

	Dimensions: Competence	HAO Standard: 4.1 B, C, D, K, L	Policy: Competence #1
	Original Approval Date: February 16, 2004	Date Revised: February 2, 2009	Revision Approval Date: August 31, 2009

TOPIC: **Education/Training of Client Volunteers**

POLICY STATEMENT:

Consistent and appropriate training of client volunteers is critical to the goals and objectives of NNPCN (N/PS) in fulfilling its Mission Statement.

All volunteers will be held accountable to NNPCN (N/PS) and must abide by the organization's Policies and Procedures.

PROCEDURE:

1. All prospective **client** volunteers must complete a training that meets HAO Standards. Proof of completion must be provided before being given assignments. Records of completed training will be maintained by NNPCN (N/PS) office.

Course Outline:

- Introduction
- Communication Skills
- Stress Management
- Personal Beliefs and Attitudes
- Spiritual and Cultural Issues
- Disease Processes/Infection Control
- Grief and Bereavement
- “Total Pain”
- Physical Signs of Approaching Death
- Family Dynamics
- Ethical Issues in Hospice Care
- Policy and Procedures – (manual to be given at first class)

2. All **previously trained** client volunteer applicants must meet the following criteria:
 - Complete application form, including standard references
 - Current police check
 - Proof of training meeting HAO standards
 - Proof of active hospice involvement within the last three years
 - Orientation to Policies and Procedures-with signed agreement to adhere to same
 - Mini workshop could be offered re policies
 - References from previous hospice

3. Practical Comfort Measures In-service will be offered every two years, by a qualified volunteer instructor, as a refresher course.

Comfort Measures In-Service Outline:

- Activities of daily living and associated comfort measures
 - Posture and body mechanics
 - Equipment
 - Practice comfort measures
 - Infection Control
4. During the Post HAO Training Interview or prior to the first clinical placement visit, all client volunteers receive a name tag, and a volunteer kit bag, containing relevant hospice information/supplies.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy