



COMPASSIONATE COMMUNITIES

Compassionate Communities - Volunteer Training

| DAY 1 | | | |
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| Timings | Subject | Materials | Trainer/Facilitator |
| 9.30am – 11.00am | Tea/Coffee – Welcome, Health & Safety Instructions, Introduce facilitators | | Linda Morris |
| | Group Introductions/Ice-breaker – Getting to Know Everyone | | Tracy Gray |
| | Pre-programme Evaluation | Pre-evaluations Pens | Karen McGuigan |
| | Establishing Ground Rules | Flipchart stand/paper/marker | Tracy Gray |
| | Fears/ Expectations | 2 x Flipchart Pages & Post –It notes | |
| | Programme Overview/Structure & Commitment to 4 x ½ days Programme Content over the 4 sessions | PowerPoint | |
| | Compassionate Communities | PowerPoint | Linda Morris |
| | The Role of A Compassionate Neighbour (Keep brief at this stage as we will go into more detail on Day 3) (Channel 4 Clip) | PowerPoint/Volunteer Task Sheet | |
| | The Characteristics and Qualities of a Compassionate Neighbour | PowerPoint/Group discussion | Tracy Gray |
| 11.00am-11.15am | Break – Tea/Coffee | | |
| 11.15am – 12.15am | <u>Communication Skills -Methods How We Communicate</u> Communication Exercise- Listening, Questioning and Feedback Skills | Role-plays | Tracy Gray |



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| | Different types of questions Communication Barriers | PowerPoint/Group discussion | |
| 12.15am – 12.30pm | Questions & Answers Evaluation Session Close | Evaluations | Tracy Gray |
| DAY 2 | | | |
| Timings | Subject | Materials | Trainer/Facilitator |
| 9.30am – 10.00am | Tea/Coffee Reflection on Day 1 – concerns/questions/general feedback | | Tracy Gray |
| 10.00am-11.00am | Safeguarding Safeguarding Training | PowerPoint | Donna McFadden |
| 11.00am-11.15am | Break – Tea/Coffee | | |
| 11.15am- 12.15am | Boundaries Boundaries Role-play Exercise – Task Sheet – When to say YES / When to say NO Confidentiality | PowerPoint Hand-outs PowerPoint | Donna Mc Fadden |
| 12.15am – 12.30pm | Questions & Answers Evaluation Session Close | Day 2 Evaluations | Tracy Gray |



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| DAY 3 | | | |
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| Timings | Subject | Materials | Trainer/Facilitator |
| 9.30am – 10.00am | Tea/Coffee Reflection on Day 2 – concerns/questions/general feedback | | Tracy Gray |
| 10.00am-11.00am | What To Do In An Emergency Worries and fears Crisis situations/types Group Activity Endings Good & Bad Changing volunteer Recognising when a client feels the need to leave or have a new volunteer or when a volunteer can do/offer no more | Powerpoint Fears Flipchart from Day 1 Task sheets Powerpoint | Donna Mc Fadden |
| 11.00am-11.15am | Break – Tea/Coffee | | |
| 11.15am- 12.15am | Awareness of palliative care and life limiting illness | Powerpoint | Donna McFadden |
| 12.15am-12.30am | Life Cycle of Compassionate Communities The Bigger Picture <ul style="list-style-type: none"> Initial Needs Assessment & Referral Process | | Tracy Gray |



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| | <ul style="list-style-type: none"> • Matching Process • Introduction Visit / The First Meeting • Building the relationship <p>Group Activity – Matching Process / The First Meeting</p> <p>Questions & Answers Evaluation Session Close</p> | <p>Task Sheets</p> <p>Day 3 Evaluations</p> | |
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| DAY 4 | | | |
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| Timings | Subject | Materials | Trainer/Facilitator |
| 9.30am – 10.00am | Tea/Coffee Reflection on Day 3 – concerns/questions/general feedback | | |
| 10.00am- 11.15am | <p>The Role of the Volunteer – What I will do and How will I do it</p> <ul style="list-style-type: none"> • Revisit volunteer task sheet • Assessment of Client On Each Visit <ul style="list-style-type: none"> -Documenting Actions & Raising Concerns -Observations / Record keeping -What to write and how to write it <p>Key Policies & Procedures</p> <p>What Happens Next? Regular Volunteer Support Sessions Supporting You the Volunteer & Reflection Sessions</p> <p>Volunteer Follow up Meetings – Book with each volunteer</p> | <p>Volunteer Manuals & PowerPoint</p> <p>Diary</p> | <p>Tracy Gray / Linda Morris</p> |



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| | DVD – Severn Hospice | | |
| 11.15am-11.30am | Break – Tea/Coffee | | |
| 11.30am -12.00pm | Completion of Post Evaluations | | Karen McGuigan |
| 12.00pm – 12.30pm | Questions & Answers Evaluation Certificate Presentation Group Photograph Session Close | Day 4 Evaluations Certificates Camera | Tracy Gray/Linda Morris |