



**Volunteer Competency ECHO**  
**Date: November 23<sup>rd</sup> and 26<sup>th</sup>, 2021**  
**Summary Notes**

AGENDA ITEM	DISCUSSION
<b>Introduction and Land Acknowledgment</b>	Tina Lowery Project Manager with the BC Centre for Palliative Care



**Summarization of presentation**

Hospice Volunteers Competency Framework: Introducing the document & considerations for its use

Competency Framework

- 2019 Centre began the development of inter-professional competency framework for HCP
- Working with stakeholders from each HCP group and other content experts they worked with / from previously developed competencies
- 8 Domains were established
- For these HCP listed, the framework used a Competency Triangle, with competency indicates in each Domain noted for novice to expert HCP)
- Following the current state assessment and report conducted by the Provincial Hospice working group of Hospices in BC of which 70% of those in the province participated, the results show the following points were identified:
  - o Unique nature of Hospice human resources 1:10 staff to volunteer ratio
  - o The lack of Provincial Hospice Standards
  - o Inconsistent Volunteer Engagement Strategies
  - o A need for best practices
- Desire and need for Hospice Volunteer Competencies was identified and the BC Centre for Palliative Care set a project to develop a framework with a representative stakeholder group for Hospice Palliative volunteers, that is those volunteers specifically recruited, screened, and trained by **community-based Hospice organizations**
- These volunteers may work in a variety of settings, including visiting hospice, Hospital Palliative units, Hospices, and Long-Term Care
- Spring of 2020 invitation sent to all Hospices across the province, meeting to introduce the project and the process
- From which a focus group formed (members volunteering themselves)
- Big, Small, Urban and Rural -with Ex Directors, programming staff, managers/coordinators of volunteers, board members and volunteers represented
- Worked from a source document – DRAFT version of the National Interprofessional Palliative Competency Document created by Health Canada and Canadian Partnership Against Cancer (CPAC)
- Hosted series of focus group meetings - 4 original scheduled added a 5<sup>th</sup> to address some outstanding discussion
- Traffic light method used to assess each Domain and the indicators
- All results were tacked (zoom was recorded, chat box notes recorded, tracking sheet with notes also developed)

- Discussion and enhancement to the document by theme:
- **Who is, and who is not family?** - noted that it was just as important to include who a person does NOT consider family
- **Client / Patient / Person** – settled on person, wanting to be person focused not disease, condition, or situation
- **Cultural Safety and Humility** – while a Domain on it is own, it is woven throughout the document. Also, we added Humility in many cases where only safety was originally noted.
- **Gender Sensitivity** – updated the draft document where necessary, on the grounds that gender discrimination, where conscious or unconscious, is a barrier to creating a safe and respectful environment
- **Health Care Team** - Interdisciplinary vs Multidisciplinary team, changed throughout the document from inter to multidisciplinary team. Focus group expressed that in their experience interprofessional sometimes excludes hospice staff, such as the Coordinator of Volunteer. Believed to be more inclusive of the Hospice society staff (in all forms – not just health care professionals)
- **Confidentially** The focus group requested that in several indicators it be noted that a volunteer may need to seek permission from the person before sharing information with the multidisciplinary team
- **Scope of role** – noting or adding “within in scope of role of a volunteer” to be clear throughout the document
- **Virtual Care** - The Pan Canadian does not currently include virtual care in the volunteer competency document (but does for other HCP). The focus group noted volunteers are actively involved in virtual care (e.g., support groups virtually hosted by volunteers). Agreed that, at this time, a Virtual Care Domain is not necessary, rather, virtual care competencies and indicators were added under the communication Domain
- Drafts were reviewed by the focus group, survey was also sent out to wider group
- Design of the document matched to the other HCP
- Document was made available on the Centers website (under resources) and via an email blast to stakeholders



<b>Break out rooms</b>	Facilitated by:  Tuesday the 23 <sup>rd</sup> Gail Potter and Tina Schoen Friday the 26 <sup>th</sup> Kristine Gagnon and Suzannah Meir  Discussion with the smaller groups around their experience with the focus group, the process, the final document  Encouraged discussion of the usability of the document and brainstorming how it could be used
<b>Q&amp;A/Discussion</b>	Facilitators commented: Co-creation process <ul style="list-style-type: none"><li>- They found the process of co creation of the Document thoughtful and inclusive</li><li>- Appreciated the time and focus on language</li><li>- Found the experience of discussion and considering the domains and the indicators resulted in a deeper exploration of the competencies through the process of working as part of the focus group</li><li>- Enjoyed discussion and Exchange of ideas and ways of working with other focus group members</li></ul> Operationalization of the Document <ul style="list-style-type: none"><li>- Document builds on the training they already do</li><li>- Document also informing screening process</li><li>- Sharing with their volunteers</li><li>- Helps to highlight some of the gaps in the training or volunteer program process</li><li>- Appreciates that the Volunteer Competencies mirror the other HCP – helps to reinforces that the volunteers are well training and play a part in the palliative care team</li><li>- Reviewing document domain by domain with returning volunteers, largely in LTC</li><li>- As they go through the document, they focus on what they are already doing within the context of their volunteering, what is already included / part of training, where there are gaps, and they can add to training</li><li>- Pandemic had been a good time to consider roles and volunteer positions, the volunteer competency document was able to embed in position description Domains</li><li>- Eventually will build out the role specific training and even self-assessment for volunteers using the Competencies as a foundational document</li><li>- Having the document and the competencies is in of itself a recognition of the time, work and contribution of volunteers</li></ul> Breakout room report outs:



	<ul style="list-style-type: none"> <li>- Having a current and accessible document is great</li> <li>- Provides a consistency across the province but is still flexible enough to fit the needs of individual organizations, situation, community contexts</li> <li>- Been using or intend to use at volunteer meetings, taking sections at a time to use as a review for long serving volunteers</li> <li>- Linking the Document to existing training programs and manuals</li> <li>- Good first step in a longer process</li> <li>- Provides some helpful tips for challenging situations</li> <li>- Reviewing document domain by domain with returning volunteers, largely in LTC</li> <li>- As they go through the document, they focus on what they are already doing within the context of their volunteering, what is already included / part of training, where there are gaps, and where they can add to training</li> <li>- Will consider the Competencies in developing a screening tool, believe they will be better able to match volunteers to the right role/ better fit which should result in volunteers staying on longer, possibly growing into roles as they learn and gain experience</li> <li>- Potential to improve engagement</li> <li>- Validates what many were already doing (both the volunteer program and individual work of the volunteers)</li> <li>- Establishes universal language for all to be speaking / communication</li> <li>- Provides a way to inventory where volunteers are at</li> <li>- Establishes basic explanations</li> <li>- Groups the processes for developing training and assessment</li> </ul> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>- More time needed to consider the use of the Document</li> <li>- Interest in meeting again soon to discuss and share use and application of the document</li> </ul>
<b>Resources</b>	Please see presentation slide deck for a full list of resources at <a href="http://www.bc-cpc.ca">www.bc-cpc.ca</a> ECHO past sessions