



PRINCE GEORGE  
**HOSPICE**  
PALLIATIVE CARE  
SOCIETY

## Volunteer Positions

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Last Reviewed: October 2023

Responsibility of Volunteer Coordinator

## First Contact Grief Support

Location: Solace Center

Contact Person: Volunteer Coordinator

Schedule: Once a week

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training

Purpose: Send families of those who passed at Hospice a physical grief package with information on grieving and our grief support programs 12-14 days after passing, along with a phone call three weeks after the time of death to check in with the family and offer additional support.

Process: The Volunteer Coordinator will print off the *Clients Deceased by Month Report* from InfoAnywhere. Infoanywhere > All reports > Deceased clients by month

The report will include the following information:

- Guest's name, DOB, admission date, death date, and if the guest was at hospice less than 24 hours.
- Family information/ those to send the grief package
  - Name, phone number, relationship to the guest, address.

*You will need to print the current month (leave the option of Health Authority as all Authorities)*

Print the report using the print option built into infoanywhere.

Checks that must be done prior to giving to the volunteer:

1. Cut off or blackout the section that says Bereavement Clients who Loss occurred in ...
  - a. The volunteer does not need this info and we do not want to send these people grief packages.
2. Check to see if the guest was in the house less than 24 hours.
  - a. First look at the dates for entered residence and discharged from residence. (discharged in this case means died) if they are a day a part click on the profile name and check to see if a note has been left at the top of the client profile that says Less than 24 hours.
  - b. If the client was here for less than a day mark the client as "<24hrs"
3. Look over the Contacts list and blackout any contacts that do not fall under these categories:
  - i. Family

- ii. Doctor/family physician/physician/family doctor
- iii. Funeral home

4. Lastly, this is all of the information the volunteer needs.

#### Grief Package Mail-out

The volunteer will create First Contact forms for each guest, including the family's names, relationship to guests, and phone number. These forms will be emailed to the First Contact volunteer one/two week after the guest has passed.

The First Contact form is held on our server under Group > Reception > First Contact-Grief Support

The volunteer doing the mails outs will gather the grief support packages and mail them to all the family members listed for individual guests. The package will be sent out to those that live in Northern BC.

The Grief Package includes:

- o Grief Information Package
- o Community Program information related to grief support
- o Give Yourself Permission to Grieve Brochure
- o Handwritten condolence card

\*\* Grief information package and changes with COVID found on the server. Reception > First Contact-Grief Support > Grief Package Mail out. Brochures found in library storage.

#### First Contact

The volunteer will use the information on the First Contact Form to call the families of those who passed away at Hospice. The First Contact Volunteer will offer our various programs to the families and check how the family member is doing. They will assess whether that person needs additional support through further phone calls or recommending a grief support program. The volunteer will contact a person no more than twice without a response.

## RHH Grocery Shopping

Location: RHH/Online/Grocery Stores

Contact Person: RHH Admin

Schedule: Once a Week

Qualification: Interview, two reference checks, clear CRC

Purpose: Plan, purchase, and acquire groceries to feed guests at the Rotary Hospice House.

Process: Volunteers use a grocery checklist to determine what is needed for the house based on that week's menu and the minimums and maximums in the pantry and fridge/freezer. The RHH admin will inform the volunteer if the staff has requested any additional items for the list. The RHH admin's responsibility is to be the liaison between staff and volunteers regarding other grocery items. The RHH admin can deny the request for additional items to be purchased. Once the list has been made, the volunteer enters the items into Superstore online and schedules the pick-up times based on the grocery pick up time found in the Volunteer Schedule in Teams. The volunteer will also purchase the designated items from Costco.

Costco: Costco dry goods and meat is purchased via Costco shop cards by volunteers. Volunteers drive their vehicles to Costco and deliver the groceries back to Hospice, where they will unload and put the groceries away.

The Solace admin is responsible for ordering the cards; The RHH Admin will inform when they have >\$200 left. Currently, the volunteers making the grocery lists are also those purchasing from Costco.

