

| <b>Volunteer Training Compliance Topics - The Hospice Volunteer Training Series</b>   |  |  |  |  |   |
|---|--|--|--|--|---|
| <b>Pat Carver Media www.hospicetutor.com</b>  |  |  |  |  |   |
|   | <b>Segment Title</b>   | <b>Manual Page</b><br>(Editions prior to 2017) | <b>2017 Manual &amp; on-line Portals</b> | <b>2019 Manual &amp; on-line Portals</b> | <b>2020+ Manual &amp; on-line Portals</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>   | <b>Segment Titles: 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</b> |  |  |  |   |
| <b>Abuse, Disruptive Family Patterns</b>  | Family   | 127  | 127                                      | 129                                      | 129                                       |
| <i>Abuse - reporting abuse or anything impacting patient</i>  | VOL Information  | —  | 37, 38                                   | 37, 38                                   | 37, 38                                    |
| <b>Affordable Care Act, Section 1557</b>  | Mission  | —  | 7-8                                      | 7-8                                      | 7-8                                       |
| <b>Blood Borne Pathogens</b>  | Safety & Infection Control   | 117-119  | 117-119                                  | 117-119                                  | 117-119                                   |
| <b>Bereavement Care</b>   | Mission  | 9  | 10                                       | 10                                       | 10  |
| <i>Bereavement Care</i>   | Grief & Loss   | 76   | 76                                       | 76                                       | 76  |
| <b>BOUNDARIES with Patient/Family/Caregiver</b>   | VOL Information  | 35-36  | 35                                       | 35                                       | 35  |
| <i>BOUNDARIES with Patient/Family/Caregiver</i>   | Family   | —  | —  | 136                                      | 136                                       |
| <i>BOUNDARIES/Professional Relationship - Points made throughout Series: Do not share personal contact information or social media addresses; do not share food unless approved; do not lift or transfer patients, do not give meds, do not give legal or medical advice or sign documents, boundaries &amp; confidentiality, physical boundaries, do not attempt to convert to your religion, or change family dynamics.</i> | Points made regarding Boundaries are located within numerous segments.   |  |  |  |   |
| <b>Communicating within Hospice</b>   | Confidentiality  | 26   | 26-27                                    | 26-27                                    | 26-27                                     |
| <b>Communication - Special Needs</b>  | Communication  | 91-94  | 91-94                                    | 91-94                                    | 91-94                                     |
| <i>Communication - Special Needs</i>  | Alzheimer’s  | 149  | 149                                      | 151                                      | 151                                       |
| <b>Concepts of Palliative versus Curative Care</b>  | Mission  | 7  | 8  | 8  | 8   |
| <i>Concepts of Palliative versus Curative Care</i>  | History  | 16,17  | 16,17                                    | 16,17                                    | 16,17                                     |
| <i>Concepts of Palliative versus Curative Care</i>  | Care & Comfort   | 45,46  | 45,46                                    | 45,46                                    | 45,46                                     |
| <b>COVID-19</b>   | Safety & Infection Control   | —  | —  | —  | 125-126                                   |
| <b>Diversity - respect for cultural diversity</b>   | Family   | 125-134  | 125-134                                  | 127-136                                  | 127-136                                   |
| <i>Diversity - respect for cultural diversity</i>   | Volunteer Information  | 36, 37   | 35, 37                                   | 35, 37                                   | 35, 37                                    |
| <i>Diversity - respect for cultural diversity</i>   | Grief & Loss   | 70-74  | 70-74                                    | 70-74                                    | 70-74                                     |
| <i>Diversity - respect for cultural diversity</i>   | Spirituality & Spiritual Care  | 114  | 114                                      | 114                                      | 114                                       |
| <b>DNR</b>  | Death & Dying  | —  | 64                                       | 64                                       | 64  |
| <i>DNR</i>  | VOL Information  | —  | 38                                       | 38                                       | 38  |
| <b>Dress Code - Generic</b>   | Volunteer Information  | 34   | 34                                       | 34                                       | 34  |
| <b>Family Dynamics &amp; Crisis Management</b>  | Family   | 125-134  | 125-134                                  | 127-136                                  | 127-136                                   |
| <b>Grievance &amp; Issues of Ethical Concern</b>  | Ethics   | 135-140  | 135-140                                  | 137-142                                  | 137-142                                   |
| <i>Grievance &amp; Issues of Ethical Concern</i>  | Patient Rights   | 77-81  | 77-81                                    | 77-81                                    | 77-81                                     |
| <i>Grievance &amp; Issues of Ethical Concern</i>  | HIPAA  | 23, 27   | 53                                       | 53                                       | 53  |
| <b>Hazards in the environment</b>   |  | —  | —  | —  | 123                                       |

