

Home Care and Hospice

Ways to Volunteer

Volunteer Roles with Patients and Families *(listed in order of need)*

Hospice Patient/Caregiver Support Volunteers

Help with practical needs of terminally ill patients and their caregivers.

Length/time of visits: 1-4 hours weekdays or weekends, day or evening

Frequency of visits: 2-4 times per month (unless otherwise arranged)

Tasks:

- Stay with patient to allow caregivers a break.
- Provide companionship for patients (such as talking, reading, playing games).
- Give hand massage (training is provided by Fairview Hospice).
- Perform light housekeeping and meal preparation.
- Run errands.
- Do special projects (such as writing holiday cards and sorting/organizing).

We Honor Veterans (WHV) Program

We Honor Veterans is a program of the National Hospice and Palliative Care Organization in collaboration with the Department of Veteran Affairs. The program focuses on providing specialized care for veterans at end of life. Fairview Home Care and Hospice is a Level 4 Partner with the *We Honor Veterans* Program. Our staff and volunteers understand the unique needs of veterans. Volunteer opportunities such as vet to vet visits and veteran pinning ceremonies give our volunteers a chance to honor our veteran patients' service to our country.

Vet to Vet Volunteer (WHV)

Provide support to terminally ill veterans through companionship and reminiscing with another veteran.

Length/times of visits: 1-4 hours weekdays weekends, day or evening

Frequency of visits: 2-4 times per month (unless otherwise arranged)

Guidelines:

- Must be an active member of the military or military veteran.
- Comfortable with the potential for interacting with someone with PTSD.

Veteran Pinning Ceremony Volunteers (WHV)

Provide support to terminally ill veterans and their families through the provision of a Pinning Ceremony to publicly acknowledge the military service and sacrifice made by the veteran and his/her family.

Length/time of visits: 30 minutes-2 hours per ceremony, weekdays or weekends, day or evening

Frequency of visits: Varies

Tasks:

- Coordinate date and time of ceremony with patient/primary caregiver
- Pick up pinning ceremony packet/pin from hospice office
- Lead the ceremony using the guidelines provided as well as incorporating patient/caregiver wishes.

Pet Therapy Volunteers

Provide comfort and relaxation to terminally ill patients through visits with your trained therapy animal.

Length/time of visits: Up to 1 hour weekdays or weekends, day or evening

Frequency of visits: 2-4 times per month

Guidelines:

- Pet therapy teams will not visit homes with other dogs, cats, or uncaged animals.
- Pet therapy teams will not visit patients with active bacterial infections.
- You must obtain your pet therapy certification through an outside agency such as TDI or Pet Partners.
- Copies of training records and your pet's health records must be provided to Fairview Hospice.

11th Hour Volunteers

Provide companionship and support to terminally ill patients in the final 24-72 hours of life.

Length/time of visits: Up to 8 hours weekdays or weekends, day, evening, or overnight

Frequency of visits: As needed

Tasks:

- Sit with patients who are alone or agitated.
- Stay with patients overnight so caregivers can rest.
- Read, pray, hold hands, play music, etc. as requested.
- Support caregivers who want assistance/guidance.

Guidelines:

- 11th hour volunteers must have at least 6 months of hospice care experience. This may be obtained by first volunteering as a Patient/Caregiver Support Volunteer.

Do Re Mi (DRM) Volunteers

Provide enjoyment and relaxation by playing musical instruments and singing to terminally ill patients.

Length/time of visits: Up to 1 hour weekdays or weekends, day or evening

Frequency of visits: 2-4 times per month (unless otherwise arranged)

Guidelines:

- DRM volunteers are not necessarily professional musicians.
- DRM volunteers must audition with a music therapist on our staff.

Legacy Program Volunteers

Capture terminally ill patients' legacies through recorded life stories or legacy letters for their loved ones.

Length/time of visits: 1-2 hours weekdays or weekends, day or evening

Frequency of visit: 2-4 times per month (unless otherwise arranged) for a total of 3-5 visits per project.

