



END-OF-LIFE SERVICES

Visiting Hospice Palliative Care. Bereavement and Grief. Advance Care Planning. Training and Education.

Monica Do Coutto Monni

[Descriptor of Near North Palliative Care Network Volunteer Services. Palliative Care Hospice. Bereavement and Grief Support. Advance Care Planning. Volunteer Training]



NEAR NORTH PALLIATIVE CARE NETWORK

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NEAR NORTH PALLIATIVE CARE NETWORK DESCRIPTOR OF SERVICES

VISITING HOSPICE PALLIATIVE CARE SERVICES

1. DESCRIPTOR OF SERVICES

The NNPCN Visiting Hospice serves the ageing community, the vulnerable sector, palliative care clients, caregivers, and bereaved clients where they are, by volunteers trained by the NNPCN, following the HPCO curriculum. Services are offered face to face or through phone / online teleconference sessions. NNPCN volunteers provide:

- **Psychosocial Support.** Volunteers provide company and promote the psychosocial wellbeing of the palliative care client and caregiver(s) with solidary listening, presence, and togetherness.
- **Visiting Hospice.** Volunteers go where the client is. If the client is transferred to the hospital and back to a long-term care facility, retirement living residence, or home, the volunteer follows the client.
- **Caregiver and Healthcare Provider's Respite.** Volunteer visits allow caregivers and healthcare providers respite time, so that caregivers and healthcare providers are supported in their responsibilities, thus contributing to avoid caregivers' and/or healthcare providers' burnout and promoting their personal wellbeing.

2. OUTCOME OF SERVICES

After receiving the first visits of our trained Visiting Hospice Palliative Care volunteer, palliative care clients perceive their psychosocial support and wellbeing enhanced. Caregivers and healthcare providers perceive better quality of life, less burnout, and enhanced psychosocial support and wellbeing.

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NNPCN Bereavement Services Descriptor - 3/31/2021



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BEREAVEMENT AND GRIEF SERVICES

1. DESCRIPTOR OF SERVICES

NNPCN Bereavement Services follow a peer-to-peer facilitation model, conducted by volunteers trained by the NNPCN. Services are offered face to face or through phone / online teleconference sessions. Services includes:

- **Referral and Screening Session(s).** Guided interview with new client to determine the appropriate Services. Clients who do not qualify for NNPCN Services are referred to Mental Health partners/agencies and/or other Services.
- **Individual Sessions.** To clients who qualify. Minimum of eight weekly sessions. For complex grief, minimum of 16 sessions (no maximum limit). Duration of session: 1h30min.
- **Group Sessions.** To clients who qualify. Eight weekly sessions. Duration of session: 2 hours.
- **Follow-up Services.** To clients who completed individual or group sessions. One monthly session. Duration of session: 2 hours.

a. Referral and Screening Session(s)

Assessment interview(s) are scheduled. Client interview is made with NNPCN internal screening form (mandatory) and additional assessment scales (if applicable), such as: Texas Revised Inventory of Grief (TRIG), Hogan Grief Reaction Checklist (HGRC), Grief Evaluation Measure (GEM), Core Bereavement Item (CBI), Inventory of Complicated Grief-Revised (ICG-R), Revised Grief Experience Inventory (REGI), Bereavement Risk Index (BRI), Grief Experience Questionnaire (GEQ), Perinatal Grief Scale (PGS).

b. Individual Session and Group Sessions

Eight steps in eight sessions. Clients receive information, social, emotional, psychological support through their grief. Clients are given safe and confidential space and time to express their experience of grief. Trained volunteers practice active listening. Volunteers share psychoeducation, information, and useful grief support practices with clients.

c. Follow-up Services

The Follow-up Services focus on clients who completed grief sessions. Clients are given safe and confidential space and time to express their experience of grief. The goal is to build up client's self-empowerment, resilience, autonomy, and socialization. Sessions happen on the first Monday of every month from 1 to 3 PM: time is divided into 30 minutes of supervised structured activity conducted by trained volunteers, followed by free conversation and socialization. Participation is limited to 12 sessions.

2. OUTCOME OF SERVICES

After eight weekly individual or group sessions, clients perceive the intensity of their grief alleviated by the received support. Clients acquire new understanding and strategies to deal with their grief on their own. Follow-up Services: after twelve monthly group sessions, clients perceive they have acquired better coping skills for resilience, autonomy, self-empowerment, and socialization.

ADVANCE CARE PLANNING SERVICES

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1. DESCRIPTOR OF THE SERVICES

NNPCN Advance Care Planning Services provide information and support for decision-making about documents, steps, decisions, instructions in case of an emergency, and choices to be made around end-of-life issues. Services promote awareness and delivers information sessions on Advanced Care Planning to clients at the NNPCN facility, online, in public venues or at the client's location. Services are offered face to face or through phone / online teleconference sessions.