Superstore: Groceries are ordered online and paid online with a Visa. A time is chosen the next day for grocery pick-up based on grocery pick-up volunteers' availability. The grocery pick-up volunteer drives to Superstore in their vehicle and has the groceries loaded into their vehicle. The volunteer goes back to Hospice and unloads and puts away the groceries in RHH.

Inventory and online input: The volunteer will check the pantry and fridge and make a list based on the upcoming week's menu. The volunteer can input the list into the Superstore website, first confirming when the grocery pick up volunteer can pick up groceries. The Volunteer Coordinator and the RHH Admin will know the grocery shopping volunteers availability.

Grocery pick-up: Volunteers pick up the groceries with their vehicles at superstore and deliver them back to Hospice. If the volunteer is not available, the Volunteer Coordinator is responsible for reaching out to other volunteers or picking up the groceries themselves.

All grocery receipts are given to the RHH admin; they will write a PO and submit it to the Program Director.

## Recycler

Location: Rotary Hospice House and Solace Center

Contact Person: Volunteer Coordinator

Schedule: Once a week

Qualifications: Interview, two reference checks, clear CRC.

Purpose: To bring recycling from the organization to a recycling facility

Process: The volunteer recycler will collect the paper/cardboard, containers, glass, plastic bags, and foam materials from both the Rotary Hospice House and the Solace Center to drop off at the PG Recycling & Return-It Center.

Staff are responsible for cleaning and sorting the recycling in respective bins. When the volunteer arrives at each location they will package the recycling into as few as possible clear plastic bags, then tie them off and place a sticker with our name and phone number on the bag. The volunteer is responsible for using their own vehicle to drop off the recycling. At the depot, the bags can be left in the drop bin close to the door. The money from recycling is sent to Hospice as a monthly cheque.

An updated list of what can be recycled can be found [here](#).

## RHH Reception Support

Location: Rotary Hospice House

Contact Person: Nurse on Shift

Schedule: Daily Weekdays after 4 pm, Weekends 10-6 pm

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation, 2x RHH Orientation shifts.

Purpose: Support the care staff in the evenings at the front desk by helping greet visitors and answering the phone. Visiting with guests who do not have families with them.

Process: The volunteer will help at RHH primarily at the front desk by greeting the incoming visitors, completing COVID screening (as needed), and directing families to guests room. The volunteer may also help with bringing dinner/drinks to guests, cleaning dishes, and visiting with guests.

When the house is busy with many people coming into the house and phones ringing, the volunteer is asked to remain at the desk to help with check in and directing phone calls. When the house is quieter and it is not pressing to have a volunteer at the desk, they are encourage to ask the nurse if any of the guests would like to have a visit from a volunteer.

Visiting with Guests "Walking the Halls": We encourage our volunteers to visit with the guests and provide emotional support for those who currently do not have visitors with them. The volunteer will ask the nurse on shift which guests would like to visit with a volunteer. Visit are between 15-60 minutes depending on the guest. A volunteer can sit in the room while a guest eats their lunch/dinner (volunteers are not permitted to help with feeding), if the guest needs assistance with eating please inform a care aide. Visiting also includes sitting at the bedside while the guest shares stories, simply being present and sitting in silence. Some guests will want to play a game of cards, build a puzzle, have you read to them, bring them a coffee or tea, or rub their hands or feet (based on your comfort level).

When a guest is actively dying, it is up to your comfort level if you stay in the room with that person. Volunteers are not permitted to be present during MAiD. Please inform the nurse if that person is dying or has died by ringing the call bell.



## Solace Center Reception

Location: Solace Center

Contact Person: Administrative Assistant

Schedule: Mon-Fri 10-4pm; Flexible

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training an asset

Purpose: Provide reception support at the Solace Center by answering phones, greeting visitors, taking donations and invoice payment, and other office tasks.

Process: Volunteers at the reception desk primarily help with answering the phones, directing visitors and processing various payments. Volunteers at the desk are the first person people see when they come into the office, so it is important to be friendly and welcoming.

Processing donations, invoices and other payments are an important aspect of the reception role. Volunteers will receive an orientation on how to use the POS machine, how to process an invoice and a donation.

Office staff members may also request other tasks from the reception volunteer. These tasks can include: photocopying, data entry into spreadsheets, processing mail to be sent out, writing thank you cards, water the plants, collecting recycling from around the office, and ensuring office supplies are full.

