



Patient & Family Support Volunteers Training/Orientation Requirements

The following information describes pre-screening and training requirements for Hospice by the Bay's Volunteer Training/Orientation for Patient and Family Support Volunteers. We hope this information is helpful in discerning your ability to join our Volunteer team that serves terminally ill patients and their family/caregivers.

- 1) **Screening process:** Includes an application, phone screening, face-to-face interview, and two personal reference checks. Trainings occur in each of our three offices 2–3 times per year (Marin, San Francisco, and Sonoma).
- 2) **Volunteer training sessions:** Approximately 30 hours in total. Sessions are a combination of online training and classroom sessions. You may take the training at any site, and then serve in the county of your choice. Completion of all online training modules and the attendance at ALL classroom sessions is mandatory to become a hospice volunteer.
- 3) **Expected commitment to your volunteer service:**
 - A minimum of at least one year of regular service.
 - On average, 2–4 hours of availability per week (excepting vacations/illness).
 - Attendance at 2–3 support meetings/education in-services per calendar year.
 - Participation in an Annual Education Review.
 - Participation in required Annual Evaluation Process.
 - Ability to commence patient visits within 60 days of completing training and orientation requirements.
- 4) **Background Check:** Prior to volunteer service, a background report is requested from Public Records requiring your Social Security number and driver's license number. Motor vehicle operation history and criminal history are reported to the extent permitted by law. Paid for by HBTB.
- 5) **Driver's License and Insurance:** You are required to show evidence of current automobile insurance liability limits and expiration dates, if driving a car, and a current California driver's license with expiration date.
- 6) **The cost of the training is \$75.00:** This charge covers the cost of the manual, other materials, and our speakers.
- 7) **Electronic Access:** Use of a desktop/laptop and computer skill literacy for email correspondence, online training, and online patient report submissions.
- 8) **Healthcare Requirements:**
 - **Proof of MMRV (measles, mumps, rubella, and varicella) immunization:** Each applicant is asked to complete a titer test through Quest Labs (paid for by HBTB), in which blood is tested for proof of immunization to MMRV. Another option is to provide current proof from your personal medical record in collaboration with your

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physician. Any negative result for immunization from the titer test will require a vaccination for that disease at trainee's expense.

- **Two-step TB skin test:** provided by HBTB nursing staff at no charge. This requirement includes two separate TB skin tests that are several weeks apart. Both need to result in a negative reading. This is a CDC (Center for Disease Control) requirement. If you have ever tested positive from a previous TB skin test or have been BCG vaccinated, you only need to provide proof of a negative chest x-ray result from the past 5 years. You will not receive another TB skin test.
- **Required Flu shot to be updated annually.**

Training topics include:

- Hospice History/Philosophy and Agency Overview
- Hospice Team and Services
- Volunteer Role and Boundaries
- Communication Skills with terminally-ill patients and families
- Disease Process, Symptom Management, and Active Dying Process
- Psychosocial Issues and Family Dynamics
- Comfort Care, Physical Assistance Training, and Body Mechanics
- Spiritual Issues in Hospice Work
- Grief and Loss in Hospice Work
- Orientation Topics to Hospice by the Bay

We ask that individuals experiencing the recent loss of a close family member or significant other; or who are presently involved with a critically ill friend or family member, consider waiting one year before volunteering in any of our direct care service positions. Attention to your caregiver responsibilities or bereavement concerns is essential to your self-care prior to becoming a hospice volunteer. You can participate in our Organization Support Volunteer opportunities, if appropriate. You are invited to discuss your specific situation with a Volunteer Coordinator.

Hospice volunteering is a unique, and often personal, volunteer service. Hospice volunteers are mandated by the Hospice Medicare Benefit to be a member of any Hospice Team's available services. Many requirements necessary for paid clinical staff, are necessary for hospice volunteers, as required by Medicare regulations. Other requirements are found to be particularly conducive to the best functioning of our volunteer program. We deeply appreciate your interest to service our hospice teams. We hope that you can join us.