



Client Support Volunteer (CSV) Information Packet

Thank you for your interest in volunteering with Compassion & Choices of Washington (C&C). Our primary need for volunteers is for Client Support Volunteers (CSV). Enclosed you will find information about this position, more information about C&C and an application packet.

C&C provides advocacy, counseling, and emotional support to individuals who desire a peaceful, humane death. We encourage everyone who calls us to explore all options for end-of-life care. C&C's CSV motto is: "No one dies in pain. No one dies alone." Our CSVs empower patients to seek excellent end-of-life care and effective pain and symptom management, while upholding the individual's right to seek aid-in-dying to avoid intolerable suffering. Although open and honest dialogue about dying is becoming more common, many people still feel constrained in speaking their minds.

C&C was formed so people can have these conversations without discomfort, knowing that their concerns will be addressed in a nonjudgmental atmosphere. These concerns may include preparing Advance Directives, the availability of hospice, talking to their physician about palliative care and pain management, support groups for specific illness, and the many ways to control the timing and manner of death.

To see example patient resources and other information we provide, please see our website, www.CandCofWa.org. Please fill out the two-page Volunteer Questionnaire and return it to our office. If you have any questions, do not hesitate to contact us. Of course all contacts and information are held in the strictest confidence.

For those applying from Washington regions that are far from Seattle, special consideration for the monthly meeting and trainings will be arranged.

Warm regards,

Amber Wade

Office Manager

Email: info@candcofwa.org

CSV'S ARE THE HEART OF COMPASSION & CHOICES (C&C)

The CSV team includes people with diverse backgrounds. They are dedicated to empowering individuals at the end of life, making sure they understand all end-of-life options, and advocating for the right to a humane, peaceful death. CSVs donate dozens of hours per year attending regular meetings and continuing education sessions and going where they are needed. Working one-on-one with our clients, CSVs are the very heart of C&C. They establish ongoing relationships and are so committed to our mission that they offer personal presence at the time of hastened death to qualified individuals, if so requested.

MISSION & POSITION DESCRIPTION

C&C provides advocacy, counseling, and emotional support to individuals who desire a peaceful, humane death. Through education, advance planning, consultation with caregivers, CSV services, and client advocacy and empowerment, C&C upholds clients' right to excellent end-of-life care, effective

pain and symptom management, and, for terminally ill adults, aid in dying to avoid intolerable suffering.

CSVs work in their communities to deliver the most compassionate gift any of us can give a terminally or incurably ill person: the ability to talk openly and honestly about all end-of-life options, including hastened death if suffering becomes intolerable for a qualified, terminally ill individual.

REQUIREMENTS OF A CSV

- Regularly attend **CSV Team meetings** scheduled on the second Monday of each month at 6:30pm in Seattle. (Please contact us if this is your only concern).
- Read the training manual (provided after attending 3 CSV meetings) and other suggested material.
- Attend a national training session (usually located in Seattle).
- After attending three monthly meetings, you will be mentored by an experienced CSV.

CLIENT SERVICE VOLUNTEER RESPONSIBILITIES

- Adhere to C&C'S Guidelines and Safeguards (see attached).
- Serve as neutral, nonjudgmental listeners and witnesses to the clients' beliefs, values, and concerns as they face the end of life.
- Provide information and consultation about end-of-life options to clients and their families by telephone and in person.
- Refer clients to hospice programs, pain specialists, and other needed services.
- Support clients and families throughout the journey, as appropriate.
- Attend monthly CSV team meetings.
- Attend a hastened death if requested by a qualified client (two CSVs are required to be present at a hastened death so you would never be alone).

The Successful CSV Possesses:

- A clear sense of self, including beliefs, personal emotional boundaries, limitations, and available energy.
- Ability to set aside personal beliefs to listen effectively with compassion and objectivity to help clients explore a wide range of end-of-life options.
- Maturity and good judgment that prevents the CSV from becoming overly absorbed with the situations of clients and their families.
- Willingness to commit at least one year to serving as a CSV.
- Ability to attend monthly CSV meetings and occasional continuing education presentations.

Confidentiality: CSVs are responsible for maintaining and safeguarding the privacy and confidentiality of clients and their families. CSVs will not disclose private information about or the identity of clients, families, or physicians during their volunteer service or after they have ended their involvement with C&C.

Training, Supervision, and Support: Training, mentoring, and ongoing support is provided to all CSV. New CSV will be teamed with experienced CSV when first working with clients. CSV's are supervised by the CSV team coordinator and the Director of Client Support.

6. Describe the pathway in your life that led you to Compassion & Choices' Client Support Team:

7. Please list any relevant experience and/or education:

8. Can you commit to volunteering for a minimum of one year?

9. Can you commit to attending Client Support Team meetings the second Monday of every month at 6:30pm in Seattle? (If you live far away, a conference call will be arranged).

10. Are you willing to attend seminars and workshops for continuing education in the fields of Death and Dying and the Right to Die Movement?

11. What kinds of time constraints/conflicts do you foresee (job schedule, family responsibilities, vacations, etc.)
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12. Are you willing to comply with Compassion & Choices' Client Support Team guidelines for required documentation?

