



Policy Name:  <p style="text-align: center;"><b>VOLUNTEER ROLES</b></p>	Policy Number:  <p style="text-align: center;"><b>0801</b></p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date:  <p style="text-align: center;"><b>September 1, 1996</b></p>
Reason for Revision: <span style="float: right;"><i>Click on item below and select item from list.</i></span>  <p style="text-align: center;"><b>CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</b></p> <p style="text-align: center;">Removed Buddy Volunteer program. Removed Volunteer Peer Support Group Facilitator from the Bereavement program. Removed Tour Lead Volunteer role, added Tour Volunteer.</p>	Date Revised:  <p style="text-align: center;"><b>August 31, 2021</b></p>  Next Date for Review:  <p style="text-align: center;"><b>August 31, 2024</b></p>
Section: <p style="text-align: center;">Section 08 - Volunteer Services - Administration</p>	Page No:  <p style="text-align: center;"><b>Page 1 of 4</b></p>

## Policy

Volunteers are essential interdisciplinary team members who provide support intended to enhance, strengthen, and extend the services and programs offered at The Salvation Army Agapé Hospice. Volunteers provide the emotional labor necessary to companion residents and family during the final stages of terminal illness and bereavement. Volunteer support is available through the Volunteer Program Coordinator. All volunteer positions have descriptions outlining roles and responsibilities.

Agapé Hospice Volunteers are scheduled daily to provide support to residents and their loved ones, the inter-disciplinary team and the organization as assessed/needed. Specialty programs are designed to provide a broad spectrum of support to enrich the lives of residents and their loved ones and extend hospice services.

### POLICY ELEMENTS

#### 1. PROGRAMS – Supervised by Volunteer Coordinator

1. **Bird Seed/Feeder Volunteers:**
  - Will maintain the supply of bird seed and keep bird feeders filled.
2. **Coffee Club Volunteers:**
  - Serve coffee and snacks for residents and family to gather in the Jolin Family Room to share stories and support one another. In room take-out and delivery is also offered for resident and family unable to attend.
3. **Good Night Cart Volunteers:**
  - Serve coffee, tea and cookies room to room in the evening.
4. **Correspondence Volunteer:**
  - Provide assistance to residents to write correspondence.
5. **Art a la Carte & Picture Perfect Volunteers:**



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- Offer residents artwork to be displayed in their room. In coordination with the Volunteer Program Coordinator arrange personal pictures and displays with Picture Perfect provider.

**6. Card Club Volunteers:**

- Meet weekly to repurpose old cards into new Agapé cards. Encourage residents and family to join in for communal respite.

**7. Pet Visitor Volunteers:**

- Provide animals to visit room to room with residents and family.

**8. Special Event Volunteers:**

- Assist residents and families in planning and implement special activities.

**9. Multi-Cultural Volunteers:**

- Provide support to residents and family in their language of origin, as resources permit.

**10. Musicians:**

- Provide musical entertainment on an individual basis going room to room or group settings. Provide musical entertainment for special activities.

**11. Legacy Volunteers:**

- Provide residents an opportunity to record their precious memories or leave special messages for their loved ones.

**1.2 Residents Care – Supervised by Nursing Lead in corroboration with Volunteer Coordinator**

**Support Volunteers:**

- By being present offer gentle reassuring support to residents and family. Assist with residents and family needs as required.

**1.3 Bereavement Program – Supervised by Bereavement/Spiritual Care Coordinator in corroboration with Volunteer Coordinator**

**1. Volunteer Telephone Follow-up Volunteers:**

- Provide an informal bereavement support mechanism for family members to receive a follow-up telephone call following the death of the resident. This follow-up is intended to convey caring and kindness, inform families of in-house programs and offer referrals to the Bereavement Coordinator as necessary.

**2. Volunteer Bereavement Coffee Hour Facilitator:**



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- Provides monthly support to grieving family members in a group setting.
3. **Bereavement Workshop Planning Committee:**
    - Plans and facilitates one workshop a year under the direction of the Bereavement Coordinator.
  4. **Residents Belongings/Dignity Box Volunteers:**
    - Maintains a supply of wrapped dignity boxes for resident's belongings and facilitates the disposal of unclaimed personal effects.
  5. **Sympathy Card Volunteers:**
    - Handwrite sympathy cards to offer words of comfort and support and sends them to the next of kin.
  6. **Dignity Projects:**
    - Serge nighties and shirts; sew shirt savers and catheter bag covers.
  7. **Remembrance Service Volunteers:**
    - Plans and facilitates the bi-monthly Remembrance Service under the direction of the Chaplain. Provides hospitality, music and kitchen support.
- 1.4 **Social Work Programs – Supervised by Social Worker in corroboration with Volunteer Coordinator**
1. **Elephant Club Program Volunteers:**
    - Receive special training and education to provide support for children. In consultation with Social Work plan and organize the Children's Craft Program.
- 1.5 **Administration – Supervised by Volunteer Program Coordinator**
1. **Gift Shop Volunteers:**
    - Coordinate gift shop stock and display.
  2. **Kitchen Support Volunteers:**
    - Supervised by support services provide help with clean-up and dish washing after hours for special events.
  3. **Library Volunteers:**
    - Assist in the organization of the book, CD and DVD libraries.
  4. **Statistics Volunteers:**
    - Maintain data for reporting volunteer hours and activities.
  5. **Committee Volunteers:**



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- Represent volunteers on various committees – Joint Health and Safety, Accreditation etc. and supervised by Committee Chairs.

**6. Office Administration:**

- Assist Administrative Staff to enhance the daily functioning of the organization.

**7. Tour Volunteers:**

- Provide general information about Hospice, Agapé Hospice programs and conduct tours of the facility.

**8. Mentor Volunteers:**

- Assist the Volunteer Program Coordinator with the orientation and training of new volunteers. They may assist with interviews, provide supervisory support and act as a resource.

**9. Garden Volunteers:**

- Under the direction of the head gardener assist in the planning and maintenance of the garden, grounds, containers and planter boxes.

**10. Thank You Card Volunteers:**

- Maintain donor records and send thank you acknowledgement cards for small donations.

**1.6 Community Volunteers:**

- Requests for individuals and/or community organizations to volunteer will be processed for appropriateness by the Volunteer Program Coordinator.
- Community Volunteers are subject to the policies and procedures of The Salvation Army Agapé Hospice Volunteer Program.