This policies and procedures summary is designed to provide a clear statement of what Hospice Care Ottawa expects of its volunteers. The policies and procedures contained in this document are in keeping with our mission, vision, and values. We encourage you to use this as your primary reference tool to inform and guide your actions and decisions when representing Hospice Care Ottawa.
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Welcome to Hospice Care Ottawa

Thank you for your interest in becoming a Volunteer. As a new volunteer with our organization, you will be joining The Friends of Hospice Care Ottawa Volunteer Community. Our volunteers are known for their passion, dedication, and commitment. Without our volunteers our hospice services in Ottawa would not exist.

Hospice Care Ottawa was formed in January 2013 from the coming together of two well established Hospice Services; Friends of Hospice Ottawa and The Hospice at May Court. Both of these organizations stemmed from separate local church communities who recognized the need for hospice palliative care in the Ottawa area. Today, Hospice Care Ottawa has approximately 800 volunteers and 100 staff that provide high quality palliative and end-of-life care and support for people living in Ottawa and their families.

Our Mission:
To provide compassionate high quality care to individuals and their caring community, from the time of diagnosis through their palliative and end-of-life journey. Our goal of care is focused on comfort and is neither to prolong life nor hasten death.

Our Vision:
We are part of a dedicated, caring and inclusive community where everyone has access to compassionate, high quality palliative and end-of-life care when and where needed.

Our Values:
- Compassion and respect guide all of our actions and decision-making.
- We are inspired by the courage and strength of those we serve.
- Excellence in person-centered care is integral to all our work and relationships.
- Our work is grounded in our community. We embrace and encourage collaboration, partnership and diversity.
A Look into our History

2013 – Hospice Care Ottawa was formed from two existing hospice organizations; The Hospice at May Court and Friend of Hospice Ottawa. The history of both of these agencies is our foundation that has enabled us to move forward into a bright future for Hospice Care in Ottawa.

1986 – A group of parishioners from All Saints Church in Sandy Hill begin exploring the idea of starting a local hospice after caring for a fellow parishioner who wanted to die at home.

1987 – The Hospice of All Saints’ first Board of Directors is established and an Executive Director is hired.


1998 – The May Court Club of Ottawa and the Hospice Boards approve the relocation of the Hospice to 114 Cameron Avenue. The membership votes to change the name to The Hospice at May Court.

2001 – The Hospice Residential Program admits its first resident on January 22, becoming the first program of its kind in Ontario.

2004 -2005 – The Hospice faces possible funding cuts after its pilot residential funding from the province is threatened. As a result of a community letter writing campaign the province formally recognizes palliative care and allocates funding in its budget for the first time.

2006 to 2012 - Accreditation from the Hospice Association of Ontario in 2006 and Accreditation Canada in 2009 is received. The Hospice grows to serve up to 600 individuals each year.

1994- The vision of Sylvia House hospice was formed from the inspiration of how Sylvia Wing dealt with her own last days very positively. As her friends helped her to obtain her wish to die at home, they quickly realized how little support there was in the west end of the city.

1995- A Provisional Board of Directors was selected from a group of committed volunteers.

1996- A permanent Board of Directors was formed, an Executive Director and a Care Coordinator was hired, and volunteers were trained to provide In-Home Support, Bereavement and Caregiver Support, Transportation, and Day Hospice assistance.

1999- Sylvia House Hospice and The Salvation Army joined together to form ‘The Salvation Army Sylvia House Hospice’.

2003- The Salvation Army was forced to close the doors of the Hospice which left existing clients without the much needed service in the west end. That same year a group of concerned citizens got together and formed Friends of Hospice Ottawa.

2004- Friends of Hospice Ottawa begin offering hospice services; hiring one nurse, one event planner and recruiting a dozen volunteers.

What is hospice palliative care?
Hospice palliative care is aimed at relieving suffering and improving the quality of life for persons who are living with, or dying from, advanced illness or who are bereaved.

Palliative care is a special kind of health care for individuals and families who are living with a life-limiting illness that is usually at an advanced stage. The goal of palliative care is to provide comfort and dignity for the person living with the illness, as well as the best quality of life for both this person and his or her family. A "family" is whoever the person says is his or her family. It may include relatives, partners and friends.

An important objective of palliative care is relief of pain and other symptoms. Palliative care meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and family. Palliative care may be the main focus of care when a cure for the illness is no longer possible. Palliative care services help people in later life, who are ill, to live out their remaining time in comfort and dignity.

Palliative care services are helpful not only when a person is approaching death but also during the earlier stages of an illness. Palliative care may be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy. Families also benefit from support when their loved one is dying and after his or her death.

Who benefits from hospice palliative care?
Individuals and families living with life-limiting illnesses benefit from palliative care. Many people who receive palliative care have cancer. Palliative care also helps those living with other diseases such as advanced Heart Disease, Respiratory and Kidney Disease, Alzheimer disease, AIDS, ALS and Multiple Sclerosis.

What is involved in hospice palliative care?

Pain management - People living with life-limiting illness may experience pain, causing concern among families who seek to relieve it. Health care providers work with patients and their families to find out what is causing the pain and the best ways to relieve it. Pain may be managed with narcotics and other drugs and by other means such as massage therapy and relaxation exercises.

Symptom management - Often people have to deal with a variety of other symptoms. These can include loss of appetite, nausea, weakness, difficulty breathing, bowel and bladder problems and confusion. Palliative care can help relieve these symptoms that may be very distressing.
Social, psychological, emotional and spiritual support - The health of the whole person is important in palliative care. Because of this, palliative care services provide many different kinds of support to both the individual and family.

Caregiver support - People may be concerned about whether they will be able to look after their ill family member, especially when the person is being cared for at home. Palliative care services that help the family cope include:

- Advice and assistance from health care providers such as nurses and doctors who are skilled in providing palliative care.
- Instruction on how to care for the person: for example, how to give medication, how to prevent skin problems, how to recognize when the person is close to death and what to do at that time.
- Home support services that provide assistance with household tasks such as meal preparation, shopping and transportation.
- Relief for the caregiver. Sometimes a volunteer stays with the person so the family caregiver can go out. In other situations, the person who is ill may go to a day program or enter a hospital or long-term care facility for a short period of time.

