



# SEPTEMBER 2023 PHILIP AZIZ CENTRE

## In-Person Core Training for Hospice Volunteers

Thursday, September 21 – INPERSON – 6-8:30pm	
6:00pm	Welcome! Ice Breaker
6:15pm	Volunteer Admin Responsibility
6:15pm	Introduction to Hospice Palliative Care
6:45pm	“How Does It Feel?” Exercise Role of the Volunteer
7:15pm	Break
7:30pm	Psychological Issues & Impact of Illness: Doc Review: Handle with Care, Nora & Herbie
7:50pm	Hear from other Volunteers
8:00pm	Understanding Professional Boundaries

Tuesday, September 26 – IN PERSON – 6-8:30pm at ST. JOHN’S – Rami Shami	
6:00pm	Welcome
6:10pm	Trauma Informed Volunteer
7:20pm	Break
7:30pm	Continued TIV
8:30pm	Dismiss

Thursday, September 28 – IN PERSON – 6-9pm	
6:00pm	Welcome
6:10pm	Introduction of Staff Panel
6:40pm	PPE Training – Questions?
7:30pm	Doc Review: Whole Person Care, Dying for Care, 3DocShorts
8:00pm	Zone of Fabulousness, Working as a Hospice Team, Rights of the Dying, Code of Conduct, Safety, Starfish
9pm	GRADUATE!!!

Saturday, October 21 – Hands-On-Care-Day University of Toronto – Choose 1 session	
9am - 12:30pm	Morning Session or the
12:45 – 4:45pm	Afternoon Session

#### Sept. 21 & 28

- Meet in the PAC Boardroom
- 558 Gerrard Street East

#### Sept. 26

- Meet at St. John’s
- 415 Broadway Avenue
- a 2-minute walk from PAC

#### Oct. 21

- UofT Health Sciences Building 155 College Street

## Due Dates for Assignments

Documentaries, HPCOs & HRDs to watch by:	
Thurs. Sept. 21	Login Volunteer Time
Thurs. Sept. 21	Handle with Care*
Thurs. Sept. 21	Nora*
Thurs. Sept. 21	Herbie*
Thurs. Sept. 28	4. Dying for Care*
Thurs. Sept. 28	3. Whole Person Care*
Thurs. Sept. 28	6. Scrubs, Empathy & Nail
Thurs. Sept. 28	PPE Training Video
Thurs. Sept. 28	13 HPCO Modules
Thurs. Sept. 28	4 Legislative HRDOWNLOADS

\* Documentaries have an Independent Make-Up Report (IMUR) to submit.

**NOTE:** Schedule is subject to change.

**Speakers:** Sarah Johnson, Sunni Rochelle, Michael Nelson, Sandy Broad, Rami Shami, Vicki Crowe

- **ZOOM LINK FOR ALL CLASSES IF IN-PERSON IS CANCELLED DUE TO WEATHER – November to March only:**

<https://us06web.zoom.us/j/83641090949?pwd=RFJZbIE3U3dqalpSdzlkckJMcVErZz09>

- **ID:** 836 4109 0949
- **PASSCODE:** 295880

**Review all 3 pages**

## CORE VIDEOS TO WATCH:

Use the attached INDEPENDENT MAKE-UP RECORDS (**IMUR**) to take notes for 6 videos. Save each IMUR with the video title in the name to a folder. Email to Mike by due dates. Be sure to **note any questions** you may have for each video, and bring them to the Zoom Class.

### **PPE TRAINING VIDEO: IMUR**

Patty Malloy walks us thru the PPE Protocols essential to follow at Emily's House and when visiting a community client. NOTE: Currently we are only wearing masks and sanitizing hands often.

- DOC: <https://youtu.be/-eIXTzxbkYA> – 22mins
- Fill out **IMUR**: <https://forms.gle/5U4Rzcp4SnRmheqx5>

### **WHOLE PERSON CARE: IMUR**

Speaks of the development and importance of Palliative Care – broken into 3 parts– but 1 hour total.

- DOC: PT1. [https://youtu.be/\\_puqcYfosyw](https://youtu.be/_puqcYfosyw) – 27mins
- DOC: PT2. <https://youtu.be/C5HA1iHK2Qg> – 27mins
- DOC: PT3. <https://youtu.be/J32KQHSYyKg> – 5mins
- Fill out **IMUR**: <https://forms.gle/DCK4GysQidmRySGm7>

### **DYING FOR CARE: IMUR**

Speaks of the history and future of Palliative Care in Canada

- DOC: <https://youtu.be/cSh8rmYxrr4> – 17mins
- Fill out **IMUR**: <https://forms.gle/ZBhTNyfqKdkvprsC7>

### **HANDLE WITH CARE: IMUR**

Group of actors diagnosed with cancer (all now passed away), sharing in a creative way, the challenges, frustrations and fears they and their families have – note what are the **client's** reactions, concerns and priorities?

- DOC: <https://youtu.be/N-l-6Kbr8b4g> – 41mins
- Fill out **IMUR**: <https://forms.gle/jYRv8T8cSWKpWmd7>

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### NORA: IMUR

- Nora's granddaughter films a conversion with her, and we see the effects of memory loss and how the granddaughter handles it.
- DOC: <https://youtu.be/xdMQRMyt48> - 4mins
- Fill out IMUR: <https://forms.gle/opvhyBF2UPiGiwTx8>

### HERBIE: IMUR

- This is a video of Herbie and his wife Hannah-Lore, and his choice of hospice care at home, so he could die at home in Ireland.
- *We do see Herbie die in this video with his wife at his side.*
  - This can potentially be a triggering video for those that have experienced loss . If you feel this may be triggering, it is **NOT mandatory to watch**.
- It does show how hospice volunteers support an end-of-life journey and allowing for the client to have choice, independence and dignity.

### NOTE 2 areas:

- What are some positive things you notice about Herbie's EOL journey?
  - Physically, mentally, relationally, medically?
- What are some physical signs and any other observations Herbie shows as he actively enters his EOL journey?
  - NOTE: It can be distressing to see him in his last hours, BUT please know this is normal and he is not in any pain or discomfort.
  - Volunteers are not typically at the side of a client when they are actively dying, but may see them days before they do.
- DOC: <https://youtu.be/9aHsvtM-IA> – 24mins
- Fill out IMUR: <https://forms.gle/irhbQoCET5m5Rc6T8>

### VIEW ONLY:

**SCRUBS** – Infection Spreads – *view only* – emphasis is how important it is to wash/sanitize your hands frequently; the end of this storyline is not shown in this short clip, but as comical as it is, it ends with the patients death due to the act of simple touch.

- DOC: <https://youtu.be/VK2vpOh5wvs> – 2mins

**EMPATHY vs. SYMPATHY** - Brene Brown – *view only* - understanding the real difference between the two.

- DOC: <https://youtu.be/1Ewvngu369Jw> – 3mins

**IT'S JUST A NAIL** – *view only* - a humorous way to emphasis active listening.

- DOC: <https://youtu.be/-4EDhdAHRog> – 2mins

### [www.volunteerportal.ca](http://www.volunteerportal.ca) - Introduction For Volunteers

A tutorial on how to log your hours online using any device.

This video shows you how easy this is. You have received a **USERNAME & PASSWORD** in your interview, but please ask for your login credentials at any time and we are happy to send.

- <https://youtu.be/-AQ97kPFV5Y> – 10mins

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