

The Volunteer's Role

A quiz for NSW palliative care volunteers

This quiz is based on Chapter 3 of *Palliare: A handbook for palliative care volunteers in NSW (2018)*

Select the correct response to each of the following questions:

- Which of these qualities are looked-for in a Palliative Care volunteer?
 - Able to accept the values, beliefs and decisions of others even if different to yours.
 - Skilled at convincing people as to the correct course of action for their treatment.
 - Possessing a common sense approach to life, always laughing.
 - Being sincere, proselytizing and understanding as a person.
 - Both a and d above.
- Sometimes supporting a person in palliative care means saying 'sorry I can't help you with that.' Is this true or false?
- Volunteers help navigate people:
 - By offering transport and mobility support.
 - Who don't have formal qualifications in healthcare.
 - Through the healthcare system so that they get the treatment that they need.
 - Through sometimes difficult conversations, being understanding and accepting of other people's beliefs and values.
 - Both b and c above.
- 'Holistic' care:
 - Is an approach to care that considers the whole person.
 - Includes the physical, psychological, social, spiritual domains of care.
 - Refers to 'holiness' and is provided by religious institutions.
 - Involves 'being with', but not 'doing for', the person and their family.
 - Both a and b above.
- Spiritual care:
 - Means instructing people in religious practices.
 - Focuses on analysing the fears and emotions held by the person.
 - Is required by all patients after bereavement.
 - Is specialised care only provided by pastoral staff and their volunteers.
 - Relates to the meaning, values and symbols associated with our lives.
- Training programs for palliative care volunteers allow participants to specialise in one of physical care, psychological care, social care or loss and grief. Is this true or false?
- Once their initial volunteer training is completed each candidate:
 - Is typically asked to be involved for 12 months before taking leave.
 - Must retrain every 2 to 3 years unless they have done the standard training course.
 - Automatically becomes a 'certificated volunteer'.
 - Must be formally approved by the manager before they are recognised as a 'volunteer'.
 - Both a and c above.
- The role of paediatric palliative care volunteers includes support to siblings as well as families and may involve light domestic tasks and social outings. Is this true or false?

1a; 2t; 3d; 4e; 5e; 6f; 7d; 8t