


## NCHPP Bereavement Section Monthly Chat

Presented by members of the Volunteer/Volunteer Management Section:  
Stacy Groff, Section Chair, Director of Volunteer Services, Tidewell Hospice, FL  
Lori Showalter, Volunteer Coordinator, Augusta Health Hospice, VA  
Melissa More, Director of Volunteer Services, Empath Health, FL



Trends in Volunteerism & How They Might Impact

# Bereavement Programs



# NCHPP: What is it?

- NCHPP is a collaborative of 15 discipline specific professional sections advancing end-of-life care within their disciplines.
- NCHPP's on-line resources, forums and networking will help you grow professionally, find new solutions, contribute to the field, and elevate the national profile of your program.

# My.NHPCO

❖ Professional communities

❖ Discussion Posts

❖ Monthly Chats

❖ Library entries

❖ Blog

## Please contact us...

- if you have questions about membership
- if you have topics you would like us to discuss
- if you would like to become a section committee member
- stay connected at the Bereavement Professional's [MyNHPCO Community](#)

# What Will We Cover?



Let's learn how volunteers can enhance your bereavement program! 

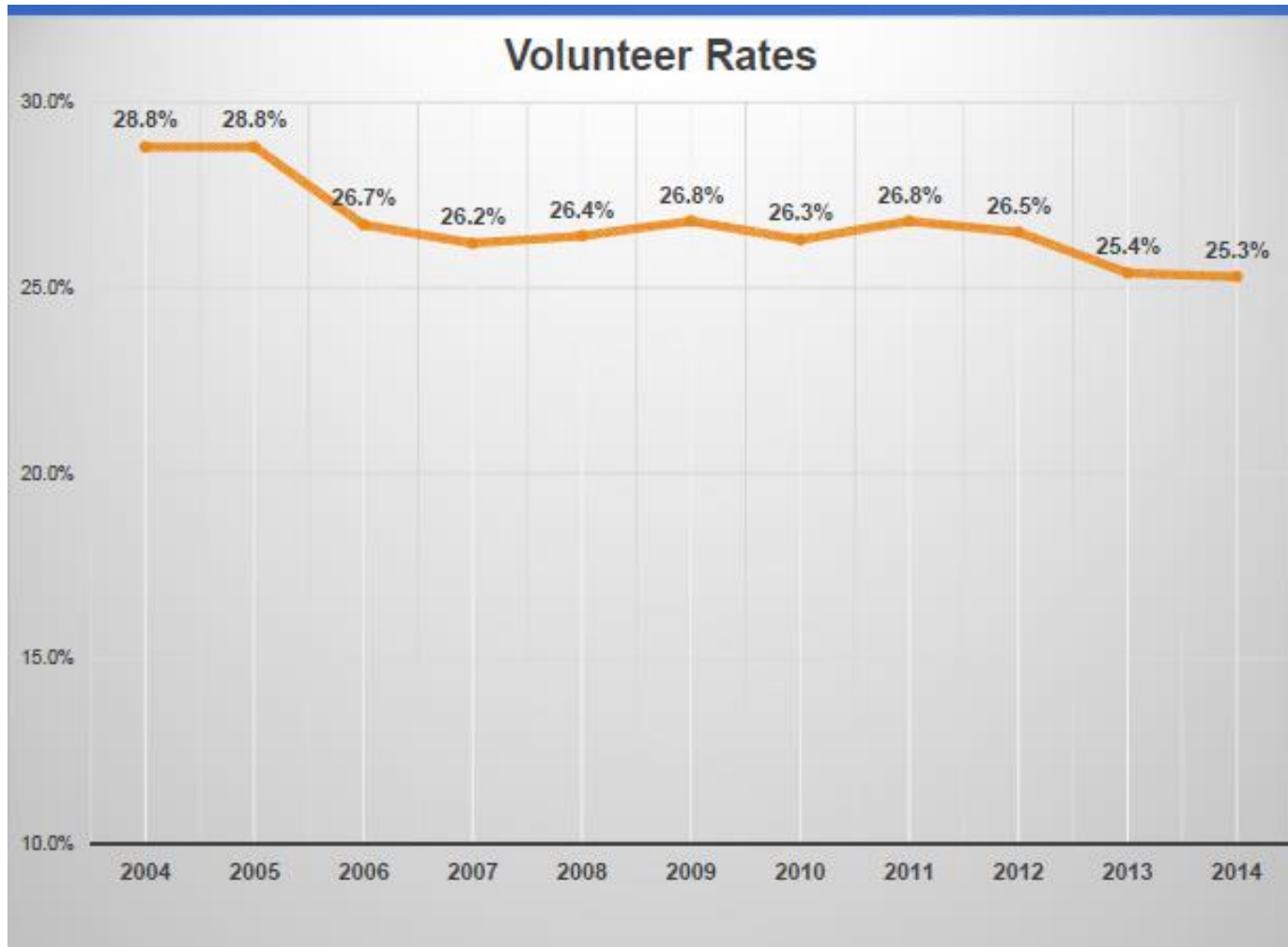




# Trends in Volunteerism

Stacy Groff, Tidewell Hospice, FL

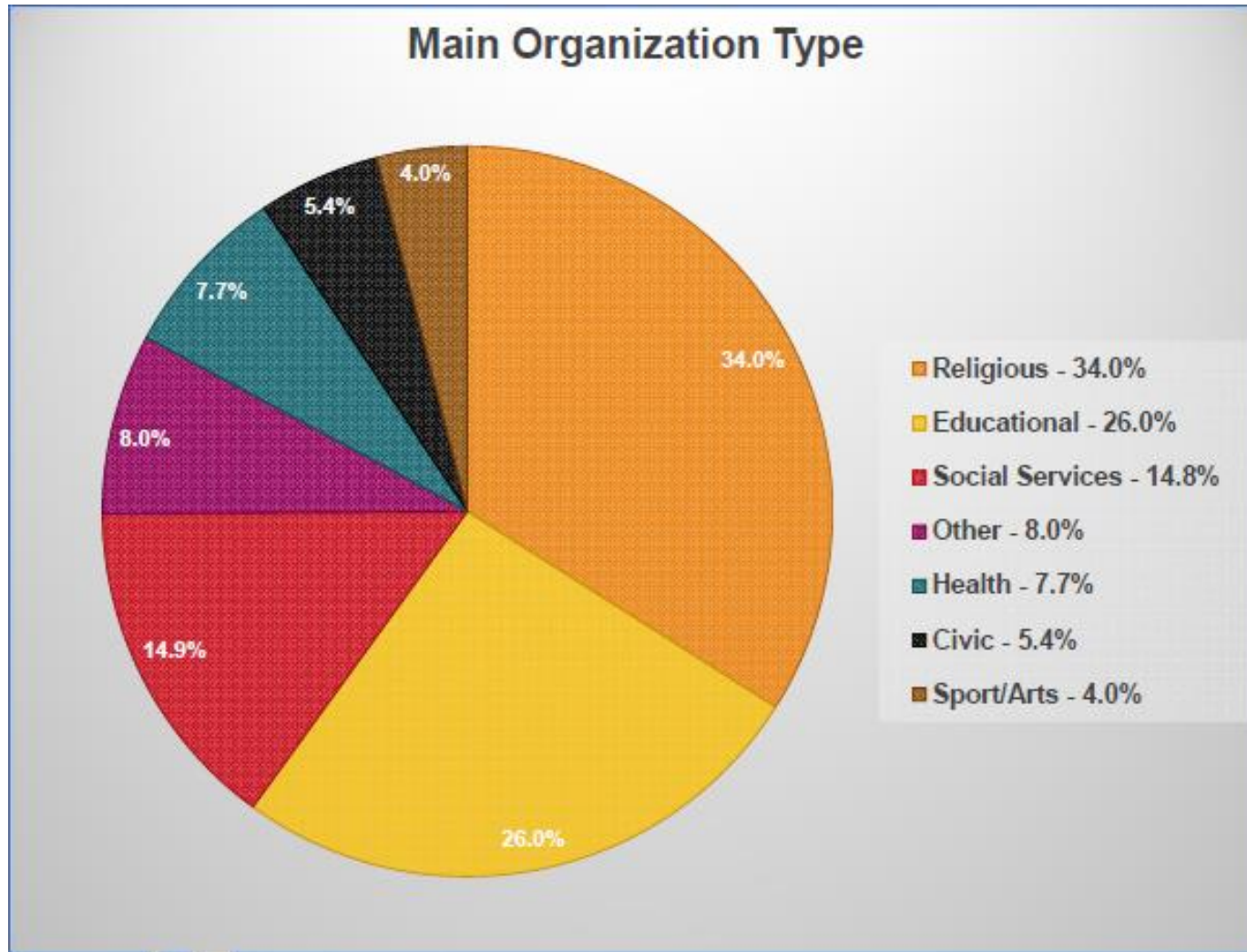
