

Welcome, Volunteer,
to Pine Tree Hospice



ETHICS



ETHICS

- Respect value systems of the hospice person and family
- Identify and keep professional (therapeutic) 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
- Know that a client may request accompaniment during situations when intimate and personal information will be revealed (such as a medical office); and that asking the PTH office to provide a replacement advocate is an option
- Continue to maintain personal boundaries if they become difficult to define when interacting with clients over a long period of time, or with clients who are neighbors or friends; understand that reassignment is required if personal boundaries cannot be maintained
- Communicate with Pine Tree Hospice staff if boundaries become blurred or crossed



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”

What, exactly, is a “value”



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 ???



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 respect others' beliefs about death
- I should not impose my values on others



How do we learn values ?

from other people...

- family
- friends
- neighbors
- co-workers

from education and
experience

- school
- church
- books & movies



How do we learn values ?

from other people

from education and
experience

How do values serve us ?

Values set the standards
that influence our behavior

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



How do we learn values ?

from other people

from education and
experience

How do values serve us ?

Values set the standards
that influence our behavior

Our "conscience" tells us
what we should / should not say or do



Do any of these reflect your personal beliefs ?

I will be in a good place after I die

I will never again see loved ones who have died

I am afraid to die and I don't believe in God

My deceased mother/sister/... visits me

After death I will cease to exist

After death my soul will be with a divine being

After death I will be reborn somewhere

In the afterlife I will pay for my wrongdoings

I have faith in God and have no fear of dying



Can you honor this value ?

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

What if your client says,
"There is no life after death"

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



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

What if your client says,
"I don't believe in God.
And I am afraid to die."

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



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

What if your client says,

"My mother died last year, but she visits
me often. I love having her with me."

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



When you accept another's values/beliefs, you

- Respect their values
- Honor their beliefs
- Accept *them* when their values differ from your own

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



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

Can you honor 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 am afraid of dying



A value is a personal belief about the worth of something
A value sets the standards that influence our behavior

The hospice volunteer respects/honors
the client's values

AND

does not impose his/her values on the
hospice client or family

A value is like a "should"



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



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~~



A value is a personal belief about the worth of something

Of these values, which 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 ?



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

Ask the client

Easy to use tools such as

Go Wish Game

Hello Game

Comprehensive tools such as

The Conversation Project (<https://theconversationproject.org>)

Advance Directive such as

The Five Wishes (www.fivewishes.org)

Maine Health Care Advance Directive

(www.mainehealth.org/Services/Hospital-Medicine/Advance-Directive)



The "Go Wish Game"



- ❖ Use the cards
to begin the conversation
located in PTH office
- ❖ Use the worksheet
to identify areas of need
copies in PTH office
- ❖ Use the web...teach the caregiver

www.codaalliance.org/go-wish

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



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 ???

Can you support your client's wish ???

Unconditionally ???



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 PTH staff ASAP



Boundaries are:

Guidelines for maintaining positive and helpful relationships with clients

Physical and emotional limits of a relationship, which may be unspoken

A framework for defining acceptable behavior



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

the focus of the relationship is on the client



Boundaries are guidelines for maintaining positive and helpful relationships with clients

Friends confide in each other

Volunteers (helpers) listen to confidences

Friends sometimes monopolize the conversation

Volunteers (helpers) listen attentively

Friends share their vulnerable feelings

Volunteers (helpers) listen compassionately

Friends exchange gifts

Volunteers (helpers) do not accept gifts



In a **social** relationship you can be "friends"
In a **helping** relationship you can be "friendly"

In a helping relationship you can NOT be "friends"

Like it or not, you are in a position of power over the client **simply because** you are the "helper" and s/he is the "helpee"

- you have personal information about the client
- you have access to resources for your client
- you are knowledgeable about hospice care

