CERTIFICATE

OF COMPLETION

This Certifies that

Charlotte Aslett

Has successfully completed the training program requirement for

VTP

HOSPICE & HOME CARE WEBINAR NETWORK

PRESENTED BY

January 1, 2025

DATE

HPCFM
Hospice & Palliative Care Federation of Massachusetts

PRESENTED BY

Hospice Volunteer Training
Module Descriptions

Module 1: Hospice History, Philosophy, Services & Goals

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. Duration including videos: 1 hour 18 minutes

Module 2: Dying, Death, Grief & Bereavement: Patient/Family Coping Mechanisms, Psychological Issues & the Time of Death

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. Duration including videos: 1 hour 58 minutes

Module 3: Family Systems, Dynamics & Rights

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. Duration including videos: 53 minutes

Module 4: Communication & Active Listening

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. Duration including videos: 1 hour 45 minutes

Module 5: Additional Insights & Skill Demonstrations

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. Duration including videos: 1 hour 39 minutes

Module 6: Boundaries, HIPAA, Documentation, Self-Care & Summary

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! Duration including videos: 1 hour 39 minutes