

NCHPP Volunteer Section Chat – October 11, 2007

“Role of the Hospice Volunteer: What a Volunteer Can and Cannot Do”

Hosts: Lisa Gallagher and Deborah Braun, NCHPP Volunteer/Volunteer Manager Steering Committee members.

Read from last page to first, bottom of page to top.

3:22:52 PM peggy d entered the room.

3:15:22 PM [deb braun](#) exited chat.

3:14:10 PM [1kcooke](#)  

Thanks everybody!

3:12:43 PM [lisag](#)  

This concludes today's chat session. Kathy Roble will send an e-mail as a reminder for the next chat. It should be the second Thursday in November at 3pm Eastern Time - hope to see all then. Take care - Lisa

3:09:19 PM [deb braun](#)  

great CHAT!

3:08:27 PM [lisag](#)  

There has been great dialogue today - thank you for sharing and for your continued support of the hospice mission.

3:08:06 PM [deb braun](#)  

here, here meaning I completely agree

3:07:22 PM [deb braun](#)  

here, here

3:06:57 PM [lisag](#)  

As equal members of the team - the same practice applies to volunteers. The primary team does not continue to see the family after the patient dies therefore the volunteer as part of the primary team does not continue to visit the family after the death of the patient

3:06:13 PM [alexsilva](#)  

our program utilizes volunteers to provide bereavement phone calls and MFT interns who can make visits and co-facilitate support groups with staff members

3:06:08 PM lgporterfield entered the room.

3:05:31 PM [pgosson](#)  

sometimes the volunteer that has been seeing the patient wants to continue seeing the family.

3:05:22 PM [MAUNA](#)

Is anyone attending the New Orleans conference?

3:05:04 PM [kellym](#)  

those of you who commented on bereavement volunteers, if you would be willing to contact me directly, I'd appreciate it. kellyr.moore@intermountainmail.org

3:04:24 PM [kellym](#)  

Do you use specific bereavement volunteers to visit families after the death?

3:04:24 PM [kellym](#)  

Do you use specific bereavement volunteers to visit families after the death?

3:03:52 PM [MAUNA](#)

I was kicked off twice but I think I only missed 10 minutes or so.

3:03:06 PM [deb braun](#)  

scott is aware that we had trouble

3:02:19 PM [lisag](#)  

We have about 5 minutes - are there any other topics you wish to discuss?

3:01:57 PM [alexsilva](#)  

we have cosmetology volunteers who will style/cut hair of patients and caregivers

3:01:25 PM [alexsilva](#)  

we have our junior volunteers do friendly visits to patients in nursing homes

3:00:54 PM [MAUNA](#)

does anyone use babbers, nail tech's, or other professionals

3:00:25 PM [deb braun](#)  

If you have an organized teen program you set the age, place and amount of training

2:59:44 PM [lisag](#)  

yes

2:59:16 PM [lizroth](#)  

So the age requirement is set but the individual company?

2:58:43 PM [pgosson](#)  

for direct care?

2:58:33 PM [lisag](#)  

We have teen volunteers who do friendly visit. The age for our teen program is 13 - 18 years old. Teen volunteers do not do personal care.

2:58:33 PM [1kcooke](#)  

We only allow volunteers to transport under certain circumstances. The biggest concern we have is patient safety. The client must be ambulatory without assistance to and from the car. We do allow volunteers to transport care-givers to run errands.

2:57:49 PM [deb braun](#)  

14

2:57:31 PM [pgosson](#)  

18

2:56:57 PM [lizroth](#)  

What about the minimum age of a direct care volunteer, is that specific to your organization?

2:56:40 PM [pgosson](#)  


we have had volunteers pick up family members at the airport if no one is available



2:54:32 PM [deb braun](#)  

we transport family members to and from the inpatient unit who do not drive



2:54:23 PM [crystal0267](#)  



ok



2:53:58 PM [lisag](#)  
no - it is specific to your organization



2:53:43 PM [crystal0267](#)  
I wonder does that just include patients or does it extend to family members

2:53:19 PM [crystal0267](#)  
I was just wondering if it was a nation wide policy of "not to transport."

2:52:27 PM [lisag](#)  
You bring up a good point - it is specific to your organization.



2:52:10 PM [crystal0267](#)  
Ok thank you. I will check them out. We don't allow volunteers to transport at our hospice but we used to.