Bereavement support - Palliative care services provide support for family members to work through their own emotions and grief regarding the death of a loved one. Bereavement support may begin when the grieving process starts. This may be before the death of the family member. Bereavement support is an important part of palliative care for people who may have faced many losses over a short period of time.

Information and Referral - Hospices are places for caregivers and clients to ask questions about hospice palliative care, gather information, and be referred to appropriate services and professionals when required.

Who provides palliative care?
The majority of people approaching end-of-life are cared for by their family and friends. At certain times, they may need additional care and support. In these situations, palliative care is usually provided by members of a palliative care team. When a team is involved, the person and his or her family are encouraged to make choices about the kind of care they want and to take an active part in planning care.

Who is on the team is determined by the needs of the person and his or her family. The team often includes nurses with specialized palliative care skills, the person's family physician; a physician specialized in palliative care, a social worker, a spiritual counselor and a pharmacist. Volunteers are an integral part of the care team:
Volunteers play an important role in the palliative care team providing support services such as companionship, relief for the caregiver, and practical support such as transportation for our client’s and their caring community. Volunteers are also involved in every aspect of the hospice such as facility and yard maintenance, administration and special events.

Volunteers are involved in Hospice Palliative care in order to:
- Provide consistency for clients, families and staff
- Provide commitment to quality treatment and end of life care
- Build relationships with clients and families which support them through difficult times
- Enhance flexibility in the system of care
- Provide a supplement to existing services
- Advocate on behalf of the individual client and service
- Undertake tasks which enhance quality of life for clients and their families
- Work with the professional team to identify the needs of clients and families.
- Bring the community perspective to the service
- Enhance resources for service delivery
- Provide the invaluable “gift of time”
Hospice Care Ottawa’s Programs and Services

Residence Hospice Care Program
The Residential Care Program provides end-of-life care in the final weeks of a person's illness, and support for their family.

Professional care is provided 24 hours a day, seven days a week. Families and caregivers are encouraged and welcome to participate in the life and care of their loved one at the Hospice.

A person accessing our residence must have OHIP coverage. If the person does not have a nurse case manager from the Champlain Local Health Integration Network (LHIN) or a palliative doctor, one can be assigned.

Once a person is admitted to our Residence Hospice Care Program, we refer to them as a resident which encourage a home like feel.

Referrals to the Residential Program are made by Health Care Professionals. For more information about the Residential program, either location and speak to the Team Lead of Residence or visit www.hospicecareottawa.ca.

May Court Hospice
Hospice Care Ottawa has 9 Residential Care bed at our May Court Hospice location at 114 Cameron Ave Ottawa ON K1S 0X1 – 613-260-2906

Ruddy-Shenkman Hospice – Hein House
Hospice Care Ottawa has 10 Residential Care beds and 2 Respite Care beds at our Ruddy-Shenkman Hospice – Hein House location at 110 McCurdy Dr., Kanata ON K2L 2Z6 – 613-591-6002
In-Home Support Program

Our In-Home Support Program offers emotional support and practical help to clients facing a life limiting illness who are being cared for at home. The Hospice’s professional staff supports trained volunteers who make weekly home visits.

These volunteers provide someone to listen, to read, to talk with, and to take the client shopping, to the bank or on outings, to assist at meals or to simply watch over while the client rests. This program allows caregivers to do errands or to rest knowing that their family member is being cared for.

Hospice volunteers are meant to complement existing support by family, friends and visiting professionals. This program plays an important role in Hospice/palliative care, especially for people who are isolated in our community. Not everyone has access to the support of family and friends. The Hospice volunteer provides client support at home or retirement home, while providing emotional support or respite to family or caregivers. This program is available seven days per week.

The In-Home Volunteer Support Program provides but not limited to:

- Respite for caregivers
- Emotional and spiritual support
- Referral and information
- Comfort measures
- Practical Support
- Advocacy

Anyone can make a referral to Hospice — the client, a family member, caregiver, friend, physician or other health care professional. When you contact Hospice Care Ottawa (HCO), our Coordinator will meet with you and/or your loved one to explain our programs and decide the best type of care to meet your needs. A volunteer match will then be arranged.

To make a referral to our Home Support Program, please call 613-680-0306
## Day Hospice Programs

Hospice Care Ottawa’s Day Hospice Programs are designed for clients living with a life limiting illness, offering them a day out in a supportive and friendly environment. Safety and comfort are ensured by the presence of a Program Coordinator and a team of volunteers. A delicious lunch, camaraderie and laughter are some of the reasons that our Day Hospice Programs are so popular.

The Day Hospice Program provides diversion, support and respite to clients and their families, as well as access to care and assessment. Small groups of approximately 15 clients meet from 10:00 to 2:00 usually on the same day each week.

A volunteer driver can pick up the client in the morning and drive them back home in the afternoon, or clients may arrange their own transportation. Coffee, tea, juice and muffins are served upon arrival, and a light lunch is served.

Activities at the Day Hospice Program may include massage therapy, Reiki, art program, reflexology, cards, jigsaw puzzles, reading, manicure/pedicure, hairdressing, and social time with clients, volunteers and staff. A quiet room or space to rest is available when required.

The Program Coordinator is a registered nurse who is always on site and is available to discuss health related issues and community resources.

### Day Hospice Days and Locations

<table>
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<th>Day</th>
<th>Location</th>
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<td>Tuesday</td>
<td>La Maison de L’Est 879 Hiawatha Park Orleans, ON</td>
</tr>
<tr>
<td>Tuesday, Wednesday</td>
<td>Ruddy-Shenkman Hospice 110 McCurdy Dr Kanata ON K2L 2Z6</td>
</tr>
<tr>
<td>Tuesday, Wednesday, Thursday</td>
<td>May Court Hospice 114 Cameron Ave Ottawa ON K1S 0X1</td>
</tr>
<tr>
<td>Thursday</td>
<td>St. John's Anglican Church Richmond ON</td>
</tr>
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</table>

To make a referral to the Day Hospice Program please call 613-680-0306
Family Support Program

The Family Support Program offers counseling to caregivers who look after someone with a life-threatening illness and to the bereaved who have lost a family member. The service provided by Family Support Program Counselors is available to adults, adolescents, and children. Different approaches are used according to the needs and age of clients (e.g. for children, sand play therapy and drawing may be used). Counseling for bereaved family members whose loved ones received hospice services is available as well as bereavement groups for spouses and other family members. Qualified volunteers offer additional support to family members with complementary therapies such as Therapeutic Touch, Reiki, Reflexology, foot and massage. The Family Support Program also has a small resource lending library. Anyone may make a referral to this program.

