

CENTRE FOR LIVING ORGAN DONATION

# VOLUNTEER PROGRAM

# 2020



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After donating part of my liver to my father in 2017, I have learned so much about organ donation and the urgent need for organ donors.

I want to contribute to organ donation as much as I can. I want to be available for people who are considering organ donation, answer their questions and talk to them about my experience.

*- Robyn McGrath, Living Liver Donor, Centre Volunteer*



## Background

Living organ donation is a selfless act that individuals take to help improve the lives of someone suffering from liver disease or kidney disease. Each living donor adds another scarce organ to the transplant system, saving lives.

The Centre for Living Organ Donation at UHN aims to improve access and equity to safe and appropriate living organ donation. The Centre benefits donors and recipients of living organ transplants as well as their families, caregivers and supporters.

There are many ways for living donors, those in need of a liver or kidney, as well as family members and supporters to get involved with the Centre.

For more information on the Centre for Living Organ Donation or for information on any of our volunteer opportunities please email [livingorgandonation@uhn.ca](mailto:livingorgandonation@uhn.ca) or call 416-340-5400.

## Who Can Be a Volunteer?

- Individuals who have donated a kidney or portion of their liver to someone in need
- Individuals who have received a kidney or liver from a living donor
- Family member or caregiver of someone who has received an organ from a living donor
- Family member or caregiver of someone who is a living donor
- Living donor champion or supporter (someone who is not a recipient, donor or family member but supports the cause)
- Have been, but not currently, a UHN patient or caregiver of a patient

## Time Commitment

Commit to 1 year of volunteer activities  
(option to renew at the end of 1 year)



*Heather Lannon, Centre Outreach Coordinator and Claudia Morgan, Living Kidney Transplant Recipient, Centre Volunteer*

## How To Become a Volunteer

### Step 1 Complete Volunteer Application

- Complete online application and identify which volunteer role you are interested

**Step 2** Participate in an interview with the Centre's Outreach Coordinator. Interview can take place in person, via phone, Skype or Zoom.

Interview Questions may include:

1. Tell me about yourself
2. What is your connection to living organ donation?
3. How would you like to be involved with the Centre for Living Organ Donation?
4. Do you have any relevant volunteer and/or work experience that would benefit you in your volunteer work with the Centre?
5. What is your availability?

### Step 3 Complete UHN Orientation

Complete online volunteer modules

- Safety Culture
- Health and Safety Awareness
- Privacy
- Code of Ethics
- Confidentiality Agreement
- Caring Safely
- Volunteer Agreement

### Online Volunteer Application Form

[bit.ly/34Xb9sq](https://bit.ly/34Xb9sq)

Access will be provided by Human Resources to modules currently in use by all UHN staff and volunteers

### Step 4 Complete Centre Orientation

Outreach Coordinator will provide information about the Centre and specific details about each volunteer role

### Role of Centre Staff

- Receive and review volunteer applications
- Interview potential volunteers
- Provide training and orientation to new volunteers
- Act as a primary point of contact for volunteer questions, concerns, inquires
- Record and track volunteer hours
- Facilitate monthly volunteer call
- Provide ongoing training and educational opportunities for volunteers
- Facilitate social and recognition events for volunteers
- Manage volunteer recognition program

## VOLUNTEER OPPORTUNITIES

Volunteer Opportunities Include:

- Advisory Council Member
- Peer Mentor
- Living Donation Advocate
- Multilingual Speakers Bureau
- Community Liaison
- Event/Booth Volunteer
- Social Media Advocate

I want to pay it forward, share my perspective and give back in some small way.

- Bill Armstrong, Living Kidney Transplant Recipient, Centre Volunteer



### Advisory Council Member

**Purpose:** To advance the vision and mission of the Centre

**Role of Advisory Council Member:**

- Champion for living organ donation (promote, support, encourage others to be living donors)
- Provide perspective as a living donor, recipient, family member, supporter
- Identify, review, revise or help to create educational and informational materials for living donors, patients and families
- Provide input into patient care practices or policies
- Serve as member of a working group or committee
- Identify ways to improve the live donation process and the living donor experience
- Advises the Centre on needs and perspectives of living donors, recipients of live donor transplants and their families
- Provides insight into disparities and barriers to living organ donation
- Insight into psychosocial, medical and emotional needs of recipients, donors and families
- Make recommendations to the Centre
- Attend meetings on a monthly basis (in person or by video or teleconference)

**Requirements:**

- Lived experience as a living donor, recipient of a living donor, family of living donor or recipient preferred
- Experience in or knowledge of health care, social marketing, health communications, social media and/or media relations
- Previous experience serving on a volunteer board or committee
- Extensive networks and experiences in community relationships and stakeholder engagement
- 50% of the committee must be living donors

### Leadership:

- Annually, the Centre will invite nominations from among the Council membership to serve as Committee co-leads of the committee representing liver and kidney and/or recipient and living donor perspectives. The co-leads will assist with development of meeting agendas and Centre plans. The co-leads may be invited to represent the Council at Centre meetings and events.
- Centre staff will facilitate meetings, track concerns, ideas and suggestions

### Role of Staff:

- Organize and facilitate monthly council meetings
- Assign tasks to council members
- Receive and incorporate feedback from council members
- Respond to council members questions and concerns

## Peer Mentor

### Purpose:

- Provide mentorship to a patient waiting for transplant, a potential living donor, caregivers or family members of transplant patients or living donors
- Provide information and support from a peer support perspective to patients, living donors, family members or caregivers who are going through the transplant or living donation process
- Acknowledge the value of the personal experience of the transplant recipient or living donor
- Help support patients or living donors, family members and caregivers

