

Welcome, Volunteer,
to Pine Tree Hospice



ETHICS



ETHICS

- Respect value systems of the hospice person and family
- Identify and keep personal boundaries
- Maintain confidentiality of hospice person/family information at all times
- Read the Pine Tree Hospice Confidentiality Policy
- Recognize situations in which Mandated Reporting is necessary
- Identify the role of the volunteer when abuse or domestic violence is suspected or confirmed
- Discuss ways of honoring the wishes of the client and the family when differences, such as pain management issues, exist



Respect value systems of the hospice person and family

The National Hospice and Palliative Care Organization states, in its list of Value definitions:

“Recognize and honor the values, customs, traditions, cultural, religious and spiritual beliefs and practices as well as the life experiences, hopes and dreams of patients, families and communities”



Respect value systems of the hospice person and family

A value is a personal belief about the worth of something

One example of a value is:

"I believe I should tell the truth"

what are other examples ???



Respect value systems of the hospice person and family

A value is a personal belief about the worth of something

- I should care about the welfare of others
- I should create a pleasant environment
- People should have the freedom of choice
- People should be treated with dignity
- Each person is a unique individual
- I accept others' beliefs about death
- I should not impose my values on others



Respect value systems of the hospice person and family

How do we learn values ?

religion

culture

family

neighborhood

peers

experiences

education

How do values serve us ?

Values set the standards
that influence our behavior

Our "conscience" tells us
what is "right" and what is "wrong"



Respect value systems of the hospice person and family

Which of these reflects your personal beliefs ?

There is life after death

I will never reunite with my departed loved ones

I fear there is no God, and I fear death

My departed loved ones visit me here on earth



Respect value systems of the hospice person and family

"I accept other people's beliefs about dying and death"

Your client says,

"There is no life after death"

How does your client's belief make you feel ???



Respect value systems of the hospice person and family

"I accept other people's beliefs about dying and death"

Your client says,

"I don't believe in God and have no fear"

How does your client's belief make you feel ???



Respect value systems of the hospice person and family

"I accept other people's beliefs about dying and death"

Your client says,

"My [deceased] mother visits me, I can talk with her"

How does your client's belief make you feel ???



Respect value systems of the hospice person and family

Accepting another's values/beliefs
is not the same as believing them

Can you accept ALL of these statements ?

Death is final, there is no life after death

After death, I will be in heaven

After death, I will be born again

I know I will meet my loved ones again in heaven

My departed loved ones can visit me here on earth

I will never reunite with my departed loved ones

There is no God, and I fear death

I believe in God and have no fear of death

I believe in God, but I fear death



Respect value systems of the hospice person and family

A value is a personal belief about the worth of something

A value sets the standards that influence our behavior

A value is like a "should"

I should care about the welfare of others

I should create a pleasant environment

People should have the freedom of choice

People should be treated with dignity

I should not impose my values on others



Respect value systems of the hospice person and family

Don't put a "you" in front of "should"

I **should** care about the welfare of others

I **should** create a pleasant environment

People **should** have the freedom of choice

People **should** be treated with dignity

I **should** not impose my values on others



Respect value systems of the hospice person and family

Don't put a "you" in front of "should"

I should care about the welfare of others

You should care about the welfare of others

I should create a pleasant environment

You should create a pleasant environment

People should have the freedom of choice

You should give people freedom of choice

People should be treated with dignity

You should treat people with dignity

I should not impose my values on others

You should not impose your values on others



Respect value systems of the hospice person and family

Don't put a "you" in front of "should"

I should care about the welfare of others

~~You should care about the welfare of others~~

I should create a pleasant environment

~~You should create a pleasant environment~~

People should have the freedom of choice

~~You should give people freedom of choice~~

People should be treated with dignity

~~You should treat people with dignity~~

I should not impose my values on others

~~You should not impose your values on others~~



Respect value systems of the hospice person and family

No
"Shudding"



Respect value systems of the hospice person and family

How can you find out
what your hospice client
believes and values

???