2. OUTCOME OF SERVICES

After receiving information and support for educated decision-making, clients perceive an enhanced sense of control over end-of-life issues, and a greater sense of security.

TRAINING AND EDUCATION SERVICES

1. DESCRIPTOR OF THE SERVICES

Services are offered face to face or through phone / online teleconference sessions. Ongoing training, completely free of charge, and with certificate, consisting of:

- the HPCO Palliative Care online training: 13 Modules (45 hours total) – available continuously during the year
- ongoing year-round face-to-face or online follow-up training sessions/year to reinforce HPCO Modules – lunch-and-learn format, monthly, 1 hour each (12 hours/year)
- ongoing year-round face-to-face or online in-Services/year during Volunteer Meetings – lunch-and-learn format, 1 hour each (12 hours/year)
- open-community face-to-face or online monthly workshops and webinars – ongoing extension training open to residents of Nipissing and East Parry Sound Districts – lunch-and-learn format, 2 hours each (24 hours/year)
- 5 all-day Bereavement Training Levels I, II, III – 35 hours each, offered face to face or online in different locations in Nipissing and Parry Sound at least twice/year – minimum of 70 hours/year
- Wellness Services, open to Volunteers, clients, and their caregivers, to maximize their psychosocial wellbeing and self-care. Services are offered face to face or online and vary in content and duration from year to year. Minimum of 2 hours/week – 104 hours/year
- 92 hours of face-to-face or online mandatory training for Volunteer applicants, followed by ongoing face-to-face or online training of 140 additional hours/year to all trained volunteers and open community.
- Total of 232 hrs/year of available training and education, face to face or online, free of charge. Certificate of participation issued to all mandatory training and part of additional training workshops.

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CONTACT NORTH Supporting Rural & Remote Ontario Soutenant l'Ontario rural et éloigné

Collaboration Agreement with Contact North. As Ontario's community-based bilingual distance education and training network, Contact North | Contact Nord helps underserved residents in 800 small, rural, remote, Indigenous and Francophone communities get jobs by making it possible for them to access education and training without leaving their communities.

Dear NNPCN Volunteers and Placement Students,

Dear PCIEF Member Agency Representatives,

We hope this finds you well.

We are writing you today to let you know that Contact North | Contact Nord has partnered with the Near North Palliative Care Network (NNPCN) to provide additional resources and study options to help you throughout your volunteer training.

In collaboration with NNPCN, we have identified several training opportunities you can access for free, all of which will count toward your volunteer placement hours:

- The Science of compassion: Getting started.
- The Science of compassion: Compassionate Presence
- Boost resilience with Mindfulness
- **Lambton College.** Exploring Equity and Diversity: A culture of social inclusion starts with you. We can all take steps towards a more diverse and equitable society.
 - Equity and Diversity: A Brief Introduction
 - Acknowledging Unconscious Bias
 - Ageism
 - Disability Justice
 - Feminism
 - Intercultural Awareness
 - LGBTQ Identities
 - Mental Health
- **McMaster University.** Continuing Education's Infection Prevention and Control of Caregivers and Families course.
 - Free, online, self-paced
 - Sign up and start anytime.
 - Helpful resources
 - Receive a Certificate of Completion

Volunteers, placement students and frontline healthcare providers like you are everyday heroes. As you share your best — giving freely of your compassion, time, and energy — you ease the burden for people facing a terminal illness.

We are so pleased to be partnering with NNPCN to help you access even more valuable training.

The first step is to fill out our [online welcome form](#). On the dropdown menu, please choose Nipissing as the closest centre and be sure to identify NNPCN as the organization for "Consent to share".

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When completing your welcome form, please be sure to let us know if you are interested in any other online learning courses or programs, and we will be happy to provide you with additional options.

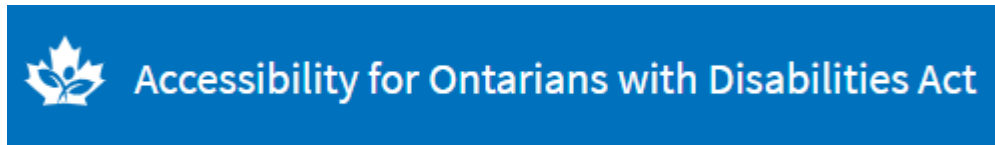
Thanks so much for all that you do. Once we have got your details, we will follow up to help you get started with your training.

Kind regards,

The Contact North |

Contact Nord team

NOTE. After registering, let your NNPCN Supervisors know that you are taking the Contact North Courses, so that NNPCN can count it as training hours for you.



Free AODA Online Training - <https://www.aoda.ca/free-online-training/>

Accessibility for Ontarians with Disabilities Act (AODA) Training

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted to expand the government's mission to offer full accessibility to all disabled Ontarians by 2025.

This program will cover basic information about AODA, comprehensive details about its standards, and the benefits they offer Ontarians.

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