



Cumberland County Hospice & Palliative Care Society

CCHPCS is expanding its support network for individuals and families in Cumberland that live with a life-threatening illness. The implementation of a fully operational Volunteer Visitation Program in the Fall of 2022, will compliment the Palliative Care services that hundreds of individuals and families within Cumberland receive every year. These volunteers will provide a companionship, a sensitive presence, and a practical resource support. We are actively recruiting individuals to join our team of volunteers. We welcome you to pursue a volunteer position with us as we implement this new extension of Hospice Palliative Care in Cumberland.

Individuals will be recruited for volunteer positions without discriminatory regard to age, colour, disability, gender, national origin, race, religion, or any other characteristics protected by law.

PURPOSE OF POSITION

To provide a compassionate support through community visitation to individuals and families who live with a life-threatening illness.

LOCATION

Residential homes, long-term care facilities and hospitals throughout Cumberland County.

KEY RESPONSIBILITIES OF POSITION

- Volunteers must complete the Volunteer Training Modules which consists of online courses to complete at one's convenience as well as in-person group sessions that require mandatory attendance.
- Volunteers are expected to abide by all CCHPCS Volunteer Visitation Program Policies & Procedures.
- Volunteers are expected to develop a visitation schedule with the individual and family they were assigned, and maintain punctuality and reliability in that schedule.
- Volunteers are required to complete a report after every visit, and submit that report to the supervisor of the visitation program.
- Volunteers are expected to show respect to patients, families and healthcare staff that they may encounter while on placement.
- Volunteers are expected to report any unsafe conditions or acts to the supervisor of Volunteer Visitation within a timely manner.
- Volunteers are to exemplify excellent listening skills and serve as a compassionate support to individuals and their families.
- Volunteers are expected to share in activities that patients prefer as permitted by their abilities. Such activities can include, but are not limited to, talking, playing games, listening to music, assisting with projects, preparing meals, gardening, light housekeeping, crafting, and letter-writing.
- *Volunteers are expected to **refrain from** performing such tasks that relate to patient personal care, medical care, patient repositioning, and assistance with feeding. Volunteers are **not** permitted to transport a patient from their place of residence, offer financial, medical, spiritual*

or psychosocial advice. Volunteers are expected to attain and disclose only the patient information that is necessary to fulfill their role as volunteer, maintain safety in their work place and ensure patient well being is upheld. Information should only be shared with the Supervisor, members of the patient's care team as appropriate, and proper authorities as needed.

FACTORS THAT WOULD PRECLUDE THE ACCEPTANCE OF A VOLUNTEER

- Significant losses within the last year
- Clearly unresolved past losses
- Active treatment of any illness that would limit ability to carry out volunteer functions.

FACTORS OF PERSONAL VULNERABILITY TO BE CONSIDERED

- Diagnosis of a life-threatening illness for oneself or loved one.
- An unsettled grievance with a healthcare professional or healthcare facility.
- Significant socioeconomic crisis (i.e., loss of marriage, loss of job).
- History of significant mental illness.

REPORTS TO

Supervisor of Volunteer Visitation

TIME COMMITMENT

Hours will vary, depending on the agreement and schedule made between a volunteer and patient. In general, we do require a minimum of 4 hours a month, and require a minimum of a one-year commitment to the program. Significant changes to time commitment must be discussed with the Supervisor of the Program.

QUALIFICATIONS

Hospice Visitation Volunteers must be 16 years of age or older and exemplify:

- Maturity
- Reliability
- Compassion
- Excellent communication skills
- Ability to work independently
- Confidentiality and the ability to be discrete
- Friendliness and approachability
- Excellent sense of role boundaries

TRAINING/EDUCATION

Volunteers must complete the Volunteer Training Modules which consists of online courses to complete at one's convenience as well as in-person group sessions that require mandatory attendance. The modules, and training materials will be made available to the volunteer at no financial charge. Volunteers are expected to complete the material in a thorough and timely manner.

DRESS CODE

All Hospice Visitation Volunteers are required to maintain standards of dress, conduct, and hygiene that is reflective of a professional appearance in a public service environment.

EVALUATION

Volunteers will be evaluated regularly for compliance to policies and standard procedures. Volunteers must be willing to share and receive feedback about their role in the visitation program.

SPECIAL CONSENT

Volunteers, ages 16 & 17, must provide signed consent from their parent/guardian in order to be approved for training and placement.

I acknowledge that I have reviewed and understand the responsibility of the position as outlined above.

Name (please print): _____

Signature: _____

Date: _____