
Departments of:
Psychosocial Oncology
Volunteer Services
BC Cancer Agency
Vancouver Centre

March 2013
Table of Contents

This guide consists of the following content and sections that can be adapted by other healthcare groups when considering future patient peer navigation programs. Referencing or acknowledgement of this guide is requested.

PREFACE & ACKNOWLEDGEMENTS ................................................................................................................................. 2
PURPOSE .................................................................................................................................................................................. 3
INTRODUCTION ........................................................................................................................................................................ 3
BACKGROUND ........................................................................................................................................................................... 3
CHINESE PEER NAVIGATOR PROGRAM DEVELOPMENT ........................................................................................................ 4
Guiding Principles ........................................................................................................................................................................ 4
Chart ........................................................................................................................................................................................ 5
Research ..................................................................................................................................................................................... 6
Scope of Practice ....................................................................................................................................................................... 6
Stakeholders & Steering Committee ....................................................................................................................................... 6
Summary of Pilot Project .......................................................................................................................................................... 7
CHINESE PEER NAVIGATOR PROGRAM (CPNP) .................................................................................................................. 8
Identifying Target Group .......................................................................................................................................................... 8
Identifying Objectives ............................................................................................................................................................... 8
Establishing Roles & Responsibilities ..................................................................................................................................... 8
Finding Space & Location for CPN ........................................................................................................................................ 10
Program Delivery Details ...................................................................................................................................................... 10
SUBSEQUENT PROGRAMMING ........................................................................................................................................ 11
BILINGUAL TOOLS .............................................................................................................................................................. 12
1. Patient & Family Counselling Appointment Request Form .............................................................................................. 12
2. Vancouver Centre Floor Guide ............................................................................................................................................... 13
3. Calling the Volunteer Driver Service .................................................................................................................................. 14
4. Library Resource Checklist .................................................................................................................................................. 15
5. Resource Guide for Chinese Cancer Patients (downloadable) ............................................................................................ 16
6. Useful Bilingual Resources Sheet (downloadable) ........................................................................................................... 17
APPENDIXES ......................................................................................................................................................................... 19
A. Volunteer Management Cycle ............................................................................................................................................... 19
B. CPN Training Modules ....................................................................................................................................................... 20
C. Peer Navigator Record of Contacts ................................................................................................................................... 23
D. Volunteer Position Description ............................................................................................................................................. 25
REFERENCES ........................................................................................................................................................................... 26
Preface & Acknowledgments

Patients and their family members have let us know that they wanted to provide support to their peers through the experience of a cancer diagnosis and treatment. Together, with this knowledge and understanding the work of other navigator programs in Canada, we developed a peer-based program in Chinese languages.

The Peer Navigator Program development was initially funded by the Canadian Partnership Against Cancer as a pilot project. The funding for the toolkit was provided by the Provincial Health Services Authority, Population and Public Health, Promoting Health Equity Project. The project team from the BC Cancer Agency included: Dr. Maria Cristina Barroetavena, Researcher, Sociobehavioral Research Program, Sandy Kwong, Social Worker, Patient and Family Counselling, Vancouver Centre, Lisa Kenyon, Regional Coordinator of Volunteer Services, Vancouver Centre, and Gina MacKenzie, Provincial Director, Psychosocial Oncology Program.

The commitment of the Chinese Peer Navigators has greatly contributed to its success, as well as, the ongoing support of Sandy Kwong and Lisa Kenyon in supporting this program. A special acknowledgement to Shelley Pennington, Cancer Care Resource Social Worker, BC Cancer Agency, Psychosocial Oncology for her work writing this guide. Our hope is that this will be useful to others wanting to develop similar programs where English is the second language.

Yours sincerely,

Gina MacKenzie, Provincial Director
Psychosocial Oncology Program & Psychiatry Services
BC Cancer Agency
Purpose

This guide describes the issues, principles and processes involved in the development of the Chinese Cancer Patient Peer Navigator Program at the BC Cancer Agency, Vancouver Centre and the bilingual resources that are used with Chinese-speaking patients (Mandarin and Cantonese). This program also reflects “best practice” standards and can be used for future groups or organizations who may wish to adapt it for peer navigator programs.

