

Hospice of Knox County

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Policy for Hospice Volunteer Training

All volunteer will be trained prior to beginning an assignment.

Procedure

A training program is prepared and conducted by the volunteer coordinator. It is presented at least twice per year, or as otherwise determined to train volunteers. The program consists of the following curriculum:

Introduction	Philosophy and History Overview of Services Advance Directives About Our Hospice Program Ethical Considerations Patient Bill of Rights
Patient Care & Regulations	Hospice Goals Universal Precautions Safety: Home, Neighborhoods, Facilities Pain & Symptom Management OSHA Requirements HIPAA Sexual Molestation
Death & Dying	Understanding Death in Our Culture Family Dynamics Funerals/Memorial Services The Dying Process and Psychological Issues The Role of the Volunteer at Time of Death
Communication	Effective Communication Skills Active Listening Communication Roadblocks Confidentiality
Spirituality	Spirituality and Dying Chaplain Services
Bereavement	Bereavement Services When to Refer Grief Reactions Managing Boundaries, Stress and Burnout
Volunteer Services	Volunteer Policies and Procedures Documentation Emergency Procedures Supervision Volunteer Rights and Responsibilities Volunteer Competencies

Your Hometown Hospice, Friends You Can Depend On, Professionals You Can Trust.