## Cooking and Baking at RHH

Location: Rotary Hospice House

Contact Person: Nurse on Shift

Schedule: anytime, avoiding breakfast, lunch and dinner times.

Qualifications: Interview, two reference checks, clear CRC, Kitchen Orientation, Hospice Orientation Training.

Purpose: To cook meals or bake goodies for guests and families, grief support groups, and training sessions.

Process: Volunteers interested in cooking or baking are encourage to contact the Volunteer Coordinator to schedule a time to come into RHH based on their availability. Each volunteer will receive a kitchen orientation on his or her first shift.

Volunteers are asked to check in with the nurse on shift to see if there is anything specific needing for that day/week. If nothing is indicated the volunteer can decide what they would like to make. Volunteers will have access to all of the ingredients they will need in the house. If the volunteer has a recipe they would like to make, and Hospice does not have the ingredients, the volunteer can request that it is added to the grocery list. It will be at the discretion of the RHH Administrative Assistant if the item is added to the list.

We ask that volunteers also clean all of the dishes they use during their time in the kitchen. The house has an industrial sanitizer for volunteers to use. Dishes must be prewashed and all food particles removed prior to be put in the sanitizer. Guest and family members are not permitted to use the sanitizer.

Once the volunteer has completed the cooking or baking, they are asked to wrap/package/bag their baking or follow food-safe protocol to cool their items. Items must be labeled with name and date and placed in the appropriate food storage location (counter, fridge, or freezer).

## Visiting Volunteer

Location: Rotary Hospice House

Contact Person: Nurse on Shift

Schedule: Everyday 11 am – 3pm; 4-8 pm

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training, 2x RHH orientation shifts

Purpose: For volunteers to provide emotional support to guests and families at RHH

Process: We encourage our volunteers to visit with the guests and provide emotional support for those who currently do not have visitors with them. The volunteer will ask the nurse on shift which guests would like to visit with a volunteer. Visits are between 15-60 minutes depending on the strength of that guest. A volunteer can sit in the room while a guest eats their lunch/dinner (volunteers are not permitted to help with feeding), if the guest needs assistance with eating please inform a care aide. Visiting also includes sitting at the bedside while the guest shares stories, simply being present and sitting in silence. Some guests will want to play a game of cards, build a puzzle, have you read to them, bring them a coffee or tea, or rub their hands or feet (based on your comfort level).

When a guest is actively dying, it is up to your comfort level if you stay in the room with that person. Volunteers are not permitted to be present during MAiD. Please inform the nurse once you leave the room if that person is dying or has died.

## Grief Support Group Facilitator

Location: Solace Center/Virtual

Contact Person: Community Programs Manager

Schedule: 8-10 week programs

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training, Grief Support Training and/or Group Specific Training

Purpose: To facilitate the grief support group while providing grief education and emotional support to participants.

Process: Two trained volunteers co-facilitate the group. We ask volunteers to commit to the entire length of the group; with the exception of the first meeting, volunteers can miss a session if needed. The facilitators will arrive 15-20 minutes before the start of the group to review the session plan and coordinate with the other facilitator. The PGHPCS will provide all session materials; the volunteers will be responsible for returning supplies and materials at the end of the group to the Solace Center.

During the group, the facilitator's role is to guide the conversation, center it around the weekly theme, and offer the provided grief education to participants. It is important to note that the facilitator's manual is provided as a guide, not a rigid structure. Conversation between participants is more valuable than facilitators reading through a manual. The Community Programs Manager, Community Grief Support staff, and/or Volunteer Coordinator will be available for debriefing conversations after the groups. Volunteers are encouraged to discuss the group outcome with their co-facilitator and share concerns and highlights.

### Group-Specific Considerations:

Zoom Considerations: Virtual groups have allowed us to help more people than ever before, our reach is now beyond Prince George. They are also effective at providing people with the support they need. Virtual programming does shift how you facilitate a program. Engaging with participants will be a more active process as some people are hesitant to speak out over Zoom. You will find asking each participant to share one-by-one will be more effective than waiting for

someone to speak up. You may also notice behaviour not commonly seen in-person, such as substance and alcohol use. Please gently remind that person that those behaviours are inappropriate in a grief group setting. Facilitators must also be mindful of confidentiality. We ask participants to situate themselves in a quiet place alone from others. If you notice that others are present in the background, please remind everyone that they must be in a private place where no one else is privy to the conversations.