Introduction

Over the last several years peer navigation programs for cancer patients have developed in Canada to help mitigate problems associated with patient’s understanding the vast amount of information provided by multiple cancer care disciplines. Information that is vital, not only for knowledge about disease and treatment, but also about the psychosocial impact of how problems in knowledge and understanding can create barriers to accessing supports and services affecting cancer care outcomes. One of the mandates of the BC Cancer Agency is to improve patient’s quality of life by establishing excellence in cancer care through collaboration and research. Subsequently, mutual goals and benefits led to a partnership between multiple disciplines and set a standard of best practice for other peer support programming at the BC Cancer Agency.

Background

Barriers to accessing services have become evident with marginalized populations particularly people with combined health, linguistic and other psychosocial challenges. Vancouver, British Columbia is a multi-cultural city with immigrants from many diverse cultures. Statistics Canada Census (2011) indicates that of Vancouver’s 712,000 people 31% are reported to speak a language other than English, at home. Cantonese (16.0%), non-specific Chinese (12.2%) and Mandarin (11.8%) are among the highest. From April 1, 2007 to March 31, 2008, our Vancouver Cancer Centre had approximately 4500 requests for a Cantonese / Mandarin speaking interpreter (78.7 % of overall requests).

In the early 1990’s challenges associated with understanding and accessing information led the BC Cancer Agency, Psychosocial Oncology Program to designate a bilingual Chinese social work position to work mainly with Chinese-speaking patients. Through consultation with stakeholders, needs and gaps in service provision became evident paving the way for a peer navigation program at the Vancouver Cancer Centre. Funding for the initial development of the Chinese Cancer Peer Navigator Program and bilingual resource materials was provided by Canadian Partnerships Against Cancer (CPAC) as part of their 2008-2012 Strategic Initiative Toward Integrated Person-Centred Cancer Care. Program research and development was from August 2008 to January 2009 and the program was initially piloted with Chinese-speaking head and neck cancer patients to test its feasibility. Now the program has been fully embedded into the admissions process. It is important to note that the Chinese Peer Navigator Program does not negate the need for interpreter services but integrates peer-based support into the complex and multi-faceted cancer care system.
Chinese Peer Navigator
Program Development

Guiding Principles:

The following foundational elements provide guidance and direction throughout the development and implementation of the program. (See Chart 1)

- Intentional – driven with a proactive intent and a specific focus to improve the situation for marginalized people.
- System-Based – facilitates personal change by recognizing and implementing change at the organizational level.
- Empowerment – facilitating self-help and skill development.

1. Bilingual

Bridging the linguistic and cultural information gap between Chinese-speaking (Mandarin and Cantonese) patients and English-speaking service providers. All materials are bilingual to facilitate communication between health care providers, patients and their families.

2. Peer-based

In focus groups, patients identified that they wanted to hear from other Chinese survivors that had gone through similar experiences of cancer diagnosis and treatment. Volunteer cancer survivors provide mentorship, encouragement, support, guidance and information.

3. Professionally Managed

The program is professionally managed and coordinated by volunteer services adhering to the Cycle of Volunteer Management. This ensures that the program is of high quality and that all aspects of program management are addressed, implemented and maintained.

4. Sustainable

Program sustainability is based on whether it is understood, accepted and embedded into the cancer care process.

5. Interprofessional

A shared approach ensures partnerships work together within the organization as a whole. The steering group included representation from disciplines that work in patient care and also in information systems.
CHINESE CANCER PATIENT PEER NAVIGATOR PROGRAM

Bilingual

Language-based: Mandarin / Cantonese & English Speaking

Peer-based

Utilizing Volunteer Cancer Survivors

Professionally Managed

Volunteer Cycle of Management

Sustainable

Imbedded in the Organizational Structure

Interprofessional

A Shared Multidisciplinary Approach

Intentional System-Based Empowerment

Foundational elements upon which the Chinese Cancer Patient Navigator Program was established and is maintained. (Chart)
Research & Data Gathering:

The following studies provide evidence-based research on patient navigator programs as well as information about the needs and challenges of Chinese-speaking cancer patients and their families.


Scope:

The CPNP is navigational as opposed to situational (only when a situation occurs) approach. It is a proactive means of decreasing patient distress, increasing patient capabilities and optimizing organizational efficiencies. Therefore, the scope of the CPNP revolves around three elements in service provision:

1. Providing information and education about supportive care services that is tailored to the language and cultural needs of Chinese-speaking patients.
2. Providing mentorship and emotional support by peers who can easily understand and relate to their challenges.
3. Providing practical support and facility guidance that might impact delays or inefficiencies in patient care.