| <b>Volunteer Training Compliance Topics - The Hospice Volunteer Training Series</b>  |                               |          |          |          |          |
|--|-------------------------------|----------|----------|----------|----------|
| <b>Pat Carver Media www.hospicetutor.com</b>   |                               |          |          |          |          |
| <b>Hospice Philosophy, Goals, Services</b>   | Mission                       | 5-9      | 5-11     | 5-11     | 5-11     |
| Hospice Philosophy, Goals, Services  | History                       | 17-18    | 17-18    | 17-18    | 17-18    |
| Hospice Philosophy, Goals, Services  | Volunteer Information         | 39-41    | 39-42    | 39-42    | 39-42    |
| <b>IDT/IDG - Team Approach to Care</b>   | Mission                       | 7, 9-10  | 7, 8-11  | 7, 8-11  | 7, 8-11  |
| <i>IDT/IDG - Team Approach to Care</i>   | History                       | 17-18    | 17-18    | 17-18    | 17-18    |
| <b>Lifting &amp; Transferring Patients - DO not</b>  | VOL Information               | 34       | 33       | 33       | 33       |
| <i>Lifting &amp; Transferring Patients - Do not</i>  | Nursing Home                  | 100      | 100      | 100      | 100      |
| <b>Medical Emergencies and Patient's Death</b>   | Volunteer Information         | 38, 64   | 37-38    | 37-38    | 37-38    |
| <i>Medical Emergencies and Patient's Death</i>   | Death & Dying                 | 64       | 64       | 64       | 64       |
| <b>Ombudsman Program (2024)</b>  | Patient Rights                |          |          |          | 81       |
| <b>Physiological, Psychosocial &amp; Spiritual Aspects of Terminal Care</b>  | Death & Dying                 | 53-66    | 53-66    | 53-66    | 53-66    |
| <i>Physiological, Psychosocial &amp; Spiritual Aspects of Terminal Care</i>  | Grief & Loss                  | 67-76    | 67-76    | 67-76    | 67-76    |
| <i>Physiological, Psychosocial &amp; Spiritual Aspects of Terminal Care</i>  | Spirituality & Spiritual Care | 105-115  | 105-115  | 105-115  | 105-115  |
| <b>Respiratory Hygiene</b>   | Safety & Infection Control    | 119, 120 | 119, 120 | 119, 120 | 119, 120 |
| <b>Safe Medical Equipment/Oxygen - general information</b>   | Safety & Infection Control    | —        | 123-124  | 123-124  | 123-124  |
| <b>Self Care - Stress</b>  | Volunteer Information         | 42-44    | 42-44    | 42-44    | 42-44    |
| <i>Building strong immune system</i>   | Safety                        | —        | —        | —        | 127      |
| <b>TB - Infectious Disease</b>   | Safety & Infection Control    | —        | —        | 124-126  | 123-125  |
| <b>Volunteer Roles</b>   | Volunteer Information         | 38       | 38       | 38-41    | 38-41    |
|  |                               |          |          |          |          |
| <b>The Series does NOT Cover:</b>  |                               |          |          |          |          |
| <b>Abuse - your policies/procedures for reporting.</b> We briefly mention reporting abuse/crime & that the hospice will further discuss the topic. |                               |          |          |          |          |
| <b>Advance Directives &amp; Powers of Attorney</b>   |                               |          |          |          |          |
| <b>Boundary Policies:</b><br><i>Your policy on gift giving and receiving</i>   |                               |          |          |          |          |
| <i>Your policy on lending or borrowing money and/or personal items</i>   |                               |          |          |          |          |
| <i>Your policy regarding accepting food/drink at patient home</i>  |                               |          |          |          |          |
| <i>Your policy regarding whether to do extra errands if asked by the patient</i>   |                               |          |          |          |          |
| <i>Your policy regarding accepting paid work from the family</i>   |                               |          |          |          |          |
| <b>Conflict of Interest</b> - we mention this under patient rights - but you may have specifics to discuss.  |                               |          |          |          |          |
| <b>COVID-19</b> - Your hospice specific guidance   |                               |          |          |          |          |
| <b>Disease processes - other than Alzheimer's</b>  |                               |          |          |          |          |
| <b>Emergency Preparedness - new regulation</b>   |                               |          |          |          |          |
| <b>IDT/IDG approach to care, specifically with RN as Care Coordinator.</b> We DO discuss team approach to care.                                    |                               |          |          |          |          |
| <b>Lifting &amp; Transferring Patients - How to</b>  |                               |          |          |          |          |

**Volunteer Training Compliance Topics - The Hospice Volunteer Training Series**  
**Pat Carver Media** [www.hospicetutor.com](http://www.hospicetutor.com)

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| <b>Pain &amp; Symptom Management regarding medications used.</b> We do discuss pain mgmt in hospice and ways volunteers can provide support. |  |  |  |  |  |
| <b>Safe Medical Equipment</b> - specifics of your equipment  |  |  |  |  |  |
| <b>OSHA</b>  |  |  |  |  |  |
| <b>Your Quality Assessment Performance Improvement Plan</b>  |  |  |  |  |  |
| <b>Your Compliance Plan</b>  |  |  |  |  |  |
| <b>Your process for conveying charges for care/services.</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 organizational chart</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>   |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |