

Philip Aziz Centre for Hospice Care

Philip Aziz Centre (PAC) is a non-profit, palliative care hospice program providing practical, physical, emotional and spiritual support for people living with terminal and/or life-limiting illnesses. Hospice Services are delivered through a small professional staff team and large base of trained volunteers who work in collaboration with healthcare professionals and other agencies involved in a client's care.

Volunteer Position:	Children's Client Support	Date:	December 2011-Present	
	Volunteer/Visiting Hospice Program – Emily's House @ Home		Document last updated May 2021	

Job Description:

The Philip Aziz Centre & Emily's House provides training for volunteers to work with children and their families in their homes to relieve some of the physical and emotional stress of care giving for both parent and child, thereby improving their quality of life. Volunteers in the Emily's House at Home visiting hospice program provide paediatric hospice palliative care supports which include:

- Practical, Psychosocial/Social, Emotional and Spiritual Care.
- Grief & Bereavement Support.
- Assistance with Activities of Daily Living (light chores, meal prep etc.)
- Accompaniment to medical appointments or running errands (grocery shopping etc.)
- Respite Care for primary caregivers
- Sibling support

Responsibilities:

- To complete volunteer training program(s)(missed classes to be made up) and participate in on-going education opportunities
- To uphold the client's right to dignity
- To adhere to the Philip Aziz Centre Policies and Procedures
- To advise Volunteer Department Staff & Client Services Staff in a timely manner if unable to fulfill duties
- To maintain a clear vision of the volunteer role and boundaries with clients
- To maintain confidentiality and PHIPA requirements
- Must be prepared to make a commitment of at least 6 months-1 year
- Notify Volunteer Department of vacation or sick leave, giving as much notice as possible
- Visit client according to schedule
- Work as part of the multidisciplinary team

Complete; Confidentiality, Service Agreement, and all Consents and Documentation:

Hospice Training Required:	Yes, Core & Children's Training Program	Police Check Required?	Yes
Volunteer Position Status & Length:	Part-time/ongoing/6 months-1 year	Familiar with relevant Policy and Procedures from Manual:	Yes

Skills:

Qualifications:

- Willingness to continue education regarding a variety of healthcare topics
- Sensitivity and compassion
- Ability to suspend judgement
- Ability to make decisions in crisis situations
- Ability to work as a member of the hospice team
- Ability to work well independently and be supportive
- Ability to take direction and accept supervision
- Respect and accept individual beliefs and reactions to death and dying
- Project a warm, caring and empathetic attitude
- Can support according to PAC's Mission, Vision and Value Statement