Stakeholders & Steering Committee:

Key informants during the development phase provided knowledge about specific processes within the cancer care system – radiation therapists, booking clerks, new patient admissions and others. The project steering committee was made up of members from various disciplines at Vancouver Centre including:

- Patient and Family Counselling Services
• Volunteer Services
• Researchers
• Medicine & Nursing
• Library Services

Summary of Pilot Project:
The program was first trialed as a pilot with Chinese-speaking head and neck cancer patients, at Vancouver Centre, from January to March, 2009. The following steps were taken towards the development and implementation of the pilot project and paved the way for program as it stands today.

• An Advisory Committee was set up with staff from multiple disciplines.
• A Project Team was set up which included: Researchers, Project coordinator, Project assistant, Social Worker, Psychosocial Practice Leader, Volunteer Services Coordinator.
• An environmental scan was conducted of existing cancer navigation projects and review of the literature.
• Conducted 22 key informant interviews within the Agency.
• Liaised with community partners for support and to refer potential participants.
• Developed service approach, delivery process, roles of peer navigator, training program for peer navigator.
• Designed the delivery process.
• Roles and responsibilities of volunteer Peer Navigator were written up.
• Introduced this pilot in different rounds and meetings (e.g. tumor site rounds, radiation therapists meeting, admission program etc.).
• Publicity and recruitment of multi-lingual Chinese cancer survivors as Peer Navigators.
• Conducted training to recruited cancer survivors (training content covered: Overview of cancer, treatment types, general concerns of cancer patients, boundaries setting, basic rules in volunteer work, communication skills, dealing with emotions, handling critical incidents).
• Developed program materials (e.g. bilingual resources and tools for patients) with aims to empower patients to be active in their cancer care and to increase their access to support.
• Feedback from patients, Peer Navigators and staff influenced future programming for this program and additional programs.
• After this pilot phrase, these program materials were further developed and elaborated to become the bilingual Navigation Guide for Chinese Cancer Patients and their Families.
Chinese Peer Navigator Program (CPNP)

The following sequential steps provide a means of conceptualizing the logistics of program implementation. The Volunteer Management Cycle (see Appendix A) under the direction of the Volunteer Services Department provides the formal structure where roles and responsibilities are clearly defined.

**Step 1 Identifying Objectives:**

The objectives are to improve Chinese-speaking patient’s knowledge of cancer care information and supportive services thereby, enhancing their access to support services and strengthening their self-help abilities.

**Step 2 Identifying Target Group:**

The CPNP targets Chinese-speaking (Cantonese and Mandarin) cancer patients and their caregivers who are new to Vancouver Cancer Centre. Patients are identified by admission staff when they request an interpreter or if language barriers become obvious to staff, prior to, or at the patient’s first visit. A Patient and Family Services request form may be completed or the patient might simply be directed to where the CPN is located.

**Step 3 Establishing Roles & Responsibilities:**

- **Chinese Peer Navigator (CPN)**
  
  The CPN is a bilingual or multilingual (Mandarin, Cantonese and English) volunteer cancer survivor who is 1-5 years post cancer treatment. Their role is to provide mentorship (survivor perspective), directional guidance and navigational support at Vancouver Centre. The CPN provides insight, knowledge, comfort and support to new patients. In return CPN’s receive support from volunteer coordinator and cancer care team as well as benefiting from “giving back” to others.

  The CPN connects with the patient on their initial visit to the Centre and then offers subsequent assistance as required. The commitment for a CPN is one four hour shift per week/bi-weekly or as needed for a minimum of one year. They are responsible to the coordinator of volunteer services. They must also complete general volunteer orientation, specific CPN training and adhere to volunteer services regulations which are laid out in the Volunteer Handbook.

  (See Appendix C for role description)

- **Volunteer Services Department**

  Day to day program leadership and program coordination is provided by the coordinator of volunteer services who utilizes core concepts of the Volunteer Cycle of Management which provides implementation and maintenance of all volunteer programs at Vancouver Centre (see Appendix A).
a. Recruitment & Screening

Recruitment of volunteers is done by the coordinator of volunteer services primarily through the BC Cancer Agency website www.bccancer.bc.ca/RS/VancouverCentre/Volunteers.htm but also through word of mouth from volunteers themselves. Occasionally, if interested, qualified volunteers are identified through the monthly Chinese Support Group and encouraged to submit a volunteer application.

