Volunteer Training Compliance Topics - The Hospice Volunteer Training Series **Pat Carver Media** www.hospicetutor.com					
	Segment Title	**Manual Page** (Editions prior to 2017)	**2017** Manual & on-line Portals	**2019** Manual & on-line Portals	**2020.2** Manual & on-line Portals
TOPICS					
Segment Titles provide insight as to information included within the segment. Some topics are hidden within segments. **Please find some "hidden" topics revealed below:**	***Segment Titles:*** *Mission, History, Confidentiality, Vol Information, Care & Comfort, Death & Dying, Grief & Loss, Patient Rights, Communication, Hospice & the Nursing Home, Spirituality, Safety & Infection Control, Family, Ethics, Alzheimer's Disease*				
Abuse, Disruptive Family Patterns	Family	127	127	129	129
Abuse - reporting abuse or anything impacting patient	VOL Information	—	37, 38	37, 38	37, 38
Affordable Care Act, Section 1557	Mission	—	7-8	7-8	7-8
Bereavement Care	Mission	9	10	10	10
Bereavement Care	Grief & Loss	76	76	76	76
BOUNDARIES with Patient/Family/Caregiver	VOL Information	35-36	35	35	35
BOUNDARIES with Patient/Family/Caregiver	Family	Insert available	Insert available	136	136
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 & confidentiality, physical boundaries, do not attempt to convert to your religion, or change family dynamics.	Points made regarding Boundaries are located within numerous segments.				
Communicating within Hospice	Confidentiality	26	26-27	26-27	26-27
Communication - Special Needs	Communication	91-94	91-94	91-94	91-94
Communication - Special Needs	Alzheimer's	149	149	151	151
Concepts of Palliative versus Curative Care	Mission	7	8	8	8
Concepts of Palliative versus Curative Care	History	16,17	16,17	16,17	16,17
Concepts of Palliative versus Curative Care	Care & Comfort	45,46	45,46	45,46	45,46
COVID-19	Safety & Infection Control	—	—	—	125-126
Diversity - respect for cultural diversity	Family	125-134	125-134	127-136	127-136
Diversity - respect for cultural diversity	Volunteer Information	36, 37	35, 37	35, 37	35, 37
Diversity - respect for cultural diversity	Grief & Loss	70-74	70-74	70-74	70-74
Diversity - respect for cultural diversity	Spirituality & Spiritual Care	114	114	114	114
DNR	Death & Dying	—	64	64	64
DNR	VOL Information	—	38	38	38
Dress Code - Generic	Volunteer Information	34	34	34	34
Family Dynamics & Crisis Management	Family	125-134	125-134	127-136	127-136
Grievance & Issues of Ethical Concern	Ethics	135-140	135-140	137-142	137-142
Grievance & Issues of Ethical Concern	Patient Rights	77-81	77-81	77-81	77-81
Grievance & Issues of Ethical Concern	HIPAA	23, 27	53	53	53
Hazards in the environment		—	—	—	123

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Hospice Philosophy, Goals, Services	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
IDT/IDG - Team Approach to Care	Mission	7, 9-10	7, 8-11	7, 8-11	7, 8-11
IDT/IDG - Team Approach to Care	History	17-18	17-18	17-18	17-18
Lifting & Transferring Patients - DO not	VOL Information	34	33	33	33
Lifting & Transferring Patients - Do not	Nursing Home	100	100	100	100
Medical Emergencies and Patient's Death	Volunteer Information	38, 64	37-38	37-38	37-38
Medical Emergencies and Patient's Death	Death & Dying	64	64	64	64
Physiological, Psychosocial & Spiritual Aspects of Terminal Care	Death & Dying	53-66	53-66	53-66	53-66
Physiological, Psychosocial & Spiritual Aspects of Terminal Care	Grief & Loss	67-76	67-76	67-76	67-76
Physiological, Psychosocial & Spiritual Aspects of Terminal Care	Spirituality & Spiritual Care	105-115	105-115	105-115	105-115
Respiratory Hygiene	Safety & Infection Control	119, 120	119, 120	119, 120	119, 120
Safe Medical Equipment/Oxygen - general information	Safety & Infection Control	—	123-124	123-124	123-124
Self Care - Stress	Volunteer Information	42-44	42-44	42-44	42-44
Building strong immune system	Safety	—	—	—	127
TB - Infectious Disease	Safety & Infection Control	Insert available	Insert available	124-126	123-125
Volunteer Roles	Volunteer Information	38	38	38-41	38-41

The Series does NOT Cover:

Abuse - your policies/procedures for reporting. We briefly mention reporting abuse/crime & that the hospice will further discuss the topic.					
Advance Directives & Powers of Attorney					
Boundary Policies: *Your policy on gift giving and receiving*					
Your policy on lending or borrowing money and/or personal items					
Your policy regarding accepting food/drink at patient home					
Your policy regarding whether to do extra errands if asked by the patient					
Your policy regarding accepting paid work from the family					
Conflict of Interest - we mention this under patient rights - but you may have specifics to discuss.					
COVID-19 - Your hospice specific guidance					
Disease processes - other than Alzheimer's					
Emergency Preparedness - new regulation					
IDT/IDG approach to care, specifically with RN as Care Coordinator. We DO discuss team approach to care.					
Lifting & Transferring Patients - How to					

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Pain & Symptom Management regarding medications used. We do discuss pain mgmt in hospice and ways volunteers can provide support.					
Safe Medical Equipment - specifics of your equipment					
OSHA					
Your Quality Assessment Performance Improvement Plan					
Your Compliance Plan					
Your process for conveying charges for care/services.					
Who to report to within your organization structure					
Your Dress Code (if it varies from our suggestions)					
Your Hospice History					
Your Hospice Mission, Philosophy					
Your Hospice's Roles for Volunteers					
Your organizational chart					
Your procedures for responding to medical EMERGENCIES and patient's death					
Your processes for communicating with hospice staff and on-call protocols					
Your protocols to deal with grievances & issues of ethical concern					
Your Record Keeping Standards					
Your Safety Policies & Procedures					