

## VOLUNTEER INFORMATION PACKAGE



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*Revised 2023-10*

Thank you for your interest in joining the Hope House Community Hospice volunteer team.

From the very beginning, we have relied on a dedicated team of volunteers to provide support and services to our community. Volunteers continue to be our greatest strength and currently the team of 100+ volunteers provide support to clients, assist with fundraising and events, help out in the office and govern as Board Members. Many of our programs and services are delivered by trained volunteers who are supported and supervised by professional staff.

Hospice volunteers come from all walks of life. They vary in age, ethnicity, faith, gender and professional backgrounds. Some volunteer because they want to do something meaningful, some just like to help people and some have experienced the loss of a loved one and the experience has changed their lives.

There are different areas in which volunteers are involved: client service volunteers (including visiting, wellness and bereavement volunteers) and non-client volunteers (including event, community awareness and administrative volunteers) and board members. See below for descriptions & requirements.

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P: 905-727-6815 E: [volunteers@hopehousehospice.com](mailto:volunteers@hopehousehospice.com) W: [www.hopehousehospice.com](http://www.hopehousehospice.com)

# CLIENT SERVICE VOLUNTEER OPPORTUNITIES

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## VISITING & WELLNESS VOLUNTEERS

Visiting and Wellness volunteers support individuals living with a life threatening illness and their family members. The process to become a visiting or wellness volunteer is extensive and requires a strong commitment. Successful individuals can explain why it is they are drawn to this type of work, have some knowledge of loss and are aware of the differences in the way people experience death, dying and grief. Visiting and Wellness Volunteers must be 18 years or older. If you have experienced the death of a significant person, we ask that you wait one year to apply to be a client volunteer.

### VISITING VOLUNTEER

Visiting volunteers provide weekly visits to client's home to offer companionship, support and caregiver relief. Volunteers may also provide drives to appointments, if possible.

*Commitment: 2 - 4 hours per week  
minimum one year commitment*

### WELLNESS-COMPLEMENTARY THERAPY VOLUNTEER & WELLNESS GROUP VOLUNTEER

Certified Practitioners of Reiki, Therapeutic Touch, Reflexology, etc. provide services to clients either in the therapy room at Hope House or in the client's home. Wellness group volunteers (yoga, meditation, etc.) contribute 1-4 classes per month.

*Commitment: hours vary per week  
minimum one year commitment*

## PROCESS:

1. Review our website & familiarize yourself with what we do.
2. Read and reflect on the "Things to Consider" (see next page)
3. Complete Volunteer Application Form (online).
4. Contact Coordinator of Volunteers to make arrangements for an interview. Be prepared to answer questions about why you wish to volunteer and what you will be able to contribute.
5. Reference checks will be completed by coordinator.
6. Hope House staff will register you for the 33-hour "Core Concepts in Palliative Care" training (fee will be covered by Hope House)
7. Volunteer will obtain a "Vulnerable Sector Check" through York Region Police [www.yrp.ca](http://www.yrp.ca) (fee to be paid by volunteer).
8. Upon completion of Core Concepts training, volunteer will attend Hope House Orientation and Physical Skills Training.
9. Volunteers are asked to complete at least two continuing education sessions or volunteer meetings offered by Hope House and/or in the community on an annual basis.

## THINGS TO CONSIDER...WHEN APPLYING TO BE A HOSPICE CLIENT VOLUNTEER

- You have an interest in the hospice concept and have the desire to help others. You have an awareness of what is drawing you to hospice work and are willing to explore this in depth.
- You are sensitive to the special needs of dying people and their families and have chosen to work to support them.
- You are aware of the losses that you have experienced, your way of grieving, and you have a perspective about life and death, loss and grief.
- Working at hospice can be stressful at times. It is important that you have a good support system and ways to take care of yourself, meeting change and the unexpected with ease.
- You are open to others who may have different values, beliefs and ways of living. You are able to listen well and to validate others where they are, rather than where you might believe they should be.
- As you may be called on to work in a variety of areas and perform many different tasks, self-reliance, flexibility and adaptability are assets. Realistic awareness of your own strengths and weaknesses and the ability to set limits are important.
- You will be working as part of a team, and be willing to explore ways of supporting and being supported by other team members. You are dedicated to your own growth and on-going learning. Your personal strengths will likely include warmth, concern for other people, sense of humour and approachability.
- You are willing to commit yourself to the training and to the volunteer responsibilities that follow and to gaining an understanding of the standards and policies of hospice care.
- You are not bringing personal agendas or missions to your hospice work and understand that our work is not to change people but to be with them where they are.

