

The Volunteer Application and Training Process

Hospice volunteers are ambassadors in the community and homes of our patients. Therefore, qualifying criteria and processes are in place to ensure our patients receive the best care. Each volunteer must complete a volunteer application and interview with the Volunteer Coordinator. Applicants are invited to participate in 12 hours of volunteer training, which is a volunteer requirement. These initial steps are followed by various verification processes.

Assessments Include:

- Pre-Volunteer Drug Test/Urine Analysis
- Pre-Volunteer Criminal Records Check
- Sex Offender Search
- Motor Vehicle Report

Documents Required:

- Proof of Auto Insurance
- Skin Test
- Valid NCDL
- Reference Checks

**Contact Windy Cole-Hedrick,
Volunteer Manager, for volunteer training
information.**

Visit our website for the Volunteer Newsletter,
HEARTBEAT, at hospiceofdavidson.org
~View our **Wish List** at amazon.com~

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Important Qualities of Hospice Volunteers

A Desire to Help Others

Time to Give

Compassion and Kindness

Steadiness and Calmness

Emotional Maturity

Sense of Humor

Reverence for Life

Respect for Differences and Diversity

Ability to Listen

Non-Judgmental Attitude

Commitment to Learning and Growing

Willingness to Ask for Help

Willingness to Accept Direction

Commitment to the Hospice

Share the Hospice Mission and Philosophy



**“You matter because you
are you. You matter to the
last moment of
your life, and we will do
all we can
not only to help you die
peacefully,
but also to live until you
die.”**

**~ Dame Cicely Saunders,
founder of modern-day
Hospice**

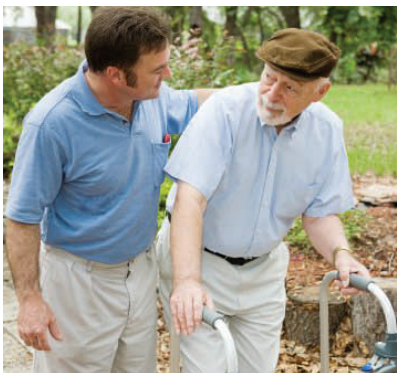
A Guide to Volunteering

About Hospice...

The word *Hospice* comes from the Latin word "hospitium" meaning guesthouse or inn. It originally stems from the medieval custom of hosting religious pilgrims who were sick and weary from their travels, or wounded during their pilgrimage, by providing them with rest and comfort on their journey.

Modern day hospice offers a complete and comprehensive program of care to patients and their families. Hospice stresses palliative care rather than curative treatment. The focus is on maintaining quality of life, symptom management, and pain control. Hospice affirms life and views death as a normal part of life.

Hospice is based on the belief that terminally ill individuals have the right to choose how they spend the rest of their life and that they have the right to live as pain free as possible. Hospice care is a holistic care plan that addresses the physical, emotional and social needs of the patient, their families and their caregivers during end-of-life care.



"It is in giving oneself that one receives."
- Francis of Assisi

Volunteers

AT THE HEART OF HOSPICE CARE

Hospice of Davidson County was initially founded by volunteers and they remain a contributing part of the hospice care team. The scope of services provided by volunteers to both our patients and families is beyond measure. Volunteers are carefully selected and trained to be knowledgeable, sensitive and responsive to patient and family needs. Volunteers also donate their administrative skills to support ongoing agency initiatives.

Traditionally, volunteers have been the backbone of the hospice movement and are an indispensable part of Hospice of Davidson County. The federal government recognizes the importance of volunteers in the delivery of hospice care by requiring that Medicare approved hospices utilize volunteers from their community. Nationally about 100,000 people serve as hospice volunteers and give millions of hours of their time to serve terminally ill patients and their families.

Hospice of Davidson County volunteers are valued members of the Hospice Care Team. Team members include medical directors, registered nurses, clinical social workers, certified nursing assistants, grief counselors, a chaplain and trained volunteers. Pain and symptom management is always the first priority, but responding to social, emotional and spiritual needs is also a part of hospice care.

"Life's most persistent and urgent question is 'What are you doing for others?'"

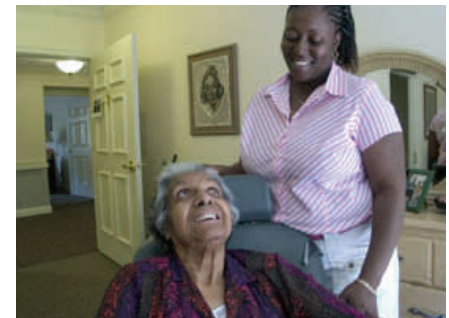
--Rev. Martin Luther King

Volunteer

Hospice volunteers have hearts of gold. No task is too big or too small for a hospice volunteer. Often, the most important thing the volunteer can do is just "be there" to listen with compassion, hold a hand, and offer a smile.

Volunteering is not always easy work, but the personal rewards are profound. The strength and courage of patients are a constant source of inspiration.

Hospice volunteers often express their experiences with patients and families as a blessing. To be invited into the last months, weeks, and days of a person's life and to share in their end-of-life journey is an honor and a privilege.



There are many opportunities for volunteering not related to direct patient involvement. These include:

- Birthday Cake Bakers Club***
- Hinkle Hospice House Hospitality***
- Fundraisers***
- Administrative***
- Mass Mailings***
- Crafts***
- Special Events***