Choosing volunteers who meet the criteria involves an in person interview to determine if the skills and interests are indeed the right fit. The coordinator of volunteer services is experienced in this role. (Refer to Appendix C for a detailed role description) Exclusion criteria would include anyone who is not a former patient and who cannot speak the necessary languages. It may also exclude someone who has an agenda of their own based particular preferences or beliefs.

b. Scheduling

A monthly calendar is created and maintained by the coordinator of volunteer services. Dates and times are mutually agreed upon with each CPN agreeing to give a minimum of one 4 hour shift per week as needed for a minimum of one year. There is no need to provide for weekend coverage since no treatment is available on the weekends. During down times CPN’s are encouraged to provide assistance to other patients or familiarize themselves with information and knowledge related to providing cancer care.

c. Training & Orientation:

CPN’s must complete the general BC Cancer Agency volunteer orientation organized by the coordinator of volunteer services. The general orientation is usually a half day and covers training on a variety of organizational policy, services, and procedures such as; fire safety, infection control, patient confidentiality, agency programs and services. Once complete the volunteer will participate in the volunteer program orientation, which covers program policy and procedures and includes topics such as; cancer as a disease and its treatment, communication skills, setting boundaries, site tour and practical information. This training lays a foundation of knowledge required for all volunteers at Vancouver Centre. Volunteer services also has a series of courses that are mandatory for all centre based volunteers which includes; Cancer 101, Radiation Therapy 101, Communications 101, Violence Prevention Modules #1 & #2 and annual Fire Safety. Volunteer Services offers optional training on a variety of topics for all volunteers as well based on feedback collected about interest areas. Each new volunteer receive a program handbook at the general orientation. The handbook contains site information, procedural information for volunteers, program policies, and some information about the volunteer database, communication basics, and other practical information. The CPN must also complete the specific CPN training modules which include the needs of the Chinese population as well as the delivery process for the CPNP. (See Appendix B for training modules).

d. Support, Retention & Recognition:

As a part of the volunteer services platform of programs, CPN’s are provided with free parking, volunteer badges, free training opportunities and certificates when training is complete, mentorship support and inclusion in an annual volunteer appreciation luncheon.
e. **Evaluation & Program Refining:**

CPN’s meet with the coordinator of volunteer services annually (at minimum) to review the role and do a re-fresher of materials, boundaries, and the role itself. Program evaluation is done as part of these annual meetings when they have a formal opportunity to give feedback. They also send emails to the coordinator of volunteer services as issues arise.

- **Multi-disciplinary Team**

All multi-disciplinary cancer care team members provide input and feedback and are aware of the process through admitting. They may also be involved in training and orientation regarding their perspective disciplines.

- **Patients and Family Members**

Appropriate patients and their family members are made aware of this program based on their need for interpreter services but they must also accept the offer of the service. They are encouraged to ask questions, access available supports and enhance their self-help skills. If they turn down the use of the service they are always given the option of accessing it in the future should the need arise.

**Step 4 Finding Space & Location**

The CPN is located at the admissions and information desk in the main lobby at Vancouver Centre; however, CPN’s move throughout the centre during their shifts.

**Step 5 Program Delivery Details:**

1. The CPN meets patient and family at New Patient Admission Desk. They greet and introduce the program to the patient and assist with completing forms and then escort them to the Ambulatory Care Clinic (ACU).

2. While waiting for consultation at ACU the CPN briefly shares the purpose of initial visit, offering a “survivorship” perspective as appropriate and helps the patient or family member communicate with health care team.

3. After consultation the CPN asks if the patient has any questions or concerns, provides and explains resource information and offers directional guidance within the Centre.

4. After the first visit the patient is given a telephone number for the Navigator Voice Mail, they are encouraged to call back to schedule a subsequent meeting, if required. However, in practice usually patients simply request assistance from the CPN, if they are available, during their follow-up visits to the Centre.

   **NOTE:** If the patient is an “in-patient” the CPN will visit them in the hospital unit.”
Subsequent Programming

The lessons learned through the development of CPNP have paved the way for subsequent program
development. It is helpful to be able to use models for future programming and below are examples of
programs that have so far followed in the steps of the CPNP.