Caregiver Support
Hospice Care Ottawa hosts semi-annual caregiver retreats supporting up to 40 caregivers to a day of rest and relaxation, on the banks of the Ottawa River, at the Galilee Retreat Centre. The spring retreat is designed for family caregivers and the fall retreat is for hospice caregiver volunteers.

Bereavement Support
Hospice Care Ottawa provides support for the family after the death of a loved one. Our staff oversee a group of dedicated volunteers who bring understanding, listening skills and help family members to find comfort and peace even during grief. These caring individuals recognize that loss involves more than death and may include anticipatory grief, as well as less tangible losses, such as loss of purpose, loss of roles and/or functions and loss of hope. Sometimes it is hard to find a place where a bereaved person can openly express feelings. Often, as time passes, family and friends may appear less understanding and supportive and they want to “move on”. However a bereaved person may be unable to simply carry on.

Some of our services include:

- Referrals to specialized professionals
- Support Groups and Drop in Program
- A lending library, with many books to support people who are grieving
- Grief walks in the community.
- An annual Care & Share Bereavement Retreat in the fall.
Volunteer Positions at Hospice Care Ottawa

Our volunteers, with their wide range of skills and dedication, make it possible for us to provide the services we offer. You can get involved in a variety of ways:

**Direct Client Care Volunteers**

**Prerequisite:** Information session, interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, volunteer commitment of 1 year

**Residential Care Program** – The role of the Residential Care Volunteer is to assist the care team in providing high quality care for the residents and families who are utilizing this service. Residential care volunteers work 3-4 hour shifts including mornings, afternoons and evenings, seven days a week. Where there is a need, volunteers may also be asked to work a night shift to assist with a patient who is very ill or dying.

**In Home Support Program** - The role of the In-Home Support Volunteer is to regularly visit clients in their home with the purpose of providing high quality compassionate support to them and their family. The volunteer provides companionship, comfort measures, practical support, emotional support and respite to caregivers. The volunteer provides a unique role by being a neutral and non-judgmental presence.

**Day Hospice Program** – The role of the Day Hospice Volunteer is to support the Program Coordinator in offering guests a day away in a supportive and friendly environment. Volunteers help provide a delicious lunch, camaraderie, laughter and one on one support throughout the day.

**Complementary Therapy Volunteers** -

**Prerequisite:** Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, 1 year experience as a Client Care Volunteer

Complementary Therapies Volunteers can provide Reflexology, Reiki, Therapeutic Touch, Healing Touch, Yoga, Light Massage, and Meditation/Relaxation to people in hospice client care programs as part of a holistic approach that is integrated into the interdisciplinary plan of care. Complementary Therapies are performed by volunteers, who have completed the required training which meets basic standards as established by the discipline and who have experience with clients in their own practice.

**Bereavement Support Volunteers** -

**Prerequisite:** Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, 1 year experience as a Client Care Volunteer, 3 day Grief and Bereavement Support Volunteer Training

Bereavement Support Volunteers offer emotional and practical support to bereaved clients of Hospice Care Ottawa through our programs such as Grief Walk, Partner/Spousal Loss Groups, Bereavement Drop-In Groups, One to One Support, and the Bereavement Retreat.
Non-Direct Client Care Volunteers

Administrative Service
Volunteers assemble information packets, file, prepare mailings, write acknowledgements, data entry and assist in most office needs during regular office hours.

Special Events
The role of the Special Events Volunteer is to contribute in the organization and preparation of a Hospice Care Ottawa’s Special Event with the objective of raising funds for programs and services.

Reception
Reception Volunteers are the first point of contact for visitors entering our hospice locations. Their role is to greet, screen and direct all visitors. They also help with deliveries, answering phone calls, and other small administrative tasks.

Gardening
Garden Volunteers assist with planning, planting and maintaining the gardens between May and October at all our hospice sites.

Flower Arranging
Volunteers come in on a regularly scheduled basis, Monday, Wednesday or Friday, either one or more times a month, usually from 9 am to 12 pm, during which time they make new floral arrangements or refresh existing ones from donated materials.

Maintenance and Yard
Volunteers assist with ongoing general upkeep of the facility including painting, repairs, moving, lawn care etc.

Clean-up Days
Volunteers can help with yard clean up and light housekeeping chores.
## Hospice Care Ottawa Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Services Offered</th>
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<tbody>
<tr>
<td><strong>Ruddy-Shenkman Hospice</strong></td>
<td>- Residential Hospice Care – 10 beds + 2 Respite beds</td>
</tr>
<tr>
<td>110 McCurdy Drive</td>
<td>- In-Home Support</td>
</tr>
<tr>
<td>Kanata ON K2L 2Z6</td>
<td>- Day Hospice – Kanata, Richmond</td>
</tr>
<tr>
<td>Phone: (613)591-6002</td>
<td>- Bereavement/Family Support</td>
</tr>
<tr>
<td>Fax: (613)591-7002</td>
<td>- Information and Referral</td>
</tr>
<tr>
<td><strong>May Court Hospice</strong></td>
<td>- Residential Hospice Care – 9 beds</td>
</tr>
<tr>
<td>114 Cameron Ave</td>
<td>- In-Home Support</td>
</tr>
<tr>
<td>Ottawa ON K1S 0X1</td>
<td>- Day Hospice</td>
</tr>
<tr>
<td>Phone: (613)260-2906</td>
<td>- Information and Referral</td>
</tr>
<tr>
<td>Fax: (613)260-5510</td>
<td></td>
</tr>
<tr>
<td><strong>La Maison de l’Est</strong></td>
<td>- Information and Referral</td>
</tr>
<tr>
<td>879 ch. Hiawatha Park</td>
<td>- In-Home Support</td>
</tr>
<tr>
<td>Orleans, ON K1C 3B1</td>
<td>- Day Hospice Program</td>
</tr>
<tr>
<td>Phone: (613)424-6560 x 223</td>
<td>- French Language Service</td>
</tr>
<tr>
<td></td>
<td>- Bereavement/Family Support</td>
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</tbody>
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Policies Related to All Volunteer Roles

Attendance
Volunteers are expected to be reliable in the performance of their volunteer duties. Volunteer attendance is expected to be dependable and punctual. If a volunteer will be more than 10 minutes late for a scheduled visit or shift, the caregiver, client or person they report to should be notified. Volunteers are to inform staff supervisors or Coordinator of Volunteers Services of an impending absence as far in advance as possible. If regular attendance is problematic, the coordinator will review the placement with the volunteer.

