

## **March 2017 Volunteer Café**

Since we have yet to figure out the logistics of having our Volunteer Cafe meetings broadcast on the OTN network, here's a synopsis for those of you who weren't able to make it personally, and for those of you in the outlying areas as well.

### **FORMATION**

Monica reviewed the Professional Quality of Life Scale (PROQOL) form to be completed by each volunteer when they have a new client. The tool measures personal Compassion Satisfaction/ Compassion Fatigue and Burnout, through a number of self-reflection questions. Our compassionate care for clients can affect each of us differently, sometimes both positively and negatively. The tool is helpful to volunteers to realize when they "need a break" from the stress and responsibility of caring for very ill clients and their families. Visit or call the office for more information.

### **INFORMATION**

Monica noted that CCAC is no longer recycling the yellow Palliative binder used for multi-agency record-keeping in client's homes. We now have an orange two-part folder for our clients. The outer folder includes information for the client, i.e. Client Bill of Rights, brochures on our services, and the Care Plan and Calendar of Visits schedule. It is to be left in the home with the client. The smaller orange file folder inside is for the NNPCN volunteer, and stays WITH the volunteer. This section will include an intake form, the client consent, incident report and copies of both the calendar and care plans. Case notes can be completed at each visit. More information on the use of the folder will be included in a checklist at the front of the folder.

### **EDUCATION**

Brigette Labby, the Regional Manager for the ALS Society visited us from Sudbury for an informative session on Amyotrophic Lateral Sclerosis, and its unusually high incidence in our region. Brigette's area spans from Parry Sound to Wawa, and she presently has 83 clients in that area. The lifespan of those diagnosed with ALS is most commonly 2-5 years. It seems to have no relationship to age, ethnicity, or gender. ALS is a progressive disease and has two main types, bulbar and spinal. In the former, symptoms of difficulty swallowing, coughing, respiratory changes, speech changes are predominant. In the latter, symptoms begin with weakness, loss of balance, loss of mobility. For more information, visit [www.als.ca](http://www.als.ca), or contact Brigette at [bl@als.ca](mailto:bl@als.ca).

### **GRATIFICATION**

Carol gave everyone homemade soap scrubs for exfoliating and softening your skin...a little pampering today. They are easy to make of all natural ingredients, and the "recipe" is attached. They are a little luxury for you, our volunteers, and also are great and easy homemade gifts to make for your friends. We all left the meeting with soft hands!!

See you next meeting, which will be in April, date to be announced.