



Cancer Information and Education Center



Volunteer Training Guide

25 March 2009 (DRAFT)

Volunteer Training Guide

Purpose

For use as a guide for training Hope Light Cancer Resource Navigator Volunteers to ensure they have knowledge and skills to communicate availability of local and on-line cancer resources to help visitors in their fight against cancer.

Hope Light Cancer Resource Navigator

A Hope Light Cancer Information and Education Center (CIEC) Volunteer that is trained to help visitors become knowledgeable of all-cancers publications and local and on-line resources available to help them become better prepared to prevent, detect and cope with cancer. CIEC visitors could be cancer victims, family members, friends, caregivers or people just wanting to become knowledgeable of cancer.

A Cancer Resource Navigator (CRN) Volunteer could be a librarian, nurse, cancer survivor, healthcare provider, educator, physician or local resident with and interest in helping people in the fight against cancer.

The CRN should work with local schools, colleges and universities libraries to share cancer information/material and collaborate on workshops and educational events related to childhood and young adult cancers.

Cancer Knowledge

The CRN Volunteer should have basic knowledge of cancers and sources of information to include cancer prevention, signs and symptoms, screening tests, self-exams, treatments, nutrition, healthy lifestyles, etc. The following resources are recommended for CRNs use to obtain/increase cancer knowledge.

- National Cancer Institute (NCI) Understanding Cancer Series (61 Slides):
<http://www.cancer.gov/cancertopics/understandingcancer/cancer>
- NCI web site Cancer Topics:
<http://www.cancer.gov/cancertopics/>
- NCI Publication: What You Need To Know About™ Cancer
- Hope Light Foundation web site:
<http://www.hopelightproject.com>

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Cancer Knowledge (Cont)

CRNs should be knowledgeable of the following information and support resources to share with CIEC visitors.

- On-line and published materials to help in coping with cancer and cancer treatments.
- Local cancer support groups.
- Local cancer workshops and training classes.
- Local transportation services.
- Home healthcare.
- Financial assistant to help in costs of medicine and home healthcare.
- Organizations that promote healthier lifestyles and better quality of life
- Hope Light Foundation web site:
<http://www.hopelightproject.com>
- Siteman Cancer Center “Your Disease Risk Tool – Cancer” at:
http://www.yourdiseaserisk.wustl.edu/hccpquiz.pl?lang=english&func=home&page=cancer_index
- NCI's Cancer Information Service LIVEHELP toll-free number to speak with a Cancer Specialist: **1-800-4-CANCER (1-800-422-6237)** Monday thru Friday from 9:00 AM to 11:00 PM Eastern Time)

Health Insurance Portability and Accountability Act (HIPAA)

HIPAA is a federal law that sets a national standard to protect medical records and other personal health information. CRN Volunteers should be sensitive to the confidentiality of discussions with CIEC visitors to preclude disclosure of visitor's health information. Health information could be oral or written and can be related to past, present or future physical or mental health conditions.

Tips for CRN Volunteers:

- Be sensitive to visitor confidential information. If it is information you wouldn't want shared about you, do not share it with others.
- Do not discuss visitor-specific health information with others.
- Do not disclose information overheard from visitors discussing health information.
- Do not talk about visitors in the CIEC area.

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Communication Skills

Good communication skills are extremely important for the CRN Volunteer to create an open, trusting and compassionate environment for all CIEC visitors. Each visitor should be greeted with eye contact, a smile and an offer to provide help.

Active listening is an effective tool to ensure full comprehension of what has been said by the visitor and to convey to the visitor that you have their undivided attention. The active listening goal is to truly hear what the other person is saying. This requires setting aside all other thoughts and behaviors, concentrating on the visitor's message, asking questions, reflecting and paraphrasing to ensure the message was fully understood. Active listening is a model for respect and understanding.

CRN communication skills include providing one-on-one support for the visitors if required. Although a cancer patient's treatment team can address many of their medical questions, there may be other questions they can't answer. Some questions are best answered by someone who has been diagnosed with and treated for cancer, such as, a CRN Volunteer that is a cancer survivor. The Volunteer may listen to patients' concerns, share their own experiences and provide emotional and practical support. However, it is important to note that the CRN is NOT a professional counselor and does not provide counseling services. If a visitor appears to have difficulty in coping emotionally with the information discussed, it is important to refer them to a professional counseling service and/or a local cancer support group.

Personal Computer and Internet Skills

CRN Volunteers should be familiar with use of a Personal Computer and be able to help visitors access web sites and perform internet searches for cancer related information. After receiving basic orientation on how to logon to a computer, volunteers and visitors can go to the Goodwill Community Foundation's (GCF) web site at <http://www.gcflearnfree.org/computer/> for more training on using a computer, the World Wide Web and the internet. This on-line computer training service is provided free of charge by the GCF.

CRN Volunteers should be trained to use Microsoft Excel in order to develop, maintain, use and print the CIEC "Support Resources Checklist" spreadsheet as depicted in Figure 1. Current copies of the Checklist should be available at the Cancer Information Corner table for visitors use in locating valuable resources to help them in their fight against cancer.