Allocation of Resources
Hospice Care Ottawa (HCO) places a high value on the service provided by volunteers and commits to ensuring adequate resources in order to support the volunteer program. As appropriate, volunteers shall have access to HCO property and materials necessary to fulfill their duties. Property and materials shall be utilized only when directly required for hospice purposes.

Anti-Discrimination
In alignment with the organization’s philosophy, which promotes the highest quality of service to all community members in a caring, non-discriminatory manner, volunteers agree to provide the same quality of service. Volunteers who are unfamiliar with a client group will be given the necessary orientation to work with the needs of the group. Volunteers who discriminate against a client/volunteer/staff based on race, sexual orientation, culture or religion will be dismissed from their volunteer duties.

Communication and Engagement
Volunteers will be included in and have access to all appropriate memos, materials and meetings relevant to their work assignments. The responsibility for ensuring that the volunteer receives such information will rest with the appropriate staff and Coordinator of Volunteer Services. Lines of communication will operate in both directions. Related Policy: Staff and Volunteer Engagement Policy 2B-08

Complementary Therapies
Volunteers who are certified or licensed to perform Complementary Therapies may apply to the Coordinator of Volunteer Services in order to offer their services to clients. Upon approval, the volunteer will be granted permission to offer Complementary Therapy to clients after required hospice orientation and training.

Computer Use and Security
The Hospice has in its possession sensitive client data, confidential information and valuable equipment assets, which must be protected and safeguarded. The use of Hospice computers is strictly
restricted to authorized Hospice volunteers. The staff person responsible for administration and coordination of all computer equipment at the Hospice is the System Administrator. All technical requirements must be directed to the System Administrator.

**Concerns and Grievances**

Concerns and grievances, when possible, should first be directed to a member of the Volunteer Services Team. When necessary, they may be directed to the Executive Director of Hospice Care Ottawa.

*Related Policy: Staff and Volunteer Engagement Policy 2B -08*

**Confidentiality**

All records and information relating to clients and their families are the property of Hospice Care Ottawa and may not be released without the permission of the client. In the event that the client cannot consent, their designated representative may consent to release of information.

Confidentiality or the right to privacy of information is upheld in all forms of communication at Hospice Care Ottawa. The principles of confidentiality apply to all staff, members of the Board of Directors and committees, volunteers and students. Confidentiality is upheld in all forms of communication, written, verbal, and electronic.

Staff and volunteers must attempt to ensure confidentiality at all times by:

- Avoiding using client/client/family/program participant names except where relevant when discussing cases
- Keeping private phone calls private
- Avoiding the discussion of cases or other confidential communications in communal spaces
- Aiding each other in avoiding potential and actual breaches of confidentiality
- Never discussing clients, clients, families or program participants outside of the hospice including the fact that someone is a client/client/family member or program participant

Applying these guidelines to communication regarding volunteers. Volunteers doing data entry of information in volunteer files should restrict themselves to reading only the file information being entered.

All staff, volunteers and Board members will be informed of the Hospice’s policy on confidentiality at the beginning of their service. They will be required to sign a statement respecting confidentiality. This agreement is a pledge by the signatory to observe confidentiality in all areas of individual, group, written and computer work. A copy of the signed statement is filed in the Hospice’s records.

*Related Policy: Privacy and Confidentiality Policy-v.1.0-ed_(A.1.xi)*
Conflict of Interest
Volunteers must act in the best interest of Hospice Care Ottawa and perform their volunteer duties and arrange their personal and private affairs in such a manner that the public confidence and trust in the integrity, objectivity and impartiality of the hospice are conserved and enhanced.
As a volunteer, you must:

- Never take advantage of, or benefit from, information obtained in the course of your volunteer duties and responsibilities that is not available to the public.
- Never accept employment from hospice clients or contacts.
- Disclose any possible conflict of interest to the Support Care Nurse, Program Coordinator or Coordinator of Volunteer Services, so that a solution may be worked out. For example, being employed by a company or self-employed in a business that could be considered to be in competition with services offered by Hospice Care Ottawa.

Related Policy: 2016-09-28 Conflict of Interest Policy 2B-02 v1.0

Corrective Action
In appropriate situations, corrective action may be taken. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, meeting with the volunteer to correct the problem, suspension of a volunteer or dismissal from volunteer service. If corrective action is taken, the affected volunteer will be informed of the procedures for expressing his/her concern or grievance.

Decision Making
Volunteers play an important role in planning; they should feel free to make suggestions and should have respect shown for an honest opinion or suggestion. Volunteers are active in all programs and activities of the Hospice and serve at all levels of skill and decision-making.

Related Policy: Staff and Volunteer Engagement Policy 2B -08

Definition of “Volunteer”
Volunteers are individuals who without expectation of payment, contribute their time and service to Hospice Care Ottawa in the belief that their activity will be both beneficial to the community and satisfying to themselves. They are considered to be team members working alongside paid staff and other volunteers fulfilling Hospice Care Ottawa’s mission.

Dismissal of a Volunteer
Volunteers who do not adhere to the policies and procedures of the Hospice Care Ottawa or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with a Coordinator of Volunteer Services.
Possible Reasons for Dismissal
Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients, co-workers or volunteers, failure to abide by agency policies and procedures, proselytizing, failure to meet physical or mental standards of performance or failure to satisfactorily perform assigned duties or documentation.

Dress Code
Hospice Care Ottawa asks all volunteers to dress in a professional and role appropriate manner while performing their volunteer duties. Neatly groomed hair and nails present a positive visual impression.

All volunteers are to wear closed toed shoes while on duty at Hospice Care Ottawa. Exceptions may be made if the volunteer role is administrative only (such as office work/reception) as long as the style of shoe does not present a safety concern and provides for a professional appearance.