Grief and Grub for Guys: The group was created because we realized that while our grief support groups are effective and helpful for our community, very few men signed up for the programs. We know there are men in our community grieving, and in their grief, they are isolating and trying to "get over" their grief alone. To bring men together, we cook them dinner, and more importantly, we eat together.

The facilitators will arrive 30-45 minutes before the start of the group to review the session plan and start preparing dinner. The PGHPCS will provide all session materials and dinner supplies; the volunteers will be responsible for returning supplies and materials at the end of the group to the Solace Center.

Family Grief Support/Children's Drop-in: The Family Grief Support Program has three programs running simultaneously to support Parents, youth, and children. The facilitators from each group meet together before the group to talk about the weekly theme and debrief afterward sharing details from each group. The volunteers facilitating the Family program and the Children's Drop-in program are required to attend the Children's and Family Grief Support Training.

## One-on-one Support

Grief support, care giver support, Hospice at Home Visitor

Location: Solace Center, RHH, Virtual, Phone

Contact Person: Grief Support Coordinator

Schedule: 1 hour/week with a minimum 3-month commitment

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training, Grief Support Training

Purpose: To provide community members who are grieving, care givers, or those with a life limiting condition with one-on-one support.

Process: A trained volunteer expresses interested in providing one-on-one support to a community member. The Grief Support Coordinator matches the volunteer with a client based on compatibility of following factors: demographics, experience, and personality. The client and volunteer determine if the meetings will be in person, over the phone, or virtual. It is also up to the client and volunteer's discretion when the meeting will take place.

Often, the first contact between the volunteer and client is over the phone to schedule a suitable meeting time. We ask that the schedule is not altered unless requested by the client or the volunteer is no longer available during the original timeframe and an alternative schedule can be arranged. During all phone calls, the volunteer must block their personal phone number by dialing \*67 before the client's phone number. This is to ensure boundaries are maintained between client and volunteer, and that the volunteer is not contacted outside of scheduled meeting times.

The volunteer acknowledges their limitations as a volunteer and supports the grieving individual by listening empathetically, being non-judgemental, and normalizing and validating their thoughts, feelings, and emotions. If the volunteer believes the client needs additional support such as counseling services they may suggest this to the client themselves or reach out to the Grief Support Coordinator to provide further resources to the client.

## Resale Shop Volunteer

Location: Tabor or Domano Location

Contact Person: Resale Shop Manager

Schedule: Based on volunteers' schedule – Stores are open Tuesday – Saturday 10-5 pm and Sunday 10-4 pm

Qualifications: Interview, two reference checks, clear CRC, Resale orientation

Purpose: For volunteers to help along side resale staff to sell donated items to directly support Hospice community programs and the Rotary Hospice House.

Process: Each volunteer starting at the resale shop will have an orientation with the Resale Shop Manager or delegate to be shown the layout of the store, safety processes, team members, and how to complete each task. After the orientation, the volunteer can decide which department of the Resale Store they would like to volunteer their time. Scheduling volunteer shifts is organized between the volunteer and the Resale Shop Manager. Tasks at the Resale Store include, processing donations, stocking shelves, pricing items, cleaning items or shelves, driving the cube van, and picking up furniture from the community.

## Maintenance Volunteer

Location: Solace Center and Rotary Hospice House

Contact Person: RHH Administrative Assistant, ED

Schedule: Based on volunteers' schedule

Qualifications: Interview, two reference checks, clear CRC, RHH and Solace orientation

Purpose: For consistent and reliable maintenance and upkeep for both the Solace Centre and the Rotary Hospice House.

Process: This volunteer is skilled in plumbing, electrical, construction, or general handy work. They are given significant details regarding the equipment, mechanics, and layout of both buildings. Where possible the volunteer may attempt to remedy issues or broken items, however they will understand their limitations and will make effective suggestions on the service or skills needed to fix the problem.

