



Friends of Hospice Ottawa
Hospice Palliative Care Visiting Volunteer
Policies & Procedures Manual

2012

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Abbreviations used in this Document

DNR Order

Do Not Resuscitate

ED

Executive Director

POA

Power of Attorney

SCN

Support Care Nurse

VC

Volunteer Coordinator

Introduction

Friends of Hospice Ottawa is a registered charity dedicated to providing coordinated community-based hospice palliative care programs. Hospice palliative care aims to relieve suffering and improve the quality of living and dying.

This comprehensive service, initially established in 1996 as Sylvia House Hospice, was formed to ensure the continued availability of critically needed community hospice programs across the western Ottawa urban and rural area of the Champlain Local Health Integrated Network.

The area of service is loosely outlined by the Rideau Canal and Bronson Avenue in the east, the Ottawa River in the north and the City of Ottawa boundary limits in the west and south.

The vision of service includes all areas of volunteer support in order that those living with a life-threatening illness may remain in their homes for as long as possible and live life to its fullest extent. This vision of service extends to those living in recent bereavement. All services are provided by volunteers with specific training in volunteer palliative care and nursing and support staff.

The full complement of support services of **Friends of Hospice Ottawa** is available to all residents in western Ottawa including rural residents, ethnic minorities, visible minorities, all religious faiths and all ages at no cost to the client.

Mission Statement and Philosophy of Friends of Hospice Ottawa

Commitment:

To establish and maintain supportive community palliative care programs in the Western Region of Ottawa

To deliver compassionate, quality end-of-life care and support to clients' families and loved ones

Philosophy:

To affirm life – attending to the physical, emotional, social and spiritual needs of individuals and their families at the end of life and in bereavement
To provide skilled care and support to individuals and their families, enabling them to live their lives as fully as possible, and facilitating a peaceful, dignified death

Mission Statement:

"While we cannot add days to your life, we can add life to your days."

Friends of Hospice Ottawa's mission is to support, educate, and empower those who are affected by or caring for a person with a life-threatening illness so that they may live as fully as possible. We affirm life by attending to the physical, emotional, spiritual and social needs of individuals and their families.

Administration:

Incorporation:

Friends of Hospice Ottawa is a fully incorporated entity. The company was incorporated on October 8, 2004

Charity:

Friends of Hospice Ottawa is registered as a non-profit charitable organization in the Province of Ontario. Registration number is 86974 9606 RR0001

The Friends of Hospice Ottawa Code of Ethics & the Programs and Service Values of Friends of Hospice Ottawa

Code of Ethics

The Friends of Hospice Ottawa's code of ethics promotes a high standard of both moral and professional behaviour through which the values of the organization are clearly defined. It provides guidelines for decision making and a framework for self evaluation for all employees and volunteers. Our code of ethics reflects our organizational identity. This code may be revised as our organization matures and the health care delivery environment and social context change.

Based on the Canadian Hospice Palliative Care Association Norms of Practice, **Friends of Hospice Ottawa's** code of ethics will guide all internal and external professional and volunteer conduct through adherence to the following values:

- 1 The intrinsic value of each person as an autonomous and unique individual.
- 2 The value of life, the natural process of death, and the fact that both provide opportunities for personal growth and self actualization.
- 3 The need to address clients' and families' suffering, expectations, needs, hopes, and fears.
- 4 Care is only provided when the client and/or family is prepared to accept it.
- 5 Care is guided by quality of life as defined by the individual.
- 6 **Friends of Hospice Ottawa** caregivers (staff and volunteers) enter into therapeutic relationships with clients and families based on dignity and integrity.
- 7 A unified response to suffering strengthens communities (based on the Canadian Hospice Palliative Care Association Norms of Practice).

Respect for persons

Honour the intrinsic worth and uniqueness of each person; respect self determination, diversity and privacy, and promote ethical interactions.

Acknowledge the right of individuals:

- to accept or refuse care

- to live and die in comfort with dignity

- to develop and enhance capacity for self care

Promote sensitivity to and knowledge about cultural, linguistic, religious and ethnic diversity and sexual orientation

Respect privacy and maintain confidentiality

Advocate for respectful treatment of all persons including safety, competence, individual rights, fairness, access to care

Compassion

Express compassion in action by creating and nurturing a foundation and framework of sensitivity and fairness to all

Build caring and compassionate relationships with a commitment to fair treatment of individuals, integrity-preserving compromise, and to resolution of conflict

Empowerment

Empower people to feel confident with day-to-day decisions and life choices by treating every individual with courtesy, integrity and respect

Partner with clients in decisions about their care and service

Acknowledge the capabilities and resourcefulness of clients and their families, employees, volunteers and community partners

Advocate for change on behalf of individuals and local communities on health and social justice issues

Equity

Strive to achieve equity for those we serve, our partners, and each other.

Create trust

Collaborate with communities, government, professional organizations and each other to promote our shared goal of meeting the hospice palliative and end-of-life care needs of all individuals and families

Accountability

Hold ourselves accountable to the highest standards of stewardship, transparency and governance in all aspects of our work

Adhere to the Hospice Association of Ontario Standards and strive to meet and maintain Accreditation certification standard

Encourage others to challenge us in the way we work to achieve/promote safe, quality, ethical practice

Support those who, in good faith, speak out against incompetent, unsafe or unethical practices

Leadership

Lead collaboratively and effectively to achieve the highest standards of care, performance, competency and ethical conduct.

Bring key stakeholders into the decision-making process.

Accept and/or challenge changes in the internal and external health care environment with innovation and resolve.

Be leaders in developing health and social policy.

Participate in identifying and responding to personal learning needs and the learning needs of the people and communities we serve.

Program and Services

In Home Support

In-home volunteer support 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. Volunteers offer emotional and practical support through conversation, companionship, outings, and other activities.