# Volunteerism Rates



**Volunteer rates have decreased since 2004 by 3.5%**



# Popular Volunteer Opportunities





## The average age of a volunteer: 35-44 with school-aged children

### Generational Patterns in Volunteering

Generation	Percentage that Volunteered	Number that Volunteered	Hours of Volunteer Service	Value of Volunteer Service
Millennials	21.7%	15.7 Million	1.6 Billion	\$36.5 Billion
Generation X	29.4%	20.9 Million	2.3 Billion	\$53.9 Billion
Boomers	27.2%	19.9 Million	2.8 Billion	\$63.9 Billion
Older Adults	20.0%	10.7 Million	2.0 Billion	\$45.7 Billion

Food pantries had the largest pool of volunteers.

# Motivational Changes



## Typical Volunteer Motivators:

- Social
- Achievement
- Power/Status
- "Give Back"
- Connection to Cause



# Strategic Engagement



**Instead of trying to place volunteers into pre-existing “boxes” ...**

**Where do the needs, demographics and talents of your volunteers intersect with organizational needs and priorities?**

# Cultivation of Volunteers

- In lieu of bucket recruiting and vast numbers
- Quality vs. Quantity
- Volunteers interview YOU before working
- Prominent Veteran example



# Use Volunteers to Solve Problems

## What programs are you trying to expand but lack resources?

- ☐ Club Blue Butterfly – Teen/Children's bereavement groups with evening meeting time
