To register: 216.383.5280 or volunteerrsvp@hospicewr.org
Volunteer Training Schedule & Class Descriptions

End of Life Doula
End-of-Life Doulas (EOLDs) complement the care provided by family members, friends, and the Hospice/Navigator Transdisciplinary Team by providing non-medical, holistic support and comfort to the hospice person and their family. Tools learned will include education & guidance as well as emotional & spiritual support. Volunteer EOLDs will assist patients with Life Review, Legacy Creation, Vigil Planning and Vigil Presence; support from an end-of-life doula can significantly improve the quality and dignity of the end-of-life journey.

Preferred qualities: Non-judgmental, compassionate, comfortable with diverse experiences, excellent listener, patient, reliable, resilient, grounded, strong boundaries, and great communication skills.

For questions, please contact Lori Scotese at 216.287.8193 or lscotese@hospicewr.org

Hands on Care
We are looking for volunteers to commit to as needed or scheduled shifts at David Simpson Hospice House, Ames Family Hospice House, the Medina Inpatient Unit, and the Stein Inpatient Unit. After training, Hands on Care and Feeding volunteers will work side by side with paid staff in providing personal care: bathing, repositioning, toileting, and feeding.

Hands on Care training is 4 hours and for those only interested in feeding, the training is 2 ½ hours. Following the training, the volunteer will schedule time to shadow with a paid staff team member or a trained HOC/Feeding volunteer. You will need to shadow 2 times for a several hour shift before being passed off to take assignments. HOC/feeding volunteers are also required to complete a yearly skills lab to maintain skills.

When registering, please indicate which IPU you are interested in completing the training at, along with general days of the week/times of day you may be available for training.

Training times will then be set up at each IPU. You will be notified of when the trainings are scheduled.

To register: 216.383.5280 or volunteerrsvp@hospicewr.org
Volunteer Training and Continuing Education

May/June 2022 Schedule

Volunteer Check in & Stay Connected

VIRTUAL

Created at the onset of COVID and with changes to the volunteer program, Check In & Stay Connected meetings were intended to keep volunteers informed of the ever-changing situation. As we are still in pandemic mode with few changes, several teams have decided to reduce these meetings from monthly to bi-monthly or quarterly. Please know you are welcome to attend any team's meeting whenever it is offered.

Monday, May 2, 6 to 7 PM
DSHH Reception Desk, Lakeshore, Warrensville Heights

Wednesday, May 11, 6 to 7 PM
Medina, Summit

Tuesday, May 17, 1 to 2 PM
DSHH, Life Enrichment

Wednesday, May 18, 4 to 5 PM
Stein Hospice

Wednesday, June 1, 6 to 7 PM
AFHH, Lakewood, Lorain, Westlake

Tuesday, June 14, 1 to 2 PM
Ashtabula, East/Mentor

Wednesday, June 15, 4 to 5 PM
Stein Hospice

Monday, June 27, 6 to 7 PM
DSHH Reception Desk, Lakeshore, Warrensville Heights

Schedule of Continuing Education Opportunities

Descriptions for each of the below are on the following page

SELF DIRECTED

Set Your Own Schedule

Emotional Intelligence

Feeding Patients Safely

Understanding Hoarding Disorders

VIRTUAL

Thursday, May 12

Cardiopulmonary Caller Check In
6 PM to 7:00 PM

Thursday, June 9

Coronary Artery Disease to Heart Attacks
6 to 7 PM

To register: 216.383.5280 or volunteerrsvp@hospicewr.org
Volunteer Training and Continuing Education

Continuing Education Class Descriptions

Cardiopulmonary Caller Check In
This class is open to any volunteer who has taken the Cardiopulmonary Training whether you are currently making CP calls or not. Come share/hear stories and advice with other CP callers. Come with any questions you may have about Cardiopulmonary patients, the call process or documentation as a nurse and VSM will be in attendance.

Coronary Artery Disease to Heart Attacks
Please join us to learn about risk factors for coronary artery disease and heart attacks, how both complicate other end-of-life diagnoses, and how volunteers can best support our patients experiencing these conditions.

Emotional Intelligence
Have you ever felt that you weren't "connecting" with a patient? Think that you aren't communicating in the most clear way? Our emotions have a lot to do with how we interact with others. This presentation will explore the ways our emotions affect our personal interactions and give suggestions on how to harness our emotions to be a more effective communicator and improve our interpersonal relationships.

Feeding Patients Safely
This class is open to current Hands on Care and Feeding volunteers. Taught by Licensed Speech Therapist and fellow volunteer, Lynn Qualters. Learn about swallowing disorders and tips on how to feed patients more effectively. This class will include information on how swallowing works, what is dysphagia, feeding strategies to manage dysphagia, end-of-life swallowing progression, and tips for feeding a patient. It goes into greater detail than is included in the initial HOC/Feeding class, HOC/Feeding refresher, or annual skills lab.

