

This is a quick synopsis of the Core 1 Training.



Introduction:

- An introduction to Hospice Care: origins, current trends in care delivery, purpose, philosophy, and principles of HPC
- Learn about agencies which are generally involved in the care of those facing a life-limiting illness
- Understanding the individual differences in attitudes and beliefs around death
- Appreciating the value and worth of Volunteers and PSW's on a hospice palliative care team
- Understanding and acceptance of grief and loss

Communication:

- Use active listening skills and identify the elements that interfere with good communication and the importance of using sensitive and effective ways of communication.
- Recognize personal values, beliefs and attitudes towards death and loss.
- The importance of maintaining confidentiality, the value, and use of silence.
- How to communicate effectively the role of volunteer and the importance of limits and boundaries.

Infection Prevention And Delegated Acts:

- Identify the parts of the chain of infection and recognize how to break out of it.
- The role you as a volunteer can play in preventing the spread.
- Understanding 2 types of hand hygiene, PPE and the basics of general cleaning.
- Covid 19
- Understanding what a delegated act is
- Who is responsible
- Types of delegated acts
- Fall Prevention

Spirituality:

- Recognize the difference between religion and spirituality.
- Becoming more aware of personal concepts and attitudes towards spirituality
- How to identify the spiritual needs of individuals.
- How illness, grief and death affect both clients and family members spiritually
- Importance of offering spiritual support to staff and volunteers

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Advance Care Planning:

- ACP and the Role of the Substitute Decision Makers (SDMs) in Ontario
- How to confirm your SDMs
- Discuss and differentiate the concepts of ACP, Goals of Care and Consent
- Practical Strategies to Support the Conversation
- Working with individuals or Groups – initiate discussions with peers
- Understanding the scope of support, you as a volunteer can provide. Discuss the importance and benefits of ACP

Family:

- Recognize the concept of the family system
- how roles in the family may change in the response to illness and death.
- The challenges and how a life-threatening illness may impact the family
- The importance of being non –judgmental

Culture and Ethics:

- Recognize core components of culture and diversity
- How culture can impact the care of others
- The importance culture has on the process of dying and grief.
- Recognizing basic principles
- Understand the framework for ethical decision making.
- The importance of respecting decisions and the dilemmas that may occur during this process

Pain and Symptom Management:

- Recognize the unique experience of pain
- Recognize the impact of pain on the individual and the family
- The importance of pain management.
- The importance of assessments and each team member's role in assessing pain
- Understanding various comfort measures a volunteer can support

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Grief and Bereavement:

- Identify various expressions of grief and the grieving process.
- Identify and recognize anticipatory, response, resilient and complicated patterns of grief
- The tasks of mourning
- Understanding different factors of the grieving process.
- Recognize how your own experiences impact your interactions with others who are grieving
- The scope of grief support you as a volunteer can provide.

Care For The Caregiver:

- Identify the different types of caregivers.
- Recognize physical and psychological signs and symptoms of stress
- Recognize what can influence stress, burnout and compassion fatigue.
- Identifying ways to cope with stressors while volunteering and the self-care that is available to you as a volunteer in Hospice.

Personal Perspectives:

- Recognize personal attitudes and feelings about illness, dying, death, loss
- Recognize potential individual biases.
- Common needs, challenges and issues that individuals and families face
- To become more comfortable with our own beliefs and feelings
- To understand how our own beliefs and feelings may affect working with someone who is dying
- To learn how to be more comfortable with our discomfort