Caregiver Support

Our volunteers provide respite so the caregiver can have a break on a regular basis. Volunteers also provide a listening ear or comfort to help caregivers find the strength to cope. **Friends of Hospice Ottawa** hosts an annual caregiver retreat supporting up to 40 caregivers for a day of rest and relaxation on the banks of the Ottawa River at the Galilee Retreat Centre.

Day Away Hospice Programming

Friends of Hospice Ottawa provides programming for up to 15 clients in a 'day away' group setting. Trained volunteers and a Support Care Nurse are in attendance throughout the day. Facilities include a comfortable lounge, a place to rest and a room for crafts. A hot lunch is served and the varied programming includes movies, games and guests. As well, clients are offered an opportunity to take part in music, massage and other complementary therapies.

Our 2 day-away programs are geared to offer social and occupational programming for clients dealing with serious illness in a safe and comfortable setting. These programs offer an element of independence for the client and respite for the family caregiver.

Transportation

Friends of Hospice Ottawa has a core of trained volunteers who provide rides to appointments and essential-living activities.

These include:

- Medical appointments

- Chemotherapy and Radiation
- Day Away Hospice
- Groceries

Bereavement Support

Friends of Hospice Ottawa provides support for the family after the death of a loved one. One of our support care nurses who has specialized training in Grief and Bereavement, oversees a group of dedicated volunteers who bring understanding, listening skills and help family members to find comfort and peace even during grief.

A bi-weekly Care & Share grief walk program is open to anyone wishing the quiet company of others in a natural setting. A comprehensive resource list is continually upgraded and maintained for the community to access.

Friends of Hospice Ottawa hosts an annual Memorial Service that is open to the community and an annual Bereavement Retreat at the Galilee Retreat Centre for up to 40 individuals for a day of sharing, learning and nurturing.

Telephone Support

Our support care nurses provide support, information and guidance to those caregivers/clients who request this via telephone.

Information & Referral

Friends of Hospice Ottawa works with other organizations and individuals in the community to help us fulfill our mission to provide the most comprehensive and highest quality end-of-life care.

Advocacy & Education

Friends of Hospice Ottawa offers volunteer, professional and public education programs and information sessions in our community to interested persons, groups and organizations to:

- Facilitate awareness, understanding and support of individuals confronting a life-threatening illness or bereavement issues
- Increase awareness of the need to support and promote vital hospice palliative care programs.

Friends of Hospice Ottawa's support care nurses are integral to all of the programs and services that are offered through this agency.

Volunteer Education

Friends of Hospice Ottawa offers a comprehensive HAO accredited Volunteer Palliative Care training course twice each year. The modules include ten (10) weekly training sessions to complete a 30-hour course based on the guidelines and standards of the Hospice Association of Ontario. All **Friends of Hospice Ottawa** client-care volunteers complete this course prior to being assigned a volunteer position.

Friends of Hospice Ottawa also offers continuous education, seminars and workshops on pertinent issues to our volunteers on an on-going basis.

Volunteer Requirement

All volunteers of Friends of Hospice Ottawa are:

18 years of age or over

Require a current Police Records Check for work with vulnerable sector (client-care and office volunteers only)

Complete an application form

Complete a screening interview

Require two letters of recommendation

Require the 10-week/30-hour Volunteer Palliative Care training by Friends of Hospice Ottawa

Complete a final interview after training for placement

Volunteer their time and refuse all remuneration

Choose to volunteer in one or more of the following areas:

- In-home support
- Day Hospice program
- Transportation

- Bereavement support
- Program support (e.g. writing, technology)
- Office support
- Special events
- Special projects

Undergo an annual review and ongoing reassessment with the SCN or designate (client-care volunteers only)

Attend, to the best of their ability, the on-going educational programming designated by Friends of Hospice Ottawa

Policies and Procedures

➤ Policies 1-1 through 6-1 address Accessibility

Accessibility: The community being knowledgeable about the service and the service being accessible to all major groups within the community

Policy 1-1 Compliance & Accountability

Topic: Diversity

Purpose: To adopt a policy to ensure that **Friends of Hospice Ottawa** provides a volunteer hospice visiting service, day hospice program, caregiver and bereavement support that is accessible to all major groups within the community and is sensitive to the needs of specific ethno-cultural and special needs groups within the community.

The Long Term Care Act, Part iii, 3(1) – Bill of Rights* was established to ensure the individual rights of persons receiving community services are fully respected. This Bill of Rights governs all existing and future policies and procedures of **Friends of Hospice Ottawa**.

Friends of Hospice Ottawa actively pursues opportunities to develop partnerships, consultations and programs with providers of community support that represent the major groups within the community.

Friends of Hospice Ottawa actively works with representatives of the diverse communities it serves to ensure that its material and services are sensitive to the needs and preferences identified by these various groups (ethnic, spiritual, linguistic, familial and cultural factors)

Procedure/Responsibility/Action

All staff and ED:

Inform, in an on-going manner, the community through public presentations, the corporation's website, various advertising, and community events.

Actively pursue volunteers with diverse ethnic, language and cultural backgrounds.

Participate in committees and programs with other palliative care providers.

ED: Policy implementation and monitoring

Policy 2-1 Accountability

Topic: Who speaks for **Friends of Hospice Ottawa**

Purpose: To define the role of hospice volunteers when representing **Friends of Hospice Ottawa** to the community.

Definition: Volunteers are authorized to act as representatives of **Friends of Hospice Ottawa** as indicated within their volunteer job descriptions and only to the extent of such written specifications.

Prior to any action or statement that might significantly affect or obligate **Friends of Hospice Ottawa** volunteers must consult with and seek approval from appropriate supervisory staff. These actions may include, but are not limited to:

Public statements to the press

Coalition or lobbying efforts with other organizations

Agreements involving contractual or financial obligations

Procedure/Responsibility/Action:

Volunteer:

Report any request to represent the hospice to Administration?

