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Training Volunteers for Community Service, Package Set:
Contains Trainer's Guide and Participant's Workbook
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Spontaneous Community Volunteers in Disasters Creating a
Volunteer Manual for the Family Support Center A Guide
for Community Centers in the Organization of a Volunteer
Service Department US VOLUNTEER SERVICE MANUAL***

Volunteer Training and Development A Suggested Guide for the Training of Volunteers who Work in a Group Setting U.S. Volunteer Service Manual Volunteers in Hospice and Palliative Care Volunteer Manual, Volunteer Ombudsman Representatives (VORs), Mandatory Pre-service Training

*Peace Corps may be "the toughest job you'll ever love" but you don't always have to learn that the hard way. This is the handbook we wish someone would have given us, something no one has provided before: a companion handbook that allows you to learn from the experiences of outstanding Volunteers and catalog your own experience from the very beginning of your service. This is a guide and journal in an easy-to-use and easy-to-write-in handbook designed to be with you before you join, while you serve and after you come back from your Peace Corps experience. Proceeds from this handbook go to fund projects led by Peace Corps Volunteers throughout the world. Completely revised and expanded, the ultimate guide to starting—and keeping—an active and effective volunteer program Drawing on the experience and expertise of recognized authorities on nonprofit organizations, *The Volunteer Management Handbook, Second Edition* is the only guide you need for establishing and maintaining an active and effective volunteer program. Written by nonprofit leader Tracy Connors, this handy reference offers practical guidance on such essential issues as motivating people to volunteer their time and services,*

recruitment, and more. Up-to-date and practical, this is the essential guide to managing your nonprofit's most important resource: its volunteers. Now covers volunteer demographics, volunteer program leaders and managers, policy making and implementation, planning and staff analysis, recruiting, interviewing and screening volunteers, orienting and training volunteers, and much more Up-to-date, practical guidance for the major areas of volunteer leadership and management Explores volunteers and the law: liabilities, immunities, and responsibilities Designed to help nonprofit organizations survive and thrive, The Volunteer Management Handbook, Second Edition is an indispensable reference that is unsurpassed in both the breadth and depth of its coverage. A comprehensive guide to civic participation and the best opportunities for volunteering. We are proud residents of the land of the free and the home of the brave, but how often do we actually get involved and do anything to make a difference? The lifeblood of democracy is volunteering, and Make a Difference teaches readers how to get in the game and help! Volunteers are needed in record numbers. People are in trouble, and they are turning to volunteer organizations in their communities and faiths for help. Millions of Americans—middle class, working class, professionals, and business executives—have experienced the loss of a job, a home, or a business, small farm failure, a personal bankruptcy, or a loss of pension or retirement income. And

millions more are only a layoff, illness, divorce, or accident away from falling into poverty. But YOU can help! Make a Difference is a comprehensive collection of more than two hundred community service opportunities and experiences. More than a simple resource guide, this unique handbook includes interviews, anecdotes, and commentary from the top people in nonprofit and service fields. The book ties together the strands of volunteering, community service, and civic engagement. Blaustein focuses on two critical questions: "How did we get into this mess?" and "What can be done to turn things around?" His answer to these interconnected questions is volunteering, community service, civic engagement, and citizen participation. They are good for you, vital to those being served, and healthy for your community and our country. Here's what YOU can do to help! Leaders Guide and Volunteer Coordinators Guide for Hospice Program Volunteer Coordinators. This guide is matched to the My Gift: Myself Hospice Volunteer DVD Training program. A practical Handbook written by a seasoned Hospice Volunteer for Hospice Volunteers. It reflects the author's experience of working with over 200 Hospice Patients, with 5 Agencies over a 7 year period. It also encompasses a Master's Degree in End-of-Life Care (San Francisco State-2012). This Handbook is a powerful resource for Trainers, Coordinators, Healthcare Professionals, Patients, Loved Ones and Friendly Volunteers. This concise Handbook covers Volunteer

qualifications, requirements, training, Hospice history and philosophy, field assignments, the 6 critical questions to ask prior to new visits, dealing with dying Patients and surrounding Family, Federal regulations, HIPAA, "home" settings, activities, Respite and Vigil visits, cognitive and physical elements and facing dying and death. Every new Hospice Volunteer must sooner or later understand every fact covered in this book. A serious must read! This work has been selected by scholars as being culturally important, and is part of the knowledge base of civilization as we know it. This work was reproduced from the original artifact, and remains as true to the original work as possible. Therefore, you will see the original copyright references, library stamps (as most of these works have been housed in our most important libraries around the world), and other notations in the work. This work is in the public domain in the United States of America, and possibly other nations. Within the United States, you may freely copy and distribute this work, as no entity (individual or corporate) has a copyright on the body of the work. As a reproduction of a historical artifact, this work may contain missing or blurred pages, poor pictures, errant marks, etc. Scholars believe, and we concur, that this work is important enough to be preserved, reproduced, and made generally available to the public. We appreciate your support of the preservation process, and thank you for being an important part of keeping this knowledge alive and relevant. This book provides

