



Volunteer Training Videos

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**The Council on Palliative Care
&
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Introduction

The Council on Palliative Care has a proud fifteen year history of providing quality workshops, lectures and resources to healthcare professionals and the community at large in the Greater Montreal area. Its mission is clear and simple – to promote the cause of palliative care and access to its services. It has sponsored plenary sessions and faculty dialogue at the International Congress on Care of the Terminally Ill for many years and all the Council's services are free of charge and accessible to all.

In 2006, the Council sponsored a plenary and workshop at the 16th International Congress dealing with volunteer issues. This lively exchange was captured in a mural drawn by graphic artist Sara Heppner-Waldston. In itself, the mural is a wonderful discussion point and can be used as a training vehicle (see Appendix 1).

Based on feedback from that plenary, which suggested that volunteer training materials are in short supply, the Council in collaboration with the McGill Simulation Centre, created four training videos to help address the need for quality resources in volunteer training and health team dialogue. These videos were presented at the 17th Congress in 2008.

The videos contained in this package and the suggested templates to guide their use in training are the outcome of a transparent, inclusive process of consultation with volunteers, service users, community partners, hospital staff, donors and Council members. The process speaks to the core strengths of the Council on Palliative Care's current programs and it also recognizes the need for greater diversity in our volunteers, the programs we offer, the communication technologies we use, as well as training and leadership development.

The scenarios presented in each video were generated from real case examples and the script you see is what was given to the actors to guide their performance. Each actor did many things instinctively well but in overstepping boundaries, which good training would identify for volunteers, they highlight clearly the risks of using untrained volunteers and the possibilities that exist for support from volunteer coordinators and members of the healthcare team.

We thank all those who contributed time and creative energy to this plan. In fact, one of the most exciting parts of this process has been the engagement, enthusiasm and commitment of everyone involved. We believe that the opportunities taken for dialogue, consultation, feedback and reflection, while exhausting at times, have given us new insights in to the needs of volunteers for training and support from their health care teams and community partners.

The Council welcomes your feedback and suggestions for further videos.

Video Resource Kit

What is Included in this Kit?

- Four videos each dealing with a different training issue
- Facilitator Guide to get you started
- Goals and Objectives for training with the videos plus template of discussion questions (based on those used successfully at the Congress in 2008)
- List of equipment and other materials needed
- Copy of the scenario enacted in each video

Who would benefit from these videos?

- Ideal for volunteer training
- Healthcare team training – great for a multidisciplinary exchange on how volunteers can be used and supported as team members
- Community education

How much time is needed to use them well?