SCN: Confer request and recommendation to Executive Director (ED) or designate

Appoint appropriate spokesperson

ED: Policy implementation and monitoring

Policy 3-1 Transparency & Accountability

Topic: Community Awareness

Purpose: To define a mechanism to increase the awareness of hospice palliative care services and needs within the diverse communities in the area served by **Friends of Hospice Ottawa** and to work collaboratively with other providers of the continuum of hospice palliative care services.

Definition: In order to increase awareness of hospice palliative care needs and services within the diverse communities served by the volunteer hospice visiting service, day hospice, caregiver and bereavement support services, **Friends of Hospice Ottawa** uses regular representation to and consultation with:

- Major groups within the diverse communities (i.e. ethnic, religious, cultural)
- Champlain Community Care Access Centre (CCAC)
- Community-based health care providers and support agencies
- Champlain Local Health Integration Network (LHIN)
- Municipal, provincial and federal elected representatives
- Organizations of which it is a member
- Ottawa Community Support Coalition
- Ottawa Hospice Palliative Care – End of Life Network
- Queensway Carleton Hospital Community Advisory Committee
- Champlain Ottawa West Community of Care Advisory Forum

Procedure/Responsibility/Action:

ED (or designate):

Maintain open communication and participate in discussions with organizations and participate with statistics and data analysis.

Ensure policy implementation and monitoring

Policy 4-1 Transparency

Topic: Scope of Services

Purpose: To define the scope of services provided by **Friends of Hospice Ottawa** so that the board, staff, volunteers and the community at large will understand what **Friends of Hospice Ottawa** is able and willing to do.

Definition: Based on the availability of resources, **Friends of Hospice Ottawa** may provide to clients who have met the program criteria, the following services in a variety of settings:

- In-home volunteer services
- Day away hospice programs
- Caregiver support programs
- Transportation
- Education and advocacy support
- Grief and bereavement support
- Information and referral

Procedure/responsibility/action:

Volunteer Coordinator: Direct volunteers to follow policies and procedures developed for volunteer-based program

Volunteers:

Provide services under the supervision of the SCN or designate

Staff and volunteers:

Inform the public of hospice programs

ED: Policy implementation and monitoring

Board of Directors:

Promote and publicize hospice programs;

Annual audit of indicators

Policy 5-1 Accountability

Topic: Accountability

Purpose: To define a mechanism by which ineligible persons referred to **Friends of Hospice Ottawa** will be directed to the appropriate service provider available within the community in a timely fashion.

Definition: Persons eligible for service should include persons living with life threatening or terminal illness and their families/caregivers, and bereaved persons who are living within the geographic boundaries of the hospice.

All other referrals including high need clients that the hospice is unable to serve, must be contacted within 2 business days and redirected to the appropriate service provider available within the community that is sensitive to and responds to the person's needs and preferences including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.

Procedure/Responsibility/Action:

Defining a semi-porous geographic boundary;

- East: Rideau River and Bronson Avenue
- North: Ottawa River
- West: City of Ottawa Western Boundary
- South: City of Ottawa South Boundary

SCN: Assess the eligibility of persons referred to the hospice

Direct ineligible referral to the appropriate service provider

Monitor eligibility criteria and service demand indicators

ED: Policy implementation and monitoring

Topic: Waiting Lists

Purpose: To define a mechanism for **Friends of Hospice Ottawa** to manage a wait list for service delivery.

Definition: Wait lists are an established practice for the allocation of limited resources. These lists also provide organizations with important information regarding gaps in and duplication of services to support the planning process of an organization.

The hospice must develop an open process regarding its management of any wait list for service delivery.

Friends of Hospice Ottawa will:

- Place geographically-approved clients and caregivers on a wait list on a first come first served basis.
- Use criteria for priority of service to assess client and caregiver needs on an ongoing basis.
- Allow possibility of priority for 'greater need' clients for some programs.
- Inform clients and caregivers of the procedure for wait list management.
- Develop an open process regarding its management of any wait list for service delivery.

Procedure/Responsibility/Action

SCN: Assess client and caregiver priority based on wait list criteria developed by hospice

Inform the community of the wait list process of the hospice

Monitor the wait list and make recommendations for service delivery

ED Policy implementation and monitoring

Include wait list statistics in program evaluation

➤ **Policies 7-2 through 8-2 address Client Perspective**

Client Perspective: Clients and caregivers being involved in the decision-making concerning their care and being satisfied with the care they receive

Policy 7-2 Accountability

Topic: Service Agreement

Purpose: To develop a mechanism that ensures that the client and family caregivers and **Friends of Hospice Ottawa** all agree to the plan of services to be provided and the terms under which it will be provided.

Definition: Each client requires a personalized plan of care as defined by HAO standards. This plan of care is part of a service agreement between the hospice and the client and family caregivers. In addition to describing the services that the hospice will provide and the responsibilities of the client and family caregivers, this service agreement must also identify:

- The term (how long services will be provided)
- How changes will be made to the provision of services
- How the service may be ended by either the client/caregiver or the hospice prior to the end of the term

Procedure/Responsibility/Action

SCN: Assess the client and family caregivers to determine the plan of care

Review the plan of care and sign the service agreement with the client and family caregivers

Monitor the plan of care through ongoing communication with client, family caregivers and volunteer and adjust as needed.

Volunteer:

Communicate regularly with the SCN and recommend changes based on client needs

ED: Policy implementation and monitoring

Policy 8-2 Accountability & Compliance

Topic: Complaints

Purpose: To provide a mechanism for clients and family caregivers to initiate complaint about the service received from **Friends of Hospice Ottawa** in accordance with the Long Term Care Act.

Definition: In order to receive and process complaints about the services, **Friends of Hospice Ottawa** must establish a procedure that addresses complaints made to it by a person about any of the following matters:

- A decision by the hospice that a person is not eligible for its services
- A decision by the hospice to exclude a particular service from the plan of care
- Termination of service
- The quality of services provided
- Violation of a person's rights as set out in the Long Term Care Bill of Rights, subsection 3(1)

Friends of Hospice Ottawa must also inform clients and caregivers in writing of the procedures for initiating complaints.

