

Hospice Volunteer Training Curriculum Outline

Introduction to Hospice	History and philosophy of hospice movement: Principals of hospice care The hospice interdisciplinary team Ethics in hospice care
Communication Skills	Verbal and non-verbal communication: Active listening; use of reflection Facilitating expression of content and feelings Communicating trustworthiness, competency Being nonjudgmental
Family Dynamics	Household as unit of care: Group dynamics and family dynamics Effect of stress on a system Healthy boundaries
Personal Death Awareness	Personal experience with death: Exercises to facilitate discussion Empathy for the client and family experience
Care & Comfort	Universal Precautions Comfort measures in the home Exposure to hands-on care by volunteers Safety in the home Caring for the caregivers: stress management and self-care
Spirituality and Hospice	Religion and spirituality: Spiritual assessment Spiritual pain and comfort measures Rituals, music and art in the spiritual expression Role of volunteer in spiritual care
Grief and Bereavement	Loss, grief, and bereavement: Manifestations of grief Models of the grief process The role of the volunteer in bereavement support Complicated grief
Role of the Volunteer	Policies and procedures: Review of volunteer assignment Volunteer responsibilities
The Funeral	What happens upon death Discussion of funeral options

This training includes 18 to 24 hours of in-class time supplemented by a manual with articles and handouts relevant to each topic. Home work may be required in addition to class time.