comprehensive, practical guidelines on the responsibilities of those who lead, co-ordinate and manage volunteers in small hospices, large specialist palliative care units, and in general hospitals with palliative care teams. Volunteers are key workers, who often perform difficult and always important work. In the United Kingdom alone, there are thousands of volunteers in hospice work, a small proportion doing work with patients, and the vast majority doing equally valuable work such as driving, sitting with relatives, manning charity shops and telephones. As a result, Europe, Australia, the United States and Canada are very interested in the United Kingdom's use of volunteers. Aimed primarily at Volunteer Service Managers in small hospices, large specialist palliative care units, and in general hospitals with palliative care teams, this book covers volunteer selection, training, supervision and support, and legal and ethical considerations. Information is presented in an easily accessible way, using key points, summary panels and checklists. Contributors, who are all Volunteer Service Managers themselves, have included small, clinical vignettes to bring the text to life. This book will also appeal to the volunteers themselves. The Call to Care Volunteer Training manual is a participant's guide which is part of The Call to Care Training Resource Kit available from www.lifecarechristiancenter.org. As many of these manuals as you need can be ordered here in order to equip those participating in your training. For over a decade, a thousand

hospice programs have relied on JoAnne Chitwood's My Gift: Myself Medicare approved training program to educate staff and volunteers in providing professional, compassionate care for the terminally ill patient. Now, the entire training program has been revised and completely rewritten in this 272 page Volunteer Manual. The manual is designed as a workbook for the newly refilmed 7 DVD My Gift: Myself training series, but can be used alone as an excellent training tool and reference guide for hospice volunteers. The Hospice Volunteer Manual presents seven comprehensive chapters of training covering: 1. What's It All About? "Concepts in End Of Life Care" where caregivers explore the Hospice concept and learn what end of life care is all about. 2. What Can I Do? "Activities and Interventions" that caregivers can engage in to provide effective comfort and support to their patients and patient families. 3. The Greatest Gift "Learning to Listen With Love" focuses on developing the communication skills that are at the heart of successful support systems. 4. Physical Care "When A Patient Is Dying" describes what to expect from patients with different diagnoses and how to provide the best final care. 5. Things Of The Spirit "Providing Spiritual Care" coaches caregivers on ways to be sensitive to a dying person's spiritual needs. 6. A Time For Grief "Understanding The Grief Process" looks at one of the most important parts of care of the terminally ill: offering effective and appropriate support for the grieving family.

Here caregivers learn how to process their own grief and to understand the grief of others. 7. Caring For You "Focusing on Healthy Self Care" addresses how to prevent burnout by understanding the signs of stress and learning ways to diminish its impact "This year, over ten million people will go abroad, eager to find the perfect blend of adventure and altruism. Volunteer travel can help you find your place in the world--and find out what you're made of. So why do so many international volunteer programs fail to make an impact? Why do some do more harm than good? Learning Service offers a powerful new approach that invites volunteers to learn from host communities before trying to 'help' them. It's also a thoughtful critique of the sinister side of volunteer travel; a guide for turning good intentions into effective results; and essential advice on how to make the most of your experience."--Amazon.com. For over a decade, a thousand hospice programs have relied on JoAnne Chitwood's My Gift: Myself Medicare approved training program to educate staff and volunteers in providing professional, compassionate care for the terminally ill patient. Now, the volunteer training program has been completely rewritten in this 272 page Caregiver's Manual. The manual is designed as a workbook for group training of Assisted Living and Skilled Nursing Facility caregivers. Although the Caregiver's manual can be used as a standalone training tool, it is strongly recommended that each facility using this manual have one copy ofn the "My

Gift: Myself" training DVD's available for their administration and trainees. These DVD's include over 6 hours of compelling interviews, exercises, and instructor training that greatly enhances and expands upon the material presented in this manual. The Caregiver's Manual presents seven comprehensive chapters of training covering:

- 1. What's It All About? "Concepts in End Of Life Care" where caregivers explore the Hospice concept and learn what end of life care is all about.*
- 2. What Can I Do? "Activities and Interventions" that caregivers can engage in to provide effective comfort and support to their residents and resident families.*
- 3. The Greatest Gift "Learning to Listen With Love" focuses on developing the communication skills that are at the heart of successful support systems for your residents.*
- 4. Physical Care "When A Resident Is Dying" describes what to expect from residents with different diagnoses and how to provide the best final care.*
- 5. Things Of The Spirit "Providing Spiritual Care" coaches caregivers on ways to be sensitive to a dying person's spiritual needs.*
- 6. A Time For Grief "Understanding The Grief Process" looks at one of the most important parts of care of the terminally ill: offering effective and appropriate support for the grieving family. Here caregivers learn how to process their own grief and to understand the grief of others.*
- 7. Caring For You "Focusing on Healthy Self Care" addresses how to prevent burnout by understanding the signs of stress and learning ways to diminish its impact This work*