- Brain Care Peer Navigator Program
- BE ACTIVE: Education program for Chinese-speaking cancer survivors and their families which
  started in 2012
<table>
<thead>
<tr>
<th><strong>Bilingual Tools (1)</strong></th>
</tr>
</thead>
</table>
| **Navigation Guide – Appendix**  
病人及家屬輔導 - 要求服務  
Patient & Family Counselling – Service Request |

| **BC Cancer Agency**  
CARE + RESEARCH  
An Agency of the Provincial Health Services Authority |

|-----------------------------------------------|

<table>
<thead>
<tr>
<th>請填寫此表格，讓我們了解你的需要，及替你安排合適的服務。請在適當的□內加上✓號。</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>I am a patient. My Chart # or MSP #:</strong></th>
</tr>
</thead>
</table>

| 我的姓名 (英文) ___________________  
My name in English | 中文) ___________________  
Chinese | 日間聯絡電話 :  
Daytime contact tel: |
|-----------------------------------------------|

<table>
<thead>
<tr>
<th><strong>I am patient’s family/friend. Patient’s English name / Chart # / MSP #:</strong></th>
</tr>
</thead>
</table>

| 我的姓名 (英文) ___________________  
My name in English | 中文) ___________________  
Chinese | 日間聯絡電話 :  
Daytime contact tel: |
|-----------------------------------------------|

| **到訪病人及家屬輔導部門的原因？請在適當的□內加上✓號。**  
What would you like from Patient & Family Counselling Services? Please check all appropriate. |
|-----------------------------------------------|

<table>
<thead>
<tr>
<th><strong>I have an appointment with Sandy. Please let Sandy know that I am here.</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>I would like to have the information on:</strong></th>
</tr>
</thead>
</table>

| 華語癌症病人資源手冊  
Resource Guide for Chinese Cancer Patients  
病人及家屬服務部門的服務简介單張  
PFCS Service pamphlet  
華語互助小組資料  
Chinese Support Group  
加拿大退休金計劃-傷殘津貼申請表  
CPP-Disability Benefit Application Form  
Other: |
|-----------------------------------------------|

<table>
<thead>
<tr>
<th><strong>I want to make an appointment to see Sandy, the Chinese-speaking Social Worker, in regard to:</strong></th>
</tr>
</thead>
</table>

| 我想預約見華語社會工作員鄭秀虹小姐 (Sandy), 關於:  
I want to see Sandy, the Chinese-speaking Social Worker, in regard to: |
|-----------------------------------------------|

<table>
<thead>
<tr>
<th><strong>I want to make an appointment to see the English-speaking counselor/social worker as soon as possible, in regard to:</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>請同時安排簡易話/國語翻譯員。Please also arrange a Cantonese / Mandarin interpreter.</th>
</tr>
</thead>
</table>

| 我想留話給華語社會工作員鄭秀虹小姐 (Sandy Kwong).  
I want to leave a message for Sandy Kwong.  
留言 Message: |
|-----------------------------------------------|

| Notes for PFCS follow up:  
Service Request Form Revised: Jan 2010 |
|-----------------------------------------------|
Bilingual Tools (2)

Vancouver Centre Floor Guide

Bilingual Tools (3)

Calling the Volunteer Driver Service:

Hello. I would like to book the volunteer driver service to BC Cancer Agency.

<table>
<thead>
<tr>
<th>English</th>
<th>Chinese</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ____________________ (name of centre/ building)</td>
<td>你好。我想预定義工司機接載我到 ____________________（中心）。</td>
</tr>
<tr>
<td>My name is ____________________</td>
<td>我的姓名： ____________________</td>
</tr>
<tr>
<td>My address is ____________________</td>
<td>我的地址： ____________________</td>
</tr>
<tr>
<td>My phone number is ____________________</td>
<td>我的電話號碼： ____________________</td>
</tr>
<tr>
<td>My appointment is at _______ (time) on _______ (date). _______ (1 or 2) person(s) would take the ride.</td>
<td>我的就診時間 _______ 日期 _______（1或2人）會搭車。</td>
</tr>
<tr>
<td>&lt;&lt;Please write down the pick up time from home: _______&gt;&gt;</td>
<td>&lt;&lt;可詳細記下你家的接載時間，請記錄下來。&gt;&gt; _______</td>
</tr>
<tr>
<td>Thank you for your help. Good Bye.</td>
<td>多謝你的幫忙，再見！</td>
</tr>
</tbody>
</table>