Respect value systems of the hospice person and family

The "Go Wish Game"



You can find a link on the Pine Tree Hospice web page

The Go Wish Game

		<i>not important to me</i>	<i>somewhat important to me</i>	<i>very important to me</i>	<i>I need support with this wish</i>
1	To be free from pain				
2	To be free from anxiety				
3	Not being short of breath				
4	To be kept clean				
5	To have human touch				
6	To have my financial affairs in order				
7	To have my family prepared for my death				
8	To die at home				
9	To know how my body will change				
10	To feel that my life is complete				
11	To say goodbye to important people in my life				
12	To remember personal accomplishments				
13	To take care of unfinished business with family and friends				
14	To prevent arguments by making sure my family knows what I want				
15	To have an advocate who knows my value and priorities				
16	To be treated the way I want				
17	To maintain my dignity				
18	To keep my sense of humor				
19	To have a doctor who knows me as a whole person				

The Go Wish Game

		<i>not important to me</i>	<i>somewhat important to me</i>	<i>very important to me</i>	
					<i>I need support with this wish</i>
20	To have close friends near				
21	Not dying alone				
22	To have someone who will listen to me				
23	To trust my doctor				
24	To have a nurse I feel comfortable with				
25	To be mentally aware				
26	To have my funeral arrangements made				
27	Not being a burden to my family				
28	To be able to help others				
29	To be at peace with God				
30	To pray				
31	Not being connected to machines				
32	To be able to talk about what scares me				
33	To meet with clergy or a chaplain				
34	To be able to talk about what death means to me				
35	To have my family with me				
36	Wild Card				

Another tool, "My Gift of Grace" Now called "Hello"



The "Go Wish" game and "My Gift of Grace"
can be borrowed from Pine Tree Hospice



Boundaries

Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries are physical and emotional limits of a relationship, and they may be unspoken

Boundaries provide a framework for defining acceptable behavior



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

In a social relationship you can be "friends"

In a helping relationship you can be "friendly"



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful **relationships** with clients

In a **social** relationship you can be “friends”

In a **helping** relationship you can be “friendly”

Social

The feeling of closeness between 2 people is about the same

People take turns being the center of attention

Helping

The helper is in the other person's intimate space

The helper always focuses on the other person



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

Is it OK to hold a client's hand ?

Never

Sometimes

Always



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

Am I holding his/her hand
Because s/he makes me feel sad
about what is happening
?



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

I believe I should tell the truth

Can the truth ever be hurtful ?



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

If s/he asks, "do I look worse?"
Should I say, "you do" because
I believe I should *always* tell the
truth
?



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

How do you know
if your action
is about to cross a boundary ?



Identify and keep personal boundaries

Boundaries are guidelines for maintaining positive and helpful relationships with clients

Ask yourself,

Are my actions more about **my** needs than the needs of the hospice client ?

If yes, you may be crossing a boundary



Identify and keep personal boundaries

Examples of boundary crossing...
meeting **YOUR** needs

Sharing personal information

client may take on your worries as well as his/her own

Reacting emotionally to a client's situation

you may lose sight of the client's feelings

Using terms of endearment (Honey, Sweetie)

your client may wish to be called by another name

Touching your client

be sure it is serving the client's need, not your own



Identify and keep personal boundaries

Examples of boundary crossing...
meeting **YOUR** needs

Behaving "unprofessionally" (attire, language)

you may appear uncaring or even frightening

Accepting gifts, tips or favors

it may be considered a bribe, or even theft

Becoming over-involved ... spending too much time

you are meeting your own needs for caregiving

Engaging in romantic or sexual relationships

never permitted... you are sending the wrong message



Identify and keep personal boundaries

Beware of Gray boundaries

Boundary crossing can occur gradually,
one small step at a time

*If your conscience tells you it is wrong,
and you don't want others to know,
then you have crossed a boundary*

Also ... Be careful about your involvement
Don't "take the client home with you"



Identify and keep personal boundaries

What should you do
if you are unsure of the boundaries
between you and your hospice client ?