Procedure/Responsibility/Action

Client/caregiver: report complaint to the hospice

Step one

SCN: review the complaint or concern with the client/caregiver

Provide information about eligibility criteria, resource availability, policies and procedures to client/caregiver as required

Update plan of care if resolved

Inform client/caregiver of right to next step if situation unresolved

Consult with ED

Update plan of care if resolved

Step two

ED: Review complaint/concern

Document resolution or non-resolution

Consult with board if situation is unresolved

Inform client/caregiver of right to next step if situation unresolved.

Step three

Board of Directors:

Review complaint/concern

Document resolution or non-resolution

Send a written letter to client/caregiver with board decision

Sum up the process to identify and improve quality of services

Policies 9-3 through 30-3 address Safety

Safety: The service to the client/caregiver being provided in a 'safe' manner

Policy 9-3 Liability

Topic – Screening

Purpose – to provide a mechanism for **Friends of Hospice Ottawa** to reduce the potential risk resulting from activities provided by in-home hospice visiting volunteers, day hospice volunteers, caregiver and bereavement volunteers, transportation volunteers, event/fundraising and office support volunteers

Definition:

- **Friends of Hospice Ottawa** must employ a screening process for volunteers that includes: an application, initial interview, police records check repeated every three years (for client-care and office volunteers only), reference checks, training, a post-training interview, and ongoing supervision when completing assignments with clients/caregivers, transportation providers and office workers

Applicants must be informed of the screening process in writing. During this process applicants are encouraged to discuss any concerns or ask any questions that they may have regarding volunteering with **Friends of Hospice Ottawa**.

Procedure/Responsibility/Action

Volunteer Applicant for Client Care (includes Day Away Hospice, Home Visiting, Bereavement Support, and Transportation):

Complete the volunteer application form

Submit two reference letters that include the name and contact information of the reference

Set up an initial screening interview with Volunteer Coordinator or designate

Attend all training sessions

Provide proof of valid driver's permit and current insurance coverage for applicable automobile with minimum \$1,000,000.00 liability coverage (for volunteers who will be driving clients)

Submit a completed Police Records Check for Service with the Vulnerable Sector form Submit the results of any pertinent health check requirements

Attend post-training interview and review volunteer role description with Volunteer Coordinator

Review and sign volunteer service and confidentiality agreements

Provide services under the supervision of the appropriate Friends of Hospice Ottawa personnel:

- For client-care volunteers (including transportation): SCN and Volunteer Coordinator or designate
- For office volunteers: Volunteer Coordinator or designate
- For special events volunteers: Volunteer Coordinator or designate, and Director, Special Events

Volunteer Coordinator or designate:

Document interview with applicant to determine qualifications, commitment to requirements of volunteer position and answer questions.

Check references, request any health check requirements and document results.

Confirm and document attendance at all training (or applicable training) sessions.

Request a Police Records Check for Service with the Vulnerable Sector for applicants who will be working with clients/caregivers or in the office.

Document date and results of Police Records Check indicating confirmation of acceptability according to current policies.

If Police Records Check results are not acceptable, advise client according to current policies and document results.

Complete and document post-training interview and review volunteer role description with volunteer.

Review and sign volunteer service agreement.

Review and bear witness to volunteer signature, and sign volunteer confidentiality agreement.

Document pertinent dates and information concerning the driver permit and insurance in volunteer file (if volunteer is offering transportation services)

Include Volunteer Onboarding Checklist in volunteer's file at completion of all screening requirements.

Provide ongoing supervision of volunteer when assigned to client/caregiver.

Review and update volunteer record on a semi-annual basis, ensuring that all requirements are current.

ED: Policy implementation and monitoring

Policy 10-3 Compliance

Topic: Medications

Purpose: To define the role of **Friends of Hospice Ottawa** volunteers in providing assistance with medications and medical equipment.

Definition: The Regulated Health Professions Act (RHPA) governs the practice of 22 health professions in Ontario. Additionally there are profession-specific acts which contain 'scope of practice' statements describing what the profession does and which of the 13 controlled acts identified in the RHPA is within the scope of practice of a profession. Each of these controlled acts carries a level of risk, responsibility and accountability.

There are specific exceptions identified in the RHPA. However, these exceptions do not include the administering of medication.

Volunteers must not perform professional services for which certification or licensing is required. Accordingly, volunteers may not:

Pour, count, prepare, dispense (deal out in portions) administer or manage (change dosage, size, amount, frequency) prescription or non-prescription drugs or homeopathic remedies prescribed by a complementary practitioner.

Volunteers may assist in providing comfort measures following required training and evaluation.

Procedure/Responsibility/Action

Volunteer: provide services under the supervision of the SCN.

Contact SCN for response whenever found in a position requiring clarification

Volunteer Coordinator:

Inform volunteers of RHPA and **Friends of Hospice Ottawa** policy

Provide training in comfort measures and ongoing supervision of volunteers

SCN: Advise clients/caregivers and other providers of hospice policy

Communicate medication and treatment issues identified by volunteers to appropriate professional on the care team

ED: Policy implementation and monitoring

Policy 11-3 Liability

Topic: Transportation

Purpose: To provide a mechanism for **Friends of Hospice Ottawa** to provide transportation to its clients and family caregivers.

Definition: Before a volunteer transports clients and/or family caregivers, the volunteer must provide to **Friends of Hospice Ottawa** the following:

- Copy of a valid driver's permit
- Valid insurance coverage with a minimum of \$1,000,000 liability for the driver and vehicle that will be used
- Signed statement indicating that there are no outstanding Highway Traffic Act offences (or provide a Driver's Transcript) that would prohibit the volunteer from driving a motor vehicle
- Annually update this information

Procedure/Responsibility/Action

Volunteer Coordinator: (or designate)

Review the volunteer's license and insurance coverage

Record license and insurance information off the signed forms in InfoAnywhere, including data entry dates, and place signed forms in volunteer's file

Review and obtain a signed statement regarding outstanding Highway Traffic Act offenses and place in volunteer's file

Annually audit this information in volunteer's file and IA record

ED: Policy implementation and monitoring

Policy 12-3 Liability

Topic: Volunteer Safety

Purpose: To identify the responsibilities of **Friends of Hospice Ottawa** in assuring the safety of volunteers

Definition: **Friends of Hospice Ottawa** volunteers must have a complete understanding of their role and responsibilities as outlined in the written policies and procedures and training materials presented to them.