Understanding Hoarding Disorders
Have you ever visited a patient who was a hoarder? How did this effect your visit and relationship with them? This presentation will discuss the differences between collecting and hoarding, signs and feelings associated with hoarding disorder, safety concerns, and ways to offer support.
Volunteer Training and Continuing Education

TedTalks and Podcasts

How to be more empathetic: Brené Brown on Empathy
"What is the best way to ease someone's pain and suffering? In this beautifully animated RSA Short, Dr Brené Brown reminds us that we can only create a genuine empathic connection if we are brave enough to really get in touch with our own fragilities."

Link: How to be more empathetic | TED-Ed

WE are the Medicine
Kevin Dieter, MD, Associate Medical Director, Hospice of the Western Reserve
"Bas Sona." Or in simpler terms: "May you have a blessed death." Many of us struggle with the concept of death. Dr. Kevin Dieter has over thirty years of experience caring for patients at the end of life. In his talk, Dr. Dieter shares what he has learned from his patients, and how we can cultivate a new approach to the dying process.

Link: WE Are the Medicine | Kevin Dieter | TEDxNEOMED - YouTube

What the Irish wake teaches us about living and dying - Kevin Toolis
"For centuries, the Irish funeral wake has served as a time for people to grieve a life lost and celebrate a life lived, together. In this profound and lyrical talk, poet Kevin Toolis laments the fear and denial of death that characterizes increasingly individualistic societies. He reasons that living life fully means embracing our shared mortality -- and offers simple ways to reconnect with your community, the people you love and even yourself."

Link: Kevin Toolis: What the Irish wake teaches us about living and dying | TED Talk

When it Rains
In this May 2021 American Life segment show producer Sean Cole shares his personal experiences with something known as "cumulative grief".
Language warning - one incident of strong language.

Link: When It Rains - This American Life

After you have listened to an above listed Ted Talk or Podcast, please complete an on-line survey or request a paper survey by calling 216.255.2020

2022 Self Directed Continuing Education Evaluation - Online/TED Talk Survey (surveymonkey.com)
## Volunteer Training and Continuing Education

<table>
<thead>
<tr>
<th>Book</th>
<th>Author</th>
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<tbody>
<tr>
<td>The Art of Dying Well</td>
<td>Butler, Katy</td>
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<tr>
<td>Making Rounds with Oscar</td>
<td>Dosa, David</td>
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<td>Demystifying Hospice</td>
<td>Clayton, Karen J</td>
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<td>When Breath Becomes Air</td>
<td>Kalanithi, Paul</td>
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<td>Death is but a dream</td>
<td>Kerr, Dr. Christopher</td>
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<td>Visions, Trips, and Crowded Rooms</td>
<td>Kessler, David</td>
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<td>The Other Side of Sadness</td>
<td>Bonanno, George</td>
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<td>A World of Hurt: Between Innocence and Arro-</td>
<td>Powell, Mary Reynolds</td>
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<td>Fly a Little Higher</td>
<td>Sobiech, Laura</td>
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<td>Advice for Future Corpses (And Those Who</td>
<td>Tisdale, Salli</td>
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<td>The Body Keeps Score</td>
<td>Van Der Kolk, Bessel</td>
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<td>The Art of Condolence</td>
<td>Zunin, Leonard M and Hilary S. Zunin</td>
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<td>Elderhood</td>
<td>Aronson, Louis</td>
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<td>On Living</td>
<td>Egan, Kerry</td>
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<td>The American Book of Living &amp; Dying:</td>
<td>Groves, Richard and Klauser, Dr. Henriette</td>
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<tr>
<td>The Soul of Care: The Moral Education of a</td>
<td>Kleinman, Arthur</td>
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After you have read an above listed book or movie, please complete an on-line survey or request a paper survey by calling 216.255.9090

**Book survey:** [2022 Self Directed Continuing Education Evaluation - Book Survey](surveymonkey.com)
### Volunteer Training and Continuing Education

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<th>Available on video</th>
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<tr>
<td>To Joey, with Love (2016)</td>
<td>Christina (2016) - Netflix</td>
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<td></td>
<td>The Fault in Our Stars (2014) - Disney +</td>
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<tr>
<td></td>
<td>Coco (2017) - Disney +</td>
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After you have read an above listed book or movie, please complete an on-line survey or request a paper survey by calling 216.255.9090

**Movie survey:** [2022 Self Directed Continuing Education Evaluation - Movie Survey](surveymonkey.com)