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 Support Resources Checklist Metropolis/Massac County 						
Local / Web	Resource Type	Name	Address	Phone	e Mail	Web Site
Local	Assisted Living	Baptist Home Health	1003 E 5th St Metropolis, IL 62960	618-624-3661		
Local	Financial	UNKNOWN				
Local	Homecare	VNA-TIP Homecare	727 E 12th St Metropolis, IL 62960	618-624-7701		http://www.vnatp.com/
Local	Hospice	Baptist Home Health	1003 E 5th St Metropolis, IL 62960	618-624-3661		
Local	Hospice	Lovides Hospice	616 Main St Metropolis, IL 62960	618-624-3757		
Local	Mental Health	Massac County Mental Health & Family Counseling Center, Inc	205 W 5th St Metropolis, IL 62960	618-624-9636		
Local	Nursing	Southern Senior Health Dept	1230 Commercial Park Dr P.O. Box 133 Metropolis, IL 62960	618-624-2667		http://www.southern7.org/
Local	Nursing Home	Independent Living Services	3731 N US 45 Rd Metropolis, IL 62960	618-624-3260		
Local	Nursing Home	Metropolis Nursing & Rehab	2299 Metropolis St Metropolis, IL 62960	618-624-2634		
Local	Quit Smoking	Southern Senior Health Dept	1230 Commercial Park Dr P.O. Box 133 Metropolis, IL 62960	618-624-2667		http://www.southern7.org/
Local	Women's Health	Southern Senior Health Dept	1230 Commercial Park Dr P.O. Box 133 Metropolis, IL 62960	618-624-2667		http://www.southern7.org/
Phone	Information Hotline	National Cancer Institute		1-800-422-6231		
Web	Assisted Living	ElderCareLink				http://www.eldercareslink.com/

Figure 1. Support Resources Checklist

Cancer Information Corner

The Cancer Information Corner is integral to the CIEC and comprises the cancer publications library. The 'Cancer Corner' normally consists of a 6'0" long table with a display of cancer publications that are free to visitors. The Cancer Corner may also have reference books, CDs and DVDs that can be checked out and returned.

The CRN Volunteer should be trained to monitor the publication stock levels and order them as necessary to maintain the proper numbers for display and for use in outreach events. This will require the CRN to be trained in the use of Microsoft Excel in order to record the publications ordering information and inventory as depicted in Figure 2.

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 Hope Light Cancer Information Center - Publications Ordering Checklist									
Pub Order Code	Qty Ordered	Library:	Metropolis Public Library	Deborah Sommer	315 Metropolis St	Metropolis	IL	62560	
		Inv Qty: OVH	Publication Name	Organization Name	Web Site Address	Phone Number	User Name	Password	
3/17/2009	75		Want to Quit - Bookmark	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	20		Clearing the Air: Quitting Smoking Today	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	10		When Someone You Love Is Being Treated for Cancer	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	10		When Cancer Returns	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	10		When Your Parent Has Cancer: A Guide for Teens	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	10		Pain Control: Support for People With Cancer	National Cancer Institute	www.cancer.gov	800-422-6237			
3/17/2009	10		Young People with Cancer: A Handbook for Parents	National Cancer Institute	www.cancer.gov				
			Quarta Cancer Information Brochure	Awareness	www.4local.org	314-995-6220			
3/17/2009	50		Cancer Resource - Cancer Guide	Patient Resource	www.patientresource.net	816-684-8227/26			
3/18/2009	20		Beating the Odds	Gyneologic Cancer Foundation	www.mca.org	312-678-9769			
3/18/2009	20		Maintain Your Gynecologic Health	Gyneologic Cancer Foundation	www.mca.org	312-678-9769			
3/18/2009	19		Understanding Cervical Cancer	Gyneologic Cancer Foundation	www.mca.org	312-678-9769			
3/18/2009	20		Understanding Ovarian Cancer	Gyneologic Cancer Foundation	www.mca.org	312-678-9769			
3/18/2009	20		Understanding Primary Peritoneal Cancer	Gyneologic Cancer Foundation	www.mca.org	312-678-9769			
3/17/2009	1		CURE Subscription - Reference Copy	Cure	www.curetoday.com	1-800-210-2873			
3/17/2009	50		Carling4Cancer	P4 Healthcare	www.carling4cancer.com	410-480-0880			

Figure 2. Publications Ordering Checklist

Cancer Information Workshops

The CRN Volunteer should be trained to plan/develop/coordinate cancer information workshops to include obtaining guest speakers and advertising the event in local newspapers and radio stations.

The CRN should also be trained to deliver the following services in a professional and compassionate manner and ensure that the needs of the community are met. Following each event, the CRN should obtain feedback from the participants on the value and relevancy of the material presented.

- Audio and videotapes/DVDs
- Brochures, pamphlets and books
- Cancer education programs
- Cancer information workshops and guest speaker events
- Cancer screening events
- Healthy lifestyle events
- Internet searches
- Nutrition events
- One-on-one support
- Resource, support group and service referrals

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Cancer Information Workshops (Cont)

- Volunteer training
- Wigs and turbans

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