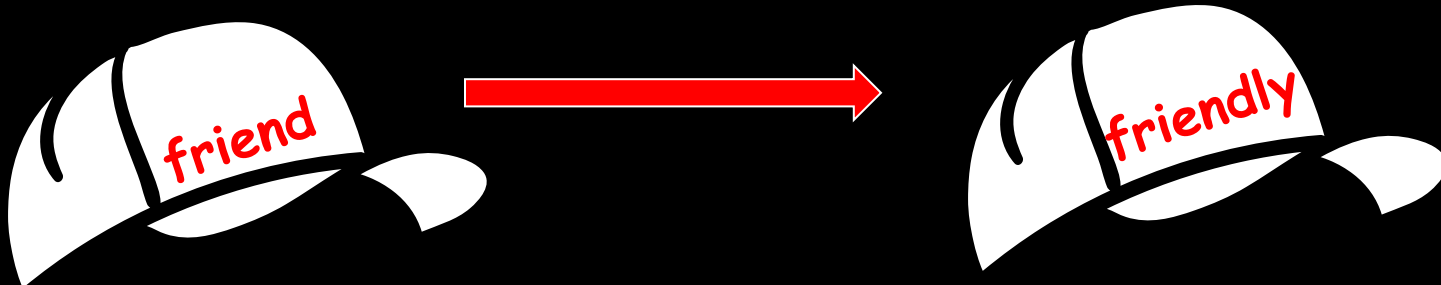
We need to recognize this power imbalance, making every effort to ensure that our focus is always on our client's comfort and safety



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

What if you are already friends or neighbors with your client ???

As a volunteer, you must change
from the role of "friend"
to the role of friendly volunteer helper





What is a boundary crossing ???

Making someone uncomfortable or causing harm by crossing an imaginary line that separates ourselves from others

- crossing the physical space between us
- crossing into another's emotional space



What is a boundary crossing ???

We are already familiar with personal boundaries

You would likely feel I've crossed my boundary with you if I asked you:

- ? who are you planning to vote for
- ? how much did you pay for your coat
- ? how old are you
- ? how much do you weigh
- ? what is your bank balance
- ? are those your real teeth
- ? have you had a bowel movement today
- ? are you afraid to die
- ? do you have a rash anywhere on your body
- ? do you get along with everyone in your family



What is a boundary crossing ???

Making someone uncomfortable or causing harm by crossing an imaginary line that separates ourselves from others

A professional boundary crossing happens when your behavior as a hospice volunteer is not focused on your client's comfort and safety

Such as...

- becoming over involved
- accepting gifts, such as reimbursement for gas
- unsolicited physical touching
- sharing your worries and concerns
- offering medical or spiritual advice
- revealing client's info to anyone outside of PTH



What is a boundary crossing ???

Crossing a client's personal boundary to prevent discomfort or harm is not the same as

a professional boundary crossing

who are you planning to vote for

how much did you pay for your coat

how old are you

how much do you weigh

what is your bank balance

are those your real teeth

have you had a bowel movement

are you afraid to die

do you have a rash

do you get along with all family

are these boundary crossings in a professional (therapeutic) relationship ?



What is a boundary crossing ???

Crossing a client's personal boundary to prevent discomfort or harm is not a professional boundary crossing

who are you planning to vote for
how much did you pay for your coat

how old are you

how much do you weigh

what is your bank balance

are those your real teeth

have you had a bowel movement

are you afraid to die

do you have a rash

do you get along with all family

yes

yes

there is no
need to know

no

there may be a need to
know this information for
the client's continued
comfort or safety

reasons for questions can
be explained, and questions
can be rephrased to solicit
information without causing
discomfort



Is it a boundary **crossing** if . . .

You greet your client with a hug ?

yes, unless your client wants to be hugged

It is OK to respond to a hug

You suggest your client try a drug store sleep aid ?

yes, there may be OTC drug interactions

Ask, "Do you feel rested after sleep?" If no, refer to PTH

You tell the family the client will soon be in a better place ?

yes... this would be your value imposed

Just listen attentively



Is it a boundary **crossing** if . . .

You gently agree when your client tells you
s/he must look awful ?

yes, even if it opposes your personal value of
truth telling

You could say, "Do you feel awful today? What would make
you feel better?"

You accept gas money from your client's family ?

yes, *never* accept money from a client

You could say, "Thank you, but our services are completely
free" If your client insists you could say, "Thank you, but we
are not allowed to accept money"



Is it a boundary **crossing** if . . .

You accept your client's request to be his/her healthcare power of attorney

yes, you would be inappropriately entangling yourself into your client's personal space

Help your client to identify a friend or family member who would uphold the client's values about end of life issues. If your client is unable to identify anyone, bring the issue to the attention of the PTH coordinator



Is it a boundary **crossing** if . . .