Bilingual Tools (4)

Library Resource Checklist:

<table>
<thead>
<tr>
<th>Library Resource Checklist (English – Chinese Bilingual Version)</th>
<th>圖書館資料借閱表格 (中英文雙語版)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. BCCA Library is located on level one of the BC Cancer Research Centre, at 675 West 10th Avenue. Opening hours: Mondays – Fridays, 9 a.m. – 5 p.m.</td>
<td>1. 卑詩癌症局圖書館位於西十街 675 號卑詩癌症研究大樓一樓。辦公時間為星期一至五，上午九時至下午五時。</td>
</tr>
<tr>
<td>2. Bring 1 piece of photo ID, your address in English and your phone number to get a library card so as to borrow books and resources.</td>
<td>2. 帶備附有身份的證明文件(例如駕駛執照、公民咭、楓葉咭、身份証等)、你的英文地址及電話號碼到圖書館辦理申請圖書證以便借閱資料。</td>
</tr>
<tr>
<td>3. Check (√) the type of resource that you want on the Library Resource Checklist. Show it to the Librarian for assistance.</td>
<td>3. 填妥「圖書館資料借閱表格」交給圖書館員，他們可助你找尋資料。</td>
</tr>
<tr>
<td>4. If you would like to renew your books, you can do so over the phone by calling 604.675.8001 or email <a href="mailto:library@bccancer.bc.ca">library@bccancer.bc.ca</a>.</td>
<td>4. 績期借閱資料，你可致電 604.675.8001 或電郵 圖書館 <a href="mailto:library@bccancer.bc.ca">library@bccancer.bc.ca</a> 辦理。</td>
</tr>
<tr>
<td>5. Return your library books at the Library or in the drop box at Vancouver Centre Admitting &amp; Information Desk.</td>
<td>5. 你可到圖書館或放置於溫哥華中心大堂詢問處的歸還箱（drop box）歸還資料。</td>
</tr>
</tbody>
</table>

I am looking for information in:

- [ ] English
- [ ] Chinese
- [ ] Print
- [ ] Web
- [ ] Audio Visual

Type of cancer:

(Ask a friend or Navigator help you write the type of cancer in English)

- [ ] Radiation Therapy
- [ ] Chemotherapy (Drug name: _____________)
- [ ] Surgery
- [ ] Nutrition
- [ ] Dental Care
- [ ] Caregiver Information
- [ ] Clinical Trials
- [ ] Coping with Cancer
- [ ] Other ______________________________

病病類別：

(請懂英語的朋友或導航員填寫英文癌病名稱)

- [ ] 放射療法
- [ ] 化療 (化療藥名: _____________)
- [ ] 外科手術
- [ ] 营養
- [ ] 口腔護理
- [ ] 照顧者所需的資料
- [ ] 臨床試驗研究
- [ ] 如何面對癌症
- [ ] 其他 ______________________________

Bilingual Tools (5)

**Resource Guide for Chinese Cancer Patients:**

This guide is written in both English and Chinese. It includes resources to get more information about cancer, treatment and emotional support; it also includes information on financial assistance, homecare, meal services, and childcare support.

Download a copy from the BC Cancer Agency Website

Bilingual Tools (6)

Useful Resources for Chinese Cancer Patients:

This is a one page condensed information sheet for finding practical and financial resources for Chinese speaking cancer patients.

Download a copy from the BC Cancer Agency website:

Bilingual Tools (7)

Navigation Guide for Chinese-Speaking Cancer Patients and Their Families:

This guide is written in bilingual Chinese and English. It includes information on the Chinese Peer Navigation Service; tips for preparing for medical appointments; tips for communication and finding support; Vancouver Centre floor guide; bilingual communication sheets to book the volunteer driver service; request form for Patient and Family Counselling Services and; Library resources.

Download a copy from the BC Cancer Agency Website.

Appendix A

Volunteer Management Cycle
Appendix B

Training Modules:

Module One
Theme: Orientation (Basic Volunteer Training)

Expected Outcome:
Peer Navigator will have a general overview of the BC Cancer Agency’s mission and vision as well as to familiarize themselves with the physical setting of VC. PN will be prepared for their boundaries and limitation to avoid burn out.

