



# SEPTEMBER 2025 PHILIP AZIZ CENTRE

## Core Training for Hospice Volunteers

### All Classes are In-Person

Tuesday, September 16 – 6-9pm	
6:00pm	Welcome! Ice Breaker
	Volunteer Admin Responsibility: Surveys, Agreements, Log Hours, Evaluations, Performance Review
	Introduction to Hospice Palliative Care
	“How Does It Feel?” Exercise Role of the Volunteer
7:15pm	Break
	<b>HIV CARE 101</b>
	Psychological Issues & Impact of Illness: Discussion from Handle with Care, Nora & Herbie
8:30pm	Understanding Professional Boundaries

Thursday, September 18 – Frank Wagner	
6 - 9pm	Ethics

- **For all Classes:**
- Meet in the PAC Office Building
- 558 Gerrard Street East

Tuesday, September 23 – Rami Shami	
6 - 9pm	Trauma Informed Volunteer

Thursday, September 25 – 6-9pm	
6:00pm	Welcome & Potluck Night
	Matching! Sarah J.
	CASE STUDIES: Sarah J.
	Doc Review: Whole Person Care, Dying for Care, 3DocShorts, PPE
7:20pm	Break
	Zone of Fabulousness, Working as a Hospice Team, Rights of the Dying, Code of Conduct, Safety, Starfish
9pm	Evaluations & GRADUATE!!!

Saturday, September 27 – Hands-On-Care-Day - Choose 1 session	
9am - 12:15pm	Morning Session or the
12:30 – 3:45pm	Afternoon Session

## Due Dates for Assignments

Documentaries, HPCOs & HRDs to watch by:	
Tues. Sept. 16	Login Volunteer Time
Tues. Sept. 16	Handle with Care*
Tues. Sept. 16	Nora*
Tues. Sept. 16	Herbie*
Thurs. Sept. 25	Hear from Volunteers
Thurs. Sept. 25	Dying for Care*
Thurs. Sept. 25	Whole Person Care*
Thurs. Sept. 25	Scrubs, Empathy & Nail
Thurs. Sept. 25	PPE Training Video
Thurs. Sept. 25	13 HPCO Modules
Thurs. Sept. 25	4 Legislative HRDOWNLOADS
* Documentaries have a <b>Report</b> link to submit a brief 3-point summary.	

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

**Speakers:** Frank Wagner, Michael Nelson, Rami Shami, Tim Valyear

**Review all 3 pages**

## **CORE VIDEOS TO WATCH:**

Be sure to ***note any questions*** you may have for each video and bring them to Class.

### **HANDLE WITH CARE: REPORT – Watch by Sept. 16 so you can participate in class discussion**

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 **REPORT**: <https://forms.gle/jJYRv8T8cSWKpWmd7>

### **NORA: REPORT – Watch by Sept. 16 so you can participate in class discussion**

- 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/xdMQRRMyt48> - **4mins**
- Fill out **REPORT**: <https://forms.gle/opvhyBF2UPiGiwTx8>

### **HERBIE: REPORT – Watch by Sept. 16 so you can participate in class discussion**

- 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**.

#### **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.
- DOC: <https://youtu.be/9aHsuvtM-lA> – **24mins**
- Fill out **REPORT**: <https://forms.gle/irhbQoCET5m5Rc6T8>

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**WHOLE PERSON CARE: REPORT** – Watch by Sept. 25 so you can participate in class discussion

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 **REPORT**: <https://forms.gle/DCk4GysQidmRySGm7>

**DYING FOR CARE: REPORT** - Watch by Sept. 25 so you can participate in class discussion

Speaks of the history and future of Palliative Care in Canada

- DOC: <https://youtu.be/cSh8rmYxrr4> – 17mins
- Fill out **REPORT**: <https://forms.gle/ZBhTNYfqKdkvprsC7>

**VIEW ONLY:** – Watch by Sept. 25 so you can participate in class discussion

**PHILIP AZIZ CENTRE VOLUNTEERS IN COMMUNITY** – Hearing from volunteers about their experiences on their first shifts in community and at Emily's House. 3 of these are still active volunteers!

- DOC: <https://vimeo.com/355737433> – 16mins

**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 patient's death due to the act of simple touch.

- DOC: <https://youtu.be/VK2vpOh5wws> – 2mins

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

- DOC: <https://youtu.be/1Evwgu369Jw> – 3mins

**IT'S JUST A NAIL** – **view only** - a humorous way to emphasize 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

**Review all 3 pages**