

2018 Volunteer Education

Lifelong Learning – 3rd quarter



Many current volunteers have expressed an interest reviewing and renewing their initial volunteer education. We invite you to join new volunteer applicants and attend an entire class series or a presentation that you would like to observe to update your skills and knowledge. This would also be a great time to invite a friend who is new to Hospice to join you!

Mission and Philosophy/Who is Hospice? (1 hour)

Discuss the agency mission and the concept of trans-disciplinary team including the role of the volunteer. Describe the collaborative process with the goal of Patient Centered Care.

July 14 at Lakeshore Campus at 9:00 a.m.

July 18 at West Campus at 9:30 a.m.

July 31 at Mentor at 1:00 p.m.

****August 20 at Vista Springs at 6:00 p.m.**

September 18 at Lakeshore Campus at 6:00 p.m.

****September 22 at Lorain CCC at 9:00 a.m.**

Communication, Boundaries, Service Excellence (1 hour)

Multiple types of communication, listening skills and the power of presence. Define the meaning and importance of boundaries and learn the principles of creating ideal patient experiences.

July 14 at Lakeshore Campus at 11:15 a.m.

July 18 at West Campus at 11:45 a.m.

July 31 at Mentor at 3:15 p.m.

****August 20 at Vista Springs at 8:15 p.m.**

September 18 at Lakeshore Campus at 8:15 p.m.

****September 22 at Lorain CCC at 11:15 a.m.**

Bereavement (30 minutes)

The role of the Bereavement Coordinator and how volunteers can assist? How does Hospice of the Western Reserve and the Elisabeth Prentiss Severance center care for the bereaved?

July 14 at Lakeshore Campus at 1:00 p.m.

July 20 at West Campus at 9:15 a.m.

August 2 at Mentor at 12:45 p.m.

****August 22 at Vista Springs at 5:45 p.m.**

September 20 at Lakeshore Campus at 5:45 p.m.

****September 22 at Lorain CCC at 1:00 p.m.**

Advance Directives and Legacy Work (30 minutes)

What are Advance Directives? Review "Courage in Conversation" booklet. How can volunteers assist patients with Legacy work? Utilizing "Matters of the Heart" as a resource.

July 14 at Lakeshore Campus at 1:30 p.m.

July 20 at West Campus at 9:45 a.m.

August 2 at Mentor at 1:15 p.m.

****August 22 at Vista Springs at 6:15 p.m.**

September 20 at Lakeshore Campus at 6:15 p.m.

****September 22 at Lorain CCC at 1:30 p.m.**

Family Dynamics and Cultural Diversity (2 hours)

Recognize and discuss the effects of illness on a family unit. Discuss the agency philosophy of cultural diversity and respecting a patient and family where they are regardless of personal beliefs.

July 14 at Lakeshore Campus at 2:15 p.m.

July 20 at West Campus at 10:30 a.m.

August 2 at Mentor at 2:00 p.m.

****August 22 at Vista Springs at 7:00 p.m.**

September 20 at Lakeshore Campus at 7:00 p.m.

****September 22 at Lorain CCC at 2:15 p.m.**

Pain and Symptom Management (1 hour)

Discuss common symptoms in patients and the role of the volunteer in pain and symptom management. Address signs and symptoms of the final stages of life using "Journey's Path" as a resource.

July 21 at Lakeshore Campus at 8:45 a.m.

July 25 at West Campus at 9:15 a.m.

August 7 at Mentor at 12:45 p.m.

****August 27 at Vista Springs at 5:45 p.m.**

September 25 at Lakeshore Campus at 5:45 p.m.

****September 29 at Lorain CCC at 8:45 a.m.**

Spirituality and Dying (1 hour 15 minutes)

Discuss the difference between Spirituality and Religion and the role of the Spiritual Care Coordinator. Identify the goals of spiritual care services in recognizing fear and tasks of the dying and the importance of presence.

- July 21 at Lakeshore Campus at 10:00 a.m.
- July 25 at West Campus at 10:30 a.m.
- August 7 at Mentor at 2:00 p.m.
- **August 27 at Vista Springs at 7:00 p.m.
- September 25 at Lakeshore Campus at 7:00 p.m.
- **September 29 at Lorain CCC at 10:00 a.m.

By Your Side (Vigil) (1 hour)

Discuss the role of the By Your Side (Vigil) volunteer and the goals of care in the final 24-48 hours of life. To recognize the needs of patient and caregivers, the importance of presence and self-care. How do we take responsibility for our own well-being and how does the agency support us?

- July 21 at Lakeshore Campus at 11:15 a.m.
- July 25 at West Campus at 11:45 a.m.
- August 7 at Mentor at 3:15 p.m.
- **August 27 at Vista Springs at 8:15 p.m.
- September 25 at Lakeshore Campus at 8:15 p.m.
- **September 29 at Lorain CCC at 11:15 a.m.

Symptoms of Dementia (1 hour)

Discuss approaches to caring for and communicating with patients with symptoms of Dementia and recognizing the needs of the caregiver.

- July 21 at Lakeshore Campus at 12:45 p.m.
- July 27 at West Campus at 9:15 a.m.
- August 9 at Mentor at 12:45 p.m.
- **August 29 at Vista Springs at 5:45 p.m.
- September 27 at Lakeshore Campus at 5:45 p.m.
- **September 29 at Lorain CCC at 12:45 p.m.

Continuum of Care (WR Navigator programs) (30 minutes)

What is the difference between hospice care and palliative care? Discuss efforts to care for patients who are not ready or not eligible for hospice care. How do we support this population and how can volunteers assist?

- July 21 at Lakeshore Campus at 1:45 p.m.
- July 27 at West Campus at 10:15 a.m.
- August 9 at Mentor at 1:45 p.m.
- **August 29 at Vista Springs at 6:45 p.m.
- September 27 at Lakeshore Campus at 6:45 p.m.
- **September 29 at Lorain CCC at 1:45 p.m.

Keys to Success (1 hour 15 minutes)

Review high points of volunteer orientation to reinforce the importance of agency goals of care and collaboration of all team members. Review Documentation.

- July 21 at Lakeshore at 2:45 p.m.
- July 27 at West Campus at 11:15 a.m.
- August 9 at Mentor at 2:45 p.m.
- **August 29 at Vista Springs at 7:45 p.m.
- September 27 at Lakeshore Campus at 7:45 p.m.
- **September 29 at Lorain CCC at 2:45 p.m.

To register, please RSVP no later than one week prior to the event by calling 216.383.5280. Plan on arriving at least 15 minutes prior to the start of the class.

****Please note offsite location**

Ashtabula 1166 Lake Ave. Ashtabula, OH 44005	David Simpson Hospice House and Lakeshore Campus 300 East 185th St. Cleveland, OH 44119	Headquarters 17876 St. Clair Avenue Cleveland, OH 44110	**Lorain Community College 1005 Abbe Road North Lorain, OH 44055
Medina County 5075 Windfall Road Medina, OH 44256	Mentor 5786 Heisley Road Mentor, OH 44060	West Campus 22730 Fairview Center Dr. Fairview Park, OH 44126	**Vista Springs Assisted Living 8400 S Bedford Rd Macedonia, OH 44056