



HOSPICE  
TORONTO

**TITLE:** **Complementary Therapy Volunteer**

**PURPOSE:** To provide complementary therapies to home hospice clients

**NECESSARY SKILLS AND ATTITUDES:**

- Current certification and membership in good standing from the regulating body or professional association linked to the therapy that the volunteer will practise
- Minimum of one year of practice in the therapy which they will provide (Current therapies include: **Reiki (Level Two required), Therapeutic Touch (Recognized Practitioner (RP) status required), Healing Touch, Reflexology, and Registered Massage Therapy.**
- Training in or experience with palliative care is an asset
- Good oral and written English skills
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Empathy and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

**RESPONSIBILITIES:**

- To uphold the client's right to dignity and self-determination
- To adhere to the Hospice Toronto's policies and procedures
- To advise team leader in a timely manner if unable to fulfill duties
- Where appropriate, to provide client- directed advocacy
- To complete all training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of resignation from volunteer position

**DUTIES INCLUDE:**

- Reviewing the Record of Care (in-home log book) at the beginning of the shift (if applicable)
- Checking in after each visit (via email phone or text message) with the Client

Services Coordinator and providing an update on how the client/caregiver is doing and how the overall match is going

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- Providing the treatment for the agreed-upon amount of time
- Maintaining the Complementary Therapy log book
- Reporting to the Client Service Coordinator any changes in the client's condition
- Attending care team meetings
- Attending Complementary Therapy Volunteers team meetings

#### **LIMITATIONS:**

- Volunteers must follow the policies of Hospice Toronto regarding the amount of time spent by the Complementary Therapy Volunteer with the client;
- Volunteers may not administer medication nor perform medical procedures for hospice clients

#### **KEY RELATIONSHIPS**

- Client Services Coordinators, Manager of Volunteer Services

#### **SUPPORTS FOR SUCCESS**

- Care Team training program, community workshops, workshops run by Hospice Toronto, team meetings, individual supervision, Complementary Therapy Volunteer support meetings

#### **TIME COMMITMENT:**

- To be negotiated with the Manager of Volunteer Services, the minimum being four client visits per month (1 hour each), the maximum being eight visits per client.
- A minimum of one year commitment to the hospice

Revised July 2016