Some considerations include:

- Sweatshirts, t-shirts with large graphics, logos or sayings that may be offensive to others are prohibited.
- Sleeveless tops are not allowed in client care areas where you may be leaning over individuals.
- Torn or ripped jeans or pants, short skirts or shorts and revealing tops are disallowed.
- Large or many pieces of jewelry that can be distracting to clients/families, can give an unintended perception or, if it has sharp edges, may catch on client’s clothing or scratch sensitive skin.
- The hospice is a scent-free environment. Therefore, please avoid using strong smelling perfumes, creams, soaps etc. prior to or during your shift.
- Baseball caps and other hats often prevent clients/families from making direct eye contact.
- Hospital scrubs or lab coats are not allowed to be worn by volunteers as they may give a false impression of your role.

Volunteers not abiding by the above will be asked to find alternative attire or they may not be permitted to complete their volunteer shift.

Education Opportunities
Hospice Care Ottawa provides educational opportunities for its volunteers through our 30 hour Palliative Care Training Course, quarterly all volunteer and staff education sessions, volunteer meetings, newsletters, and by notifying volunteers of education workshops within the community.

Eligibility
Volunteers should have a sincere desire to help, be emotionally mature and be able to be non-judgmental. Volunteers are required to successfully complete an interview by a Coordinator of Volunteers Services and complete the appropriate Hospice Care Ottawa training program. All
volunteers must meet the individual requirements outlined in the position description that the volunteer is applying for.

**Evaluations**
Volunteers may be evaluated periodically to review their work. The evaluation is utilized to review the performance of the volunteer, to suggest any changes in work style, to check the timeliness of paperwork and accuracy of documentation, to convey appreciation to the volunteer and to ascertain the continued interest of the volunteer in serving in that position. The evaluation is an opportunity for both the volunteer and the agency to examine and improve their relationship. Informal evaluations from the volunteer supervisor will also be conducted on an ongoing basis.

**Flu Vaccination**
Hospice Care Ottawa has updated its Immunization – Influenza Vaccination Policy.

We are recommending that all staff and volunteers who care for residents and guests be vaccinated against Influenza. Once you have received your “flu shot” we are asking you to provide a copy of your proof of vaccination to Volunteer Services.

If there is an outbreak at the hospice the follow will apply:

1. All staff and volunteers who have received the vaccination for the current season can continue to work
2. Staff and volunteers who have declined the vaccination, but have taken anti-viral can return to work after 72 hours after starting treatment
3. Staff and volunteers who have declined vaccination and anti-viral may not return to work until the HCO has declared it safe to do so. This leave will be unpaid.

*Related Policy: HCO Influenza v2.0 Sept 2014*

**Gifts**
Volunteers and staff are prohibited from accepting gifts, favours, services, entertainment or any other things of value offered by a client, family member, staff, volunteer, contractors, suppliers, service vendors or potential suppliers of Hospice Care Ottawa. While gifts of cash are never acceptable, staff and volunteers may accept nominal gifts of food, plants or drink. Staff and volunteers should discuss with their supervisor whether the nature and value of the gift are appropriate to the situation and context in which the gift or entertainment is offered.

In lieu of a personal gift, it is recommended that the volunteer suggest that the family make a contribution to Hospice Care Ottawa in order to help us continue to provide high quality care at no charge. A volunteer, staff, or family may also make a contribution to Hospice Care Ottawa in memory of a client.

*Related Policy: Fundraising Policy*
Grievances
Complaints and grievances regarding staff are submitted to a manager on the Senior Leadership Team or Executive Director. The Director works to rectify the situation. Complaints and grievances regarding volunteers are submitted to a Coordinator of Volunteer Services or the Manager of Volunteer Services. The Coordinator or Manager works to rectify the situation.

Harassment
Hospice Care Ottawa is committed to providing its volunteers with an environment that is free from any form of harassment. We do not tolerate any sexual, physical, or psychological harassment or any such conduct that creates an offensive, hostile, intimidating or humiliating working environment.

While it is impossible to list all those circumstances that may constitute harassment, the following are some examples:

- name calling or intimidation
- offensive jokes or practical jokes that cause awkwardness or embarrassment
- unwelcomed sexual advances, requests for sexual favors, or other unwelcomed verbal or physical contact of a sexual nature
- persistent and unwelcomed requests for dates
- distribution or production of denigrating or degrading pictures or cartoons
- harassing or unwelcomed letters/emails, telephone calls or visits
- threats or retaliation if a person refuses sexual advances or makes a complaint
- engaging in threatening behaviour toward another person
- unwelcomed remarks, jokes, sarcasms, innuendoes or taunting about a person’s gender, body, attire, age, ethnic or national origin, sexual orientation or religion

If you believe that you have been subject to harassment, you have the right to file a complaint with Hospice Care Ottawa. You may do this in writing or orally to the Coordinator of Volunteer Services, who is also available to discuss any concerns you have about filing a complaint. We will act promptly, eliminate the conduct and impose corrective actions including disciplinary actions where appropriate.


Health Standards
Volunteers are expected to be in good health and to report to the Hospice staff if they have any restrictions in terms of the tasks they may encounter in their volunteer activities. Volunteers will report to the Hospice staff if they are in ill health and unable to continue their duties.

All volunteers must meet health requirements related to volunteer role prior to their acceptance as a volunteer.
Inclement Weather
To ensure the safety of clients, volunteers and staff during periods of inclement weather, Hospice Care Ottawa (HCO) will cancel HCO programs as appropriate. HCO will follow the lead of the Ottawa Student Transportation Authority (OSTA). If the OSTA cancels school bus transportation, HCO, will cancel community programs and select meetings.

Related Policy: HCO Inclement Weather Policy

Infection Control
Volunteers are expected to comply with the infection control standards of Hospice Care Ottawa regarding hand washing and hand sanitizing, cough etiquette, food and beverage preparation and additional precautions required from time to time in the residential hospice. Volunteers are not to report to duty, meetings or educational sessions if sick. Volunteers are to give ample notice of possible illness by communicating with the Coordinator at the first symptoms of infectious illness (e.g. colds, sore throat, and flu). Volunteers with an infectious illness are asked to not wait until the day before a scheduled shift to inform us of their illness. We appreciate the commitment volunteers have but please call two or three days ahead of the shift to discuss your health status so we are able to find a replacement if necessary.