*Adapted from Hospice Toronto*

## BEREAVEMENT VOLUNTEERS

Volunteers assist with and/or co-facilitate bereavement support groups for seniors, adults, teens & children. Advanced training may also be available for 1:1 grief companionship. There may be an opportunity for teens (aged 13+) who have experienced the death of a loved one, to be "Teen Buddies" in the Children's Bereavement Programs. A modified application applies to Teen Buddy Volunteers. Please speak with coordinator for details.  
*Commitment: 2 - 3 hours per week for 8-week groups 1-2 times per year, minimum one year commitment*

### PROCESS TO BECOME A BEREAVEMENT VOLUNTEER

1. Review our website & familiarize yourself with what we do.
2. Complete Volunteer Application Form (online)
3. Contact Hope House to make arrangements for an interview with the Coordinator of Volunteers. Be prepared to answer questions about why you wish to volunteer, what you will be able to contribute, and please be familiar and comfortable with or willing to learn about the type of support we provide.
4. Reference checks will be completed by coordinator.
5. Hope House staff will register you for the 33-hour "Core Concepts in Palliative Care" training (fee will be covered by Hope House)
6. Volunteers will also complete specialized "Bereavement & Facilitation" training (18 hours). Fee will be covered by Hope House.
7. Volunteer will need to obtain a "Vulnerable Sector Check" through York Region Police [www.yrp.ca](http://www.yrp.ca) (fee to be paid by volunteer).
8. Upon completion of training, volunteer will attend a HHCH Orientation.
9. Volunteers are asked to complete at least two continuing education sessions or volunteer meetings offered by HHCH and/or in the community on an annual basis.

# NON-CLIENT VOLUNTEER OPPORTUNITIES

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## EVENT/FUNDRAISING OR COMMUNITY AWARENESS VOLUNTEERS

Hope House offers quality programs and services at no cost. Because only 50% of our budget is funded by the government, we rely on the generous support of individuals and businesses in the community. Event volunteers are valuable in assisting with planning and organizing as well as helping at the event itself. They must be comfortable approaching businesses, making connections and 'selling' Hope House as a charity of choice. Volunteers that have completed training and are knowledgeable of the programs and services offered by Hope House can assist at Community Awareness events. Teens 13-17 may have an opportunity to help with events. A separate application and process is applicable for teens.

1. Review our website and familiarize yourself with what we do.
2. Complete Application Form.
3. Contact Hope House to make arrangements for an interview with the coordinator. Be prepared to answer questions about why you wish to volunteer, your skills, experiences, etc.
4. Reference checks will be completed by coordinator.
5. Volunteer will need to complete a "Criminal Record & Judicial Matters Check" through York Region Police [www.yrp.ca](http://www.yrp.ca) (fee to be paid by volunteer)
6. Orientation and training specific to the project will be provided.

*Commitment: varies depending upon projects.*

## ADMINISTRATIVE VOLUNTEERS

Administrative Volunteers assist staff at the Hope House office. Duties may include filing, computer tasks, assistance with program-related tasks, photocopying, etc.

1. Review our website and familiarize yourself with what we do.
2. Complete Application Form.
3. Contact Hope House see about possible administrative volunteer opportunities and to make arrangements for an interview with the coordinator. Be prepared to answer questions about why you wish to volunteer, your skills, experiences, etc.
4. Reference checks will be completed by coordinator.
5. Volunteer will need to complete a "Criminal Record & Judicial Matters Check" through York Region Police [www.yrp.ca](http://www.yrp.ca) (fee to be paid by volunteer).
6. Orientation and training specific to the project you are working on will be provided.

*Commitment: 2 to 4 hours per week minimum 1-year commitment.*

## BOARD MEMBERS

HHCH Board Members are individuals with a variety of skills such as marketing, fund development, legal, medical, etc. who come together to provide governance and strategic direction for the organization.

1. Review our website and familiarize yourself with what we do.
2. Contact the office and speak with the Executive Director to obtain additional information.
3. Complete a Board Member Application Form and/or submit your resume.
4. Once received, the Board Chair & Governance Committee will contact you to make arrangements for an interview.
5. Reference checks will be completed.
6. Volunteer will need to complete a "Criminal Record and Judicial Matters Check" through York Regional Police [www.yrp.ca](http://www.yrp.ca) (fee to be paid by volunteer).
7. Orientation will be provided.

*Commitment: 3-4 hours /month for three-year term.*