



## *Mayo Clinic Hospice Volunteers*



*Serving our communities since 1980*



*Hospice volunteers bring light  
and love into people's lives.*

## Mayo Clinic Hospice Volunteers are a Special Kind of People

Volunteers are a vital part of the caring hospice team. They bring a personal touch to terminally ill patients and their families. The efforts of Mayo Clinic Hospice volunteers help us fulfill our mission.

When you join the Mayo Clinic Hospice volunteer team, you provide services essential to hospice care. You will belong to a healthcare team that includes dedicated physicians, nurses, social workers and chaplains. Your role will offer you meaningful opportunities – a chance for you to share in patients' and families' lives, loves, tears, and laughter. Your caring, dedicated presence will help brighten someone's day and make a difference in the lives of patients and those caring for them.

# What Do Volunteers Do?

## *Patient Care*

- Provide emotional support and companionship to patients and their families.
- Provide respite care so that caregivers can take a break, run errands or take a nap.
- Assist with “light” household tasks.
- Assist the patient with tasks they are no longer able to complete themselves.
- Visit patients who reside in nursing homes, assisted living facilities, adult foster care or in the hospital.
- Provide an important communication link between the patient/family and the other members of the hospice team.

## *Program Activities*

- Assist in the office by answering telephones or preparing mailings.
- Host hospice booths or displays at health fairs and community events.
- Assist with special events.

## *Bereavement Care*

- Provide support to the bereaved hospice family (additional training provided).
- Provide administrative support such as phone calls and mailings.
- Co-facilitate grief support groups (additional training provided).
- Co-facilitate at Healing Adventures grief camp for children/teens (additional training provided)

### *Resource Volunteer*

- Provide volunteer services to Mayo Clinic Hospice patients for which you are licensed or certified. This may include hairdresser, massage therapist, music therapist, legal assistance, etc.



*“I am never sure who is getting more from the relationships that develop, but I always feel blessed to have been a part of someone’s life.”*

*Mayo Clinic Hospice Volunteer*

## Commonly Asked Questions

### *What is the expected time commitment?*

It varies, but when a volunteer is assigned to a family, the visit is most often once a week for 1-4 hours. All assignments are based on the individual volunteer's availability.

### *How many patients do I work with at one time?*

Hospice volunteers usually work with just one patient at a time. A hospice family, however, may have several volunteers assigned if multiple volunteer visits are needed each week.

### *Where do the patients reside and what about transportation?*

Most patients live in their own home but some live in nursing homes, assisted living facilities, or adult foster care. Volunteers need to provide their own transportation but can choose to be reimbursed for mileage expenses.

### *Do volunteers get another assignment right away?*

If a volunteer has established a close relationship with the patient, he or she will be encouraged to take some time off before accepting a new assignment.



***Are volunteers supported?***

Yes! Support and educational meetings are held on a monthly basis for hospice volunteers. The volunteer coordinator keeps in close contact with each volunteer throughout the duration of the assignment. Volunteers may also contact other hospice team members for support or information.

***What if I have a concern while visiting a patient?***

Volunteers are instructed to call Mayo Clinic Hospice at any time during the visit if they have a question or concern. An “on-call” nurse is available after office hours for consultation. A hospice nurse will come to the home if needed.

***What personal qualities are sought in a hospice volunteer?***

- Strong desire to help
- Emotional stability
- Comfortable talking about death and dying
- Strong listening skills
- Nonjudgmental attitude
- Responsible and committed

## Benefits of Being a Hospice Volunteer

- Personal satisfaction
- Knowing you have made a difference in someone's life.
- Opportunity to share your personal gifts and talents.
- Greater self-knowledge from the volunteer training program and from relationships with patients and families.
- Opportunity to put your faith or values into action.
- Reward of belonging to a caring hospice team of fellow volunteers and professionals.





*“What an honor to be welcomed into the homes and lives of patients and families. Patients enjoy the opportunity to share their past and the privilege of hearing their stories enriches my life.”*

*Mayo Clinic Hospice Volunteer*



### *MISSION STATEMENT*

To promote self-determined life closure, safe and comfortable dying and effective grieving.

## How Do I Apply?

- The first step in becoming a Mayo Clinic Hospice Volunteer is to complete the volunteer application. You can request an application by calling the Mayo Clinic Hospice Office at 507-284-4002 or 1-800-679-9084.
- You will be invited to interview with the Mayo Clinic Hospice Volunteer Coordinator. During this interview, we will discuss your interests, availability and experience with death and dying. This will also be a good time for you to ask questions about the volunteer role and responsibilities.
- The next step is to attend the 16-hour Mayo Clinic Hospice volunteer training. This comprehensive training is intended to increase your understanding of hospice care and provide you with the background needed to feel prepared for your first assignment. Topics will include: the goals and philosophy of hospice, nutrition, communication skills, the family unit, comfort care, death and dying and bereavement.
- Mayo Clinic Hospice needs volunteers in the following counties: Dodge, Fillmore, Olmsted, Goodhue, Mower, Winona and Wabasha Counties in Minnesota and Buffalo and Pepin Counties in Wisconsin.



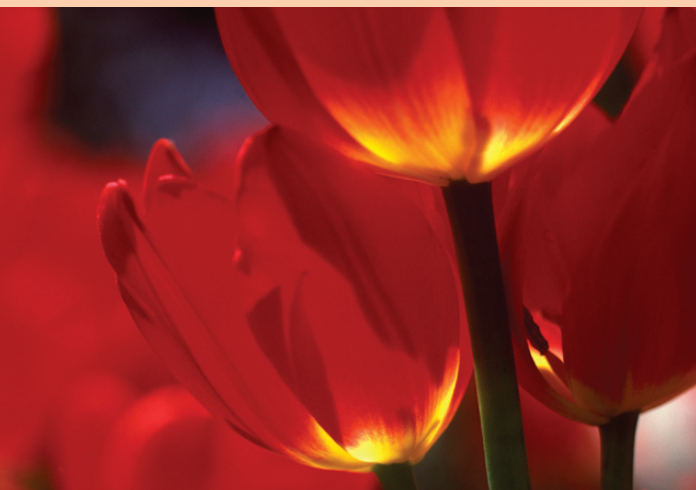
*"I love the people. Many of my patients have set an example for me. If I am feeling sorry for myself, I see the patients and families accepting their grief, and then I realize how lucky I am. Hospice volunteering is a unique and privileged experience."*

*Mayo Clinic Hospice Volunteer*

*Please consider if hospice  
volunteering is right for you.*

*Call today for information:  
507-284-4002 or 1-800-679-9084.*

*Visit our website: [www.mayoclinic.org/hospice](http://www.mayoclinic.org/hospice)*



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