



## Client Support Training FAQ

**Q. I want to support people who are at end of life; or those who are anticipating the death of a loved one; or those who are grieving the death of a loved one. What is my first step?**

A. To learn more about volunteer roles with the Abbotsford Hospice Society please call the office to book a pre-training interview with the Volunteer Coordinator. 604-852-2456.

**Q. When is the Client Support Training offered?**

A. The training is offered three times a year: Fall, Winter, and Spring.

**Q. Is there a course fee?**

A. Yes. The course fee is \$100 and is non-refundable. Included in the fee is the training manual and a lifetime membership to the Abbotsford Hospice Society organization.

If circumstances prevent you from taking the course, you will have two options:

1. Take the course at a later date.
2. Receive a donation receipt in the amount of \$100 for income tax purposes.

**Q. Do I have to become a volunteer once I complete the training?**

A. We ask for a minimum of a 12-month volunteer commitment from those who complete the course. However, those desiring to take the course for personal or professional development may take the course if there is space.

**Q. Can anyone take the training?**

A. We require that you wait a minimum of one year from the death of a significant person before applying to take the client Support Training.

**Q. What topics are addressed in the Client Support Training?**

A. Some of the topics included are:

- Grief and Mourning
- The Dying Process
- The Art of Communication
- The Value of Listening – Being Present
- The Dying Process
- Diversity in Practice: Spirituality and Religion
- Self-Awareness and Boundaries
- Anticipatory Grief
- Family Dynamics

**Q. Is there an exam after the training course?**

A. No, there is not an exam. There is a post-training interview in which participants will meet with two staff members to reflect on the course material and identify volunteer roles of interest. Participants will also be asked to sign a confidentiality document prior to being accepted as a Client Support Volunteer.

**Q. What if I must miss a couple sessions due to sickness or holidays?**

A. If you know in advance that you will be missing sessions, we will direct you to register for a course for which you can attend all sessions. We do recognize that life does not always go according to plan, so if you must miss sessions you will be asked to make arrangements with the instructor to make up the missed sessions. This may include taking the sessions in a subsequent course. After all sessions, and the post-training interview, you will be eligible to volunteer.

**Q. Is it possible to take the course and not be able to engage as Client Support Volunteer?**

A. Yes, it is possible. There are times when the individual and the instructor agree that supporting those who are dying or grieving is not a good fit for the individual at the time. Note there are other volunteer roles with the AHS that do not involve supporting clients.

**Q. Do I have to take the AHS Client Support Training if I want to volunteer with fundraising events?**

A. No. Society Support Volunteers will receive an orientation following the submission of an application, a CRC and two references.

**Q. I am in grade 12. May I take the training?**

A. Applicants under 19 will be considered individually.

**Q. My question hasn't been addressed in this document.**

A. Please call the office to speak with the Volunteer Coordinator. The support programs that the Abbotsford Hospice Society offers are largely influenced by the ideas and skillset of our volunteer cohort. We welcome your ideas.