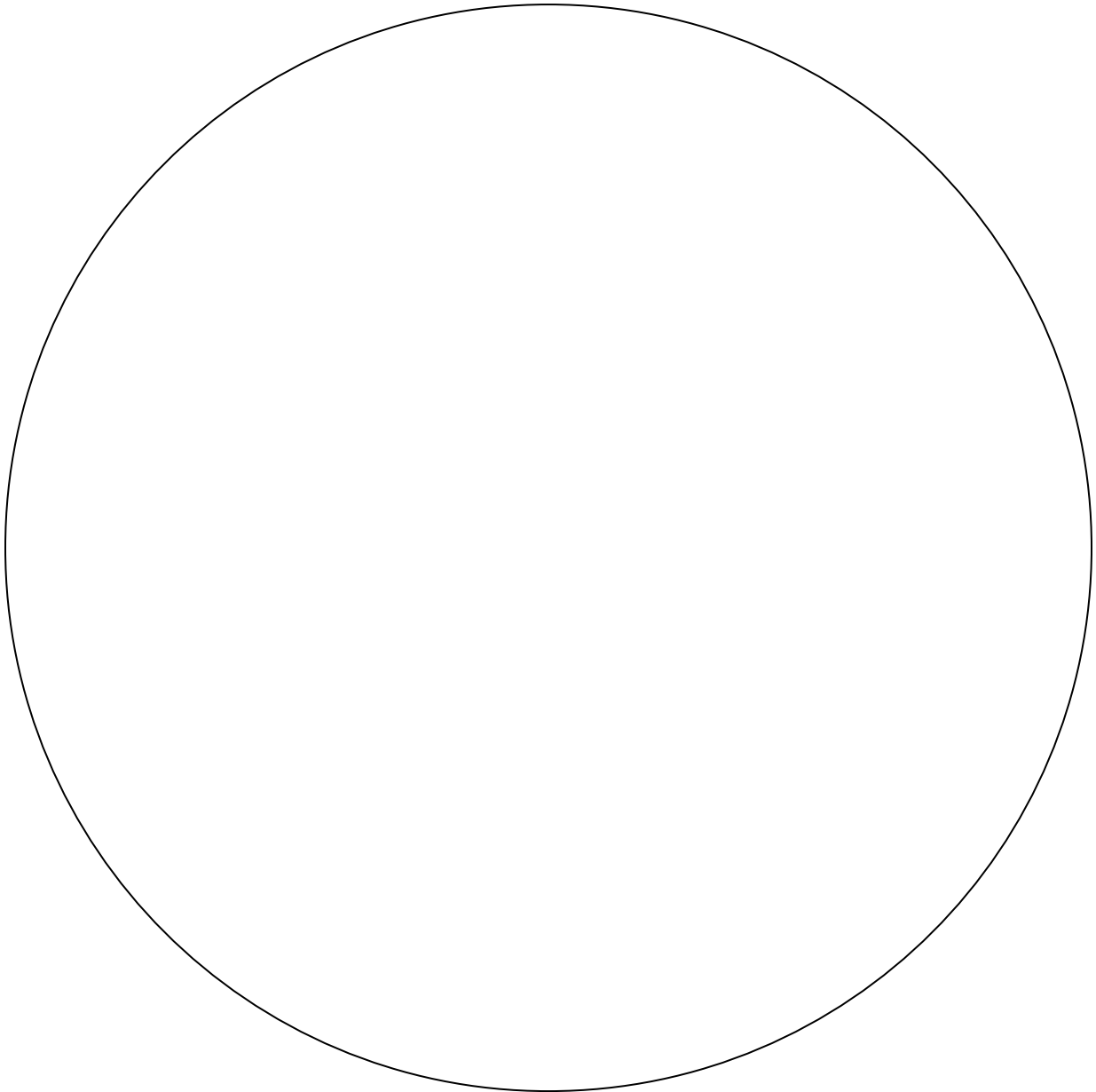
- Each video is less than five minutes so two videos can easily be shown (with good discussion) in a one-hour format.

Facilitators' Guide

1. Tour de table
 - Ask everyone to introduce themselves and where they are from (Name, role on team, where i.e. hospice, homecare, hospital)
 - Identify a scribe to record ideas
 - Use circle map to indicate where people are sitting (see p. 6)
2. Review the timeline of the session
 - Be mindful of time available for discussing each question
 - Assign someone in the group the responsibility of time keeper.
 - That person should let everyone know when it is the final 5 minutes so summary points can be highlighted.
3. Review the objectives of the session.
 - If the discussion starts to go off track it is a good idea to review the objectives and get everyone refocused
4. Review the “guided” Topics/Questions given to registrants.
 - Stay focused on the questions
 - Provide the opportunity for everyone to speak. If some people in the group have not spoken ask them a direct question. Try and include everyone in the group.
5. Summary for reporting back
 - The facilitator should quickly work with the scribe to highlight 3 key points, “take home” messages that they would like to share with the larger group.
6. Thank the relevant people
7. Report Back
 - If multiple tables are reporting back then perhaps each table could report back on a different question.

Tip: We strongly encourage you to have a facilitators' meeting prior to your workshop. It allows you to have a test-run of the program and check for time-lines etc. as well as changing any of the discussion themes to suit your audience. In preparing for the Congress, we had multiple meetings and each one generated more and more lively debate and each time, we saw things in the video that we had not noted earlier.

Table Map



Volunteer Training Workshop (using the videos)

Goals of the Session:

To demonstrate the importance of volunteers in the palliative care setting and the ongoing opportunities for volunteer training.

Objectives of the Session:

1. Identify the role of the volunteer in each of the different settings.
 - What did they do well?
 - What could be enhanced?
 - What could they do differently?
2. What was the role of the healthcare professionals in these situations?
3. Describe some of the common challenges relating to:
 - Family dynamics
 - Communication issues with patients and families
 - Communication issues with team members
4. Recognize the ongoing opportunities for training, risk management and the establishment of protocols to support and protect those involved.

