Find help for those you love most.

Donald and Marge Nowack, Sagamore Hills

Hospice Volunteer Program

SUMMA Health System
Excellent care. Exceptional people.
Hospice Hearts & Hands Helping Others at the end of life’s journey.
HOSPICE VOLUNTEERS ARE...

UNIQUE

God gave you unique spiritual GIFTS,
A unique heart, unique abilities, a unique personality,
And a lifetime of unique experiences so you would
make your own unique difference in the world.

The Purpose Driven Life
What makes hospice volunteering UNIQUE???

- Visit patient in their place of residence vs. hospital volunteer who only visits while in the hospital
- Make commitment to visit same patient for indefinite period of time vs. hospital volunteer who visits a number of patients one time
- Possess high level of responsibility and accountability with access to PHI – Protected Health Information, which is even kept at home vs. limited access to PHI of a hospital volunteer
- Write and provide patient documentation of visits, which go in chart like other professional disciplines vs. hospital volunteer which does no charting

Provide caring and support for people at a precious and sacred time – their final months/days on earth
Hospice Volunteers

- Volunteers are great support to patients and family members before, during and after death.

- Volunteers provide extra support for staff through office assistance and patient/family care.

- Volunteers personalize, enhance, and expand the services offered to patients and families.

- Volunteers are supported and recognized as integral members of the Hospice of Summa Team.
VOLUNTEERS AND MEDI CARE COP

- Under Medicare Hospice Law, Conditions of Participation (COP), Regulation 418.70, 5% of total patient care hours must be provided by Volunteers.

- Early hospice efforts were almost entirely from a voluntary source and the writers of the Medicare Regulations realized how important the volunteer role was in providing quality palliative care.
DIRECT SERVICE VOLUNTEER ROLES

**Respite/Companion**
Provide patients’ families with greatly needed breaks from caregiving. Visit with the patient in the patient’s place of residence.

**Spiritual Companion**
Provide spiritual support to hospice patients & family members under the direction of a Hospice of Summa Spiritual Care Coordinator (SCC) and in coordination with religious affiliation as appropriate.
Direct Service

In-Patient & Family Services Volunteer
Provide for non-clinical compassionate needs of patients and their families on the Palliative Care Unit at Akron City Hospital.

Vigil Volunteers
Provide patients with a quiet presence and provide families with peace of mind during the patient’s final hours of life by sitting with the patient so the family can take breaks from their vigil so the patient does not die alone.
DIRECT SERVICE VOLUNTEER ROLES

Floral Delivery
Pick up flowers at Dietz Falls Florist on Portage Trail in Cuyahoga Falls and deliver them to patients on their birthday.

Bereavement Caller/Visitor
Assist our Bereavement Coordinators with phone calls, support visits, annual memorial service, bereavement groups and sending cards and letters to the families.
Veteran Program

- Volunteers present a pin & certificate to recognize and honor the patient’s service to our country one last time.
- Veteran’s Day Recognition & Remembrance Event
DIRECT SERVICE VOLUNTEER ROLES

Music Ministry

Expressive Arts
DIRECT SERVICE VOLUNTEER ROLES

Gifts of a Lifetime

Gift of My Treasured Memories

Gift of My Story
INDIRECT SERVICE

Office Volunteers

- Help Team Secretaries with filing & mailing
- Help Bereavement program with mailings
- Assist Hospice Volunteer Program with volunteer documentation processing & data entry
“The memorial pillows are overwhelmingly beautiful and helpful. Please tell your volunteers their time and love in handling our mother’s clothes was a gift beyond words.”
INDIRECT SERVICE

Caring Cards
Create cards to mail to our bereaved family members on the one-year anniversary of their loved one's death.
INDIRECT SERVICE

Caring Cuisine

Bake/Make a treat to share with our families staying with loved ones on our Palliative Care Unit.
ROLE OF HOSPICE VOLUNTEER

- The heart of hospice is CARING. Hospice Volunteers are a “CARING PRESENCE.”

- Hospice volunteers reflect their caring through both “being” and “doing.”

- It is through this caring connection that emotional gifts are simultaneously given and received.

- Hospice volunteers often comment that they feel like they get more than they give through their patient and family encounters.

*From Human Act of Caring, Sister Simone Roach*
Caring Dimensions of Being

- **Compassion** is a sensitivity and awareness of one’s relationship to another and is experienced through a full immersion into our shared humanity.

- **Competence** is having the knowledge, judgment, skills, experience and motivation to respond appropriately and adequately.

- **Conscience** is a moral awareness and a “call to respond” to something that matters.

*From Human Act of Caring, Sister Simone Roach*
CARING DIMENSIONS OF BEING

- **Commitment** is the convergence of what one desires with what one is obligated to do.

- **Confidence** is the quality that fosters a relationship of trustworthiness in self and another.

