

Hospice Volunteer Competency Project

Introducing the document & considerations for its use

Host: Tina Lowery, BC Centre for Palliative Care

Facilitators: **Kristine Gagnon, Suzannah Meir**

Date: November 23, 2021



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Gratitude and Land Acknowledgement

On behalf of the BC Centre for Palliative Care, we acknowledge that we are meeting on Indigenous lands. We recognize the contributions and historic importance of all Indigenous peoples in Canada.

We respectfully acknowledge the history, customs and culture of the Coast Salish People, including the territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, and recognize that we are presenting to you today from their traditional territory and home. We also acknowledge the many nations where you are all located.

Introductions

Host

Tina Lowery, MA, CPHR, CVA
Project Manager, BC Centre for Palliative Care

Co facilitators

Kristine Gagnon, BA (Hons)
Interim Director, Volunteer Services, Victoria Hospice

Suzannah Meir
Executive Director, Quesnel & District Hospice & Palliative Care

Today's Agenda

Welcome/introductions

Project Overview

2.1 Definition – what is a Competency

2.2 Background

2.3 Goals and scope of the project

2.3 Process

Break out rooms

Group Discussion, Questions & Comments



Learning Objectives

By the end of the session, participants will be able to:

Describe the co-creation process

Consider how others intend to operationalize the document

Use the competencies in their own volunteer programs for recruitment, screening, training, and assessment

Competency Framework

Health Care Providers

- Physicians
- Nurse Practitioners
- Nurse
- Health Care Assistants
- Social work/Counselling

Eight (8) Domains



In Scope

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



Goal

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graph TD; A[Goal] --> B[Establish core competency framework for hospice volunteers in BC.]; B --> C[Objective]; C --> D[Adapt existing palliative care competencies for professionals to the context of community hospice volunteers.];
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Establish core competency framework for hospice volunteers in BC.

Objective

Adapt existing palliative care competencies for professionals to the context of community hospice volunteers.

A Competency is the performance of critical work functions using related knowledge, skills, and abilities

They are:

- **Observable**
- **Measurable**
- **Relate to excellence in performance**



Competencies can:

Inform

The development of an effective volunteer engagement strategy

Guide

The development of a volunteer training and assessment program

Lead

To the development of a provincial approach to education that better prepares hospice volunteers to meet both the needs of hospice clients and the requirements of a changing health care system

Intended users of the framework

BC Community hospice administrators & managers/coordinators of volunteer

BC Community hospice volunteers working in various care settings

BC Association and regional federations for hospice organizations



The Process



- To align with the other BC Centre for Palliative Care frameworks Domains were combined
- However, unlike the other HCP frameworks did not create core, generalist, enhanced, or specialist categories of competency level/or expertise
- Did consider these as suited to volunteers who have direct patient contact (i.e. not necessarily those in administrative positions)

Discussion points and areas of enhancement

Who is, and
who is not
family?

Client /
Patient /
Person

Cultural
Safety and
Humility

Gender
Sensitivity

Health Care
Team

Confidentially

Scope of role

Virtual Care



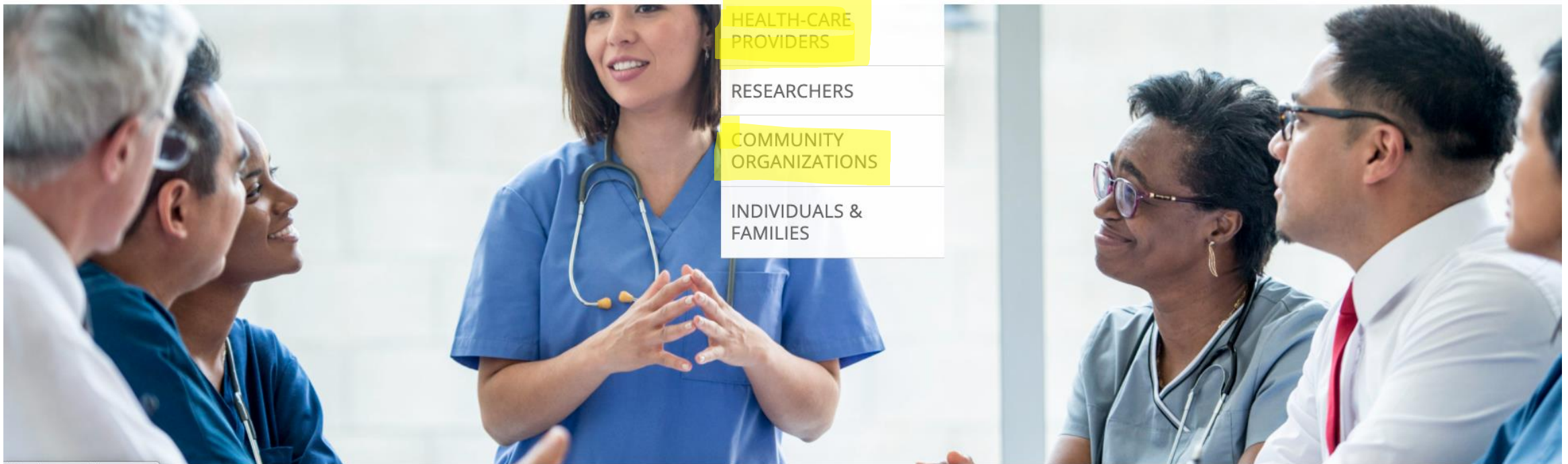
Access from the Centers Website: www.bc-cpc.ca

