stability.</li> </ul>

	<p>and its relevance to the Guest Program.</p> <ul style="list-style-type: none"><li>• Demonstrate how a Client Lesson Plan is developed.</li></ul>	<ul style="list-style-type: none"><li>• Propose additional topics or client engagements as part of CLIP.</li><li>• Organize how they wish to be integrated into action plans.</li></ul>
--	---	---