General Orientation:
1. An overview of BCCA
2. Physical environment of Vancouver Centre
3. An overview to Volunteer Service
4. Briefing of human rights policy and confidentiality agreement
5. Working within boundaries & limits
6. Ethics for volunteers & patient PN relationship
7. Overview of Cancer & Cancer Treatment

Module Two
Theme: Introduction of Chinese Peer Navigator Program (CPNP)

Expected Outcome:
They will learn about the concepts and objective of our model and be able to present it. They will also be equipped to know and work with different medical and para-medical professionals and be able to differentiate their role from the interpreter or escort volunteer.

1. An overview to Chinese Peer Navigator Program (CPNP)
2. Introduction of the Chinese Peer Navigator Project in Vancouver Centre
3. The origin & the objectives
   a. Introduction of the proposed CPN model
   b. Roles and responsibilities and core competence of CPN
   c. Differentiate between role of escort volunteer, interpreter and CPN
   d. First Visit Training
      • present yourself to patients & family members
      • present yourself to health care providers
4. Overview on the medical and supportive care professionals that CPN will see
   a. Introduction of their roles
   b. How to work with different professionals
Module Three

Theme: Communication skills and critical incident management

Expected Outcome:

CPN will be equipped to engage with patients and their families for needs assessment and the provision of caring support. CPN are more prepared to face emotional patients; know how to encourage patients for supportive professional services and be aware of the dos and don'ts in urgent critical situation.

1. Engagement skills
   a. Active Listening
      • How to ask open ended questions
   b. Dealing with emotions
   c. How to handle non urgent but with potential issues & urgent critical incidents
   d. Issues of confidentiality – the boundaries and limitations
   e. What to do and say in urgent and non urgent situation, how to motivate patients to make referrals
   f. In case of emergency, what, where, when and who could give support to the CPN's

Module Four

Theme: Resource Management

Expected Outcome:

CPN will be able to learn the basic resources available in the agency as well as in the communities through the use of bi-lingual resources and library services.

1. Introduction of the library Service
   a. Briefing and demonstration on how to search websites
      • what are the reliable websites
      • what resources are available in the library
      • introduction of library check list

2. Overview of the cancer information resources for Chinese-speaking patients inside VC and in the communities
   • use of communication tool booklet
   • how to fill in the Health Assessment form and the psychological screening forms
Module Five

Theme: Readiness of becoming a CPN

Expected Outcome:

CPN will be more prepared to be a navigator, increase awareness in their strength and areas of improvement. To build support between navigators and be able to voice out and normalize any fear/worries behind.

1. Self reflection on the readiness of becoming a volunteer as well as hear about others
Appendix C

Volunteer Position Description

Position: Peer Navigator Volunteer

Purpose: To support bilingual patients and their family members in their first visit within the Vancouver Centre. To support inpatients who may be in need of conversational support and a friendly visit.

Time Commitment: One four hour shift per week as needed for a minimum of one year

Position Responsible to: Regional Coordinator, Volunteer Services and staff member from Patient and Family Counselling.

General Responsibilities:

- Preserve patient confidentiality at all times
- Abide by the policies laid out in the Volunteer Handbook
- Sign in and out, read messages and document hours in Volunteer database
- Wear ID badge and vest
- Participation in volunteer meetings and educational opportunities
- Greet patients and families who have need of Cantonese/Mandarin language support
- Provide directional assistance, and support to patients during their visit to Vancouver Centre
- Provide friendly companionship to patients and their families.
- When appropriate share your own cancer story as an encouragement to these new patients
- Provide support to the questions the patient may have about Vancouver Centre, and help to raise their awareness of translated materials and programs that may be of support

General Skills and Attributes:

- Excellent communication skills, able to initiate conversation and engage attention
- Friendly and outgoing
- Able to take initiative and willing to take direction
- Empathetic, compassionate, and encouraging
- Honest, reliable, organized, and punctual
- Familiarity with a medical clinic setting and/or the ability to be comfortable in a cancer-focused setting
- Clear understanding of confidentiality requirements
- Able to support people during stressful/emotional times
- General computer literacy
Role-Specific Skills and Attributes:

- English and Mandarin and/or Cantonese, both oral and written
- Minimum one to maximum of 5 year(s) post treatment
  Post-treatment is defined as; completed chemo, Radiation Therapy or surgery excluding hormones, check-ups etc.

Training:

- General orientation to the BC Cancer Agency, Vancouver Centre and the Volunteer Program
- Specific training sessions as outlined for Peer Navigators:
  - Setting Boundaries as a volunteer
  - Communication Skills & How to read a room
  - Basics of Cancer Treatment & Care
  - Cultural Sensitivity
  - Human Values & Ethics
  - Knowledge of patient supportive care programs within BCCA, and a review and practice with various BCCA patient forms
  - Knowledge of community based resources

Benefits:

- Be part of a valued team of volunteers supporting patient care
- Regular volunteer training sessions, and educational opportunities
- Parking is provided
Appendix D

Peer Navigator Record of Contacts

Peer Navigator Record of Contacts (One Form for Each Shift)

Name of Peer Navigator Volunteer: ____________________________________________________________

Time & Date of Shift: _______________________________________________________________________

<table>
<thead>
<tr>
<th>Items discussed with patient, caregiver/family</th>
<th>Indicate with √ for each instance</th>
<th>When info is talked about</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>Vancouver Centre:</td>
<td>Patient &amp; Family Counseling:</td>
<td></td>
</tr>
<tr>
<td>Accommodation</td>
<td>Directional support</td>
<td>Support groups</td>
<td></td>
</tr>
<tr>
<td>Home support services</td>
<td>Tour of centre</td>
<td>Counselling services</td>
<td></td>
</tr>
<tr>
<td>Support groups</td>
<td>Tour of specific area i.e.: Chemo/RT</td>
<td>Finance issues</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>Language barrier</td>
<td>Family issues</td>
<td></td>
</tr>
<tr>
<td>Information on community resources</td>
<td>Provided information on preparing for appointments</td>
<td>Wigs &amp; prosthesis</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Library Services Info</td>
<td>Work issues</td>
<td></td>
</tr>
<tr>
<td>Shared emotional support</td>
<td>Talked about what to expect during appointments</td>
<td>Oncology Nutrition:</td>
<td></td>
</tr>
<tr>
<td>Shared my own cancer story</td>
<td>Head coverings, blankets</td>
<td>Diet, meal services</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gave out:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Navigation Guide</td>
<td></td>
</tr>
<tr>
<td>Other – please specify</td>
<td></td>
<td>Other – specify:</td>
<td></td>
</tr>
</tbody>
</table>

Please use back to write any observations or suggestions for improvement from yourself or patient & family

PFC brochure

How to talk to your doctor brochure

Other – specify:
References


Endnotes:

For more information about the Peer Navigator Program for Chinese Cancer Patients, please contact:

Lisa Kenyon, Coordinator of Volunteer Services

Sandy Kwong, MSW, Patient & Family Counselling Services

Gina MacKenzie, MSW, Provincial Director,

Psychosocial Oncology Program & Psychiatry Services
BCCA, Vancouver Cancer Centre
600 W. 10th Avenue
Vancouver, BC
V5Z5L3
Toll-free: 1-800-663-3333 local 672194
Abbotsford Centre
32900 Marshall Road
Abbotsford, BC V2S 1K2
604.851.4710 or toll-free 1.877.547.3777

Centre for the North
1215 Lethbridge Street
Prince George, BC V2N 7E9
250.645.7300 or toll-free 1.855.775.7300

Fraser Valley Centre
13750 96th Avenue
Surrey, BC V3V 1Z2
604.930.2098 or toll-free 1.800.523.2885

Sindi Ahluwalia Hawkins Centre for the Southern Interior
399 Royal Avenue
Kelowna, BC V1Y 5L3
250.712.3900 or toll-free 1.888.563.7773

Vancouver Centre
600 West 10th Avenue
Vancouver, BC V5Z 4E6
604.877.6000 or toll-free 1.800.663.3333

Vancouver Island Centre
2410 Lee Avenue
Victoria, BC V8R 6V5
250.519.5500 or toll-free 1.800.670.3322

BC Cancer Agency Research Centre
675 West 10th Avenue
Vancouver, BC V5Z 1L3
604.675.8000 or toll-free 1.888.675.8001

BC Cancer Foundation
150 - 686 W. Broadway
Vancouver, BC V5Z 1G1
604.877.6040 or toll-free 1.888.906.CURE/2873

www.bccancer.bc.ca
www.bccancerfoundation.com