Equipment and resources needed:

- DVD player
- Television or screen
- Scenario sheets (one per person)
- Discussion questions (one per person)
- Facilitator (one for each group of 10)
- Depending on size of group, possibly flip charts and markers to record comments

Suggested Template for discussion:

Questions for Discussion

1. Having just watched the video, what are your thoughts and feelings?
2. What did the volunteer do well?
3. What were some of the challenges the volunteer faced?
4. What did you learn about the role of the volunteer?
5. What training opportunities would facilitate the volunteer's role?
6. Did you learn any other lessons?

Video #1 – The Request

Mrs. Burnet is a 79-year old patient with metastatic lung cancer. A life long smoker, she cannot curb her nicotine habit at this late stage. Her family refuses to buy her any more cigarettes. She is stuck. She asks Dave, the volunteer to get her wallet from her handbag. She offers him \$50 and wants him to go buy her some cigarettes.

He cajoles her for a while, but refuses to take the money to buy her the cigarettes. He politely leaves, not noticing that the \$50 has fallen on the floor and does not tell anyone about the request. The next day, he receives a phone call from the Volunteer Coordinator saying that the patient has accused him of stealing money from her, and that \$50 is missing from her wallet.

Key themes:

- trust, confidentiality, privacy, integrity, risk management

Issues to consider:

- What should you do if a patient asks you to go into their private belongings?
- Would you buy the cigarettes?
- Should you tell someone about the patient's issue with her family?
- What is the volunteer's role here?
- Risk management – who was at risk here? Why? What could have been done differently by volunteer? Volunteer coordinator?
- What protocols could be implemented to avoid such a situation?

Suggested Reading:

Graff, Linda. "Better Safe Risk Management in Volunteer Programs and Community Service"

Available on her website www.lindagraff.ca

Video #2 – Missed Opportunities

Characters:

Patient: 80 year old man dying of cancer. Has been sick for many years. Is now on a Palliative Care Unit and has possibly only a couple of weeks to live. He is kept comfortable and is prepared for his death.

Son (Adam) Has lived with his father since his mother died many years before. Has never had much career success and does occasional work when he can. Adam has been the caregiver for his father since he became ill fifteen years earlier and is a very quiet, unassuming person.

Son (Marco) Lives out of town and does not visit the family very often. Has a high powered job and travels all over the world. Marco is charming and people gravitate to him. He has great stories and always has something interesting to say. He has come to town to be with his father.

Note: The patient's son Marco takes up a lot of space. He and Adam do not have much of a relationship nor much in common. Adam quietly goes about his business taking care of his father and pretty much keeps to himself. He is so quiet that the volunteers hardly notice he is there at all. Adam is very upset about his father's imminent death. His father has been the biggest part of his life and he is going to die.

Key themes:

- Communication, family dynamics, grief, caregiver burden

Issues to consider:

- Family dynamics are often complex
- What is the volunteer's role in supporting each of the brothers and the father?
- Anticipatory grief issues for Adam. What supports might be available in your area?

Video #3 - Boundaries

A 42 year old woman named Sheila is in the end-stage of breast cancer. She is a single mother with a daughter Jane, 15 years old and a son Tim who is only 9. Sheila is severely ill; she is probably dying but she is putting on a brave face, particularly for her children. She has not told her children the extent of her illness.

One afternoon, when the children arrive to visit their mother, Jane does not immediately go to her mother but instead she hangs around the corridor. The volunteer sees her and asks her if there is anything she can do to help or if Jane would like to talk about it. She takes Jane to a quiet spot where they are alone. Jane asks “Tell me, is my mother dying? I need to know for me and I need to know what to say to my little brother”.

Key themes:

- Patient privacy, parents’ rights, confidentiality, anticipatory grief issues, special needs of children, role of the healthcare team in supporting children

Issues to consider:

- What would you say to Jane?
- What can you tell her about her mother’s condition? What can you do?
- Understanding the special needs of children in palliative care. What resources exist for you?
- Bereavement issues and resources for children.
- How can the staff best help Sheila at this time of her life? Other resources – pastoral care? Social worker? etc
- What do the children need to know? Who decides?
- What roles do volunteers play for the children?