Friends of Hospice Ottawa has a responsibility to ensure that volunteers are:

- Placed only in those positions for which they are fully qualified or for which the hospice is able to provide adequate training and support
- Fully and honestly informed of expectations and responsibilities of their position along with any risk or liability the position may entail
- Made to feel comfortable to decline a suggested placement, or to request changes or accommodations to a position expectation, at any point in their involvement
- Made fully aware that they are not to compromise their own safety as part of their duties
- Able to refuse to enter premises or deal with clients if they feel conditions are unsafe and are supported by **Friends of Hospice Ottawa** when a situation arises
- Included in the general liability insurance coverage of **Friends of Hospice Ottawa**

Procedure/Responsibility/Action

Volunteer Coordinator: ensures through discussion, interview, ongoing supervision and education that volunteers understand their roles and responsibilities for each assignment

ED: policy implementation and monitoring

Policy 13-3 Liability

Topic: Medical Emergency

Purpose: To identify the role of volunteers when they are faced with a medical emergency.

Definition: Volunteers are part of a larger team of family, friends and professionals that provides care and support to clients and their families. Volunteers do not replace the family as primary care persons and are not expected to intervene personally in a medical emergency unless statute or professional regulations require their intervention.

In the event that a client or family caregiver seeks emergency medical services:

The volunteer must follow the instructions of the client or family caregiver, including calling 911 if requested to do so.

In the event that the volunteer is alone with the client and the client experiences a significant sudden, unexpected change in his/her condition:

The volunteer must follow the written instructions of the client or family caregiver and seek emergency medical help immediately (call 911) and contact the caregiver, unless previously instructed otherwise by the client/caregiver or POA or the SCN.

Procedure/Responsibility/Action

Volunteer:

Contact the hospice SCN

Initiate call for emergency medical services (call 911)

State:

- Who you are, including name and volunteer status
- Client's name, address, phone number and information about the current state and your concerns (medical emergency)
- Provide emergency house number and names of main intersecting roads nearest to client's home
- Ask for assistance immediately

Support the client/caregiver until the arrival of emergency medical services

Contact the family caregiver

SCN: provide information about medical emergency policies and procedures to client/caregiver during intake

Monitor and provide ongoing supervision of volunteers for each assignment

ED: policy implementation and monitoring

Policy 14-3 Liability

Topic – Suspected Harassment

Purpose: to provide a mechanism for clients, family caregivers, staff and/or volunteers to initiate complaint about suspected harassment.

Definition: In order to receive and process complaints about suspected harassment **Friends of Hospice Ottawa** must establish a procedure that addresses complaints made to it by a person about suspected harassment but not limited to any of the following matters:

- Name calling
- Offensive jokes
- Unwanted sexual advances or invitations
- Ogling
- Sexually suggestive comments
- Persistent and unwanted requests for dates
- Unwanted touching
- Distribution or production of denigrating or degrading pictures or cartoons
- Harassing letters
- Harassing telephone calls or visits
- Threats or retaliation if a person refuses sexual advances or makes a complaint
- Engaging in threatening behaviour toward another person

Friends of Hospice Ottawa shall inform clients, caregivers and volunteers in writing of the procedures for initiating complaints.

Procedure/Responsibility/Action

Client/Caregiver:

Report complaint to the appropriate staff member

Volunteer:

Report complaint to the hospice

SCN: review the complaint or concern with the complainant (client/caregiver/volunteer).

Provide information about policies and procedures and any legal recourse to client/caregiver/volunteer as required.

Update plan of care (or volunteer record) if resolved

Inform complainant of right to next step if situation unresolved.

Consult with ED

Update plan of care (or volunteer record) if resolved

ED: review complaint/concern

Document resolution or non-resolution

Consult with board if situation is not resolved

Inform complainant of right to next step if situation still unresolved

Board of Directors:

Review complaint/concern

Document resolution or non-resolution

Send a written letter to complainant (client/caregiver/volunteer) with board decision.

Policy 15-3 Liability

Topic: Suspected Abuse (including Elderly Abuse)

Purpose: to provide a mechanism for clients, family caregivers, staff and/or volunteers to initiate complaints about suspected abuse.

Definition: In order to receive and process complaints about suspected abuse, **Friends of Hospice Ottawa** must have a procedure that addresses complaints made to it by a person about any inappropriate action that causes, or is likely to cause, a person physical, psychological or emotional harm, or loss of or damage to property.

Friends of Hospice Ottawa must inform clients, caregivers and volunteers in writing of the procedures for initiating complaints.

Procedure/responsibility/action

Client/caregiver/volunteer:

Report complaint to appropriate staff (SCN or designate)

SCN: Review the complaint or concern with the client/caregiver/volunteer

Provide information about policies and procedures and any legal recourse to client/caregiver/volunteer as required.

Update plan of care (or volunteer record) of right to next step if situation unresolved

Consult with ED

Update plan of care or volunteer record if issue resolved

ED: Review complaint/concern

Document resolution or non-resolution

Consult with board if situation is unresolved

Inform client/caregiver/volunteer of right to next step if issue unresolved

Board of Directors:

Review complaint/concern

Document resolution or non-resolution

Send a written letter to a client/caregiver/volunteer with board decision

Policy 16-3 Liability

Topic: Suspected Child Abuse

Purpose: To provide a mechanism for volunteers who, in the course of their duties, have a reason to suspect that a child is, or may be, at risk of abuse (emotional, physical or sexual) to initiate a complaint.