- ☐ Internalized event committees
- ☐ Third party events
- ☐ Increased amounts of audits
- ☐ Others?





# Pilot and Planning

Involve  
Volunteers

Focus  
Groups

Staged Roll  
Outs

Plan for  
Resources  
Needed

CLOSE TO HOME

BY JOHN McPHERSON





## **How Can Volunteers Support Bereavement in Small to Average Size Hospices?**

**Lori Showalter, Augusta Health Hospice, VA**

ADC: 170-180

Bereavement Volunteers: 9





**If volunteers want to “give back” or have a connection to the cause, they can be very effective in your bereavement program.**

**Make sure these volunteers are truly “giving back” and not trying to heal from their own grief.**



- ❖ Provide specialized bereavement training for the specific roles they will play within your hospice.
- ❖ Volunteers are taught normal signs of grief and what to see as red flags when offering phone support.

**Bereavement volunteers assist and provide support to the bereavement program just like in any other aspect of hospice. They are not there to serve as counselors or therapists.**



# What Can Bereavement Volunteers Do?

Phone  
Calls

Mailings

Support  
Groups

One Year  
Anniversary  
Rose  
Program

Grief  
Camps



# Bereavement Phone Calls & Support Groups



Volunteers make regular follow up phone calls to survivors reporting any areas of concern to the bereavement staff.

