



A Guide To Hospice Volunteer Training in British Columbia

A Facilitator's Guide

Revised, 2016

A Guide To Hospice Volunteer Training in British Columbia

A Facilitator's Guide

Revised, 2016



British Columbia Hospice Palliative Care Association

**For more information
please contact us at:**

www.bchpca.org

1100-1200 West 73rd Ave
Vancouver, BC V6P 6G5

Office: 604-267-7024

Toll Free: 1-877-410-6294

© 2009 British Columbia Hospice Palliative Care Association

Cover art ~ *Illuvial Silt*, 1995, by Percival M. Ritchie 1917-2004
oil on linen. Collection of Kim Russell and Anni Phillips.
Reproduced by permission. © Frederick Ritchie

Revised, 2016



ACKNOWLEDGEMENTS

BC Hospice Palliative Care Association remains grateful to the organizations and individuals who contributed to the original development of the 2009 Guide to Hospice Volunteer Training in British Columbia, A Facilitator's Guide.

Vancouver Foundation

United Way of the Lower Mainland

The Individual and Organizational Members of BCHPCA

The Focus Group Participants

Building Better Boards, Michael Loewen and Jane Ritchie

The Steering Committee: Margaret (Meg) Milner, Sandra Castle, Jodi Smiling

BC Hospice Palliative Care Association extends its gratitude and appreciation to the individuals who contributed to the 2016 revisions to the Guide to Hospice Volunteer Training in British Columbia, A Facilitator's Guide.

Sandi Armitage

Margaret (Meg) Milner

Jan Moreau

Bonnie Atwood

Jeanette Lafonte

M.Y. Lorraine Gerard



BRITISH COLUMBIA HOSPICE PALLIATIVE CARE ASSOCIATION STRATEGIC PLAN

Societal Vision

Dying and grieving are part of life.

Every British Columbian will have a personal advance care plan and access to responsive, quality care when dying or grieving.

Mission

BCHPCA leads in

- Promoting responsive, quality hospice palliative care in British Columbia
- Educating British Columbians on personal advance care planning
- Advocating for equitable access to responsive, quality care.

Organizational Vision

Every British Columbian adult will have a personal advance care plan in a secure provincial registry accessible to their care providers

Strategic Goals

BCHPCA will

- Engage and educate British Columbians, including public leaders, about responsive, quality care and advance care planning
- Develop resources with its partners for British Columbians to discuss, document, and register their advance care plans
- Increase and diversify sustainable revenue and other resources, and recruit effective people to implement its strategic plan.

Values

BCHPCA

- Respects its relationships and partnerships
- Is Compassionate and caring
- Is progressive and focused
- Is trustworthy



A MESSAGE FROM THE PRESIDENT

November 2016

Welcome to the 'BCHPCA Hospice Palliative Volunteer Standards' and revised 'Facilitator's Guide for Hospice Palliative Volunteer Training.' The 'Volunteer Standards' were originally developed in 2008 working with external consultants through a collaborative process involving BCHPCA hospice society members and stakeholders and a comprehensive literature search. Upon recent review, the 'BCHPCA Hospice Palliative Volunteer Standards' remain current therefore have not been revised; only its introductory pages have been updated. These Standards are based on international best practice for volunteers working in the area of hospice and end-of-life care and support of those dying and in bereavement.

The 'Facilitator's Guide,' originally penned in 2009 and now revised, is the result of a collaborative effort of many experts. It has been led by the BC Hospice Palliative Care Association and was really made possible by the caring insight and active involvement of those from hospice organizations across BC. We are grateful for the contributions offered by the participating hospice palliative care stakeholders involved in this project. Over the years we have monitored the usage and usefulness of the 'Facilitator's Guide' and we are pleased to update and refresh the included resources.

The Guide is intended to support those who are responsible for designing and delivering hospice palliative volunteer training in BC. It has become apparent that across Canada, BC is progressive and unique in its use of volunteers in the area of end-of-life care and bereavement support. The 'Facilitator's Guide' has been developed to augment the high quality volunteer training that is being provided by the various hospice societies and organizations across the province. It is intended to provide a more level knowledge threshold for all hospice organizations in the province in an attempt to ensure that a minimum level of training is either met or exceeded.

Another goal of the 'Volunteer Standards' and 'Facilitator's Guide' is to allow transferable knowledge and expectations of a volunteer working anywhere in the province. In other words, if a citizen at end-of-life and/or their loved ones receive volunteer care and/or support in various locations or communities in BC, the volunteer could be expected to provide services based on the provincial 'Volunteer Standards.'

BCHPCA is committed to ensuring quality hospice care in BC by providing strategic leadership in the field and by supporting the capacity of the hospice palliative care community in the province. The 'Volunteer Standards' and 'Facilitator's Guide' have portrayed a definitive step forward in this endeavor. Consistent with its values, aims and purposes, BCHPCA is proud to have led the province into the era of valuing and formalizing the volunteer sector of hospice palliative care. The continued use of the provincial 'Volunteer Standards' and revised 'Facilitator's Guide' will support and honour the ongoing valuable contributions of the countless volunteers offering support and care to those at end-of-life and those grieving in BC.

The Volunteer Standards and Facilitator's Guide are based on and support BCHPCA's mission and values which are:

BCHPCA Mission is to lead in:

- providing responsive, quality hospice palliative care in British Columbia
- advocating for equitable access to responsive quality care.