You hold your client's hand ?

maybe...does s/he want to be touched ?

It is OK to place your hand under...s/he will have a choice

You leave the client's home before the agreed upon time ?

maybe... this could devalue your client's time

Provide an acceptable reason if you must leave early

You bring a bible to read your favorite passages

maybe... this would be your value imposed

It is OK if s/he requests or accepts an offer of scripture readings



Is it a boundary **crossing** if . . .

You bring a book to read during your visit to the client ?
yes, if it communicates disinterest

It is OK if you are providing respite and your client is unresponsive, or if your client uses visit time to nap

You accept flowers from your client's family ?

maybe... it is best not to ever take anything from your client/family

To refuse small gifts like flowers, or cookies may be insulting to the family; however, it may also be perceived by the family as a bribe



Is it a boundary **crossing** if . . .

Your client asks you to do the laundry or feed the pets or wash the floors or weed the garden or ???

maybe... is the requested activity in the Pine Tree Hospice Plan of Care ?

The PTH Plan of Care states what is expected of the volunteer; if you are comfortable with a reasonable and safe task, it is OK; if you are not, it is OK to say, "That is not part of what I am supposed to do while I am here. Do you want me to try and find someone who can do that for you?"



Is it a boundary **crossing** if . . .

You offer to give your client the needed change if s/he does not have enough money at the grocery store?

yes, money should never be exchanged

This is a tough one because as "helpers" we want to be helpful, but exchanging money definitely crosses a professional boundary. Remember... hospice volunteers can be friendly, but we are not "friends" with our clients. If you cannot resist loaning a small amount of money to avoid your client's embarrassment, then you have crossed a boundary and it does need to be included in your report to PTH



Is it a boundary **crossing** if . . .

You are visiting a client who is currently suffering with sciatic pain. You decide to show you care by sharing your past experience with a similar discomfort

yes, your prior discomfort does not focus on the client and should not be included in your interaction with him/her

Listen to what the client tells you about his/her discomfort; solicit details that may indicate change in his/her status that would need to be reported to the PTH staff



Is it a boundary **crossing** if . . .

Noticing that your client is lonely, you decide to visit more often and stay longer during each visit

yes, the PTH plan of care states the expected frequency of visits

You will "burn out" if you overextend yourself with any client...don't "take the client home with you"

If you assess that your client needs more than you initially agreed to, bring this to the attention of the PTH coordinator



Is it a boundary **crossing** if . . .

You accept your client's "friend request" on social media

yes, your relationship with your client is
therapeutic (helping), but not social

It may feel like a rejection of the person if you ignore a friend request on social media. Sometimes the easiest way to say "NO" to a client is to say, "I'm sorry, but hospice volunteers are not allowed to engage in that activity" or "I'm sorry, but that is against Pine Tree Hospice policy" or "I'm sorry, but that is against the rules while I am your volunteer."



Is it a boundary **crossing** if . . .

Your client's family member asks you about the medication
your client is taking

yes, if that person is not listed on the PTH
"Authorization to Release Confidential
Information" form

It is OK to say, "I am only authorized to provide information
about my client to the people listed on the "Authorization to
Release Confidential Information"



Is it a boundary **crossing** if . . .

When you are visiting your client in the hospital, s/he asks you to go to his/her house to pick up something s/he needs

yes, it is never OK to go into a client's home when the client is not there

Because your relationship is professional and not personal, your entry into the client's home would be considered trespassing; and, you put yourself at risk for being falsely accused of wrong-doing should anything be missing from the home. You could ask, "do you have a friend or family member who could get that for you?"



Is it a boundary **crossing** if . . .

You have been with your client for more than 2 years, when s/he tells you how much you mean to her/him and wants to give you a valuable piece of jewelry, or watch, or antique, or ???

yes, it is not OK to accept gifts from clients

It is meant to be an honor when offered such a gift after a long-term relationship. You may graciously accept the honor, but not the gift. You could say, "That is very generous of you and I truly do appreciate your offer, but volunteers are not allowed to accept gifts"



Is it a boundary **crossing** if . . .

