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**Volunteers -Retention, Support and Education**

**HR.V35**

**Regulation(s):** 42 CFR 418.78(c)

**L-Tag(s):** 645

**POLICY:** Lifesong Hospice and Palliative Care documents and demonstrates viable and ongoing efforts to retain, support and provide continuing education opportunities.

**PROCEDURES:**

1. Efforts are made to retain and support hospice volunteers through:
  - a. a formal Volunteer Recognition event held annually during National Volunteer Month;
  - b. regular and consistent contact with the Volunteer Coordinator and other members of hospice’s IDG; and
  - c. attendance at IDG meetings, when possible.
  
2. Continuing education opportunities for volunteers include:
  - a. notification of and invitation to in-services provided to hospice staff; and
  - b. two (2) specialized in-services per year on topics relevant to patient care volunteers.
  
3. The Volunteer Coordinator tracks and trends volunteer retention and turnover and reports findings to the hospice Executive Director, Director of Clinical Operations and QAPI on a quarterly basis.

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