



HOSPICE
TORONTO

Complementary Therapy Volunteer Description

Title: Complementary Therapy Volunteer

Purpose: To provide complementary therapies to home hospice clients.

Required skills and attitudes:

- Current certification from the body linked to the therapy the volunteer will practise.
- Minimum of one year of practice in the therapy which they will provide.
- Training in or experience with palliative care is an asset.
- Excellent listening, interpersonal and communication skills.
- Good English communication skills.
- Understanding of, and commitment to team work.
- Independence, self-reliance, reliability and honesty.
- Empathy and the ability to suspend judgment.
- Commitment to a holistic approach in addressing issues related to terminal illness.
- Ability to remain calm in an emergency.
- Respect for cultural and racial diversity.

Responsibilities:

- To uphold the client's right to dignity and self-determination and to provide client-directed advocacy.
- To adhere to Hospice Toronto's policies and procedures.
- To advise Hospice Toronto staff and the client in a timely manner if unable to fulfill duties.
- To complete all training required for this position.
- To maintain a clear vision of the volunteer role with clients.
- To provide adequate notice of changes in volunteer status.

Duties include:

- Reviewing the Record of Care (in-home log book) at the beginning of the shift; recording information the end of the shift.
- Providing the treatment for the agreed-upon amount of time.
- Maintaining the Complementary Therapy log book.
- Reporting to the Client Service Coordinator any changes in the client's condition.
- Attending care team meetings.
- Attending Complementary Therapy Volunteers team meetings.

Limitations:

- Volunteers must follow the policies of Hospice Toronto regarding the amount of time spent by the Complementary Volunteer with the client.
- Volunteers may not administer medication nor perform medical procedures on hospice clients.

Key relationships:

- Client Services Coordinators and Manager of Volunteer Services.

Support for success:

- Care Team training program, community workshops, workshops run by Hospice Toronto, team meetings, individual supervision, Care Team support meetings.

Time commitments:

- To be negotiated with the Manager of Volunteer Services, the minimum being four client visits per month (1 hour each), the maximum being eight visits per client.
- A minimum of one year commitment to Hospice Toronto.