

### **Patient Facing Volunteer Roles**

*Patient Facing volunteers have the most direct interaction with hospice patients and families. Requirements include: In-Person Orientation class, Vaccination and Background Screening, Annual Mandatory Education and Evaluation. Patient Facing volunteers serve on average two hours per week. Services may take place in the IPCC, patient's homes, nursing homes, and assisted living facilities. (♥ - Areas of Greatest Need)*

- ♥ **Vigil/Bedside Presence**- bedside presence for special needs patients (on-call schedule)
- ♥ **Companion** – provides friendship, respite care and emotional support.
- ♥ **Housekeeping and Errands** – light housework, pet care and errands for patients.
- ♥ **Concierge** – supports hospitality, companionship & operations of Inpatient Care Center.
- ☐ **Art Activities** – provides unique art experiences as directed by the HOC Art Coordinator.
- ☐ **Cosmetologist** - provides cosmetology services to patients. License required
- ☐ **Massage/Healing Touch/Reiki** – provides healing arts. License required.
- ☐ **Music Activities** – performs in patient areas under direction of HOC Music Therapist.
- ☐ **Spiritual Care and Eucharistic Minister** – provides spiritual support consistent with the patient's values and faith traditions under direction of HOC Chaplain
- ☐ **Pet Therapy** – Visits with a certified therapy animal. License required.

### **Administrative Support**

*Administrative Support Volunteers perform essential duties for HOC with limited patient contact. Requirements include: In-Person or Video Orientation class, vaccination and background screening, Annual Mandatory Education and Self-Evaluation. Administrative support volunteers serve an average of three hours per week. Services take place in IPCCs, field offices and support areas.*

- ☐ **Screener/Greeter** – welcomes and provides health screenings to visitors of IPCC.
- ☐ **Clerical** – Data Entry, filing, phone calls, mailings etc.
- ☐ **Flowers** – Transporting, arranging and delivering flowers in the IPCC.
- ☐ **Maintenance/Gardening** – filling bird feeders, weeding, planting, etc.

### **Community Service/Remote Volunteers**

*Community Service volunteers have minimal patient contact and perform most of their service offsite. Requirements: Application and Interview*

- ☐ **Crafting** volunteers make and donates items All supplies are provided by the volunteer without monetary compensation.
- ☐ **Forget Me Not** – make or provide items at least 1 time per quarter to homecare patients. For Example: holiday gift bags, valentines cards, etc.
- ☐ **Fundraising** – donor thank you calls, event preparation or committee service.

*\* All roles serve patients and families without monetary compensation.*