

Volunteer Training and Continuing Education

May/June 2022 Schedule

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support and bereavement services throughout Northern Ohio. In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care and support effective grieving.

We have a number of volunteer opportunities we are seeking to fill with either self-directed, in-person or virtual trainings scheduled for May and June, and throughout the year.

- End of Life Doula
- Hands on Care/Feeding
- Rapid Covid Testing

Please see the [Volunteer Training Schedule](#) and [Volunteer Training Descriptions](#) to learn more. For specific questions about any of these volunteer needs, please contact your Volunteer Service Manager.

Self-Directed Volunteer Training Descriptions

Rapid COVID-19 Testing Method Training

In order to visit patients in the Alt Home setting, paid staff are required to be regularly tested for COVID-19. We are currently conducting Rapid Covid Testing Clinics at several of our sites, and are in need of additional volunteers to help. If you have an active clinician license or certification, and are interested in learning more about the process, please register. Training materials will be sent to you and if after reading the material you would like to help at the testing clinics, Joan Ibbett will contact you to schedule a time to meet so a competency assessment can be completed.

Testing clinics occur 1-2 times a week at some of our offices during regular work hours. Clinics are staffed in 2 or 4 hour blocks of time.

To register: **216.383.5280** or volunteersvp@hospicewr.org

Volunteer Training and Continuing Education

Volunteer Training Schedule & Class Descriptions

VIRTUAL

End of Life Doula

Tuesdays & Thursdays
May 10, 12, 17 & 19*
5:30 to 9:30 PM

*must attend all sessions

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](tel: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.

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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 volunteersvp@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 effect 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

Book	Author
The Art of Dying Well	Butler, Katy
Making Rounds with Oscar	Dosa, David
Demystifying Hospice	Clayton, Karen J
When Breath Becomes Air	Kalanithi, Paul
Death is but a dream	Kerr, Dr. Christopher
Visions, Trips, and Crowded Rooms	Kessler, David
The Other Side of Sadness	Bonanno, George
A World of Hurt: Between Innocence and Arro-	Powell, Mary Reynolds
Fly a Little Higher	Sobiech, Laura
Advice for Future Corpses (And Those Who	Tisdale, Salli
The Body Keeps Score	Van Der Kolk, Bessel
The Art of Condolence	Zunin, Leonard M and Hilary S. Zunin
Elderhood	Aronson, Louis
On Living	Egan, Kerry
The American Book of Living & Dying:	Groves, Richard and Klauser, Dr. Henriette
The Soul of Care: The Moral Education of a	Kleinman, Arthur

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](https://www.surveymonkey.com/survey/2022-Self-Directed-Continuing-Education-Evaluation-Book-Survey)
([surveymonkey.com](https://www.surveymonkey.com))

Volunteer Training and Continuing Education

Available on video	Available on streaming
Patch Adams (1998)	Ram Dass, Going Home (2018) - Netflix
To Joey, with Love (2016)	Christina (2016) - Netflix
Running for Jim (2013)	Clouds (2020) - Disney +
So much, so fast (2007)	End Game (2018) - Netflix
The Farewell (2019)	Extremis (2016) - Netflix
What They Had (2019)	Live Twice, Love Once (2020) - Netflix
	The Fault in Our Stars (2014) - Disney +
	Coco (2017) - Disney +

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 \(surveymonkey.com\)](https://www.surveymonkey.com/s/2022-Self-Directed-Continuing-Education-Evaluation-Movie-Survey)