*has been selected by scholars as being culturally important, and is part of the knowledge base of civilization as we know it. This work was reproduced from the original artifact, and remains as true to the original work as possible. Therefore, you will see the original copyright references, library stamps (as most of these works have been housed in our most important libraries around the world), and other notations in the work. This work is in the public domain in the United States of America, and possibly other nations. Within the United States, you may freely copy and distribute this work, as no entity (individual or corporate) has a copyright on the body of the work. As a reproduction of a historical artifact, this work may contain missing or blurred pages, poor pictures, errant marks, etc. Scholars believe, and we concur, that this work is important enough to be preserved, reproduced, and made generally available to the public. We appreciate your support of the preservation process, and thank you for being an important part of keeping this knowledge alive and relevant. **THE PEACE CORPS MAY BE “THE TOUGHEST JOB YOU’LL EVER LOVE,” BUT YOU DON’T HAVE TO LEARN THAT THE HARD WAY.** The Peace Corps Volunteer’s Handbook is both your guide and your companion. Learn from the experiences of outstanding former Volunteers, while cataloging your own experiences with the Peace Corps from the very beginning of your service to the end. Designed to be with you each step of the way—from applying to Peace Corps, starting your service,*

adjusting to your host country, and making your way home again—this handbook combines the best parts of a guidebook with all the creativity of a personal journal. This is the handbook every Peace Corps Volunteer wishes for, something no one has provided before—a chance to set down on paper all the amazing experiences the Peace Corps has to offer, right next to the memories of the Volunteers who came before. What are you waiting for? Volunteers-skilled, sensitive, and filled with integrity, sincerity, and perseverance—are often a vital component to the success of any thriving service organization. Their tasks are at the very heart of the organization and communities they serve, yet most volunteers receive little or no formal training before their first assignment. Training Volunteers for Community Service is a much-needed manual for leaders who are charged with the task of training, and preserving, their organization's most valuable asset . . . its volunteers. Techniques presented in this manual are based on expertise gained over 25 years of training, managing, and retaining 12,000 volunteers at San Francisco's Shanti, an internationally recognized provider of volunteer training and direct services to those with chronic and life-threatening illness. Sixteen program modules enable volunteer managers to train their volunteers to provide high quality, compassionate service while increasing volunteer retention. Comprehensive and flexible, Training Volunteers for Community Service is a step-by-step guide for creating a

training program that is sourced in an understanding of volunteers' primary motivations and offers trainees a uniquely rewarding training experience. The Trainer's Guide and Participant's Workbook provide methods for instructing volunteers in critical issues-such as listening and communication, psychosocial issues, the volunteer/client relationship, cultural diversity-and offers the tools and information agencies need to train, motivate, and retain volunteers. While history has identified a need for improved coordination during emergencies, it has also demonstrated that community volunteers positively impact their neighborhoods during times of crisis. Laying out the rationale and process by which emergency managers, community leaders, and non-governmental aid organizations can effectively collaborate and integrate citizen response, Spontaneous Community Volunteers in Disasters explains how to engage, train, and utilize spontaneous unaffiliated community volunteers (SUCV). The book prepares leaders to integrate local volunteers into any scale emergency response. Protocols and flexible management solutions are outlined to ensure safe and effective planning and execution. Work templates provided can be modified to suit the needs of any community. This accessible manual provides the tools to:

- Assess your agency's role, tasks, and challenges to meet community needs in a disaster*
- Build a plan for managing SUCVs by developing internal and external protocols*
- Develop effective spot screening and selection methods*

Engage community members in information-sharing and outreach campaigns Consider policies and procedures that create relevant roles for volunteers and community groups to build a resilient team for disaster recovery Provide National Incident Management System (NIMS) compliant answers to address common barriers to using SUCVs Combining field experience and psychosocial research, the book makes a strong case as to why community involvement in disaster response will have a positive impact on a community's resilient recovery. Praise for Spontaneous Community Volunteers in Disasters: All emergency management coordinators can benefit from this book. —Howard Butt, New Jersey State Police, State CERT Coordinator Lisa Orloff has done an excellent job in both identifying a significant opportunity in emergency response and meticulously outlining how that opportunity can best be leveraged. —Dr. Michael Chumer, New Jersey Institute of Technology The Alliance for Nonprofit Management has nominated the book for the Terry McAdam Award. This award is bestowed upon the Committee's choice for the most inspirational and useful new book published for the nonprofit sector. Includes "Family Support Center's Volunteer Manual" with subsections entitled: Section 1 "Counseling Services," Section 2 "Crisis Nursery," Section 3 "Family Mentoring," Section 4 "KidStart Day Care," and Section 5 "LifeStart Village."

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