EVENTS WHO WE ARE NEWS **RESOURCES** PARTNERS ECHO NETWORKS PUBLICATIONS

Resources

COVID-19 Resources for Individuals and Community Organizations

COVID-19 RESOURCES
FOR EVERYONE



HEALTH-CARE
PROVIDERS

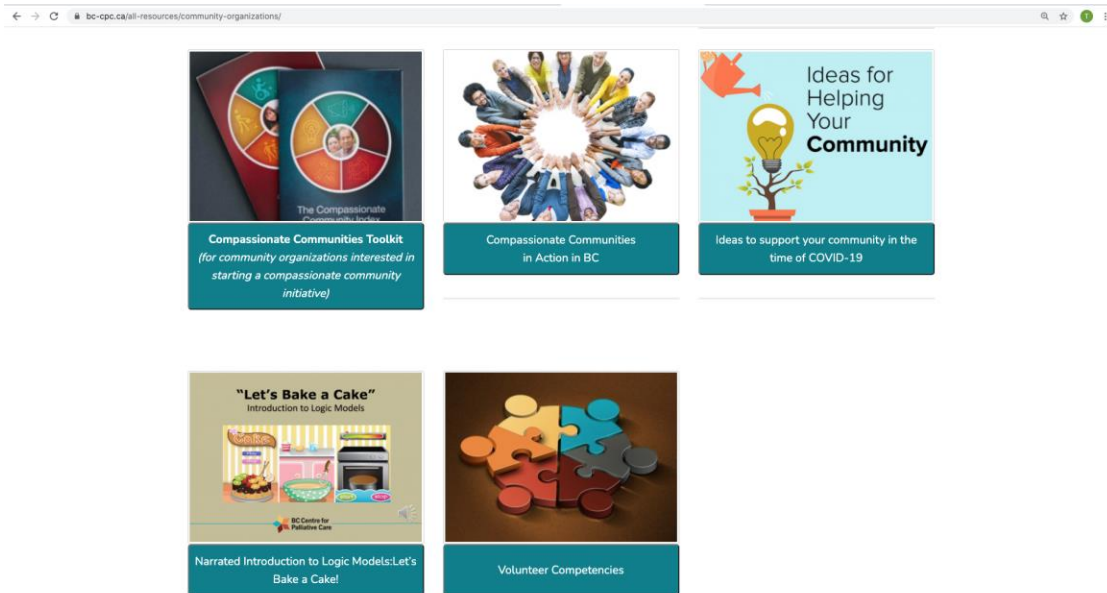
RESEARCHERS

COMMUNITY
ORGANIZATIONS

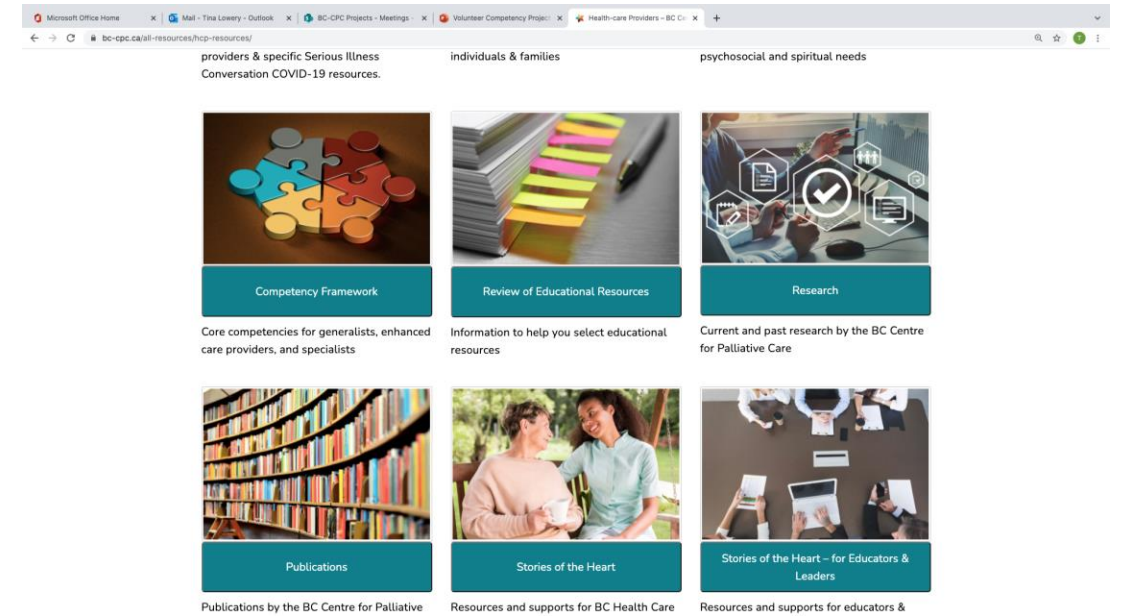
INDIVIDUALS &
FAMILIES

<https://bc-cpc.ca/all-resources/>

Community Resources



Health Care Providers



Breakout rooms:

Questions for consideration

What works well for you

What does not

How could/do you intend to use

What would you like to see more of

Sharing with the group & Questions

Please complete the survey which will be sent to you at the end of the session



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Thank You

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