Share your concerns with
Cheryl, your Pine Tree Hospice
Coordinator



Confidentiality

Maintain confidentiality of hospice person/family information at all times, limiting discussion to individuals or agencies identified in the Pine Tree Hospice "Authorization to Release Confidential Information" signed by the client and on file at the PTH office



Read the Pine Tree Hospice Confidentiality Policy

Principles

Every person has the right to privacy regarding his/her health care, and a right to determine who has access to confidential information

Volunteers have a right to know information pertinent to the care they render to a Client/Family, but are expected to treat that information with strict confidentiality

It is punishable by law in the State of Maine to divulge information about a person's substance abuse history, mental health history or HIV status without the person's written consent



Read the Pine Tree Hospice Confidentiality Policy

Procedures

The names of all Clients and families who contact Hospice will be confidential

Client/Family privacy will be respected. Information is shared only with those involved with care and with client's permission

Client/Family issues may be discussed at PTH Team Meeting as part of routine case review

PTH Volunteers and Staff sign a confidentiality statement



Read the Pine Tree Hospice Confidentiality Policy

Procedures *continued*

Any member of PTH found to have divulged confidential information shall be counseled and may be removed from the case

As required by state law, any PTH member releasing information about substance abuse history, mental health history, or HIV status without the person's written consent will be disciplined by removal from PTH service

There are additional procedures related to PTH Bereavement Facilitators



Mandated Reporting

Recognize situations in which
Mandated Reporting is necessary

ABUSE

Infliction of injury

Unreasonable confinement

Intimidation

Cruel punishment

Sexual abuse or exploitation

Intentional, knowing or reckless deprivation
of essential needs

bruises

burns

easily frightened, agitated



Recognize situations in which Mandated Reporting is necessary

NEGLECT

Deprivation of essential needs

Self neglect

dehydration

neglected sores, rashes or injuries

poor physical hygiene

lack of clean bedding or clothing

lack of glasses, hearing aid, dentures

lack of prescribed medication



Recognize situations in which Mandated Reporting is necessary

EXPLOITATION

Illegal or improper use of an incapacitated or dependent adult, or that adult's resources for another's profit or advantage

missing property or belongings
purchase of items that do not benefit the client
abrupt changes in will



Recognize situations in which Mandated Reporting is necessary

SEXUAL ABUSE OR EXPLOITATION

Contact or interaction of a sexual nature involving an incapacitated or dependent adult without that adult's consent

bruises around breasts or genital area
unexplained genital infection
evidence of vaginal or anal bleeding
difficulty walking or sitting



Identify the role of the volunteer when abuse or domestic violence is suspected or confirmed

What should you do
if you are suspect or confirm abuse or
domestic violence ?

Share your concerns with
Cheryl, your Pine Tree Hospice
Coordinator



Discuss ways of honoring the wishes of the client and the family when differences exist

A value is a personal belief about the worth of something

Which ones are the top 3 for you ?

- A comfortable life *prosperous*
- An exciting life *stimulating, active*
- Accomplishment *lasting contribution*
- Freedom *independence, free choice*
- Happiness *contentedness*
- Health *physical & mental comfort*
- Inner harmony *freedom from inner conflict*
- Pleasure *enjoyable, leisurely life*
- Self-respect *self esteem, self worth*
- Social recognition *respect, admiration*

Would your hospice client rank these values in the same order as you do ?



Discuss ways of honoring the wishes of both the client and the family when differences exist

Know your client's wishes

Ask the client

Use the "Go Wish Game"

Attend Pine Tree Hospice Team Meetings

Confer with PTH Coordinator of Volunteers and Services

Acknowledge your differences

Accept the client's wishes without divulging your own



Discuss ways of honoring the wishes of both the client and the family when differences exist

Acknowledge your differences

? Is it OK to refuse caring for a hospice client if his/her beliefs or practices make you uncomfortable ?

Yes,

BUT... Don't "abandon" your client unless there is danger

AND... Do confer with Cheryl ASAP



Discuss ways of honoring the wishes of both the client and the family when differences exist

Know your client's wishes about PAIN MANAGEMENT

Does s/he want to be free of pain even if
it means being asleep most of the time ???

Does s/he want to be able to relate to other people even if
it means s/he will be experiencing significant pain ???

Acknowledge your differences

Can you support your client's wish ???

Unconditionally ???