Principles of good aseptic technique and routine practices will be followed with all clients both for their safety and the safety of Volunteers. These include:

Hand washing - Thorough hand washing with soap and water is essential in controlling the spread of infectious organisms. Soap should always be available and hand washing should occur before and after client care, after contact with contaminated items, and when preparing or eating food.

Gloves - Gloves provide an additional barrier, especially if the caregiver has open sores on the hands. They should also be worn if the client has been incontinent or vomited, or is bleeding and when handling soiled diapers, linen or clothing. Hands should be washed after removing gloves.

Sharps - needles and other sharp items contaminated with blood should be placed in puncture resistant containers immediately after being used.

Disposal - Disposable items such as gloves, diapers, under pads, tissues, paper towels, and dressings should be put in plastic garbage bags, tied shut, then placed in a second garbage bag and disposed of in an appropriate manner.

Further Precautions For Certain Communicable Diseases:
In addition, to the above precautions, a few added principles must be followed in caring for a client with certain communicable diseases, e.g., Hepatitis, MRSA, etc
• **Gowns** should be worn when there is risk of the clothing being soiled with blood or body fluids.

• **Contaminated Surfaces** (floors, walls, counters, furniture, etc.) should be cleaned first with hot soapy water, then with a solution of 1 part Javex to 9 parts water and left for 20 minutes or until initially well-moistened surfaces are dry.

**Soiled Linens** can be washed in hot soapy water with one cup of bleach added.

**Inactive Volunteer Status**
A volunteer may be placed on inactive status when:

- The volunteer makes the decision that s/he is no longer interested in doing volunteer work with Hospice Care Ottawa
- The volunteer cannot keep the commitment to volunteer on a regular basis for whatever reason.
- The volunteer does not submit required documentation necessary to be an active volunteer.
- The volunteer has not contacted their Coordinator of Volunteer Services in over three months and attempts have been made to contact the volunteer through phone calls and a letter.

**Injury While Volunteering**
Volunteer safety is a key component of Hospice Care Ottawa. If at any time you are injured while volunteering for HCO, please take the following steps:

- Receive medical attention for injury (e.g. first aid, emergency)
- Immediately report your injury to the Coordinator or Support Care Nurse and discuss your ability to continue your assignment
- Complete an Incident Report and submit to Support Care Nurse or Coordinator of Volunteer Services.

**Insurance and Liability**
Hospice Care Ottawa’s insurance policy provides coverage for volunteers for any suits brought against them associated with duties sanctioned by Hospice Care Ottawa.

The policy does not cover:

- fraudulent, illegal, dishonest or criminal acts committed by the volunteer and found to be so by a court
- claims where the volunteer may gain personal profit or advantage to which they are not legally entitled
- claims applying to any liability for “bodily harm” or “personal injury” arising out of any form of physical, emotional or sexual abuse inflicted by a volunteer
- claims where the volunteer performed duties outside the scope of their position description

**Leave Of Absence**
Volunteer can request a leave of absence from his/her volunteer placement should they require time off for a significant length of time. Should the volunteer require being absent for more than one
month, the volunteer will be placed on a leave of absence. If the volunteer returns within four months, every effort will be made to hold their regular shift. However there cannot be guarantees that their regular shift will be available to them upon their return.

**Mileage Claim Policy**
Hospice Care Ottawa (HCO) recognizes that volunteers utilize their personal vehicle to support Hospice. HCO considers this use of a personal vehicle as a “gift in kind”. HCO has been in-consultation with the Canada Revenue Agency and has determined that volunteers who report mileage to HCO can receive a “Gift in Kind” receipt for income tax purposes. In order to receive this receipt, a volunteer must initially sign a directive statement and then submit mileage documentation monthly.

*Related Policy: 4-VS-GEN-3 Volunteer Mileage Claim Policy v.1.0*

**Personal Phone Numbers and Addresses (Including Email)**
It is inappropriate to give out your telephone number or address (including email) to clients and their family members. Giving personal phone numbers may convey to a client or family member that you are on-call or that you are available at any time. No team member provides this information. When those you help care for need to contact you, please instruct them to contact the appropriate Hospice Care Ottawa office.

**Performance Review**
Volunteers may receive an evaluation of performance in relation to the position description. The main purpose of the performance review is volunteer development as a means of assisting the volunteer to develop her/his personal and professional potential and as a means of assisting the Hospice to effectively achieve its goals and objectives. Topics of discussion will include the volunteer’s satisfaction with the placement, activities and work environment, effectiveness of the orientation and training, supervisor’s satisfaction with the amount and type of supervision, need for more information or training.

**Pet Visitation Policy**
In keeping with our goal of a home-like environment and improved quality of life for our clients, HCO permits accompanied visitation of pets (dogs and cats only) for limited time periods to clients in the residential hospice. Pets are not permitted to stay overnight or live in with the resident, nor are they permitted in the day hospice program, except for approved service dogs and certified pet therapy dogs. All pet visits must be pre-approved by the Manager of Clinical Care and/or her designate. Volunteers are not permitted to bring in their pets to any hospice assignment, unless arranged through the pet therapy program.

*Related Policy: HCO Pet Visitation v1.0*
Recognition
Hospice Care Ottawa values the involvement of volunteers and seeks to recognize their efforts on an ongoing basis. Staff is encouraged to offer appreciation and recognition to volunteer regularly. An annual recognition event is held in the spring/summer to honour our volunteers.

Recruitment, Screening and Management
Organizations that provide programs and services to vulnerable people must take reasonable measures to protect them. This is why we have screening policies for staff and volunteers who will have contact with vulnerable people. The other reason is to ensure that our volunteer applicants are the right fit for our organization.

The screening process includes steps such as recruitment, training and orientation. The steps that are most important in determining the suitability of a candidate are interviews, reference checks, and a police records check.

Screening tools assist the Coordinator of Volunteer Services in selecting appropriate volunteers, reducing the risk of liability exposure to Hospice Care Ottawa, and increasing the probability of a positive experience for the volunteer and most importantly the client.

The volunteer application is the first step of the screening process. Applicants for client-care positions require a screening interview, reference checks, police records check, and training.

Acceptance as a volunteer is not guaranteed, and is subject to clearing the screening process and availability of volunteer positions. If any candidate is not considered to be suitable, reasons will be discussed with the person.