2:51:46 PM [lizroth](#)  
Our company policy does not allow volunteers to transport patients

2:51:32 PM [deb braun](#)  
maintenance is administrative



2:51:28 PM [pgosson](#)  
thanks


2:51:14 PM [crystal0267](#)  
So you don't have a problem with insurance or liability?



2:51:09 PM [lisag](#)  
There are transcripts of previous chats under the management section that you could reference for liability which the topic of transportation is addressed. It is on the left side of your screen towards the bottom.



2:50:49 PM [crystal0267](#)  
so does fundraising but that is not allowed as part of our 5%



2:50:31 PM [pgosson](#)  
We do have volunteers who transport patients for errands shopping or doctors visits



2:50:29 PM [bridget54](#)  
My understanding is that it has to be administrative or patient-related hours to count toward the 5%.I



2:50:19 PM [deb braun](#)  
but it supports the patient indirectly, because it supports the staff

2:49:30 PM [crystal0267](#)  
maintenance is not patient related


2:49:07 PM [crystal0267](#)  
Do any of your volunteers transport patients and or families in their car? Such as running errands etc..?

2:48:58 PM [deb braun](#)  
why can't maintenance work count?



2:48:17 PM [crystal0267](#)  
Is that a rule for your hospice that they can't?



2:47:47 PM [lisag](#)  
The primary care team volunteers do not continue to see the patient's family after the death of the patient.



2:47:11 PM [crystal0267](#)  
ok thanks



2:46:55 PM [deb braun](#)  
Home health aid training films are good for this

2:46:52 PM [MAUNA](#)
My Gift My Self goes into great detail

2:46:49 PM [bridget54](#)  
I have a volunteer who does maintenance-type tasks at our office, but my understanding is that his hours can't be counted toward the 5% Medicare requirement.



2:46:39 PM [pgosson](#)  
We have a bereavement companion training in addition to the patient care volunteer training also a pastoral care training



2:46:03 PM [crystal0267](#)  
Does anyone know of a good video for teaching how to transfer a patient?



2:45:48 PM [kellym](#)  
what do you mean by post donations?

2:45:20 PM [MAUNA](#)
I have volunteers that posts donations to hospice for our foundation

2:44:44 PM [kellym](#)  
what about visits to the spouse or caregiver after the death

2:44:25 PM [crystal0267](#)  
I guess the kick off threw us all off track -



2:44:09 PM [lisag](#)  
Volunteers can do Bereavement phone calls, help with groups, provide child for bereavement group participants as well as the role of counselor at Bereavement camp.


2:43:56 PM [kellym](#)  
I see what you mean. I just got kicked off too.

2:42:41 PM svickers entered the room.



2:42:05 PM [crystal0267](#)  
right) 😊



2:42:00 PM tarenmisu entered the room.

2:41:22 PM [kellym](#)  
ahhhh....technology. Suppose to make things easier, right? 😊

2:41:20 PM [crystal0267](#)  
I am not sure how to print as we go.

2:41:07 PM [MAUNA](#)
I will send Scott the copy to be posted for all to review.

2:40:58 PM [kellym](#)  
I was wondering how you all were using volunteers in your bereavement programs

2:40:47 PM [crystal0267](#)  
I hope so. problem we got kicked off and now all of that previous conversation is gone

2:40:26 PM lizroth entered the room.

2:39:44 PM patann entered the room.

2:39:42 PM [kellym](#)  

I came in late. Sounds like I missed some good info. Is anyone saving the chat?

2:39:41 PM [lisag](#)  

Thank you Mauna - glad to see the participation - 21 is good amount of interacion!

2:39:41 PM [kellym](#)  

I came in late. Sounds like I missed some good info. Is anyone saving the chat?

2:39:12 PM [crystal0267](#)  

I hope we do have access to the printed version because there was some good information on here I wanted to save

2:39:02 PM [lisag](#)  

volunteers go on a initial joint visit within one month of completing the Volunteer Education sessions.

2:38:57 PM [MAUNA](#)

At one point when I checked we had 21 signed in!

2:38:54 PM [alexsilva](#)  

I utilize volunteers to do peer reviews. They do joint visits with them and complete the competency form.

2:38:30 PM kellym entered the room.

2:38:25 PM [MAUNA](#)

I was able to copy all but about 10 minutes so far. Sorry.

2:37:36 PM [1kcooke](#)  

Do you do peer reviews for active volunteers? If so, do they involve joint visits?

2:37:06 PM [1511](#)  

this is the second time I have been kicked off

2:37:01 PM [niecey](#)  

Will we stil have access to a printed version of the entire chat?