Definition: In order to receive and process complaints about suspected child abuse, **Friends of Hospice Ottawa** volunteers must, in accordance with the Child and Family Services Act or any successor legislation thereto (RSO 1990 as amended), report such suspicions immediately to the Children's Aid Society.

Friends of Hospice Ottawa must inform volunteers in writing of the procedures for initiating complaints.

Procedure/Responsibility/Action

Volunteer:

Report suspected child abuse to SCN

Report instance directly to Children's Aid if unable to make contact with supervisor.

SCN: Report issue to Children's Aid

Document process and outcome

Monitor and provide ongoing support and supervision of volunteers

ED: Policy implementation and monitoring

Policy 17-3 Liability & Conflict of Interest

Topic: Gifts and Gratuities

Purpose: To define the terms under which a volunteer may accept a gift or gratuity from a client or family caregiver.

Definition: Close relationships can develop between client/caregiver and the volunteer. Occasionally clients/caregivers will express their feelings through the offer of a gift or gratuity. **Friends of Hospice Ottawa** volunteers may accept only gifts that are:

- Consumable (i.e. food, drink)
- Plants

Friends of Hospice Ottawa volunteers must not accept gratuities or gifts of monetary or financial value.

Procedure/Responsibility/Action

Client/caregiver:

Offer gift or gratuity to volunteer

Volunteer:

Inform the client/caregiver of the gift policy and:

- Accept gift if it meets policy requirement
- Decline gratuity

Advise SCN of receipt of gift or decline of gratuity

SCN: Provide information about gift and gratuity policy to client/caregiver during intake

Volunteer Coordinator: Document receipt of gift or decline of gratuity in volunteer record

Monitor and provide ongoing supervision of volunteers for each assignment

ED: Policy implementation and monitoring

Policy 18-3 Liability

Topic – Unusual Incidents

Purpose: To define a mechanism for volunteers to report unusual incidents (falls [client or volunteer], theft, motor vehicle accident, etc.) that may occur during the performance of their roles to **Friends of Hospice Ottawa**.

Definition: Where **Friends of Hospice Ottawa** is involved, any unusual incident that directly involves the client, the family caregivers and/or the volunteer must be immediately reported to the SCN or designate.

Procedure/Responsibility/Action:

Volunteer:

Contact SCN or designate and report

- Date
- Time
- Description of incident
- Any remedial steps taken (contacting emergency medical services, police etc.)
- Contact personal insurer, if applicable

SCN or designate:

Consult with ED

Complete written incident report

Contact hospice insurer, if appropriate

Contact client/caregiver for follow up, including requesting client's insurance information, if applicable

Monitor and provide ongoing supervision of volunteers

ED: Review incident report

Consult with board if necessary

Policy implementation and monitoring

Board:

Review incident reports quarterly

Audit and policy review

Policy 19-3 Conflict of Interest

Topic: Conflict of Interest

Purpose: To define a mechanism for volunteers to report any conflict of interest that may arise in the performance of their regular volunteer duties.

Definition: All **Friends of Hospice Ottawa** volunteers must disclose any personal, business, commercial or financial interest where such interest may be construed as being in real, potential or apparent conflict with their regular duties with **Friends of Hospice Ottawa**.

Procedure/Responsibility/Action

Volunteer:

Disclose in writing any real, potential or apparent conflict (i.e. prior knowledge etc.) to the SCN and Volunteer Coordinator before assuming roles.

Volunteer Coordinator:

Review disclosure and determine if volunteer may continue in role

Document decision in volunteer record

Inform ED

ED: Policy implementation and monitoring

Policy 20-3 Transparency

Topic: Expected Death, Unexpected Death and Resuscitation

Purpose: To define the role of volunteers when a client dies in the home.

Definition: In the event of a death of a client the **Friends of Hospice Ottawa** volunteer must act according to the instructions provided to him or her by the SCN of **Friends of Hospice Ottawa**.

Procedure/Responsibility/Action

SCN: Inform the volunteer of the plan of care including:

- Whether or not there is a DNR order
- Any directions provided by the client/caregivers regarding who to contact upon death when there is a DNR order.

Contact the nurse or doctor, if there is an expected death and the volunteer is alone with the client

Monitor and provide ongoing supervision of volunteer

Volunteer:

Review the DNR order with the SCN before accepting the assignment or, when the DNR order is signed (she/he may refuse assignment if uncomfortable with the order).

In case of an unexpected death, there is no signed DNR order, and the volunteer is alone he/she will:

- Follow the guidelines in the client's Individual Program Plan and follow regular emergency response procedures including calling 911 as required
- Notify the SCN
- Notify the primary caregiver

In case of an expected death and there is a signed DNR order in place, when the family is present, he/she will:

- Contact the SCN
- Follow the directions given by the family

In case of an expected death when there is a signed DNR order and the volunteer is alone with the client, he/she will:

- Follow the guidelines in the client's Individual Program Plan
- Notify emergency contact as outlined in the Client/Volunteer Match form.
- Contact the SCN immediately or use pager for SCN on call after hours.
- NOT contact emergency medical services (does not call 911)

ED: Policy implementation and monitoring

Policy 21-3 Liability

Topic: Assistance with Physical Care

Purpose: To define the role of **Friends of Hospice Ottawa** volunteers in providing assistance with physical care of the client.

Definition: The volunteer role is that of trained supporter not expert or authority. **Friends of Hospice Ottawa** volunteers are not expected or permitted to perform skilled nursing services. If the client/caregiver requires and requests additional assistance with personal and/or nursing care, the volunteer must contact their SCN.

