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TITLE: COMMUNITY AWARENESS

POLICY STATEMENT:

NNPCN (N/PS) has produced, and will continue to produce, written information in pamphlets (Forms 038 & 039) advertising the services provided in the community. A Committee of the Board addresses community awareness issues.

PROCEDURE:

1. The information includes:
 - History of NNPCN
 - Mission Statement
 - Referral Process
 - Types of supports provided
 - Who provides the service
 - Target Population
 - Availability of the service
 - Catchment area
 - Any specialty services
 - Recruitment

2. The individual rights of persons receiving community services are fully respected.

3. Information pamphlets, in French and English, are available to the public through doctors' offices, hospitals, long-term care facilities and other community agencies.

4. NNPCN (N/PS) actively pursues opportunities to develop partnerships, consultations and programs with providers of palliative care and bereavement support.

5. NNPCN (N/PS) provides education and awareness training to clients, families and a wide range of community caregivers. The material and programs are sensitive to the needs of various ethno-cultural and special needs groups in the community.

The target groups include:

- Individual, and their family/caregivers, clients requesting palliative care and bereavement services
- Caregivers requesting respite support
- Community agencies, hospitals and long term care facilities referring clients/families for palliative care/support and/or requesting training
- Community agencies requesting information seminars/workshops

6. While English is the operating language of this agency, French-speaking clients will be accommodated wherever possible in their first language. To this end, NNPCN (N/PS) will attempt to recruit French-speaking volunteers for every Volunteer Training Program. Every effort will be made to provide volunteer support in the first language of the client and family.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy
02/02/09	Bev Charron		Amendments 08/31/09	08/31/09