2:36:54 PM [lisag](#)  

Mauna - I wonder if you can recover the original chat

2:36:33 PM jcunningham entered the room.

2:36:25 PM [deb braun](#)  

MAYBE, I sent an email to scott who is in charge

2:36:24 PM MAUNA entered the room.

2:36:24 PM **Welcome to "VOLUNTEER MGMT", MAUNA.**

2:36:14 PM 1511 entered the room.



2:36:03 PM [crystal0267](#)  

I'm glad I'm not the only one getting kicked off and on

2:35:53 PM [lisag](#)  

Seems as though some of us lost connection

2:35:49 PM niecey entered the room.

2:35:41 PM [alexsilva](#)  
Have we overloaded the system?

2:35:34 PM bridget54 entered the room.

2:35:34 PM lisag entered the room.



2:35:22 PM deb braun entered the room.



2:34:59 PM 1kcooke entered the room.



2:34:57 PM alexsilva entered the room.



2:34:51 PM merrishell entered the room.

SERVER WENT DOWN



2:25:31 PM [586122](#)  
Also Paw Pal volunteers who bring their dogs to visit patients



2:25:15 PM [586122](#)  
Office volunteers, bereavement calls, making Memory Bears, special events such as baking holiday cookies to deliver to patients, Girl Scout Troops making cards for Veteran's Day etc.



2:24:37 PM [sandrahu](#)  
We have volunteers that offer special therapies such as music, aromotheapy, massage, pet therapy, etc.

2:24:33 PM [lisag](#)  
Volunteers should be able to function in whatever capacity in your organization as long as they have the needed credentials when necessary and have been adequetely trained as any other staff who is paid would be. As always you would need to have volunteers functions with the realm of what your organization has established.



2:24:08 PM taylor entered the room.



2:23:39 PM [deb braun](#)  
YES, what a gift!

2:23:30 PM [pgosson](#)  
We have office volunteers that do copying, mailings, etc. We also have vigil volunteers that do long shifts staying with patients that are close to end of life. We have bereavement companions who call patients families after the death of their loved one. We also have pastoral care volunteers who will do the rosary with patients or pray with them depending on what the patient wants

2:23:02 PM [merrishell](#)  
Do you assign volunteers to patients with dementia who wander and have agitation?

2:22:39 PM [beth logan](#)  
We have 2 medical records volunteers who are trained to do this

2:22:10 PM [student](#)  
We have a medical assistant volunteer who helps with the readings of TB tests. This saves the volunteer at least one trip to the office. Sometimes they live far away.

2:22:06 PM [niecey](#)  
Are volunteers allowed to audit medical charts and date stamp the papers in the charts?

2:21:37 PM mtucker212 entered the room.

2:21:24 PM svickers entered the room.

2:21:04 PM [newark](#)  

one of the areas we currently struggle is in the appropriate documentation of the visit: what to write, what NOT to write, on the documentation

2:20:54 PM alexsilva entered the room.

2:20:14 PM [lisag](#)  

What are some of the other ways volunteers function in your organization?

2:20:02 PM [deb braun](#)  

that's correct

2:19:42 PM [sandrahu](#)  

So the volunteer provides assistance with patient care, they do not do this on their own?

2:19:36 PM [crystal0267](#)  

Hello All. Sorry I'm late. Crystal Hickerson from Hospice of Michigan

2:18:42 PM crystal0267 entered the room.

2:18:42 PM [deb braun](#)  

inpatient vol. assist an employee with bathing, mouth care, feeding, etc. after training

2:18:34 PM [beth logan](#)  

We do the same

2:18:34 PM [lisag](#)  

An RN must teach and verify competency

2:18:14 PM [newark](#)  

registered nurse, lecture and then demonstrate competency

2:18:03 PM 1511 entered the room.

2:17:49 PM [sandrahu](#)  

Do personal care volunteers complete some kind of clinical competencies? Who checks off on these?

2:17:42 PM [pgosson](#)  

our volunteers are not allowed to do any personal care

2:17:30 PM [newark](#)  

it's a complementary skill to companionship, moistening lips, applying lotion to hands. nothing more

2:17:05 PM [deb braun](#)  

personal care in homes is a slippy slop

2:16:52 PM [586122](#)  

Our volunteers can assist with feeding after additional training - they do not do personal care.

2:16:41 PM [sandrahu](#)  

What do personal care volunteers do? What specific care do they provide to patients? What don't they provide?