- **Courage** is the quality that enables us to face challenges, situations, or hardships resolutely.

*From Human Act of Caring, Sister Simone Roach*
**Caring Dimensions of Doing**

- **Listening** is really hard work. It takes sensitivity, concentration and vigilance to remain attentive.

- **Holding Hope** that each other will grow through our caring. It is not based on unfounded expectations, but reflects hopefulness about what might be possible in the time remaining. Believing there is still hope to invest in another’s love or be the recipient of loving care enriches the time remaining rather than impoverishing it.

- **Validation** is “a holistic, positive and genuine, non-judgmental encounter which communicates a commitment to the best (or higher) self, appreciating the moment and the journey, witnessing gentle honesty, and suspending judgment.” (Olson & Schneider, 1990).

*From Human Act of Caring, Sister Simone Roach*
The majority of us lead quiet, unheralded lives as we pass through this world.

There will most likely be no ticker-taper parades for us, no monuments created in our honor.

But that does not lessen our possible impact, for there are scores of people waiting for someone just like you to come along; people who appreciate compassion, our unique talents.

Someone who will live a happier life merely because we took the time to share what we had to give.
Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have a potential to turn a life around.

It’s overwhelming to consider the continuous opportunities there are to make our love felt.

-- Leo Buscaglia
HOSPICE VOLUNTEER SUPERVISION & SUPPORT

- Direct all questions/concerns regarding the Hospice Volunteer Program to the Hospice Volunteer Coordinator.

- Report changes in Volunteer availability/status to the Volunteer Coordinator; i.e., vacations, illness.

- All documentation must be turned into the Volunteer Coordinator within seven (7) days of service.

- All Volunteers receive an annual evaluation and supervisory visit from the Team Leader of the Volunteer Program and/or the Volunteer Coordinator.
HOSPICE VOLUNTEER SUPERVISION & SUPPORT

- All patient assignments are given by the Volunteer Coordinator (VC). If another member of the team asks you to visit or sit with a patient, please check with the VC before doing so.

- Report concerns regarding patients to the Volunteer Coordinator or the patient’s Nurse Case Manager.

- Office Volunteers also report to the Program Assistant for the Hospice Volunteer Program, and work in conjunction with the bereavement secretary and two team secretaries.

- Bereavement Volunteers also report to the Bereavement Coordinators.

- Expressive Arts Volunteers also report to the In-Patient Bereavement Coordinator.
DRESS CODE

- While you will not be required to wear a uniform, Summa’s Palliative Care & Hospice Services does have a dress code policy.

- Some of the most important are the following. The full policy is included in Section 4 as an Attachment.
  - When volunteering, you must wear your Summa ID Badge at all times. This also includes in-services.
  - If you are volunteering with patients, you must wear closed-toe shoes which are comfortable, neat and clean. Tennis shoes are okay as long as they are tied. No sandals are allowed, EXCEPT for office volunteers.
  - No blue jeans may be worn when volunteering.
SI CKNESS & VACATI ON

- If you are not able to make your assigned day and time, please call the Volunteer Coordinator immediately. Please do not send an e-mail. If you go into the VC voicemail, please leave a message but also call the Hospice Main Office 330-379-5100, report your inability to make your assignment.

- If you are ill, we do not want you with the patients and their families, but remember they are counting on us.

- You are part of a team; and whenever possible, another team member may be able to make your assignment.

- If you are going on a vacation and will be away during your scheduled visit time(s), please let the Volunteer Coordinator know days and dates you will be gone, so alternate arrangements can be made for the visits.
IN-SERVICES/ EDUCATION

- Hospice Volunteers are required to complete 1 (one) Mandatory Safety In-Service annually (also available as a self-study).

- Other educational opportunities are offered on a quarterly basis – some mandatory, some optional.

- All Volunteers are required to have an Annual TB test (usually available and given during the month of March).
HOSPICE VOLUNTEER BENEFITS

- **Hospice Volunteers** receive free parking at St. Thomas Hospital and Akron City Hospital (Professional Center South Parking Lot) when they come for their volunteer service.

- **Hospice Volunteers** receive a free hospital cafeteria meal for every 4 hours of volunteer service contributed. This meal must be on the day of their volunteer service.

- **Hospice Volunteers** who have at least six months of time, contribute at least 50 hours of service and are in good-standing are eligible for reference letters.

- **Hospice Volunteers** receive the joy and satisfaction knowing they made a difference in someone’s life and are enriched and blessed by their interaction.
Hospice Volunteers receive recognition for their contributions to the Hospice of Summa Team at a yearly recognition event in November and through appreciation cards & gifts throughout the year.
“I’ve learned from my patients and their families a surprising truth about dying; this stage of life holds remarkable possibilities…”

Ira Byock, MD
Dying Well
...and life-changing volunteer opportunities and experiences!

For More Information:
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