P.S. This was the most contentious film shown at the Congress workshop. Conversation was lively and diverse – everyone had an opinion!

Video #4 – The Home Visit

Characters:

Patient: Hindu gentleman in early 50's who is palliative, being cared for at home and experiencing terrible neuropathic pain. Often cries out and his body language reveals his distress. He absolutely refuses pain medication. He is the head of his family and the female members are subservient to him.

Wife: Very quiet, never expresses her wishes.

Daughter: 21 years old, mimics her mother.

Son: 18 years old, mimics father. Takes over decision making, respecting father's wishes.

Volunteer: She has been a friendly visitor on the Palliative Care Unit for several years, is very caring and takes her job very seriously. Has been asked to visit patient at home.

Key themes:

- Cultural awareness, support for home-care volunteers

Issues to consider:

- Understanding different cultures (For example, in Hindu culture, devout believers do not address pain. It is their Karma and must be accepted. Traditionally in a Hindu family, the men make all the decisions for the family and the women accept this).
- What would good cultural sensitivity training look like?
- Decision-making and pain management – whose decision is it?
- Sitting by the bedside empty-handed – what to do when you don't know what to do?
- What do I need to know about you and your culture to give the best care to your father?
- Is this the right volunteer for this assignment? How important is “volunteer matching”?
- How do we support volunteers in the home?

The Council on Palliative Care

The Council on Palliative Care is a non-profit organization made up of individuals who have been involved professionally, and/or personally, in palliative care. The objectives of the Council (founded in 1994) are increased public awareness of, and public support for, palliative care and increased availability of palliative care within and beyond the McGill University Health Care (MUHC) network. The Council pursues these objectives by networking with health care planners, educators, practitioners and the community at large.

The Council is actively involved in various domains:

- Lobbying -** at the University and Provincial levels of the health care system for increased funding for palliative care.
- Education -** Two annual Public Lectures:
- (i) The Sandra Goldberg Memorial Lecture – held in May each year as part of Palliative Care week and is part of the Council’s series “*Lessons in Living from the Dying*”.
 - (ii) Annual David R. Bourke Memorial Lecture and/or workshop
- International Congress -** The Council sponsors a plenary at the International Congress on Palliative Care which takes place biennially in Montreal biennially.
- Workshops-** Workshops are offered a 2-3 times per year to the general public, caregivers and healthcare professionals in the Greater Montreal Area.
- Special Projects -**
- (i) A folder of Palliative Care Resources in Greater Montreal Area has been distributed to organizations and institutions to be given to families of terminally ill patients. It includes a bilingual CD of the book “*Caring for Loved Ones at Home*”, which the Council had translated into French. Further details at www.council-on-palliative-care.org
 - (ii) Humour Carts:
Humour is widely recognized for its psychological and physiological effects. A Humour Cart is a mobile, multi-media unit with humorous audio-visual material. The Council has donated two carts to institutions in the Montreal area.
 - (iii) Children’s Corners:
Recognizing that many children now visit family members on Palliative Care Units, the Council has established a Children’s Corner in several Montréal hospitals. Each Corner is equipped with toys, books, puzzles and art supplies.

All lectures and workshops sponsored by the Council on Palliative Care are free of charge.

For further information on any of its programs and services, please contact the Council at:
Tel: (514) 499-0345 / Email: fmpa202@aol.com

Some suggested readings in Oncology/ Palliative Care (compiled by the Council on Palliative Care)

Armfuls of Time: The Psychological Experience of the Child with a Life-Threatening Illness / Sourkes, Barbara M. -- University of Pittsburgh Press, 1995

Before I say Goodbye: Recollections and observations from one woman's final year / Picardie, Ruth -- New York: Henry Holt and company, 1997.

Beginnings: a book for widows / Wylie, Betty Jane -- 4th rev. ed. -- Toronto: M&S, 1997.

Beyond the Broken Heart. Accompanying the Bereaved / Forward by Baflour M. Mount. Compiled by Gillian McConnell, Louise Mathieu-Primeau, Lesley Régnier, Susan Upham and Jacques Voyer -- Chenelière/McGraw-Hill. 2003

Caring for Loved Ones At Home. An Illustrated, easy-to-follow guide to short or long-term care / Van Bommel, Harry. 2002

Death: the final stage of growth / Kübler-Ross, Elisabeth -- Englewood Cliffs, N. J. Prentice-Hall, 1975.

