



# Duke Hospice Volunteers

*"It warms my heart to know that in some small way, I may have helped someone in one of the most difficult times in their life."*

- Duke Hospice volunteer



**Duke HomeCare & Hospice**

# Mission



**Our mission is to welcome, embrace and nurture the human spirit of those who desire to be of service in hospice care.**

*"You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also live until you die."*

- Cicely Saunders, a pioneer of the modern hospice movement

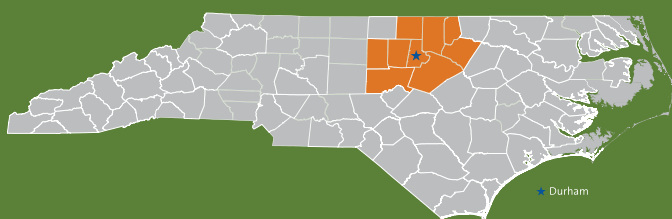
# Values

Our vision is to endow Duke HomeCare & Hospice (DHCH) volunteers with the knowledge, skills, and expertise to be an effective and integral part of our hospice team.

Volunteers will receive orientation, training, education, and opportunities for their development which are in line with their volunteer responsibilities.

DHCH values volunteers and provides them with skills to fulfill their role.

Volunteers will be matched to their assigned tasks based on their preference, skills, competency, and experience.



## Service area

Duke Hospice serves patients in Alamance, Chatham, Durham, Franklin, Granville, Orange, Person, Vance, and Wake counties, and volunteers are needed for these areas for hospice.

# Our Volunteer Opportunities

## Our Administrative Volunteers

Administrative volunteers support the work of our organization by assisting staff with various clerical duties including data entry, fulfilling mailings, making packets, and information management. Administrative volunteers receive training appropriate to their job.

## Hospice Patient Care Volunteers

Duke Hospice was started as Triangle Hospice in 1979 by a group of volunteers dedicated to ensuring that terminally ill patients were able to die with dignity and respect. Patient/family support volunteers reach out with compassion to hospice patients and their families as part of our hospice patients team. They provide a caring presence to patients wherever they live and emotional and practical support for families and caregivers.





We offer a variety of volunteer opportunities including administrative and office support, care shawl project, clerical services, special events, hospice in-home patient and family support, Hock Family Pavilion, pet visits, and music visits.

## Where does volunteering happen?

- Hock Family Pavilion
- Private residence, assisted living, skilled nursing facility, or wherever the patient calls home
- Duke HomeCare & Hospice office
- Camp ReLeaf



## Volunteers have a long and rich history at Duke HomeCare and Hospice.

The dedication, skills, and compassion they bring to the organization is enormous. People volunteer for a variety of reasons. Sometimes they want to give back after experiencing hospice support with the death of a loved one. Volunteers may want to make a contribution to their community, develop new skills, enhance their school application, or professional resume, meet new people, make new friends, or participate in an activity with a group of people they already know. Volunteer activities include: administrative services, pet therapy, music therapy, veteran's recognition, or supportive contact with patients and their family members. Whatever your interests, your skills, or your availability – if you have ever thought about being a DHCH volunteer, now is the time to explore the idea! If you have questions, comments, or want additional information please let us know.

# Volunteer Practice Standards

National Hospice and Palliative Care Organization (NHPCO)

- DHCH staff will recruit volunteers which reflect the diversity of the patient population.
- DHCH process for volunteer recruitment and selection is consistent with DUHS nondiscrimination policies.
- DHCH will select volunteer applicants, in coordination with DUHS Volunteer Services, with the highest level of qualifications. The selection process will include completing an initial application, a personal interview, a medical screen, a criminal background check, and completion of all other verification procedures as outlined in current regulatory requirements.
- Volunteers will be matched to their assigned tasks based on their preference, skills, competency, and experience.
- Volunteers will have access to current information which is relevant to their chosen tasks and hospice practice.

## How do you get involved?

If you are interested in becoming a volunteer, call 919-620-3853 and ask for the Volunteer Coordinator.

# Contact us

## **Duke HomeCare & Hospice**

12 Moore Drive, Suite 200

Durham, NC 27713

919-620-DUKE (3853) or

800-599-9339

**[DukeHealth.org/HomeCareandHospice](https://DukeHealth.org/HomeCareandHospice)**

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