Volunteers may provide comfort measures to assist the client and family caregivers with physical needs following required training and evaluation. Comfort measures include:

- Change a client's position
- Sponge the client's hands and face
- Give a back rub and massage around pressure points
- Provide a foot soak and massage
- Give a bed pan, remove it and clean the client
- Replace damp clothing and bed linen
- Assist with nourishment
- Assist with oral cleansing
- Assist the client to the washroom

Procedure/responsibility/action

Volunteer Coordinator:

- Train volunteers on various comfort measures

- Train volunteers on proper body measures/mechanics

SCN:

- Inform volunteers of any comfort measures identified by the client's plan of care
- Monitor and provide ongoing supervision of volunteers
- Contact CCAC if additional nursing and/or personal care is needed

Volunteer:

- Provide comfort measures as identified by plan of care or on a compassionate basis.
- Contact SCN if additional assistance with nursing and/or personal care is needed or requested.

ED: policy implementation and monitoring

Policy 22-3 Liability

Topic: Risk Management

Purpose: To define a mechanism for **Friends of Hospice Ottawa** to manage potential risk that it may encounter in the delivery of the volunteer hospice visiting service, day away hospice program, transportation, caregiver or bereavement services.

Definition: **Friends of Hospice Ottawa** must try to prevent risk related to the volunteer hospice visiting service as much as possible by:

- Identifying and weighing potential risks
- Deciding on how to prevent or minimize risks
- Deciding on how to fix risks
- Balancing the cost of insurance against the risk
- Having adequate current insurance coverage as per Hospice guidelines
- Ensuring that transportation volunteers have current adequate insurance coverage as per Hospice guidelines

Procedure/Responsibility/Action

Board of Directors:

Orient and Educate Directors about:

- Fiduciary duty
- All Statutes and laws governing the hospice and its activities
- Create a risk management committee or appointee to review risks on an ongoing basis
- Annual audit of insurance coverage

ED: policy implementation and monitoring

Policy 23-3 Liability & Compliance

Topic: Consent for Release of Information

Purpose: To define a mechanism to document a client's consent for release of information

Definition: According to the Long Term Care Act – Bill of Rights:

A person has the right to give or refuse consent to the provision of any community service.

A person receiving a community service has the right to have his or her records kept confidential in accordance with the law.

Procedure/Responsibility/Action

SCN: Assess the client and family caregivers to determine the plan of care

Review with the client and family caregivers:

- How the information collected in the plan of care and during service delivery will be used.
- How they can review this information any time and make any additions or deletions.
- Who has access to the information collected in the plan of care and during service delivery
- How long this information will be kept

Obtain, in writing, the consent for release of information from the client and family caregivers. Note: The caregiver must sign a separate consent for release of information, if information about the caregiver is collected for the plan of care or during service delivered to the caregiver.

ED: Policy implementation and monitoring

Policy 24-3 Liability & Compliance

Topic: Right to Privacy

Purpose: To define a mechanism to respect the right to privacy of **Friends of Hospice Ottawa** volunteers, paid staff and clients.

Definition: Personal information must not be collected, used or shared without the written consent of the volunteer, staff or client/caregiver and must only be used for the purposes for which the volunteer, staff or client/caregiver has given consent.

Procedure/Responsibility/Action

Board of Directors:

- Appoint a Privacy Director or designate responsible for privacy.
- Perform an annual audit of **Friends of Hospice Ottawa** collection and management of sensitive information.

ED: policy implementation and monitoring

Policy 25-3 Liability & Compliance

Topic: Storage of Confidential Records

Purpose: To define a mechanism to ensure that **Friends of Hospice Ottawa** maintains a secure storage system for records relating to the volunteer hospice visiting service.

Definition: **Friends of Hospice Ottawa** must use appropriate safeguards to store confidential and sensitive information and control access.. This will consist, at a minimum, of a double locking system for storage of hardcopy

files of a sensitive nature. Key lock system will only be made available to those staff and volunteers approved for access by the ED.

Procedure/Responsibility/Action:

Board of Directors:

Ensure an annual audit is performed of **Friends of Hospice Ottawa** storage of sensitive information.

ED: Act as Privacy Director or appoint a designate responsible for privacy

Notify Board of any significant breach of privacy

Responsible for policy implementation and monitoring

Policy 26-3 Liability & Compliance

Topic: Accessibility to Confidential Information

Purpose: To define a mechanism to provide accessibility to confidential information while respecting the right to privacy of the person who has given the information

Definition: **Friends of Hospice Ottawa** must:

- Collect only the information necessary for the identified purpose
- Facilitate access by volunteers, paid staff and clients/caregivers to review their own records and make any additions or deletions
- Control access to information
- Disclose a personal record only as agreed by the subject of the information or as required by a summons, order, direction, notice or similar requirement in connection with a matter that is before the Courts.

Procedure/Responsibility/Action

ED: act as Privacy Director or appoint a designate responsible for privacy

Perform an annual audit of **Friends of Hospice Ottawa** storage, management and dissemination of sensitive information.

Policy implementation and monitoring

Policy 27-3 Liability & Compliance

Topic: Release of Information

Purpose: To define a mechanism for removal, use and release of information related to the volunteer hospice visiting service

Definition: **Friends of Hospice Ottawa** must:

- Obtain written consent for release of information from volunteers, paid staff and/or clients/caregivers prior to release of confidential information
- Document agreement by volunteers and paid staff to protect privacy of client/caregiver information and proprietary information of **Friends of Hospice Ottawa** prior to access to information
- Control access to information
- Disclose a personal record only as agreed by the subject of the information or as required by a summons, order, direction, notice, or similar requirement in connection with a matter that is before the Court.

Procedure/Responsibility/Action

Staff and volunteers:

Sign an agreement to protect the confidentiality of clients/caregiver information and hospice proprietary information.

Sign consent for release of personal information, as required.

Hospice Clients and Caregivers:

Sign consent for release of information

ED: Carry out the duties of the Privacy Director or appoint a designate to handle privacy issues

Perform an annual audit of **Friends of Hospice Ottawa** gathering, dissemination, storage and management of sensitive information.

