END-OF-LIFE SERVICES

Palliative Care. Bereavement and Grief. Advance Care Planning. Volunteer Training.

André Cotterall
Monica Do Coutto Monni
Tamela Price-Fry
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[Descriptor of Near North Palliative Care Network Volunteer Services. Palliative Care Hospice. Bereavement and Grief Support. Advance Care Planning. Volunteer Training]

Near North Palliative Care Network
2025 Main Street West, North Bay, ON, P1B 2X6
Phone: 705-497-9239 1-800-287-9441 Fax: 705-497-1039
Sturgeon Falls: 705-753-3110 EXT. 339
E-mail: office@nnpcn.com Website: www.nnpcn.com

NEAR NORTH PALLIATIVE CARE NETWORK
DESCRIPTOR OF SERVICES

PALLIATIVE CARE VISITING HOSPICE

1. DESCRIPTOR OF THE PROGRAM

The NNPCN Visiting Hospice Service serves palliative care clients where they are, by volunteers trained by the NNPCN, following the HAO curriculum. Our volunteers provide:

- **Psychosocial Support.** Volunteers provide company and promote the psychosocial wellbeing of the palliative care client with solidary listening, presence and togetherness.
- **Visiting Hospice.** Volunteers go where the client is. If the client is transferred to the hospital and back to a long-term care facility, retirement living residence, or home, the volunteer follows the client.
- **Caregiver and Staff Respite.** Volunteer visits allow caregivers and staff respite time, so that caregivers and staff are supported in their responsibilities, thus contributing to avoid caregivers and/or staff burnout and to promote their personal wellbeing.

2. OUTCOME OF THE PROGRAM

After receiving the first visits of our trained Hospice Palliative Care volunteer, palliative care clients perceive their psychosocial support and wellbeing enhanced. Caregivers and staff perceive better quality of life, less burnout, and enhanced psychosocial support and wellbeing.

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BEREAVEMENT AND GRIEF SERVICES

1. DESCRIPTOR OF THE PROGRAM

The NNPCN Bereavement Program is a peer-to-peer facilitation model, conducted by volunteers trained by the NNPCN. The Program Includes:

- **Referral and Screening Session(s).** Guided interview with new client to determine the appropriate Program. Clients who do not qualify for Program are referred to Mental Health partners/agencies and/or other programs.
- **Individual Sessions**. To clients who qualify. Eight weekly sessions. Duration of session: 1h30min
- **Group Sessions**. To clients who qualify. Eight weekly sessions. Duration of session: 1h30min
- **Day Program**. To clients who completed individual or group sessions. One monthly session. Duration of session: 2 hours

a. Referral and Screening Session(s)

Assessment interview(s) are scheduled. Client interview is made with NNPCN internal screening form (mandatory) and additional assessment scales (if applicable), such as: Texas Revised Inventory of Grief (TRIG), Hogan Grief Reaction Checklist (HGRC), Grief Evaluation Measure (GEM), Core Bereavement Item (CBI), Inventory of Complicated Grief-Revised (ICG-R), Revised Grief Experience Inventory (REGI), Bereavement Risk Index (BRI), Grief Experience Questionnaire (GEQ), Perinatal Grief Scale (PGS).

b. Individual Session and Group Sessions

Eight steps in eight sessions. Clients receive information, social, emotional, psychological support through their grief. Clients are given safe and confidential space and time to express their experience of grief. Trained volunteers practice active listening. Volunteers share information and useful grief support practices with clients.

c. Day Program

The Day Program focus on clients who completed grief sessions. Clients are given safe and confidential space and time to express their experience of grief. The goal is to build up client's self-empowerment, resilience, autonomy, and socialization. Sessions happen on the first Monday of every month from 1 to 3 PM: time is divided into 30 minutes of supervised structured activity conducted by trained volunteers, followed by free conversation and socialization. Participation is limited to 12 sessions.

2. OUTCOME OF PROGRAM

After eight weekly individual or group sessions, clients perceive the intensity of their grief alleviated by the received support. Clients acquire new understanding and strategies to deal with their grief on their own. Day Program: after twelve monthly group sessions, clients perceive they have acquired better coping skills for resilience, autonomy, self-empowerment and socialization.

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ADVANCE CARE PLANNING

1. DESCRIPTOR OF THE PROGRAM

The NNPCN Advance Care Planning Program provides information and support for decision-making about documents, steps, decisions, instructions in case of an emergency, and choices to be made around end-of-life issues. The Program promotes awareness and delivers information sessions on Advanced Care Planning to clients at the NNPCN Office, in public venues or at the client's location.

2. OUTCOME OF PROGRAM

After receiving information and support for educated decision-making, clients perceive an enhanced sense of control over end-of-life issues, and a greater sense of security.

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