Death and Bereavement across cultures / Parkes, Colin Murray [Ed]; Laungani, Pittu [Ed]; Yound, Bill [Ed] -- London: Routledge, 1997.

Facing Death: Images, Insights, and Interventions / Bertman, Sandra L., 1991

Final Gifts: understanding the special awareness, needs, and communications of the dying / Maggie Callanan. New York: Poseidon Press, 1992.

The Four Things that Matter Most; a book about living. Ira Byock. 2004.

A good enough life: the dying speak / Gabori, Susan -- Fredericton, New Brunswick: Goose Lane, 2002.

Goodbye Grandma / Saynor, John Kennedy; Zwolak, Paul [III] -- Warkworth, Ontario: Genesis, 1993.

Grandir: aimer, perde, et grandir : l'art de transformer une pertr en gain / Monbourquette, Jean -- Québec: Les Editions du Richelieu, 1984.

Guide des veuves : comment vivre sans lui / Joly, Pierre; Marchal, Helene -- Montreal: Editions Science et Culture, 1992.

Handbook for mortals : guidance for people facing serious illness / Lynn, Joanne; Harrold, Joan - - New York: Oxford University Press, 1999 .

The helper's journey: working with people facing grief, loss, and life-threatening illness / Larson, Dale G. -- Champaign, IL: Research Press, 1993 .

Intimate death: how the dying teach us how to live / de Hennezel, Marie -- New York: Alfred A. Knopf, 1997.

L'amour ultime : psychologie et tendresse dans la traversée du mourir / Montigny, Johanne de -- Montréal: Stanké, 1990.

Learning to Dance, Michael Mayne, 2001

Learning to Fall: the Blessings of an Imperfect Life, Philip Simmons, 2003

Les derniers moments de la vie : l'accompagnement de la personne mourante / Delisle, Isabelle -- Ste. Laurent, Québec: Editions du renouveau pedagogique, 1993.

Les enfants en deuil: Portraits du Chagrin / Hanus, M. & Sourkes, B.M., -- Éditions Frison-Roche, Paris. 1997

Les soins palliatifs : et si la mort révélait la vie... / Larin, Judith -- Montréal: Les Éditions internationales Alain Stanké, 2001.

Man's Search for Meaning: An Introduction to Logotherapy / Frankl, Viktor E. -- Simon & Schuster, Inc. 1984

My Mom is dying: a child's diary / McNamara, Jill Westberg; LaRochelle, David [ill] -- Minneapolis: Augsburg Fortress, 1994.

The Deepening Shade: Psychological Aspects of Life-Threatening Illness / Sourkes, Barbara M. -- University of Pittsburgh Press, 1982

The Platform Ticket: Memories and Musings of a Hospice Doctor / Doyle, Derek -- The Pentland Press Ltd., 1999

The rights of the dying / Kessler, David -- New York: HarperPerrenial, 1997.

Talking about death: A dialogue between parent and child / Grollmann, Earl -- 3rd ed. -- Boston, MA: Beacon Press, 1990.

Tear soup: a recipe for healing after loss / Schwiebert, Pat; DeKlyen, Chuck -- Portland, Oregon: Grief Watch, 1999.

Tuesdays with Morrie. Mitch Albom. New York; Toronto: Doubleday, 1997.

Volunteers in hospice and palliative care: A handbook for volunteer service managers / Edited by Derek Doyle -- Oxford University Press, 2002

What Dying People Want: Practical Wisdom for the End of Life / Kuhl, David -- Doubleday Canada, 2002

What's Heaven / Shriver, Maria; Speidel, Sandra [ill] -- New York: Golden Books, 1999.

Wherever You Go, There You Are: Mindfulness Meditation in Everyday Life. Jon Kabat-Zinn, 1995

You shouldn't have to say good-bye / Hermes, Patricia -- New York; Toronto: Scholastic, 1982.

Films dealing with cancer and loss

The Doctor

Patch Adams

Terms of Endearment

Tuesdays with Morrie

Shadowlands

Diving Bell and the Butterfly

**Other books and reading material can be found on our website:
www.council-on-palliative-care.org.**

Appendix 1