



Thank you for your interest in volunteering for Our Hospice of South Central Indiana. Our community is only able to benefit from this service due to our wonderful volunteers.

Throughout this document, you will find valuable information about our volunteer program. Among the information provided are hospice contact information, a general overview of our organization and volunteerism, answers to frequently asked questions, and a list of volunteer opportunities.

Once you have reviewed the material, please complete and sign the Volunteer Application (front and back), Volunteer Moral / Ethical Guide, the Time and Talents sheet and Background Check Consent form. We have included a self-addressed stamped envelope for your convenience. **(If mailed)**

Once we receive your forms, we will discuss the next steps towards your becoming a volunteer. If you have questions, please call 812.314.8031 from 8:00am to 4:30pm, Monday-Friday and we will provide you with any answers or additional information you need.

We are very much looking forward to meeting you!

• **Kelsey Whitehead** •
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Driven by our Mission: To Make Every Moment Count

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OUR HOSPICE

2626 E. 17 Street, Columbus, IN 47201
812.314.8000

Locations in Columbus, Greensburg, and North Vernon
ourhospice.org | care.ourhospice.org



Our Hospice Volunteer Opportunities

Bereavement Volunteer

To provide continuity of bereavement support services in the 13 months following the patient's death as an extension of Hospice personnel under the direction of the Bereavement Coordinator. Volunteer assignments will be made matching the bereaved individual's interest and needs to the Volunteer's interest and abilities. The Volunteers most important role is to be a supportive friend. (Bereavement volunteers do not counsel families or individuals. When counseling is indicated, the Bereavement Volunteer should notify the Bereavement Coordinator immediately.) The Volunteer provides continuity of support services for the grieving person in all setting and within the multi-disciplinary team.

Clerical Support

Volunteers work in conjunction with other members of the Hospice Team under the supervision of the Volunteer Services Coordinator to provide ancillary help to clinical staff.

Fundraising

Volunteers work in conjunction with other members of the Hospice Team under the supervision of Volunteer Services Coordinator or Manager of Resource Development and Special Events. Any fundraising project will be supervised by the Manager of Resource Development and Special Events. Assignments are made matching the Volunteer's interest and abilities with the projects available.

Landscape

Volunteers work in the conjunction with other members of the Hospice Team under the supervision of Volunteer Services Coordinator to provide ancillary help for Our Hospice gardens

On Call

Volunteers work in conjunction with other members of the Hospice Team under the supervision of Volunteer Services Coordinator to provide continuity of support services for the patient /family in all settings as an extension of Hospice personnel. Duties will include errand running, sitting with patient, delivery and pickup of equipment as requested by the Volunteer Services Coordinator.

Patient Family Volunteer

Volunteers work in conjunction with other members of the Hospice Team under the supervision of Volunteer Services Coordinator. Patient /Family volunteer assignments will be made matching the Volunteer's interest to the Patient/Family needs as closely as possible with the Volunteer's most important role being a supportive friend. The Volunteer provides continuity with support services for the Patient/Family in all settings and within the multi-disciplinary team.

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Our Hospice Patient Volunteer Services

Patients and families being cared for by Our Hospice have available to the volunteer services. In addition to the support you may be receiving from your family, friends, and Hospice professionals, you may decide to use our specially trained volunteers.

During the admission process, the Hospice nurse will discuss with you the type of services a volunteer can provide. If you would like a volunteer, or would like to learn more about the services they can provide, the Volunteer Coordinator will call you. Together you can determine how we can best meet your needs.

Volunteer services are available to you at any time. Please tell your hospice nurse or call and ask for the Volunteer Coordinator at the office that provides services to you, if you decide a volunteer would be helpful.

What volunteers can do:

1. Respite for the family or other caregiver so they can take a break.
2. Companionship by visiting with the patient or family.
3. Socialization by playing games, watching movies, reading or assisting with a hobby.
4. Assist with activities such as writing letters, addressing greeting cards.

What volunteers cannot do:

1. Provide personal care such as bathing, oral care, and assistance with dressing.
2. Transfer or reposition a patient, move a patient.
3. Assist with medications. Under no circumstances can volunteers give a medication.
4. Provide transportation. A volunteer cannot drive a patient or family member anywhere in a vehicle.

Concerns and Questions Asked About Hospice Volunteerism With Patients and Families

“How much time am I required to give?”

This will depend upon the needs of the program, the patient / family, the volunteer’s specific assignment and personal schedule. Our Hospice of South Central Indiana has found that four hours a week is an average amount of time to consider. Volunteers will spend a certain amount of time getting information about their area of volunteerism and support from staff and other volunteers. Some volunteers help a few hours a month; others give many hours a week. This depends on their area of volunteerism and the amount of time they have to give.

“How much time will I give to my specific family?”

The time you give to your patient / family will vary, depending on the family’s individual needs and the volunteer’s own schedule. If a family needs more help, more volunteer support can be added. Sometimes one volunteer may work more with the family, while another volunteer is assigned to the patient. The volunteer is asked to make contact at least twice a week with the patient and / or family.

“Do patients know that they are dying?”

In many hospice settings, patients have been told their diagnosis and perhaps a prognosis by the time they enter the program. Not everyone who has been told such information can accept it. A patient or family member may choose to retain only part of what they are told. Varying degrees of acceptance and awareness should be respected. We meet people where they are and facilitate greater openness if the patient indicates a desire.

“Do all patients want a volunteer or is a volunteer routinely assigned to every case?”

The Intake Coordinator introduces the availability of volunteers to each family just as she offers the services of the nurse, home health aide, social worker, chaplain, and dietitian. The admitting nurse also helps the family to identify ways in which a volunteer may supplement medical care by running errands, delivering supplies as well as being a supportive and caring friend. Should a family not want a volunteer, no volunteer is assigned. If the family changes their mind at a later date a volunteer would then be assigned. We continue to offer all services at regular intervals.