

**Volunteer Training Compliance Topics - The Hospice Volunteer Training Series - Pat Carver Media**  
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	<b>Segment Title</b>	<b>Manual Page</b> (Editions prior to 2017)	<b>2017 Manual Page</b>
<b>TOPICS</b>			
<b>Segment Titles provide insight as to information included within the segment. Some topics are hidden within segments. Please find some “hidden” topics revealed below:</b>	<i><b>Segment Titles:</b> Mission, History, Confidentiality, Vol Information, Care &amp; Comfort, Death &amp; Dying, Grief &amp; Loss, Patient Rights, Communication, Hospice &amp; the Nursing Home, Spirituality, Safety &amp; Infection Control, Family, Ethics, Alzheimer’s Disease</i>		
<b>Abuse, Disruptive Family Patterns</b>	Family	127	127
<b>Abuse - reporting abuse or anything impacting patient</b>	VOL Information	38	37, 38
<b>Affordable Care Act, Section 1557</b>	Mission	—	7-8
<b>Bereavement Care</b>	Mission	9	10
	Grief & Loss	76	76
<b>Concepts of Palliative versus Curative Care</b>	Mission	7	8
	History	16,17	16,17
	Care & Comfort	45,46	45,46
<b>Communicating with Hospice</b>	Confidentiality	26	26-27
<b>DNR</b>	Death & Dying	—	64
	VOL Information	—	38
<b>Dress Code - Generic</b>	Volunteer Information	34	34
<b>Establishment of BOUNDARIES with Patient/Family/Caregiver</b>	Volunteer Information	35-36	35
<b>Family Dynamics &amp; Crisis Management</b>	Family	125-134	125-134
<b>Grievance &amp; Issues of Ethical Concern</b>	Ethics	135-140	135-140
	Patient Rights	77-81	77-81
	HIPAA	23, 27	53
<b>Hospice Philosophy, Goals, Services</b>	Mission	5-9	5-11
	History	17-18	17-18
	Volunteer Information	39-41	39-42
<b>IDT/IDG - Team Approach to Care</b>	Mission	7, 9-10	7, 8-11
	History	17-18	17-18
<b>Lifting &amp; Transferring Patients</b>	VOL Information	34	33
	Nuring Home	100	100
<b>Medical Emergencies and Patient’s Death</b>	Volunteer Information	38, 64	37-38
	Death & Dying	64	64
<b>Physiological, Psychosocial &amp; Spiritual Aspects of Terminal Care</b>	Death & Dying	53-66	53-66

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	Grief & Loss	67-76	67-76
	Spirituality & Spiritual Care	105-115	105-115
<b>Respect for Cultural Diversity</b>	Family	125-134	125-134
	Volunteer Information	36, 37	35, 37
	Grief & Loss	70-74	70-74
	Spirituality & Spiritual Care	114	114
<b>Respiratory Hygiene</b>	Safety & Infection Control	119, 120	119, 120
<b>Safe Medical Equipment/Oxygen</b>	Safety & Infection Control	—	123-124
<b>Self Care</b>	Volunteer Information	42-44	42-44
<b>Special Communication Needs</b>	Communication	91-94	91-94
	Alzheimer's	149	149
<b>The Series does NOT Cover:</b>			
<b>Abuse - your policies/procedures for reporting</b>			
<b>Areas of Potential Conflict of Interest</b>			
<b>Disease processes - other than Alzheimer's</b>			
<b>IDT/IDG approach to care, specifically with RN as Care Coordinator. We do discuss team approach to care.</b>			
<b>Knowledge of Advance Directives &amp; Powers of Attorney</b>			
<b>Lifting &amp; Transferring Patients - How to</b>			
<b>Safe Medical Equipment - IS Included in 2017 edition</b>			
<b>TB - other than a TB screening may be required</b>			
<b>Who to report to within your organization structure</b>			
<b>Your Dress Code (if it varies from our suggestions)</b>			
<b>Your Hospice History</b>			
<b>Your Hospice Mission, Philosophy</b>			
<b>Your Hospice's Roles for Volunteers</b>			
<b>Your procedures for responding to medical EMERGENCIES and patient's death</b>			
<b>Your processes for communicating with hospice staff and on-call protocols</b>			
<b>Your protocols to deal with grievances &amp; issues of ethical concern</b>			
<b>Your Record Keeping Standards</b>			
<b>Your Safety Policies &amp; Procedures</b>			