

# **NORTH HAVEN HOSPICE INDUCTION TRAINING COURSE**

## **MODULE 1**

**DESIGNED FOR ALL VOLUNTEERS & STAFF**

**10am cuppa and registration**

**10.15 - 11.30am**

- **Welcome to North Haven Hospice**
- **History, Philosophy & Values**
- **Roles of North Haven staff**

*Helen Blaxland - General Manager*

**11.30pm – 11.45am – Short break**

**11.45pm – 12.45pm**

**Privacy Act/Confidentiality**

*Elizabeth Lee – Risk Management & Quality  
Co-ordinator*

**12.45pm – 1.15pm LUNCH**

*(please bring your own)*

**1.15pm – 2.15pm Health & Safety**

*Elizabeth Lee – Risk Management & Quality  
Co-ordinator*

**2.15pm – 2.45pm**

**Roles & Boundaries of Volunteers**

*Julie Jensen – Manager of Volunteer Services*

**2.45pm – 3pm TEA BREAK**

**3pm – 4pm Stress & Self Care**

*Liz Carr – Counsellor*

**4pm – 4.30pm Hospice Tour (Optional)**

*Julie Jensen*

## **MODULE 2**

**MODULES 2, 3 & 4 FOLLOW MODULE 1 AND  
ARE DESIGNED FOR ALL PATIENT CARE  
VOLUNTEERS & STAFF**

**9.00am – 10am Cultural Awareness**

*Pauline Hopa - Pehiaweri marae*

**10.00 – 10.30 am TEA BREAK**

**10.30am – 11.30am**

**Listening & Communication Skills**

*Rosie Guild –Counsellor*

**11.30am – 12.30pm**

**Effects of Terminal Illness**

*Dr Warrick Jones – Medical Director*

**12.30 – 1.30pm LUNCH**

*(Please bring your own)*

**1.30pm – 2.30pm**

**Relationships & Family Dynamics**

*Liz Carr – Counsellor*

## **MODULE 3**

**8.30– 9.30am**

**Community Care and IPU Care**

*Lesley Dill-Russell – Community Team Leader  
& Ann Heywood - Cook*

**9.30am – 10.15am**

**Infection Control**

*Sam Boyd – Nurse Educator*

**10.15am – 10.30 am TEA BREAK**

**10.30am – 11.30am**

**Loss and Grief**

*Anneke Muijlwijk - Counsellor*

**11.30am – 12.30pm**

**Spirituality**

*Andrea Williamson – Chaplain*

**12.30 – 1.30pm LUNCH**

**(PLEASE BRING A SMALL PLATE TO SHARE)**

## **MODULE 4**

**1.30 – 2.30PM**

**Back Care**

*Brian de Vetter – Physiotherapist*

**2.30pm – 2.45pm**

**Summary & Evaluations**