Your client of more than 2 years, insists that you accept his/her gift, even though you have graciously declined

yes, it is not OK to accept gifts from clients

We know that the gift of *giving* is often greater than the gift that is given. If your client is distraught because you declined his/her gift, it is OK to suggest that the gift, or its monetary equivalent, be given to a charitable organization. Pine Tree Hospice is one option. Be sure to include this in your client report.



Is it a boundary **crossing** if . . .

You have been having a difficult day prior to your client visit.
Your client notices that you seem distressed and asks you to
share what is happening with you

yes, it is not OK to share your personal
information with your clients

The focus of the helping relationship is the client. If you
divulge your troubles and worries that shifts the focus. Also,
your client may take on your worries as well as his/her own



Is it a boundary **crossing** if . . .

Your client is obviously having such a difficult day that when he/she begins to cry, you sit down and cry with him/her

yes, it is not OK to share your personal feelings with your clients

Although crying with the client may seem like a compassionate thing to do, the focus of the helping relationship is the client. If you react emotionally to a client's situation, you have shifted focus to yourself and lost sight of the client's feelings. You can acknowledge the client's distress by simply sitting in attentive silence.



Is it a boundary **crossing** if . . .

You notice that your client smiles when the clerk at the store calls him/her "Honey", so you decide to do the same

yes, it is not OK to use terms of endearment such as Honey or Sweetie with a client

Terms of endearment imply a close personal relationship; your relationship with your client is not personal



Is it a boundary **crossing** if . . .

You notice that your client's family member calls your client by a nickname, so you decide to do the same

yes, nicknames are personal

Nicknames imply a close personal relationship; your relationship with your client is not personal. It is OK if your client asks you to call him/her by a nickname.



Is it a boundary **crossing** if . . .

You are accustomed to using slang words, or even occasional profanity, when conversing with your friends; so you decide this relaxed language would bring you closer to your client

yes, profanity of any kind, and even slang words cross a professional boundary

Unprofessional language or attire may be distressing to your client; it could even be frightening



Is it a boundary **crossing** if . . .

You are physically attracted to your client, and you feel you would like to become very good friends

yes, remember you are the helpER and s/he is the helpEE

We're all human and it is possible to become physically attracted to a client so that you want to become very good friends. You can't... as long as you are the helpER and s/he is the helpEE



Is it a boundary **crossing** if . . .

Over time you have come to like your client so much that you want to establish a relationship as friends

yes, your relationship remains "friendly" and not friends as long as you are the helpER and s/he is the helpEE

It is difficult to maintain a friendly as opposed to friends relationship with someone we like and have been with for a long time. If you find yourself slipping into being friends, it's time to have a chat with the PTH coordinator.



Is it a boundary **crossing** if . . .

Your client's family member tells you your client has been restless and sweating during the night, and s/he asks you not to mention this to anyone because the client does not want to go to the hospital

yes, you do need to report any change in your client's condition

It is noble for friends to keep secrets, but as helpers we need to report any change. You could say, "I understand s/he doesn't want to go the hospital, and maybe s/he won't have to, but I need to let the hospice staff know about any changes." If you further explain why, you are likely to keep the client's trust.



Is it a boundary **crossing** if . . .

Your client asks you to accompany him/her to the examining room at the doctor's office

no

You may ask the PTH coordinator to assign an advocate if you are uncomfortable entering into your client's intimate personal space



Is it a boundary **crossing** if . . .

Your client offers to buy your lunch after you've transported him/her to the doctor's office

yes

A reasonable trade for "friends", but you are the friendly volunteer who does not accept compensation for services



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 ?



Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

Ask yourself,

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

If yes, you may be crossing a boundary



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*





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

Share your concerns with
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 when 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 when 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 when 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 when 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



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

Share your concerns with
your Pine Tree Hospice
Coordinator



In review...

Personal (social) Relationship

Family and friends

**Values may or may not be mutually
accepted**

**Boundaries are mutually agreed
upon with a focus on mutual
comfort**

Professional (therapeutic, helping) Relationship

**Volunteer and client
(Helper and helpee)**

friendly but not "friends"

**Client's values are unconditionally
accepted**

**Boundaries are governed by
professional standards, and the
focus is always on the client's
comfort and safety**

**Volunteer respects client's personal
boundaries unless comfort or safety
would be compromised**