2:16:10 PM [lisag](#)  



Volunteers may feed and do personal care in our residential facility - Hospice House. They do received specific training and must return demonstration to prove competency.

2:16:08 PM [newark](#)  
we allow personal care WITH TRAINING



2:15:53 PM [deb braun](#)  
I miss spoke, It's the vol. insu. 1st then your hospice

2:15:49 PM niecey entered the room.

2:15:48 PM [sandrahu](#)  
Our attorneys have advised that the volunteers insurance is primary and our hospice insurance is secondary. We do DMV checks for volunteers.



2:15:33 PM [pgosson](#)  
We do allow our volunteers to transport patients as long as the volunteer is willing and the patient is able

2:15:30 PM [newark](#)  
transport and transfer are related but separate



2:15:15 PM [merrishell](#)  
Can volunteers do personal care independently?



2:14:47 PM [deb braun](#)  
volunteer should be covered by YOUR HOSPICE insurance policy first then their auto ins. next



2:14:42 PM adorf entered the room.



2:14:38 PM [sandrahu](#)  
Transportation is listed as one of the core services to be provided in a hospice volunteer program by Medicare. There is no greater liability for a volunteer to transport a patient than a friend.

2:14:38 PM tarenmisu entered the room.

2:13:51 PM [deb braun](#)  
in a hospice house any care that they have been taught by your education staff and proven they are competent

2:13:46 PM [lisag](#)  
What I was trying to say - is Volunteers cannot feed patients in a Nursing Facility due to Nursing Facility regs.



2:13:11 PM [student](#)  
maybe liability issues

2:13:07 PM [newark](#)  
actually we allow volunteers to transport WITH TRAINING

2:12:54 PM [lisag](#)  
Also depending on Nursing Facility regulations volunteers patient feed patients in a Nursing Facility.

2:12:46 PM [sandrahu](#)  
Why can't volunteers transport?

2:12:40 PM [merrishell](#)  
How much personal care can a volunteer do in a hospice house or private home?

2:12:36 PM [newark](#)  
diagnose patient

2:12:18 PM [student](#)  
our hospice does not allow volunteers to transport

2:12:08 PM [deb braun](#)  

Give medication

2:11:33 PM [sandrahu](#)  

What are some things that volunteers should not do?

2:11:22 PM newark entered the room.

2:10:16 PM [lisag](#)  

Great - does anyone have a specific question they would like to begin with?

2:09:40 PM [deb braun](#)  

Hospice of Northwest Ohio in Northwest Ohio

2:08:58 PM [586122](#)  

586122 = Linn Woodard with VITAS Innovative Hospice Care in Milwaukee, WI. This is my first time in and obviously I didn't put my name in correctly!

2:08:13 PM [mauna](#)

I'm with Parkview Hospice in Northeastern Indiana

2:08:10 PM 586122 entered the room.

2:07:55 PM [sandrahu](#)  

I am with Covenant Hospice in Pensacola Florida.

2:07:44 PM [jcunningham](#)  

I am with Gaston Hospice, Gastonia, NC

2:07:26 PM sandrahu entered the room.

2:07:25 PM [jcrocker](#)  

I am with Talbot Hospice Foundation in Easton MD

2:06:41 PM [beth logan](#)  

I am with Hospice Savannah.

2:05:49 PM beth logan entered the room.

2:05:32 PM [lisag](#)  

While we are waiting - we could take a minute to identify where we are from I am from Hospice of the Western Reserve in Cleveland, Ohio

2:04:53 PM student entered the room.

2:01:59 PM jcrocker entered the room.

1:59:28 PM [lisag](#)  

It looks like the time on the chat is about 10 minutes faster than the time I have on phone. I would like to give people a few more minutes to log on.

1:57:12 PM deb braun entered the room.

1:55:00 PM [lisag](#)  

Thank you Mauna

1:53:55 PM [mauna](#)

I will copy this chat and send it to Scott to be posted.

1:53:06 PM [lisag](#)  

Hello Volunteer Managers - Welcome to the chat! The topic is "Role of the Hospice Volunteer: What a Volunteer Can and Cannot Do". The session will be co-hosted by Lisa Gallagher and Deborah Braun, NCHPP Volunteer/Volunteer Manager Steering Committee members.

1:32:47 PM lisag entered the room.

1:31:45 PM mauna entered the room.

1:31:45 PM **Welcome to "VOLUNTEER MGMT", mauna.**

1:28:32 PM jcunningham entered the room.

1:21:27 PM krotchadl entered the room.