BCHPCA Values Include:

- respecting its relationships and partnerships
- is compassionate and caring
- is progressive and focussed
- is trustworthy.

Historically, BC has long been a leader in the hospice palliative care movement. We were one of the earliest provincial organizations to be established and in fact were in existence seven years prior to the development of the national organization. We continue to be leaders in the country with the majority of hospice non-profit organizations existing in BC and most of those are registered members of BCHPCA, therefore also members of CHPCA. As an advocate and resource, BCHPCA is proud to provide the 'Volunteer Standards' and 'Facilitator's Guide' to all hospice society and other stakeholder members across the province.

The original development of the standards and facilitator's guide involved focus groups, surveys and one-to-one and small group discussions of over one hundred individuals. These original documents were sent out in 'draft' for all to use and evaluate. The ongoing positive comments over the years allowed BCHPCA to leave them as is until it seemed timely to formally review and revise the documents by involving all hospice society members and stakeholders through a call for resources and/or revision comments. We have now taken the resources again generously shared by members and refreshed the 'Facilitator's Guide.' We are grateful for the support and freely shared resources which will hopefully lead to an improved resource tool for all those developing and presenting volunteer training programs in hospice palliative care across BC.

And finally, I must honour and humbly thank all of you who provide volunteer service and care to those at end-of-life and their loved ones across British Columbia. I trust these resources will help prepare and support you in the valuable and vital work that you do. Thank you.

Sincerely



Margaret (Meg) Milner RN BSN MA
President BCHPCA



Introduction

USING THIS FACILITATOR'S GUIDE

This Facilitator's Guide is provided as a template for client-based hospice volunteer training in BC. The content reflects the BCHPCA Standards for Volunteer Hospice Care. It is structured in a balanced way, however, providing enough guidance to help ensure that the basic requirements are covered while allowing ample flexibility to accommodate the wide range of hospice organizations and training facilitators that will be using it. You know your organization best. You know the peculiarities of your hospice organizations and the training needs of the volunteers you engage. The guide is adaptive to fit your needs and requirements.

The guide reflects the Cycle of Care model described in Module One. It follows a logical sequence reflective of the hospice experience beginning with medical care and concluding with loss, grief and bereavement. The repetitive themes of self-care and communication encircle the full range of experience.

Beginning with an orientation that includes background information, the guide follows the Cycle of Care sequence within seven modules. While it is recommended that they be covered in numerical sequence, the modules are adaptable enough that you may change the order without serious consequence. Each module includes learning outcomes and content guidelines, together with suggestions for experiential learning, handouts and reference material.

The binder format allows for the inclusion of your own teaching materials and resources. Tabbed dividers within each module are provided for this purpose.

Experiential Learning

Experiential learning can include practical exercises and case studies based on practical experience from the field. You should strive for a range of learning activities to accommodate different learning styles and interests.

Practicums and Job Shadowing

Practical hands-on training and observation of experienced volunteers can follow, and greatly enhance, the more theoretical learning that takes place during delivery of the seven- module package.

Mentoring

Mentoring, the association of an experienced volunteer with a newly trained volunteer is a means of providing an enhanced level of training to the novice while providing the veteran with occasion to reaffirm and refresh earlier learnings.

We hope that you find this guide to be a useful enhancement to the important and valuable task of training hospice volunteers. Your feedback would be welcome and helpful in our ongoing refinement of this tool.



TABLE OF CONTENTS

INTRODUCTION

Acknowledgements	iii
BCHPCA – Strategic Plan.....	iv
A Message From the President.....	v
Using This Facilitator’s Guide	vii

MODULE 1: BACKGROUND

Learning Outcomes	1.1
Guiding Principles of Hospice Palliative Care	1.1
A History of Hospice Palliative Care.....	1.1
Hospice Volunteer Training.....	1.5
Terminology	1.5
The Cycle of Care Model ~ a Framework For Learning.....	1.6
Training	1.10
Resources	

MODULE 2: CYCLE OF CARE – MEDICAL CARE

Learning Outcomes	2.1
Definition of Medical Care.....	2.1
Medical Care in Each Setting	2.2
Training.....	2.3
Resources	

MODULE 3: CYCLE OF CARE – PERSONAL AND PRACTICAL CARE

Learning Outcomes	3.1
Definition of Personal and Practical Care	3.2
Personal and Practical Care in Each Setting	3.2
Training.....	3.3
Resources	

MODULE 4: PSYCHOSOCIAL AND SPIRITUAL CARE

Psychosocial Care

Learning Outcomes	4.1
Definition of Psychosocial Care	4.2
Psychosocial Care in Each Setting	4.3
Training.....	4.4

Spiritual Care

Learning Outcomes	4.5
Definition of Spiritual Care	4.5
Spiritual Care in Each Setting	4.6
Training.....	4.7
Resources	

Table of Contents Cont'd

MODULE 5: LOSS, GRIEF AND BEREAVEMENT CARE

Learning Outcomes	5.1
Definition of Loss, Grief and Bereavement.....	5.2
Training.....	5.3
Resources	

MODULE 6: COMMUNICATION

Learning Outcomes	6.1
The Importance of Communication	6.2
Training.....	6.3
Resources	

MODULE 7: SELF-CARE

Learning Outcomes	7.1
What is Self-Care	7.2
Training.....	7.3
A Thank You to Volunteers	7.4
Resources	

APPENDICES

Glossary	
Volunteer Standards for Hospice Palliative Care in BC (BCHPCA 2008) Updated 2015	
References	