



## **Allina Hospice Volunteer Program / NEO Training**

Last updated 12/6/22

Volunteer Services provides volunteers for support in various roles offered to both patients and their families. Requests are received by referral from team members or by a regular volunteer needs assessment usually done on day 10 after admission with patient/family. Assessments need to be completed by day 14 after admission.

Volunteer Coordinators have a conversation with patient/family members to explain and offer services. Our goal is to assign as soon as possible and will update if at any time we are unable to fill a need. We have about 265 volunteers who support wherever a patient calls home in 30 counties throughout MN. This may be in a home, skilled nursing, assisted living, residential hospice house, senior living or even a group home setting. Once a volunteer accepts an assignment, the volunteer will make direct contact with the patient/family to begin their relationship. This, at times, includes an introductory call prior to a first visit.

### **Volunteers provide support in these roles:**

#### **Caregiver Relief**

Support from a volunteer in homes providing 2-3 hours the same day each week for a caregiver to utilize to take a break from caregiving.

#### **Companionship**

1-1 visits by a volunteer often in facility settings. These weekly visits can be flexible for scheduling.

#### **11<sup>th</sup> hour support**

Volunteers for bedside support for actively dying patients. All volunteers are trained for this service but can choose if they would like to be an 11<sup>th</sup> hour volunteer. Requests are for a longer length of time and often overnight.

#### **Phone calls**

Phone calls are made to patients if appropriate in any setting or for caregivers in homes to offer a listening ear and connection.

### Cards Sent

Cards are sent out to an assigned patient weekly or occasionally from the volunteer.

### Bereavement Calls

A volunteer calls the bereaved family member weekly as assigned and works closely with the assigned Bereavement Coordinator. Requests are supported for up to 13 months.

### Spiritual support

A volunteer is assigned to patient for prayer, reading from spiritual writings or devotions, praying the rosary for Catholic patients, and offering listening ear and support. This role works closely with our staff Chaplains.

### Legacy

During visits, a volunteer captures stories by using an open-ended interview process and a recorder. The captured stories are printed and gifted to the patient and/or family upon completion.

### Meal preparation

Volunteers may prep meals for patients. This includes items such as soups or sandwiches. Simple meals are created for the patient's convenience.

### Pet therapy

Volunteers may support patients with canine visits. Dogs need to be certified through classes and testing by an outside source and registered in the national database. Updated Vet labs are needed as well.

### Haircuts

A MN Certified hairdresser may visit a patient's location to offer haircut or set and style for a patient as requested.

### Errands

Volunteers may be assigned for a patient's shopping needs, not including prescriptions. A purchase form is utilized for monetary exchange and tracking. This is usually on an as-needed basis or a bi-weekly request.

### Light Housekeeping

Volunteers may support with laundry, vacuuming, sweeping, dishes, dusting or organizing in an area. Volunteers do not clean bathrooms or do deep cleaning.

### J.A. Wedum Eucharistic Ministry

Volunteers serve by administering the sacrament of Communion for requests by any Catholic patient. Volunteers are given a regular assignment at the Residential Hospice House. These individuals are supported and commissioned by their own parish in partnership with J.A. Wedum and work closely with the Volunteer Coordinator and Chaplain.

**Note: For all patient roles Volunteers need to be updated with vaccinations for Covid and annual Influenza, up to date HIPAA self-training completed and attestation filed. Volunteers will follow current PPE requirements per Allina Health guidelines.**

### **Non-patient assigned roles**

#### J.A. Wedum House Volunteers

Volunteers support by greeting from front desk, answering phones, supporting family/visitor's questions, deliveries, kitchen and laundry areas as needed. Click link above to learn more.

#### Shawl Volunteer

Volunteers may be given patterns to knit or crochet comfort shawls for the J.A. Wedum Shawl Program. The Volunteer Coordinator will give guidelines for this support.

#### Office Support or Events

Volunteers support with preparing for in-services or training needs if required including our Allina Gala, fundraising, or outreach events.