

The Canadian Hospice Palliative Care Association National Conference - 2001

2001 An Odyssey

“Personal & Professional Journeys in Hospice Palliative Care”

October 21 – 24, 2001

Victoria Conference Centre

Victoria, British Columbia

Satellite Workshop 006

National Volunteer Special Interest Group Pre-Conference Workshop

Volunteers, volunteer managers and other team members with an interest in volunteer services are invited to attend our Interest Group meeting. We will have a report and discussion from the Standing Committee on Volunteer Issues, which has been revitalized this year under the leadership of Edith Tribe, CHPCA Board member from New Brunswick. Planning for the development of Norms of Practice for the Volunteer Component will be discussed.

The CHPCA Volunteer Issues Committee hosted a satellite workshop for those interested in Volunteer Issues in the area of hospice palliative care. The workshop was well attended with lively conversation and sharing. Volunteers from coast-to-coast-to-coast were represented. Below is a report of the proceedings of the satellite.

Those present divided into the following regional discussion groups:

- British Columbia and the Yukon Territory (4 groups)
- Prairie Provinces (Alberta, Saskatchewan, and Manitoba)
- Ontario
- Quebec and the Maritime Provinces (2 groups)

To assist with the discussion, the groups were presented with the following two questions. Time was allowed for discussion in the small groups and then everyone came together to share a summary of their discussions.

Discussion Questions:

1. What is the climate in your area for hospice palliative care in general, and for the volunteer component in particular?
2. How can the CHPCA support volunteer services across Canada? What are your hopes for future development?

The comments shared in the full group discussions can be divided into the following main categories:

- **Advocacy**
- **Education**
- **Volunteer Clinical Care Issues**
- **Volunteer Program Management**
- **Research**
- **Potential Project Ideas**

Discussion Summary

Advocacy:

- Advocate for continued collaboration between the Federal and Provincial governments on hospice palliative care issues
- Encourage the Canadian Medical Association to include the hospice palliative care agenda into their own mandate
- Lobby for equitable funding from the provincial governments to support the volunteer component in healthcare funding
- Continue promotion and awareness of the importance of the Volunteer component as part of the interdisciplinary team
- Develop Norms of Practice for Volunteers and to promote national implementation
- Develop creative ways to ensure volunteers are able to attend the national and provincial conferences
- Advocate for consistent language when referring to interdisciplinary team members (i.e. “paid and Volunteer staff”)
- Strongly encourage the national and provincial hospice palliative care conferences to schedule workshop sessions related to volunteer issues in hospice palliative care
- Promote the benefits of having local volunteers belong to the national and provincial hospice palliative care associations
- Advocate the utilization of volunteers to assist with national and provincial projects
- Encourage communication between provinces
- Encourage the creation of a national pharmacare program

Basic and Continuing Education:

- Develop a nationally coordinated volunteer training program including curriculum and materials to facilitate consistency in volunteer education
- Encourage programs and services to hold joint training sessions for paid and volunteer staff
- Promote a range of advanced education components

Volunteer Clinical Care Issues:

- Encourage the development and use of patient journals or traveling binders to assist with communication between paid staff and volunteers

Volunteer Program Management:

- Provide advice or assistance with legal questions
- Amalgamate initiatives and services to be cost effective and use the funding dollars in other areas of hospice palliative
- Advocate for funding for compassionate leave for volunteers who have experienced burn-out
- Recognizing financial burdens associated with volunteering particularly in rural areas, CHPCA should encourage programs to consider assisting volunteers with expenses such as mileage
- Encourage the scheduling of regional meetings in provinces to reduce travel costs
- Encourage the recruitment of more male volunteers

- Provide suggestions on: promotion of good brochures; sharing of fundraising ideas; promote sharing of resources; offer tips for community building; good Volunteer recruiting information kits

Research:

- Utilize the CHPCA Web Site to post information on research in volunteer issues as a way to link volunteers and their concerns

Potential Projects:

- Norms Training Videos – interdisciplinary in nature
- Develop Norms of Practice for Volunteers and to promote national implementation
- Create and share a database for tracking national statistics such as volunteer hours, the number of patients cared for, and the financial cost of this care
- Create a national tool kit to enable individual hospices to evaluate their programs
- Creation of nationally accepted guidelines on how to develop a free-standing hospice
- Develop videos and maintain a lending library
- Utilise the CHPCA Web Site to post information on research in volunteer issues as a way to link volunteers and their concerns