
Volunteers - Performance Evaluation HR.V15

Regulation(s): None
L-Tag(s): None

POLICY: Lifesong Hospice and Palliative Care evaluates the performance of all volunteers who have completed the volunteer orientation and training program and/or specific training in his/her assigned area and are considered to have “active” volunteer status.

PROCEDURES:

1. Each active volunteer is evaluated annually in the following areas:
 - a. functioning in accordance with hospice policies and procedures;
 - b. appropriate communication with:
 - i. patient/caregivers, if applicable
 - ii. hospice IDG members, if applicable
 - iii. Volunteer Coordinator;
 - c. providing appropriate documentation in a timely fashion;
 - d. participation in continuing education programs to develop/strengthen skills;
 - e. maintaining confidentiality; and
 - f. performance of assignments as requested.
2. The evaluation is presented to the volunteer by the Volunteer Coordinator either in person, by telephone, or via mail.
3. If the volunteer does not return the signed evaluation, and documented attempts to obtain it are unsuccessful, a copy without the volunteer’s signature is placed in their file and the volunteer enters “inactive” status.

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| Created: | Reviewed: | Revised: | Effective: |
| 8/18 | 2/19 | | 4/2019 |
| Reviewed: | Reviewed: | Reviewed: | Reviewed: |
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