### Role of Peer Mentor:

- Share your story and care experience with others
- Provide fellowship and reassurance
- Show concern for others
- Ability to see beyond your own experiences
- Convey the importance of compliance with medications, signs of rejection
- Encourage mentees to seek professional input from staff when needed

### How to Refer a Mentor or Mentee to the Program:

- Provide info on mentor program to social work team, kidney team, liver team
- Provide materials on mentorship program to give to patients or families
- Paper or digital referral for social work team to Outreach Coordinator
- Outreach Coordinator will contact the referred individual and ask a series of questions to gain info to match with an appropriate mentor

- Patients and families can self-refer by contacting the Outreach Coordinator and asking to be put in touch with a mentor

### Role of Staff:

- Responsible for building relationships with mentors
- Primary point of contact for mentors and mentees
- Provide mentor with information on mentee (specific questions, what they are looking for guidance on)
- Debrief with each mentor on a regular basis to find out how mentors experience is going
- Maintain stats on mentorship program, including volunteer hours, number of referrals, etc.
- Provide guidance and support to mentors
- Conduct monthly check ins with mentors

### Matching Process

- Potential living donor or patient is told by social work staff, transplant coordinator or Centre staff about the opportunity to have a mentor
- Mentee makes a request to have a mentor
- Mentor experiences, skills, background reviewed
- Outreach Coordinator identifies mentor that will be good match for mentee
- Outreach Coordinator contacts mentor and discusses potential mentee
- Introductory email sent by program coordinator to mentor and mentee

## Living Donation Advocate

**Purpose:** Share story or experience to promote living organ donation and encourage others to consider living organ donation

### Role of Living Donor Advocate:

- Share your story on our website, social media and in signage, pamphlets and other materials
- Meet with Communications Coordinator to discuss best way to share your story, including an interview for piece on social media, podcast and/or website

### Advocating for a specific person in their search for a living donor

Living Donor Champions advocate on behalf of a specific person in their search for a living donor. [The Centre offers training for Living Donor Champions.](#) Choosing to become a Living Donor Champion is an individual choice and is not a volunteer position with the Centre.

## Multilingual Speaker

**Purpose:** Share story or experience to promote living organ donation and encourage others to consider living organ donation

### Role of Multilingual Speaker:

- Share your story with staff, other patients and at events
- Attend events and speak with attendees about living organ donation
- Provide materials, answer questions about living donation and share your story
- Meet with Education Coordinator to discuss events at which you can share your story, including panels, workshops, education sessions (in person or via webinar), etc.

### Requirements:

- Able to communicate fluently in English and at least one other language
- Knowledge of or involvement in ethnic, community or professional organizations
- Public speaking and/or media relations experience

## Event and/or Booth Volunteer

**Purpose:** Assist staff with operational and logistical aspects of events that promote living organ donation. Share your experience with others.

### Role of Event and/or Booth Volunteer:

- Assist with set up and take down at events
- Greet and provide instructions to guests
- Provide information and respond to questions about the Centre and living organ donation
- Manage activities, registration booth etc.
- Duties may include tending to a booth at community events by answering questions about living organ donation and sharing your experience
- Events hosted by the Centre require volunteers to help with logistics, set up and take down. Volunteers will need to attend an onsite meeting in advance of the event to receive information about their role, the event specifics and training needed.



It's been over 6 years since I donated the kidney and I felt right after the donation that I wasn't finished and I still feel that way.

- Ian Goodall-George, Non-Directed Living Kidney Donor, Centre Volunteer



## Community Liaison

**Purpose:** Share your story or experience to promote living organ donation, encourage others to consider living organ donation, assist staff with logistics and facilitation of a focus group

**Role of Community Liaison:** Members of specific ethnic groups share their stories and/or transplant or living donation expertise in different languages

- Speak at events and presentations
- Share their story with others in need of transplant or interested in being a living donor
- Assist with focus groups, presentations and other initiatives as part of the ACTION project, which focuses on improving access to living kidney donation in ethno-racial minority communities in Canada
- Meet with Project Lead prior to focus groups to discuss role, responsibilities, expectations

## Social Media Advocate

**Purpose:** Assist with Centre marketing and promotion through social media channels

**Role of Community Liaison:**

- Assist with the development and sharing of social media content from the Centre's social media channels
- Promote the Centre's newsletter and encourage people to join the mailing list
- Promote the Centre through social media and encourage others to follow the Centre through social media channels



Every life matters. While I can only be a living liver donor once, supporting the Centre for Living Organ Donation's excellent work will hopefully help more people get donors—my small part to help save more lives.

- Heather Badenoch, Non-Directed Living Liver Donor, Centre Volunteer

## VOLUNTEER RECRUITMENT

We're promoting volunteer opportunities through:

- Handouts to the social work team, in patient unit, clinic, digital screens and a card sent to living donors post donation
- Social media campaign
- Providing information to social work team to provide to recipients or living donors who may be interested in participating (see section on How to Refer Mentee or Mentor to the Program)
- Self-referral – living donors and recipients can apply through Centre website using Survey Monkey

## VOLUNTEER RECOGNITION

- Volunteer hours will be recorded by the Outreach Coordinator
- Volunteers will be kept up to date on Centre events, news etc. (through mailing list)
- Monthly volunteer call or email
- Education and social sessions
- Year-end recognition event or social that will recognize contributions, present awards for number of hours contributed, award pins etc.

I couldn't pass up the opportunity to work with all of these amazing living donors, each with their own story and experiences. It's a great chance to continue educating myself and encourage others to consider living donation.

Living organ donation is one of the most rewarding things you might ever do for yourself, and it can be life-saving for someone in need.

*- Len Hodder, Non-Directed Living Liver Donor, Centre Volunteer*

