



Client Support Volunteer

All Client Programs - Position Description

Reporting to: Individual Program Coordinator and the Coordinator of Volunteers

Role Summary Outline:

The Client Support Volunteer will establish a supportive relationship with the client and their family/friends by providing emotional, social and practical support. Client Support Volunteers will promote and enhance a meaningful quality of life for their clients. The Client Support Volunteer will provide service in at least one of the Client Service Programs, listed below.

Screening Procedures:

All applicants, with the submission of an application, will provide Hospice of Waterloo Region with three references. Applicants will attend an initial interview with the Coordinator of Volunteers and possibly a second interviewer (volunteer or staff member). After this initial interview, the interviewer(s) will decide if the applicant is to be accepted into the Client Support Volunteer Training Program.

Training:

All trainees must attend 35-hours of training, before they can be placed within the community as a Client Support Volunteer. The following pieces of information will be gathered *during* the course of the training:

- Police Vulnerable Sector Check – Applicants must provide a clear police records check.
- Signed confidentiality agreement.
- Immunization records.
- TB test – One-step test required for all Client Volunteers.
- If volunteer will be driving clients, must provide Driver's Abstract, proof of automobile insurance and a valid driver's license.
- If volunteer will be providing Therapeutic Touch or Reiki, certificates from TT/Reiki training are required – TT Level 3 training/Reiki Level 2 training.
- If volunteer will be providing Reflexology, proof of certification and training in Reflexology (100hr course) must be provided.

All necessary documentation must be present in the volunteer's file before they will be placed into a Client Service Program.

Evaluation:

The individual program coordinators will provide feedback on an ongoing basis.

Volunteer Responsibilities

Specific Responsibilities will vary according to each Client Services Program however the goal of each program is emotional, social and practical support to the client and their loved ones.

This section gives an overview of each Client Service Program and their general volunteer responsibilities. Each program has unique needs and responsibilities which may not be covered in its entirety in this overview, however program specific training will be provided following acceptance as a Client Support Volunteer and successful completion of the mandatory 35-hour training course.

PROGRAMS MAY BE MODIFIED DUE TO COVID-19 - CHECK WITH STAFF

Volunteer Visiting Program

Visit the client/family once a week to develop a supportive relationship. The goal of the visit may be emotional/social support for the client/caregiver, or the goal may be respite for the caregiver. Volunteers may assist with comfort measures, turns, transfers or toileting only if comfortable.

Time commitment: one 2-4 hour visit weekly

Location: Client's place of residence

Day Away Program

Volunteers will provide a friendly, welcoming, fun environment for the Day Program clients. Greet clients and offer refreshments. Participate in and assist clients in the Day Program activities, i.e. crafts, games. Clean up and return room to original setup. Assist with serving lunch by setting table, serving lunch, and cleaning up afterwards.

Time commitment: one 5-hour day program, every other week

Location: Hospice of Waterloo Region Family Centre or at the Cambridge Day Program site

Bereavement Walking Group (BWG)

Volunteer will establish a supportive relationship with bereaved clients by offering emotional support and practicing active listening techniques. Volunteers will be assigned different duties each month, including calling clients in advance to remind them of upcoming walks, giving a welcome address at the start of the walk, or reporting on the walk afterwards to the program Coordinator. Each BWG starts with approx. 45 minutes of walking outside in nature on a city-maintained path and is followed by a 45 minute social time at a local coffee shop.

Time commitment: 1.5 hour BWG, two to three times each month

Location: City maintained path, rotates from Kitchener to Waterloo paths each month.

Bedside Vigils

Volunteers will provide emotional and spiritual support to clients by sitting at the bedside in the clients' last few hours or days of life. This service is based on our Vision that 'no one should die alone.' Volunteers may hold the hand, read to client, pray (if appropriate) or talk to client. Volunteers may also provide emotional support to family during these shifts.

Time commitment: 3-6 hour shift, at least four times a year.

Location: Most often in long term care homes throughout the region.

Transportation

Volunteers will provide emotional/social support and escorted transportation to the Day Program and other Hospice programs, local and out-of-town medical appointments, and other basic needs for Hospice of Waterloo Region clients for whom public transportation and other forms of transportation are not available. Volunteers will be on time for appointments, keep their car in good working order and maintain valid Driver's License and insurance.

Time commitment: 1-2 hours each week, varies with demand

Location: Cambridge, Kitchener and Waterloo

Additional requirements: proof of insurance, proof of valid driver's license and copy of a 3-year driver's abstract.

Complementary Therapy Volunteers: Therapeutic Touch, Reiki & Reflexology

The Therapeutic Touch (TT)/Reiki/Reflexology Client Support Volunteer will provide emotional and practical support by providing treatments to consenting clients and caregivers. The benefits of TT or Reiki treatment are for clients to achieve a relaxed state, enjoy a better sleep and a reduction in perceived level of pain. The benefits of Reflexology treatment are in relaxation, enhanced circulation and assists the body to normalize metabolism naturally. TT, Reiki and Reflexology may be provided as part of a weekly volunteer visit or arranged by appointment through the Hospice office.

Time commitment: Should be available 2-3 hours weekly.

Location: on-site at Hospice of Waterloo Region, in client's place of residence, or by request at regional hospitals or residential hospices.

Additional requirements: Experienced TT/Reiki provider with Level 3 TT training/ Level 2 Reiki training, copy of certificates required. Experienced Reflexology practitioners will provide proof of training and certification (100hr course).

Hairstylist

The Hairstylist Client Support Volunteer will provide emotional, social and practical support by providing haircuts and hair styling to palliative clients and their caregivers. Hair supplies and equipment will be provided by Hospice of Waterloo Region.

Time Commitment: 2 hours weekly

Location: on-site at Hospice of Waterloo Region in our Orchid Salon, in client's place of residence, or by request at regional hospitals or residential hospices.

Additional requirements: Must have professional hairstyling experience. Current or former license as a hairstylist an asset.

Qualifications:

- Must be able to support all clients, including those of different faiths, cultures, gender identities and sexual orientations, with respect, caring and compassion
- Ability to be flexible in time and role to meet the changing needs of the client and family.
- Ability to apply the principles of active listening (patience, thinking before responding, being attentive and reflect understanding)
- Excellent communication skills
- Non-judgmental
- Competent in written and verbal English
- Client Support Volunteers must be 18 years of age or older.

Benefits:

- Satisfaction from helping people affected by terminal illness by providing compassionate presence and emotional/practical support.
- Meet other individuals with the same interest in hospice palliative care.
- Opportunities for support, additional learning and skills development will be made available to volunteers at monthly Volunteer Connection meetings (excluding summer months) or through other educational programs/seminars offered by Hospice of Waterloo Region or outside sources.

For Further Information:

Contact: Alexandra Allen, Coordinator of Volunteers

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I, _____ have read the Client Support Volunteer role description, and understand the general responsibilities and expectations of the various positions, and the standards to which I am held accountable.

Volunteer Signature: _____

Date: _____

Revised July 2020