Volunteers can provide assistance with your grief support groups





Utilize volunteers to send out all of your regular bereavement mailings:

- One month
- Three months
- Six months
- Nine months
- Memorial Service invites
- Support group mailings

*Bereavement Mailings*

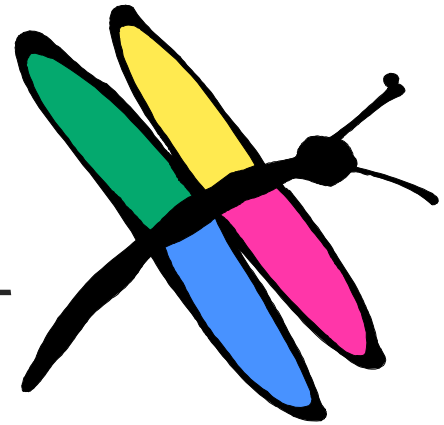


# Let Your Volunteers Help With One Year Anniversaries

Our hospice volunteers deliver a single rose bud on the one year anniversary of the patient's death to the survivor listed in the bereavement chart. This service really touches our bereaved and allows them the opportunity to share special memories of their loved one.



# Children's Grief Camps



- Cabin Buddies
- Food Prep
- Registration/Admin Work
- Camp Nurse
- Breakout Sessions ( Music, Pet Therapy, Arts/Crafts, Team Building, Memory Center, Drumming, Science Outside, etc.)







# Utilizing Volunteers in Larger Hospices

**Melissa More, Empath Health, FL**

ADC: 1,300

Bereavement Volunteers: 35

# Office Support

- » Telephone Support Calls
  - » Average 20-25 calls per month
- » Support Group Assistance
  - » Welcoming guests
  - » Assisting with specialized groups  
("Loss of a Parent" or "Loss of a Child")
- » Mailings
  - » Prepping bereavement caller packets
  - » Entering bereavement volunteer visit documentation



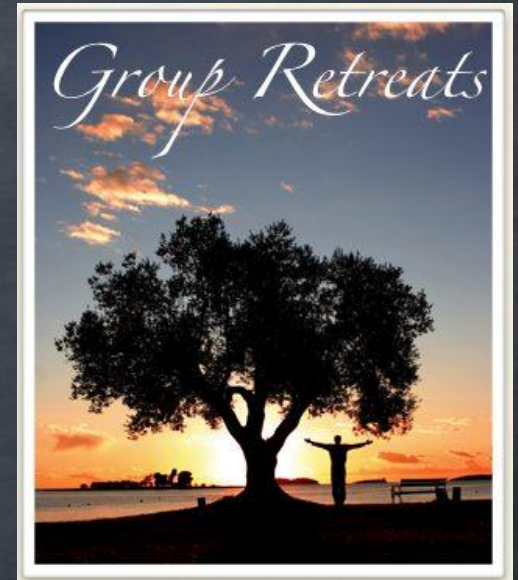
## Palliative Arts

- Reiki
- Pet Visits



## Family Retreats & Children's Workshops/Camps

- Assistance with breakout sessions
  - Reiki
  - Art
  - Music
  - Pet Visits
  - Etc.



# Pilot Projects



- **Reiki Sessions** – Creating a space for survivors to receive Reiki:
  - Referred by Bereavement Counselor
  - Up to 4 Reiki sessions (may request additional, as appropriate)
- **In-Person Bereavement Support** – Re-Launching
  - Task oriented visits with time specific parameters
  - Strong Bereavement Counselor oversight to maintain healthy boundaries
  - Types of Support:
    - Life closure – sorting through photos, assisting with memorial preparation, assisting with disposal of possessions, writing/addressing “thank you” notes
    - Life skills – teaching how to pump gas, create a grocery list/grocery shopping, computer/mobile device assistance
    - Companionship – trip to cemetery, initial social connection-building activity
    - Transportation – first time event, bereavement support group, faith community

# Best Practices

## » Allow flexibility

- » Work from home opportunities
- » Streamline reporting processes – simplify the call lists for volunteers while providing enough detail
- » One-size does not fit all – some volunteers may not have capacity for high call volume
- » Non-conventional recruitment
  - » Working volunteers
  - » College students
  - » Teachers during summer months/breaks
  - » Seasonal volunteers while away



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# References and Questions



- <https://www.cnn.com/2018/07/19/us/volunteering-statistics-cfc/index.html>
- Beth Steinhorn, VQ Strategies