Current responsibilities:

- Changing light bulbs
- Changing filters for outsider roof vents
- Changing furnace filters
- Examining broken items such as locks, heaters/AC, chair and table legs
- Painting small areas
- Hanging or mounting items to walls
- Assemble new items
- Coordinate the moving of small and large items



## Board of Directors

Location: Solace Center and Virtual Meetings

Contact Person: Solace Center Administrative Assistant and ED

Schedule: Monthly meetings on 3<sup>rd</sup> Wednesday of the Month at 5pm

Qualifications: Interview, two reference checks, clear CRC, Board orientation

Purpose: A board of directors is the governing body of a non-profit. The members of a non-profit board focus on the high-level strategy, oversight, and accountability of the organization.

Process: An individual can apply to the Board of Directors and will complete an interview with the current president of the board and the ED. The directors are elected by the members, and the directors are admitted to the board in accordance with the articles and conditions set out in the bylaws. The Board of Directors is responsible for hiring the Executive Director, and regular performance reviews. The board is comprised a President, Vice-President, Secretary, Treasurer, and directors. Subcommittees may be formed based on the need of the organization.

Board Members must be fully committed to serving on the board and passionate about the work that Hospice does. Directors must act in the best interest of the society, rather than individually or what would be best for individual board members.

## Alternative Therapy Program

Location: Rotary Hospice House

Contact Person: Volunteer Coordinator

Schedule: Daily; flexible schedule

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training, 2x RHH Orientation Shifts

Purpose: To provide guests, families, and staff with alternative therapies that aid in overall wellbeing. Examples of therapies provided: Therapy dog visits, chair massage, reiki, and reflexology.

Process: The individuals interested in providing alternative therapies at Hospice are on-boarded like all other volunteers. During the interview, it is explained the boundaries and limitation to their practice with guests, families, and staff such that they are also bound by the same policies and procedures as other volunteers. In other words, they may not be able to perform the entire scope of their practice while aiding individuals in Hospice. The individual therapists are also not to promote themselves while volunteering and may not give advice or counsel to the guests, families, or staff at Hospice.

## Fundraising Help

Location: Solace Center and offsite at events

Contact Person: Volunteer Coordinator

Schedule: Variable, scheduled shifts for ticket selling or help at events

Qualifications: Interview, two reference checks, clear CRC

Purpose: To aid the fundraising team during events and to help sell tickets

Process: Volunteers may help in a variety of different ways such as selling raffle tickets, helping set up or take down an event, sitting at a registration table, etc. The volunteer coordinator will email out the request for help and put the volunteers in contact with the fund development team so they can provide further details and schedule the volunteers.

## Community Engagement

Location: Offsite at events

Contact Person: Volunteer Coordinator

Schedule: Variable, scheduled shifts for help at tabling events

Qualifications: Interview, two reference checks, clear CRC, knowledge of existing programs an asset

Purpose: To promote key messages and programs to the community to increase awareness about Hospice services

Process: The volunteer coordinator will email out the request for help and put the volunteers in contact with the appropriate staff member so they can provide further details and schedule the volunteers. Volunteers will be informed either by email or pre-meeting about the goals of the community engagement, including which programs and services are being promoted. Volunteers may help in a variety of different ways such as helping set up or take down an event, sitting at a table, etc. At the events, volunteers will greet guests, provide information, and hand out brochures/posters. Staff may provide other games or activities for the volunteer depending on the event. Volunteers are responsible for transportation to and from offsite locations.

## Home Hospice

Location: Guest's homes

Contact Person: Volunteer Coordinator

Schedule: Variable, as needed

Qualifications: Interview, two reference checks, clear CRC, Hospice Orientation Training, Home Hospice Training, 2x RHH Orientation Shifts an asset

Purpose: To provide guests, families, and staff with emotional support in their home

Process: Home Hospice volunteers will be on-boarded based on the needs of Home Hospice clients. Volunteers will be matched with clients by Home Hospice staff. The volunteer visits a guest in their home, providing them with emotional support and participating in activities with them such as letter writing, puzzling, reading, etc. Frequency of visits and length of service depends on the needs of the guest and their family.