



Canadian Hospice Palliative Care Association
Association canadienne de soins palliatifs

Last Aid Volunteer Facilitator Considerations

Thank you for your interest in volunteering as a facilitator with the Last Aid program. CHPCA is grateful to all volunteers who make our work possible. Prior to facilitating the Last Aid program, it is important to consider the role and its potential impacts.

Dying, death, grief and bereavement are personal and life altering experiences. Discussing these topics is never easy and it is important that you are taking care of yourself before, during, and after your volunteer time with us. Please read the statements below and reflect on your readiness to volunteer with the Last Aid program. If you have any questions, please don't hesitate to reach out to CHPCA staff.

- You have an interest in the Last Aid program and have the desire to help others. You have some awareness of what is drawing you to this program and are willing to explore this in depth.
- You are aware of the losses you have experienced, and your way of grieving, and have a sense of perspective about life and death, loss and grief.
- You are open to others who may have different values, beliefs and ways of living. You are able to listen well, and to validate others where they are, rather than where you might believe they should be.



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- Awareness of your own strengths and areas of growth, and the ability to set limits are important.
- You like working as part of a team and are willing to explore ways of supporting and being supported by other team members.
- You are not bringing personal agendas or “missions” to the Last Aid program and understand that this program is not to change people but be with them where they are.
- Discussing dying, death, grief and bereavement can be difficult, it is important that you have good supports and ways of taking care of yourself.
- You are willing to commit yourself to the training and to the volunteer responsibilities that follow and to gaining an understanding of the standards and policies of the Last Aid program.



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Last Aid Facilitator Roles

- Clinical Facilitator
- Allied Health/Lived Experience Facilitator

Reports to: CHPCA Staff

About Last Aid

Originating in Germany, and now being offered in over twenty countries, Last Aid is an academically reviewed, public education course that gives the average person an overview of dying and grief.

Often described as a First Aid course for end-of-life, this short course gives individuals the information they need to support their loved ones, building understanding and confidence to better support those who are dying and grieving and have less fear about their own mortality.

Last Aid covers four modules, and is facilitated by two facilitators, one with clinical experience and one with allied health/lived experience.

Purpose of Roles

To co-facilitate Last Aid ensuring course quality is maintained, accurate information is provided, and evaluations are completed.



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Main Tasks and Responsibilities

1. Co-facilitate the Last Aid course.
 - Determine which facilitator will speak to each module. Ensure all information is presented accurately, transparently, and in plain language.
 - Ensure that ground rules are set, the discussions and activities flow, participants remain as focused and interested as possible, and the evaluations are completed.
 - Ensure there is effective participation, participants achieve a mutual understanding, and their contributions are considered.
 - Complete course facilitator feedback and debrief (if needed after a course meeting).
2. Liaise with relevant CHPCA staff to ensure the training is planned, and roles and actions are agreed to.
3. Promote participation, engagement, and feedback with all the participants.
4. Manage complex discussion.
5. Provide CHPCA staff with feedback following each course and any outcomes from facilitator debrief.
6. Report any risks, training issues, complex questions, issues or concerns directly to CHPCA staff within 24 hours of the session.
7. Promote the course positively throughout your networks.



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Skills, experience, and attributes

Clinical Facilitator

Current, or previous experience, in a clinical hospice palliative care setting.
Can include working or retired physicians or registered nurses.

Allied Health/Lived Experience Facilitator

Lived experience with hospice palliative care, dying and death, and grief and bereavement. Can include caregivers, hospice palliative care volunteers, occupational therapists, physiotherapists, social workers, social service workers, Death Doulas, individuals living with life-limiting illnesses, etc.

Both Roles

- Experience in group facilitation, comfortable presenting/speaking to an audience.
- Interest in community education.
- Compassionate, understanding, and approachable.
- Excellent active listener.
- Comfortable with death and dying and grief and bereavement.
- Open and non-judgemental.
- Respectful of participants beliefs and diverse backgrounds.
- Able to maintain strict confidentiality.



Training Requirements

Successful completion of the Last Aid facilitator training (online, approximately a half-day).

Other Role Requirements

- Facilitators must commit to a minimum of 2 courses a year.