

VOLUNTEERS

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PURPOSE

To define the roles and responsibilities of volunteers in the agency

DEFINITIONS

- I. **Volunteers:** Individuals who are considered “unpaid employees” who contribute time and talent to the hospice program, either in administrative or direct patient care roles, without monetary compensation.
- II. **Administrative Volunteers:** Individuals assist in the Agency’s ancillary and office activities that support direct patient care activities. These duties may include but not limited to answering telephones, filing, assisting with patient and family mailings, and data entry.
- III. **Patient Care Volunteers:** Individuals help patients and families with activities such as household chores, shopping, and companionship. Examples of direct patient care services include but not limited to mowing a patient’s lawn, reading a book or walking their dog. The key is that the volunteer has direct contact with the patient and the family.

POLICY

- I. The Agency will provide volunteer services to be used in day-to-day administrative and/or direct patient care roles.
- II. The Agency will maintain, document, and provide Volunteer training and orientation that is consistent with hospice industry standards.
- III. The hospice will document and demonstrate viable and ongoing efforts to recruit and retain volunteers.

PROCEDURE

- I. Volunteers will be used in defined roles and under the supervision of a designated hospice employee.
- II. The agency will assess the skills and competence of volunteers furnishing services, and provide orientation, in-service training and education programs.

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- III. Volunteers will provide day-to day administrative and/or direct patient care services in an amount that, at a minimum, equals 5 (five) percent of the total patient care hours of all paid hospice employees and contract staff.
- IV. The hospice will maintain records on the use of volunteers for patient care and administrative services, including the type of services and time worked.
- V. The Agency will document the cost savings achieved through the use of Volunteers. Documentation will include the following:
- A. The identification of each position that is occupied by a volunteer
 - B. The work time spent by volunteers occupying those positions
 - C. Estimates of the dollar costs that the hospice would have incurred if paid employees and contracted personnel occupied the positions
 - D. A continuing level of volunteer activity
 - E. Volunteer recruitment and retention efforts
 - F. Examples of volunteer hours that cannot be counted as cost savings:
 - 1. Sewing, stitching and quilting
 - 2. Flower arranging
 - 3. Craft projects, such as making greeting cards, e.g. bereavement, sympathy and birthday cards
 - 4. Singing at hospice inpatient units
 - 5. Fundraising
 - 6. Participation in organization's governing board
 - 7. Thrift shops
 - 8. General volunteer training hours, not specific to a patient care or administrative tasks.

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- VI. Volunteers may attend interdisciplinary team meetings as appropriate.
- VII. The IDG will assess the need for a volunteer for the patient, family and/or caregiver.
- VIII. Patient Care Volunteers will report patient, family, and/or care giver response to volunteer services.

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