13. Do you have any questions for us?

Please list 3 personal references with phone numbers.



CONFIDENTIALITY STATEMENT

I, _____, understand that in the performance of my duties associated with COMPASSION & CHOICES of Washington (C&C), I must maintain and safeguard the confidentiality of individuals, their families, and their health-care providers, with whom we correspond or are in some way involved.

I will adhere to the Guidelines and Safeguards adopted by C&C's Board of Directors.

I will protect the integrity of all records and documents by working with and storing them in an appropriate manner.

I will never disclose the identity of individuals, their family members, or their health-care providers, or provide any information that could lead to their identity, except when reporting in C&C meetings.

I will not divulge any information that should remain confidential, as outlined in the Confidentiality Policy, even after I am no longer associated with C&C.

Signature

Date

Printed Name



GUIDELINES AND SAFEGUARDS

For Compassion & Choices of Washington's Client Support Services

SECTION I: FOR CLIENTS WITH TERMINAL ILLNESS OR INCURABLE, PROGRESSIVE ILLNESS

GUIDELINES

A. Eligibility for Compassion & Choices of Washington's (C&C) Client Support Services (For Eligibility for the Washington Death With Dignity Act, see Section II.)

1. Any mentally competent adult who has been diagnosed by his or her physician with either a terminal illness or an incurable, progressive illness is eligible for counseling and support.
2. Any legal surrogate decision maker (legal next of kin or health care agent named in a Durable Power of Attorney for Health Care) who is making end-of-life decisions on behalf of an adult who has been diagnosed by his or her physician with either a terminal illness or an incurable, progressive illness is eligible for counseling and support.
3. Anyone closely involved with the client may initiate contact with C&C, but any request for counseling and support for a mentally competent client must be confirmed by the client.
4. All clients described in items 1. and 2. (above) are eligible for counseling and support concerning the full range of options for treatment and comfort care. To be eligible for C&C's assistance using the Washington Death With Dignity Act (DWDA), the client must meet the eligibility requirements and safeguards in Section II.

B. Support Provided by C&C

1. Clients are encouraged to contact C&C in the early stages of their illness. This gives client support volunteers opportunities to establish an ongoing relationship and the time to adequately explore the full range of end-of-life issues and options to relieve suffering.
2. C&C helps clients and families sort through issues related to the end of life. A team of volunteers, including experts in mental health and end-of-life care, is

available to provide support and consultation regarding hospice and other palliative care programs; spiritual and existential concerns; effective symptom management; and refusing or withdrawing life-sustaining treatment. For ongoing counseling and support, one or two volunteers will be assigned to work directly with each client.

3. C&C's client support team, including medical and legal advisors, will work with the client's medical providers if requested and appropriate.
4. If requested, spiritual support will be offered or arranged, depending on the client's beliefs and values.
5. Following a death, ongoing counseling will be offered to surviving family members or other loved ones who request it. Information may also be provided about grief and bereavement support groups or other resources available in the community.
6. All requests for counseling and support and all records maintained by C&C are strictly confidential.

SECTION II: FOR QUALIFIED CLIENTS WHO WISH TO USE THE WASHINGTON DEATH WITH DIGNITY ACT

GUIDELINES

A. Eligibility for C&C's Client Support Services

1. The client's condition must be diagnosed as terminal illness by an attending physician and a consulting physician. Terminal illness means an incurable condition which, according to medical judgment, will result in death within six months, regardless of continued treatment.
2. The client's attending and consulting physicians must verify that the client is a mentally competent adult who is capable of making an informed decision.
3. The client must be a Washington resident.
4. A request for DWD cannot be made through advance directives or by any person other than the client.

B. Support Provided by C&C (In addition to Section I-B)

1. If needed, assistance with finding attending or consulting physicians will be provided to clients who appear to qualify for DWD.
2. If requested by the client and feasible, C&C will provide two representatives who will be present at the time of death to provide support for the client,

family, and others in attendance.

SAFEGUARDS

1. A client support volunteer will develop a relationship with the client in order to understand his or her values, beliefs, and end-of-life decisions.
2. The client must make an oral request and a written request to his or her attending physician and reiterate the oral request at least fifteen days after making the initial oral request.
3. The client must understand his or her condition, prognosis, and types of comfort care which are available as alternatives to DWD.
4. If the client has family members, C&C strongly recommends that they agree with the client's decision to use the DWDA. If requested by the client, C&C's client support volunteers will meet with involved family members, if feasible.
5. The terminal prognosis and the client's decision-making capacity will be verified with the client's attending physician.
6. Any sign of indecision, uncertainty, or ambivalence on the part of the client will result in further assessment of the client's readiness or appropriateness for DWD. Supportive counseling, as outlined in Section I, may continue.
7. The prescription for life-ending medications must be obtained from the attending physician. Medications are not provided by C&C.
8. To assure that the process of dying is respectful of the client's dignity, the identities of the client, family, and health care providers will not be disclosed. All records maintained by C&C are strictly confidential.