Policy implementation and monitoring

Policy 28-3 Liability & Compliance

Topic: Record Retention

Purpose: To define the length of time **Friends of Hospice Ottawa** is required to retain inactive records

Definition: In accordance with employment standards legislation, inactive volunteer and staff records must be kept for three (3) years after the work has been performed. Inactive client/caregiver records must be kept for seven (7) years.

Procedure/Responsibility/Action

ED: Policy implementation and monitoring

Policy 29-3 Liability & Compliance

Topic: Destruction of Documents

Purpose: To define a mechanism for destruction of documents of clients, caregivers, volunteers, staff and any other person related to **Friends of Hospice Ottawa**

Definition: When volunteer, paid staff and client/caregiver records are no longer needed by **Friends of Hospice Ottawa**, they must be destroyed by shredding.

Procedure/responsibility/action

ED: Perform an annual audit of **Friends of Hospice Ottawa** dissemination, management and storage of sensitive information.

Approval of destruction of records

Carry out the duties of the Privacy Director or appoint a designate to handle document destruction

Policy implementation and monitoring

Policy 30-3 Liability & Compliance

Topic: Breach of Confidentiality

Purpose: To define a mechanism concerning the penalty for breaching the confidentiality of client/caregiver information

Definition: Confidentiality respects a person's right to privacy and autonomy. It forms the basis of trust and communication between the client, the volunteer and the hospice. The volunteers and staff of **Friends of Hospice Ottawa** have a duty to clients/caregivers to respect their right to privacy. Any breach of confidentiality must be dealt with through the disciplinary process.

Procedure/Responsibility/Action

VC or designate:

Meet with volunteer and discuss issue

Document outcome in volunteer record - this may include, or be a combination of the following activities:

- Verbal warning
- Written warning
- Disciplinary suspension
- Dismissal
- Immediate dismissal

Notify client/caregiver if volunteer is dismissed because of breach of confidentiality

ED Policy implementation and monitoring

➤ Policies 31-4 through 33-4 address Competence

Competence: The volunteers having the appropriate knowledge and skill level to provide the hospice palliative care.

Policy 31-4 Liability & Accountability

Topic: Volunteer Competence

Purpose: To define a mechanism to provide volunteers with the knowledge and skill required to perform their assigned duties

Definition: Before being assigned to a hospice client/caregiver, volunteers must:

- Complete all HAO accredited sessions of the 30 hour **Friends of Hospice Ottawa** Visiting Volunteer Training Curriculum.
- Receive orientation to the **Friends of Hospice Ottawa** mission, policies and procedures and volunteer roles and responsibilities, and
- Review and sign the volunteer confidentiality statement.

Procedure/Responsibility/Action

VC: document completion of all training sessions by volunteer in volunteer record

Document orientation to policies, procedures, roles and responsibilities

SCN: Provide ongoing supervision of volunteer when assigned to client/caregiver

ED: Policy implementation and monitoring

Policy 32-4 Liability & Accountability

Topic: Continuing Education

Purpose: To define a mechanism to provide volunteers with ongoing opportunities to refresh their skills/knowledge and to learn new skills

Definition: **Friends of Hospice Ottawa** must allocate budget and staff resources to plan, deliver and evaluate ongoing opportunities for volunteer education and training including participation in relevant conferences, workshops and seminars.

Procedure/Responsibility/Action

VC: Provide education/training opportunities to volunteers

Evaluate education/training needs of new and experienced volunteers

Plan education/training program and identify required resources for fiscal period

ED: Incorporate education/training resource requirements into budget process

Policy implementation and monitoring

Policy 33-4 Liability & Accountability

Topic: **Competency following Leave of Absence**

Purpose: To define a mechanism to assure that volunteers' education and skill levels are current and appropriate for what they are doing.

Definition: After a 12 month or longer leave of absence volunteers are required to:

- repeat the relevant portions of the HAO accredited **Friends of Hospice Ottawa** Visiting Volunteer training modules, and
- repeat the orientation to **Friends of Hospice Ottawa** mission, policies and procedures and volunteer roles and responsibilities, and to
- review and sign the volunteer confidentiality statement before being assigned to a client/caregiver.

Procedure/Responsibility/Action

VC: interview returning volunteer to assess specific retraining requirements

Confirm and document post-refresher training interview and orientation

Review and sign volunteer confidentiality agreement

SCN: Provide ongoing supervision of volunteer when assigned to client/caregiver

ED: policy implementation and monitoring

➤ Policies 34-5 through 35-5 address Continuity

Continuity: The service being coordinated with other service providers

Policy 34-5 Liability & Accountability

Topic: Rights extended to Volunteer

Purpose: To define a mechanism for **Friends of Hospice Ottawa** to recognize the needs of its volunteers in order to better respond to the needs of its clients/caregivers

Definition: **Friends of Hospice Ottawa** acknowledges and supports the vital role of volunteers in achieving its mission. To assure a balance between the needs of the client/caregiver and the volunteers, the **Friends of Hospice Ottawa** extends the right to volunteers to:

- be given meaningful assignments
- refuse assignments
- be treated as equal co-workers
- effective supervision
- ongoing education and training
- full involvement and participation
- opportunities to receive and give feedback, and
- recognition for work done

Procedure/Responsibility/Action

Board of Directors:

Adopts policies and procedures to provide a framework to define and support volunteers

Designates a qualified person to be responsible for the **Friends of Hospice Ottawa** Visiting Volunteer program

ED: policy implementation and monitoring

Policy 35-5 Accountability

Topic: Community Collaboration

Purpose: To define a mechanism for **Friends of Hospice Ottawa** to plan and deliver the visiting volunteer, day hospice, transportation, caregiver and bereavement support programs in collaboration with other community providers.

Definition: **Friends of Hospice Ottawa** must allocate budget and staff resources to participate in collaborative initiatives that plan, deliver and evaluate hospice palliative care services in the community

Procedure/responsibility/action

ED: Policy implementation and monitoring