Tasks:

- Record patient's story with a digital recorder.
- Transfer audio files to patient's/caregiver's device of choice.
- If assisting with legacy letters, record and transcribe audio files into a letter format.
- Provide copies of Legacy Program consent forms to be signed by patient/caregiver.

Summer Medical Explorer Volunteers

Provide support to terminally ill patients during the summer months. This is an ideal opportunity for those exploring a medical career.

Length/time of visits: 1-4 hours weekdays or weekends, day or evening

Frequency of visits: 2-4 times per month (unless otherwise arranged)

Guidelines:

- Must volunteer at least 8 hours per week from mid June-mid August.
- Attend in-services presented by medical professionals.
- May continue to volunteer after summer.

Check-In Call Volunteers

Provide support and comfort through weekly phone calls to terminally ill patients and their caregivers.

Length/time of visits: 1-2 hours Thursday morning or early afternoon

Frequency of visits: 1 time per week

Tasks:

- Make phone calls from the hospice office or your home using scripted questions.
- Document your calls through an encrypted email address set up by Fairview.

Massage Therapy Volunteers

Provide relaxation and pain relief to terminally ill patients through full or partial body massage.

Length/time of visits: Up to 1.5 hours weekdays or weekends, day or evening

Frequency of visits: 1-2 times per month (unless otherwise arranged)

Guidelines:

You must be a trained, certified massage therapist and provide proof of training.

Energy Work Volunteers

Provide relaxation, calming, and pain relief to terminally ill patients through energy work. Energy work volunteers may also choose to provide sessions for bereaved caregivers after the death of a patient.

These sessions are focused on physical energy work. Volunteers do not serve as mediums.

Length/time of visits: Up to 1.5 hours weekdays or weekends, day or evening

Frequency of visits: 2-4 times per month (unless otherwise arranged)

Guidelines:

- Volunteers may use reiki, healing touch, or other forms of energy work.
- Volunteers may teach basic techniques to caregivers for use between visits.
- You must be trained in energy work and provide proof of training.

Volunteer Roles Behind the Scene

Ambassador Volunteers

Help educate the community about hospice and recruit hospice volunteers through community presentations.

Length/time of shifts: Varies

Frequency of shifts: Varies

Tasks:

- Deliver 15 minute presentations to community groups about volunteering with hospice.
- Deliver 1 hour presentations to community groups about hospice care.
- Reach out to groups you know to offer presentations.

Guidelines:

- Must have at least 1 year of hospice experience. This may be obtained through volunteering in any of the patient support roles above.

Training:

- Two hour presentation training will be given in addition to general hospice orientation.

Office Support Volunteers

Assist with the day-to-day operations of the hospice program.

Length/time of shifts: 2-4 hour shift Monday-Friday between 8:30 a.m.- 4:30 p.m.

Frequency of shifts: 1-5 times per month (typically once a week)

Tasks:

- Filing, data entry, copying, special projects

Training:

- One hour of training is provided by Fairview Hospice in addition to training on specific tasks.

Special Projects Volunteers

Create handmade gifts for terminally ill patients.

Length/time of shifts: Flexible

Frequency of shifts: Flexible

Tasks:

- Sew catheter bag covers, patriotic pillow cases, lap quilts, or adult bibs.
- Create picture books or communication boards.
- Make fidget blankets for dementia patients.
- Crochet or knit prayer shawls.

Guidelines:

- Must have crafting skills.
- Must provide your own materials.

Training:

- One hour of hospice training is provided by Fairview Hospice.

Human Resources/Volunteer Coordination Intern

Support the volunteer department by recruiting, interviewing, placing and evaluating volunteers.

Internships are available from September-May and June-August.

Length/time of shifts: 10-15 hours per week, mainly during weekday business hours

Frequency of shifts: 2-3 days per week

Tasks:

- Assist with recruitment of volunteers through social media and other online sources.
- Interview potential volunteer candidates.
- Evaluate volunteer performance through on site co-visits with FHCH patients and volunteers.
- Evaluate volunteer performance through phone calls to FHCH patients and caregivers.
- Administrative and database support.
- Generate statistical reports tracking volunteer activity.
- Provide back-up coverage for Volunteer Specialists on vacation including placement of volunteers.
- Perform other duties as necessary.