



# Volunteer Opportunities

At Heartland, we consider the chance to be involved in the lives of our patients and families both a sacred opportunity and a privilege. The love, respect, and care our hospice volunteers provide is vitally important to our patients' overall well-being during challenging times.

We serve patients in and around Madison and the surrounding communities and integrate volunteers in all facets that we do. Volunteers gain experience in patient contact and direct-care hours by building relationships with patients and bringing a kind of peace during the end-of-life process. All volunteers have complete access to help, networking, and possibly shadowing our staff members. Opportunities include:

## 1. Friendly Visitors

- a. Friendly visitors provide a variety of supports based on volunteers' skills/interests and patients' needs. They set their own visiting frequency (i.e., 2x per month, etc.) and visit when is most convenient for them and works for the patient.
  - i. Arts and crafts
  - ii. Playing music
  - iii. Playing games
  - iv. Reading ... and all other skills

## 2. Pet-Friendly Visitors

- a. Pet-Visitors function similar to a Friendly Visitor but require a pre-certified therapy dog. Although we are unable to help with the funds to get pets certified, we are always willing to help set-up those interested.

## 3. Veteran-to-Veteran Volunteers

- a. Again, functioning the same as Friendly Visitors, Veteran Volunteers are solely matched with Veteran Patients. The bonds created between Veterans are unlike any other; there is an unwritten common language that veterans share, regardless of when or where they served.

## 4. Vigil Volunteers

- a. Vigil Volunteers have a unique experience of sitting with actively dying patients while their loved-ones cannot be there. They are the pivotal piece in our belief that no one should die alone and function on an "on-call" basis because we cannot be certain of when a patient may transition to actively dying. When family is unable to be present, either needing sleep or just needing to step out to get food or shower, volunteers are "called" to sit with the actively dying patient, but can respond as unable at this time.

## 5. Administrative Volunteers

- a. Administrative Volunteers do it all! These Office Volunteers work in and outside of the office and formulate our admissions, trainings, scans, faxes, you-name-it!

Each one of these Volunteers is required to be trained just as staff is trained. We have an extensive process that helps our staff, patients, and families feel comforted that they can trust anyone with a Heartland nametag. The training includes:

1. An Application Packet
  - a. Application form
  - b. 2 References
  - c. State and Federal Background Check acceptances
  - d. Initial Interview form
2. Once backgrounds are cleared, an Orientation Binder
  - a. Binder contains:
    - i. Various tabbed hospice-related in-service (Dementia, Hazard Communication, Grief and the Dying Process, etc.)
    - ii. A single page quiz on each in-service
  - b. Volunteers must complete these in-services—which are standard in most medical settings—prior to beginning their volunteer roles.
3. A 2-Step TB test
  - a. Provided for free through Heartland Hospice at the main office or at Concentra East or West location.
  - b. Initially administered to the skin and read via a nurse 48-72 hours later. The same process is then repeated 1-3 weeks later. Volunteers must AT LEAST have the first round cleared prior to visiting patients. If the second step is not met, then the Volunteer will have to start the process over.
4. A face-to-face Orientation
  - a. Orientation typically last 3-5 hours depending on if we are training individually or in a large group. Preferably these are done during office hours (8am-5pm, M-F) but we can be flexible to meet Volunteer needs.
  - b. We discuss all things hospice in Orientation, from organization's history to dealing with death to the utter importance of self-care.
  - c. We will also complete the final documents and train on how to document visits, get name tags, etc.

We do all of this to ensure the Volunteer is confident when they experience the death of a patient they have just gotten close to; so the family knows that this is not some stranger off the street with no training that is sitting alone with their mother or father or spouse; so that we are confident about who is handling our confidential documents.

**If you or someone you know is interested in volunteering for hospice, contact us and we would love to further discuss.**

**[VolunteerMadison@HCR-Manorcare.com](mailto:VolunteerMadison@HCR-Manorcare.com)**

**608-819-0033**