

## Volunteer Education

### Objectives & Deliverables:

**PLANNING:** CROSS-SECTOR AND CROSS-REGION

**TRAINING:** ENHANCING THE SCOPE OF CARE

**RECRUITING:** EXPANDING THE VOLUNTEER POOL

### Overall Evaluation Method & Results:

Focus group interview with 3 key stakeholders

### Impacts:

- Enhanced volunteer training
- Improved retention and recruitment
- Improved credibility of volunteers
- Improved standardization of care

### Facilitating Factors:

- Funding
- Dedicated leadership and project management
- Effective session facilitation

### Challenges:

- Tight timelines
- In-kind capabilities (financial/HR)
- Limited follow-up (Share the Care™)

### Key Evaluation Conclusions:

- Great potential for enhanced training and associated changes around volunteer confidence and comfort
- Involvement of a broad range of stakeholders across sectors in planning
- Excitement about possibilities for shared training and resources

### PLANNING: CROSS-SECTOR TRAINING

### Objectives:

- Planning sessions to deepen understanding of:
  - local context of volunteering/ needs
  - local and regional challenges and opportunities

- To gather input into year 2 education initiatives
- To identify potential cross-sector/ cross-county initiatives

**Deliverables:** 3 sessions - 46 volunteers/ coordinators (1 per county); identification of strengths, weaknesses, and threats to volunteer education and key opportunities for further initiatives

**Evaluation Method:** Feedback survey completed at end of session

**Evaluation Results:** Very well received; participants pleased with the level of diversity among participants and group discussion/ collaboration, the identification of training needs, and opportunity to meet with others in the field

### TRAINING: ENHANCING THE SCOPE OF CARE

### Hands on Care

**Objectives:** Train the Trainer model; to provide volunteers practical knowledge and skills to provide hospice palliative / end-of-life care (HP / EOLC) including use of equipment (beds, O2 tanks, commodes)

**Deliverables:** 1 cross-region session - 9 volunteer coordinators/ educators

**Evaluation Method:** Feedback survey completed at end of session

**Evaluation Results:** Very well received; participants reported new learnings application to their work; all agreed that provided teaching resources would facilitate their training efforts; additional topics were identified

## Story Telling Project

**Objectives:** To provide the volunteers with the knowledge, skills, and resources to assist clients with developing “stories” of their lives. In partnership with VON Canada

**Deliverables:** Establishment of partnership with VON Canada; provision of implementation resources (binders)

**Evaluation:** N/A; provision of resources only

### RECRUITING: EXPANDING THE VOLUNTEER POOL

### Share the Care™

(Capossela & Warnock: “How to Organize a Group to Care for Someone who is Seriously Ill”)

**Objectives:** To promote this model of support to informal caregivers and volunteers – information session, discussion, video, promotional material

**Deliverables:** Two information sessions - 41 participants

**Evaluation Method:** Feedback survey completed at end of session

**Evaluation Results:** Very well received; high level of satisfaction with supportive resources, organization, and opportunities for meaningful discussion. Session viewed as helpful to provision of informal care; reports of increased confidence as a caregiver