Professional and administrative staff at the Hospice must ensure that the client's needs have priority. Therefore, all volunteers will be counseled and supported in choosing assignments that are consistent with their abilities to meet the client's needs, the Hospice's needs, and their interest.

Applicants who are considered to be suitable candidates will be informed of the dates and times of the training program.

Midway through the Orientation Program, the Coordinator may schedule interviews with Volunteers. The purpose of this interview will be mainly to discuss with the Volunteer any questions or problems and discuss readiness to begin.

It must be stressed that the training program is not intended to produce "experts" in palliative care but will give some basic understanding of Hospice philosophy and the confidence needed for the new Volunteer to begin.
The first year of working as a member of Hospice Care Ottawa will be the probationary period. Coordinators will be available to discuss roles with Volunteers following the probationary period as well.

It must be noted that if at any time during the Training Program the Coordinator or a Volunteer is questioning whether he or she should continue, this will be discussed immediately and, if consultation is needed, the issue will be discussed with an appropriate member of the Interdisciplinary Team.

Related Policy: 4-VS-GEN-1 Police Records Checks

**Relatives of Employees/Clients/Volunteers as Volunteers**
Relatives of staff may be accepted as volunteers, where such service is not a conflict with provision of services to the client or to others. They will not be placed under the direct supervision or within the same program as other members of their family who are employees.

Relatives of clients or former clients may also serve as volunteers. If the client is recently deceased and depending on the relationship, the relative may be required to wait for one to two years before being accepted as a volunteer.

**Record Keeping/Documentation**
Hospice Policy requires all volunteer contact with clients to be documented in the client report in a timely manner. A volunteer will be reminded to submit reports a few times. If volunteer neglects to comply, disciplinary action will be taken. Please see Volunteer Position Description for more details on specific reporting obligation.

**Resignation**
Volunteers resigning from a volunteer position with the Hospice should give reasonable advance notice to the Coordinator of Volunteer Services. Volunteers will be invited to participate in an exit interview with the Coordinator or Volunteer Services.

**Right of Refusal**
Hospice Care Ottawa Coordinator of Volunteer Services has the right to refuse the services of applicants and current volunteers if their skills do not match those required for the task.

Hospice Care Ottawa Volunteers have the right to refuse a task requested of them, given they provide the Coordinator of Volunteer Services a valid reason.

The refusal to provide service to a client based on race, gender, age, religion, and or sexual orientation will not be tolerated and will lead to dismissal.
Scent Free Environment
Hospice Care Ottawa is a scent free organization. In consideration of staff, volunteers, and clients who may suffer from chemical sensitivities and/or allergies, we ask that you refrain from wearing scents such as perfumes, cologne, strong smelling hair products, etc. while visiting the hospice and or representing the hospice.

Related Policies: 2015-01-01 Smoke-Free Environment Policy 02-01 v1.0

Smoking
Smoking is prohibited in the Hospice and surrounding grounds as per the City of Ottawa’s Smoke-Free Workplace by law. Home Support Volunteers will refrain from smoking before and during their shifts. Transportation Volunteers will empty their ashtrays if necessary before they transport clients and will refrain from smoking in their automobile during their assignment.

Related Policies: 2015-01-01 Smoke-Free Environment Policy 02-01 v1.0

Speaking On Behalf Of Hospice Care Ottawa
Any media work, advocacy or fundraising efforts are outside duties and responsibilities of volunteers, unless Hospice Care Ottawa has designated, trained and approved these activities as part of the volunteer’s position description, committee or board responsibilities. A volunteer will seek permission from the Executive Director prior to speaking to the media and/or fundraising of behalf of the Hospice.

Special Case Volunteers
Hospice Care Ottawa accepts as volunteers those participating in student placements, corporate volunteer programs, volunteer referral programs and other placements on a case by case basis, when possible. A volunteer must be officially accepted and enrolled prior to the performance of a task. In each of these cases, a special agreement will be in effect with the organization, school or program from which the special case volunteers originate, which identifies responsibility for management and care of the volunteers.

Substance Abuse
Volunteers shall avoid use of drugs or alcohol while representing and performing a role at Hospice Care Ottawa, this does not include medications taken under the supervision of your physician. Volunteers shall avoid appearing on duty, or be on duty, while under the influence of drugs or alcohol.

When performing volunteer work for Hospice Care Ottawa volunteers are prohibited from:

- Consuming or being under the influence of unlawful drugs or substances
- Consuming of being under the influence of alcohol, unless otherwise specified
If staff suspects substance use by a volunteer, s/he is to bring the concern to the immediate attention of the Coordinator of Volunteer Services. Any violation of this policy will be dealt with in a manner consistent with the disciplinary policies.

Support
It is important that all client care volunteers and receptionists have back up support in the event that they encounter trouble. A Hospice Coordinator/ Nurse will be accessible at all times when agency volunteers are on assignments.

Telephone Use during Scheduled Shifts
Volunteers should avoid using the telephone for personal use at a client’s home, in a resident’s room or at reception unless it is an emergency call.

Transportation
As part of the services offered to clients, HCO offers regularly scheduled drives to the Day Hospice Program when guests cannot access transportation independently; and can incorporate transportation into an In Home Support weekly visit when clients require drives to errands and outings as part of their plan of care. Volunteers must be screened for driving which includes a Police Vulnerable Records Check, References, an uncertified driver’s record check, and proof of insurance and licensing.

Related Policies: 4-VS-TR-1TRANSPORTATION FOR HOSPICE CLIENTS V1.0 AND 4-VS-TR-2 VOLUNTEER DRIVER SCREENING V1.0

Training and Education
All Volunteers will receive Hospice Care Ottawa’s Volunteer Handbook (part 1&2) which includes information about our hospice, programs and volunteer positions, and our policies and procedures.

Client Care:
Our client-care volunteers engage with a vulnerable population, and thereby require specialized training. Therefore, our Hospice Palliative Care Core Volunteer Training is mandatory for all volunteers who will be working directly with clients. The training is based on the guidelines and standards of Hospice Palliative Care Ontario (HPCO). All client-care volunteers must complete this course before being assigned a client. Volunteers are responsible for making up any missed modules in future sessions and will not be assigned a client care position until all modules are completed.

Food Handler:
Since food preparation is one of the tasks at the Richmond Day Hospice, volunteers working in these programs may be asked to take the City of Ottawa’s Certified Food Handler Training. The cost of this course is covered by Hospice Care Ottawa.

