

Volunteer Profiles - Client Care Roles (Direct Service)

Role	Onboarding Requirement	Time Commitment	Duties
Visiting Hospice Volunteer	Application, Orientation, Vulnerable Sector Check, 30-hour Volunteer Course, continuing education *see note	Varies based on volunteer preference, can be 4 hours per month or more	Visit clients in their homes; provide respite for caregivers; read to, play cards with, visit with client; prepare light snack or meal (e.g. sandwich or soup); prompt client to take meds (do not administer or give medical advice) - on direction of caregiver.
Grief and Bereavement Volunteer	Application, Orientation, Vulnerable Sector Check, 30-hour Volunteer Course, 15-hour Grief & Bereavement Volunteer Course, continuing education *see note	Varies based on volunteer preference, can be 4 hours per month or more	Facilitate Support Group; facilitate Book Club; provide one-on-one support in client's home or at Hospice office. Provide calm and supportive presence; a listening ear; facilitate supportive group environment. Support Group - once a month G&B Book Club - bi-monthly Other groups as needed
Day Hospice Volunteer	Application, Orientation, Vulnerable Sector Check, 30-hour Volunteer Course, continuing education *see note CPR / AED training available (cost covered)	Varies based on volunteer preference, can be 4 hours per month or more	Assist clients in the Day Hospice program with mobility issues; serve beverages, lunch. Engage clients and socialize - active listening, conversation starter, play games; foster a positive, supportive group environment. Day Hospice Program - Wednesdays 10-2

Note: All roles are required to complete a Volunteer Application, Orientation Process, Vulnerable Sector Check, and attend bi-monthly meetings - continuing education (these are available in a combination of in-person and electronic formats - zoom, email updates, videos, webinars, articles, policy updates, etc).

File updates are required to be done annually including signing Confidentiality Agreement, Conflict of Interest Declaration, Offence Declaration, Volunteer Survey, etc.

Direct Service Volunteers have direct contact with clients as described in the duties outlined above.

Indirect Service Volunteers have limited or no contact with clients. The role's main purpose is to support the overall organization function.

Volunteer Profiles - Admin & Non-Client Care Roles (Indirect Service)

Role	Onboarding Requirement	Time Commitment	Duties
Board Member	Application, Orientation, Vulnerable Sector Check, Governance training encouraged (cost covered), continuing education *see note	Monthly Board meetings (2 nd Tuesday of each month - except July & August) 2-3 hours. Committee work and other duties.	Attend and participate in board meetings; act as Fiduciary for the organization; responsible for: the philosophy and mission of the organization, the operation of the services provided by the organization. Legally responsible for all written policies, programs, fiscal management and insurance coverage of the organization. Participate on committees. Other duties.
Day Program Cook	Application, Orientation, Vulnerable Sector Check, Food Handling Certificate (cost covered), continuing education *see note	6 hours per month	Buy grocery items (cost reimbursed), plan meal for 10-15 people, prep meal (assistance is available if needed), cook meal, clean up with assistance.
Lawn Mowing and / or Gardening Volunteer	Application, Orientation, Vulnerable Sector Check, continuing education *see note	2 or more hours per month during growing season	Mow the back/front lawn, trim weeds (equipment provided). Water plants, weed beds, input on annual/vegetable planting for the year. Attend garden committee meetings.
Hospice Ambassador	Application, Orientation, Vulnerable Sector Check, continuing education *see note	2 hours per month or less	Present to community groups about Hospice services using existing Powerpoint presentation, and own experiences with volunteering for Hospice.
Fundraising Committee Member	Application, Orientation, Vulnerable Sector Check, Fundraising Policy training, continuing education *see note	1 hour per month - every other month, more time when events take place 3-4 fundraising events per year	Attend meetings, input desired fundraising events to host, various jobs for events - set-up, clean-up, BBQ, install hole sponsor signs, direct traffic, sell 50/50 tickets, etc. Also have need for volunteers to canvass businesses for sponsorship - but not required for FR committee participation.
Equipment Cleaning / Delivery Volunteer	Application, Orientation, Vulnerable Sector Check, Infection Control training, continuing education *see note	1 to 2 hours, once a month	Clean / sanitize medical equipment using the steamer provided after it has been returned by client. Organize and number equipment when needed. Deliver equipment to clients.
Admin, Special Event, Reception Volunteer	Application, Orientation, Vulnerable Sector Check, continuing education *see note	3 to 4 hrs per month or as preferred by volunteer	Perform various data input functions, assist with planning / organizing special events, greet visitors, take phone messages, accept returned equipment, donations.