



Module 1: Hospice History, Philosophy, Services & Goals [Duration including videos: 1 hour 18 minutes](#)

What is hospice? It is not a place and not just for people with cancer. This module will examine the history of hospice and development of the spirit and philosophy that guides this special way of caring. It will define key terms such as “holistic” and “interdisciplinary” and explore the interdisciplinary team members’ roles, including volunteers.

Module 2: Dying, Death, Grief & Bereavement: Patient/Family Coping Mechanisms, Psychological Issues & the Time of Death [Duration including videos: 1 hour 58 minutes](#)

Author Richard Bach said, “There is a test to see if your mission in life is complete. If you are alive, it isn’t.” What a great way to think about the true spirit of hospice. This module addresses what it means to be living with serious illness and the challenges and barriers faced when considering hospice care. Topics will include common fears of death, challenges related to signing a do-not-resuscitate order (DNR), signs of approaching death, what happens when death occurs at home, and the volunteer’s role at the time of death.

The module will also deal with grief, loss, and bereavement. What is grief? Is it different from mourning? Is it true that there is no wrong way to grieve? What are common coping mechanisms? This module will explain these concepts in an effort to ensure that our communication and actions are not unintentionally misleading. Common myths about grief will be examined and ways to offer support based on the most recent research will be provided.

Module 3: Family Systems, Dynamics & Rights [Duration including videos: 53 minutes](#)

People often use the words “patients and families.” But “family” is not easily defined in today’s world. People have families of birth and families of choice (friends who are like family). This module will focus on the rights of patients and families and how care is offered. It will also explain psychological dynamics (e.g., “family systems theory”) and how they connect with the volunteer’s role.

Module 4: Communication & Active Listening [Duration including videos: 1 hour 45 minutes](#)

How we communicate can positively or negatively influence every relationship in our lives. Determining the best way to communicate in any given situation can be a lifelong challenge. It is not about being an expert communicator, but rather having the confidence that results from having effective communication tools. This module will examine the practice of presence and active listening as ways to encourage patients and families to tell their stories. Common barriers and obstacles to communication will be examined, and effective techniques and skills will be addressed. This information will then be applied to common situations volunteers may experience.

Module 5: Additional Insights & Skill Demonstrations [Duration including videos: 1 hour 39 minutes](#)

How do all of these skills and challenges work in real life? This module will contain video clips that demonstrate key skills and concepts, including active listening, communication techniques, and how volunteers can work through challenging situations.

Module 6: Boundaries, HIPAA, Documentation, Self-Care & Summary [Duration: 1 hour 4 minutes](#)

This final session will be devoted to challenging issues, such as setting personal and professional boundaries, how the Health Insurance Portability and Accountability Act (HIPAA) applies to volunteers, and the importance of documentation. It will cover various volunteer roles and the critical nature of “self-care” in order to prevent burnout and compassion fatigue – and remain a healthy and vital hospice volunteer!

Bonus Module 1: Volunteering in the Facility Setting [Duration: 52 minutes](#)

Most hospice programs support patients and families in their homes, but sometimes that isn’t possible. For example, patients may live in a nursing home or skilled-care facility. Patients may also reside in respite care facilities – either temporarily or because they require around-the-clock care. No matter where patients are housed, volunteers are a vital component of care. This webinar will examine volunteers’ role in a facility setting, unique situations they might encounter, specific interventions, and how to maneuver challenges.

Bonus Module 2: Universal Precautions & Hand Washing for Hospice Volunteers [Duration: 46 minutes](#)

They are called “universal” because these precautions should be observed all of the time – everywhere. Universal precautions protect us while doing volunteer work, but they also protect patients with compromised immune systems. This webinar, designed specifically for hospice volunteers, will go through the Centers for Disease Control (CDC) standards for universal precautions and hand washing. This information is critical in your work as a hospice volunteer but can also be extremely useful in everyday life.

Bonus Module 3: Volunteering with Patients Who Have Alzheimer’s Disease & Dementia [Duration: 52 minutes](#)

It is not uncommon for volunteers to be concerned about being assigned to a person who is confused or unable to converse. What should I say? What if they repeat themselves over and over? Will I feel uncomfortable? Yet, there are volunteers who love these assignments and request them because they knew someone with dementia or developed skills along the way to work with these individuals.

This webinar will define, differentiate, and address Alzheimer’s disease and dementia. The focus will be developing volunteers’ knowledge and skills to feel comfortable around people struggling with memory issues. Join us to learn ways to support family members through their sadness, frustrations, and conflicted feelings.

[Duration for Modules 1-6: 8 hours 25 minutes](#)

[Duration for Bonus Modules 1-3: 2 hours 30 minutes](#)

[Duration for Modules 1-6 and Bonus Modules 1-3: 10 hours 55 minutes](#)