Office, Special Event and House and Gardens:
Orientation to Hospice Care Ottawa is provided to volunteers working with special events, property maintenance and in the office, for which the 30-hour course is not mandatory. The purpose of orientation is to introduce volunteers to staff and fellow volunteers; to learn about Hospice Care Ottawa and their role in it; to raise skills and confidence to perform their duties; to complete all pertinent forms; and to answer any questions new volunteers may have.

*Continuous learning opportunities:*
Hospice Care Ottawa also offers continuous learning opportunities (e.g. seminars, conferences, webinars, workshops) for all volunteers on an on-going basis.

**Visitors: Bringing Visitors on an Assignment**
It is inappropriate for friends, family or other visitors to accompany a volunteer during assignment. This is a breach of confidentiality. The volunteer went through a competitive selection process and a training program to become a Hospice Care Volunteer. This process prepares the volunteer to follow Hospice Care Ottawa policies and procedures. Family or friends may be well-meaning but they have not had the benefit of training nor are they covered under Hospice Care Ottawa’s insurance policy. They may inadvertently say or do something that is inappropriate, have an unexpected and uncomfortable reaction to what they encounter, or provide a safety concern. A situation like this could compromise the volunteer or client.

**Volunteer Experiences Loss of a Loved One**
People who are applying to provide support in the client care programs of Hospice Care Ottawa and who have recently experienced a personal loss of a close loved one are required to wait two years before doing Hospice caregiving. A closed loved one is defined as a spouse or partner, parent, sibling, child and any other significant relative or friend. Reception applicants are asked to wait a year prior to beginning this work. Applicants for other positions will be assessed on a case by case basis.

Hospice Care Ottawa volunteers who experience the loss of a close loved one are asked to take time away from their volunteer duties to allow for grieving. A discussion will be had between the volunteer and Coordinator of Volunteer Services with regards to the amount of time to be taken before returning back to duties. Required time frames off include a minimum of three months for client care volunteers and six months for bereavement volunteers at which time there will be a review with the Coordinator of Volunteer Services to assess readiness to return. Time off for other volunteers will be discussed on a case by case basis.

Hospice Care Ottawa volunteers may return to their current role if available, or a different role. Hospice will do our best to accommodate volunteer choice.
Volunteer/Client Relationship

Volunteers must maintain professional conduct when providing services to clients. Volunteers must not take advantage of, or benefit from, information obtained in the course of their volunteer duties and responsibilities that is not available to the public. Volunteers will not enter into any financial arrangements with clients. This includes the lending or borrowing of goods or money. Volunteers will not accept gifts from clients. Food items or those of little or no commercial value are exempt. Volunteers shall not give gifts, food or beverages to or do favors for Hospice clients and families. Volunteers will not have any intimate or sexual relations with clients and families with whom they are providing services. It is the responsibility of the volunteer to inform the Coordinator of Volunteer Services of such relations. Volunteers will respect their designated work shifts. Personal or social visits with the clients and their family members are not permitted outside scheduled volunteer time. Volunteers will not purchase items from their clients.

Volunteer Records
Volunteer records are kept in a secure location—paper files are in a locked cabinet, and web-based electronic records are in an encrypted web-based case management system called Info Anywhere. Volunteer records are kept confidential, and are only accessed by the Coordinator of Volunteer Services and their administrative support volunteers. Inactive files are maintained for a minimum of three years, after which all personal information on paper is shredded.

Witnessing documents
Volunteers and staff are not allowed to witness signatures or sign as witnesses on any documents for Hospice Care Ottawa clients and their families.

Fire Safety Plans:

May Court Hospice
When the fire alarm sounds and there is no evidence of fire in your area:
All individuals including staff, volunteers and clients should gather in the RECEPTION AREA. If there is evidence of a fire near the RECEPTION AREA or in your path to get to the RECEPTION AREA, exit building by closest fire exit.

The senior staff person in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- If it is obvious that there is no immediate danger to clients, staff and volunteers, then the senior staff person will direct the others to remain calm and stay in the reception area until the Fire Department arrives.

- If the fire is located inside the Day Hospice/Office Area and poses a threat to clients, staff and volunteers, then the senior staff person will direct everyone to be evacuated from the danger zone to a safe zone, in the quickest and safest manner.

**Ruddy-Shenkman Hospice**

When the fire alarm sounds and there is **no evidence of fire in the building**:

All individuals including staff, volunteers and clients should gather in the RECEPTION AREA. If there is evidence of a fire near the RECEPTION AREA or in your path to get to the RECEPTION AREA, exit building by closest fire exit.

The most (1) senior staff person or (2) facility personnel in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- If it is obvious that there is no immediate danger to clients, staff and volunteers, then the senior staff person will direct the others to remain calm and stay in the reception area until the Fire Department arrives.

- If a fire poses a threat to clients, staff and volunteers, then the senior staff person will direct everyone to be evacuated from the danger zone to a safe zone, in the quickest and safest manner.

When the fire alarm sounds and there **is evidence of a fire in the building**, All individuals including staff, volunteers and clients should exit building at the closest emergency exit possible.
The (1) senior staff or (2) facilities personnel will take charge and ensure:

- 911 is called
- Volunteers, clients and staff gather in a safe zone outside away from the building.

**Maison de l’Est**

When the fire alarm sounds and there is *no evidence of fire in your area*:

All individuals including staff, volunteers and invitees should gather in the AREA near the front entrance.

The *senior staff person* in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- If it is obvious that there is no immediate danger to clients, staff and volunteers, then the senior staff person will direct the others to remain calm and stay in the meeting area until the Fire Department arrives.

- If the fire is located inside the Day Hospice/Office Area and poses a threat to invitees, staff and volunteers, then the senior staff person will direct everyone to be evacuated from the danger zone to a safe zone, in the quickest and safest manner.
Volunteer Agreement to Abide:

I acknowledge that I have received a copy of Hospice Care Ottawa’s Volunteer Policies and Procedures and I agree to abide by them.

I am aware that if, at any time, I have questions regarding Hospice Care Ottawa’s Volunteer Policies and Procedures, I should direct them to a Coordinator of Volunteer Services.

________________________________
Volunteer Printed Name

_________________________________  __________________________
Volunteers Signature                  Date