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| Volunteer Orientation & Training | **Last Revision:** | May 2018 |
| **Last Reviewed:** | May 2018 |
| **Applies to the following THA Group of Companies:** | Island Hospice |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures  Talent Management |

**POLICY:**

All newly approved Island Hospice volunteers are required to participate in a training/orientation program. The program is under the supervision of the Volunteer Coordinator and is held as necessary to meet the volunteer orientation needs of Island Hospice.

**PROCEDURE:**

Volunteer training/orientation includes, at a minimum, the following:

1. **Hospice Goals, Services, Responsibilities**
   1. History and philosophy of hospice and explanation of the philosophy of Island Hospice
   2. Organization of Island Hospice
   3. Island Hospice services and its interdisciplinary team approach to care
   4. Bereavement Services
   5. Medicare Hospice Benefit

1. **Patient Rights/Confidentiality**
2. Patient Rights and Responsibilities, including confidentiality and HIPAA
3. Advance Directives
4. Signs and symptoms of abuse and neglect
5. Pain management

1. **Duties and Responsibilities/Reporting**
2. Grievances and Concerns
3. Volunteer’s role, including scope and limitations.
4. Documentation and reporting
5. Guidance related to individual responsibilities
6. **Emergency Procedures/at Death**
7. Signs and symptoms of approaching death
8. Death and dying
9. **Family Coping**
10. Family dynamics, coping mechanisms and psychosocial/spiritual issues of terminal illness, death and bereavement.
11. Patient and family care
12. Psychosocial needs of patients and their families
13. Spiritual needs of patients and their families
14. Listening skills/Communication/Professional Boundaries
15. **Safety**
16. Infection control procedures, including universal precautions, TB screening, basic hand hygiene and Hepatitis B
17. Joint home introductory visit to asses for patient and volunteer safety.

1. **The Volunteer Coordinator’s Role**
2. Volunteers report to the Coordinator
3. Coordinator provides guidance, supervision, instruction, assistance
4. Coordinator assures training, both initial and annual and maintains records of volunteers
5. Coordinator assures the volunteer completes the Check Request Form for reimbursement of the required Motor Vehicle Check and forwards to payroll for processing.