

### Volunteers - Orientation and Training HR.V10

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**Regulation(s):** 42CFR 418.78(a)  
**L-Tag(s):** 643

**POLICY:** An initial orientation and training program is provided to all volunteers that is consistent with hospice industry standards.

#### PROCEDURES:

1. The initial volunteer orientation and training program for direct care volunteers is directed toward preparing volunteers to provide patient and family care. The program must be completed before a volunteer may accept a patient/family assignment.
2. The orientation and training program for volunteers is coordinated and supervised by the Volunteer Coordinator.
3. The length of the orientation and training program is variable based on volunteer duties, but includes the following topics taught by qualified individuals (D – direct care volunteers, I – Indirect care volunteers):
  - a. introduction to the hospice philosophy of care and the patient/family as the unit of care (D,I);
  - b. role of the volunteer in hospice and the volunteer’s duties and responsibilities (D,I);
  - c. confidentiality and the privacy of protected health information (D,I);
  - d. patient/family rights (D,I);
  - e. hospice in the nursing home (D);
  - f. concepts of death and dying (D, I);
  - g. grief and loss (D, I);
  - h. comfort measures (D);
  - i. communication skills (D, I);
  - j. psychosocial and spiritual issues related to death and dying (D);
  - k. signs and symptoms of approaching death and procedures following the death of a patient (D);
  - l. infection control, safety and emergency preparedness (D, I);
  - m. coping with stress (D, I);
  - n. volunteer support, educational opportunities and contact information of the Volunteer Coordinator and Director of Clinical Operations (D, I);
  - o. documentation and recordkeeping requirements (D, I); and
  - p. Specific tasks and functions as they relate to the role of the volunteer.
4. Documentation of the volunteer’s successful completion of orientation as well as on-going in-services is retained in the volunteer’s file.

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8/18	2/19		4/2019
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5. Volunteers are expected to, and must agree to, participate in continuing education programs as part of their on-going training.

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