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| Volunteer Services – Hospice | **Last Revision:** | May 2016 |
| **Last Reviewed** | May 2018 |
| **Applies to the following THA Group of Companies:** | Island Hospice |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures  Provision of Care, Treatment, & Service |

**POLICY**

Island Hospice uses volunteers in both direct patient support and administrative capacities. Direct patient support volunteer roles as desired by the patient and family, are under the supervision of the Hospice AVP and Hospice Volunteer Coordinator. Volunteers are lay or professional people who contribute their time and talents to Island Hospice without monetary compensation.

**PROCEDURE**

1. The orientation and training of volunteers under the supervision of the Volunteer Coordinator or designee includes:
   1. Education on the acceptable standards of hospice practice including family dynamics, coping mechanisms and psychosocial issues.
   2. Instruction on possible appropriate responsibilities of the volunteers.
   3. Orientation to the goals and concept of hospice care, the need for confidentiality and response procedures for medical emergency and death.
2. Island Hospice has volunteer positions in four areas: Administrative and Clerical (Non-Direct Patient Care Volunteers), Direct Patient Care Volunteers, Professional/Special Skills Volunteers and Bereavement Volunteers. Duties may include:
   1. Assisting in an advisory capacity, communications function and/or clerical function.
   2. Serving a patient and his/her family in any task or relationship indicated on the Plan of Care and as assigned by the Volunteer Coordinator or designee.
   3. Providing services to patients and families in a professional capacity commensurate with one’s professional qualifications. Professional services are carried out under the direction of an Island Hospice staff member and must meet established professional standards of care. Applicable professional credentials are maintained in the volunteer’s personnel file.
   4. Providing assistance with bereavement activities including, but not limited to, survivor contacts, assistance with mailings or assistance with bereavement support groups. Additional training is required for bereavement volunteers as outlined in the Hospice Bereavement Program policy.
3. Volunteers must document services provided as required by Island Hospice.
4. A volunteer may choose to serve in any volunteer capacity provided he/she is trained to perform the duties undertaken; coordinates all services with a designated Island Hospice staff person; completes required documentation describing services rendered; meets established Island Hospice volunteer criteria; and complies with policies and procedures for Island Hospice volunteers.
5. Efforts to recruit and retain volunteers are documented.
6. Volunteer personnel files are maintained by the Volunteer Coordinator.
7. Island Hospice maintains records documenting the use of volunteers and the cost savings and expansion of care and services achieved through the use of volunteers.
8. Responsibilities of volunteers are specified in writing.
9. Volunteer staff provide administrative support or direct patient support in an amount equal to or greater than 5% of the total patient care hours of all paid employees and contract staff.
10. Direct patient support volunteers report to the Volunteer Coordinator. ~~-~~.
11. The patient and/or family’s request/refusal for a volunteer is assessed and documented as a component of the initial nursing and/or psychosocial assessment completed on admission to Island Hospice.
12. The Volunteer Coordinator or designee attends IDT meetings and makes assignments for volunteer support services in coordination with the hospice team.
13. The Volunteer Coordinator receives volunteer documentation and follows up on volunteer documentation not received.
14. The Volunteer Coordinator compiles statistics related to volunteer activities.
15. The Volunteer Coordinator and/or the Island Hospice Spiritual Counselor will make reasonable efforts to arrange for visits of particular clergy or other member of religious organizations in the community to patients and/or families who request such visits.
16. The Volunteer Coordinator is responsible for completing a 90-day evaluation and subsequent annual evaluations on all volunteers in accordance with Island Hospice policies and procedures.
17. Quarterly educational opportunities are provided to all volunteers. Volunteers are required to attend at least two educational sessions per year.
18. Volunteer supervision is the responsibility of the Volunteer Coordinator with oversight by the Hospice AVP.