



## Ohio Administrative Code Rule 3701-19-13 Volunteer services.

Effective: January 23, 2020

---

(A) Each hospice care program shall use trained volunteers to assist with the provision of administrative or direct patient care services and shall have trained volunteers available to provide services to hospice patients and the patients' families as needed. Volunteers shall provide services under the supervision of a designated qualified and experienced hospice staff member.

(B) Each hospice care program shall provide orientation and training to the volunteers it uses that is consistent with acceptable standards of hospice practice. The orientation and training shall include:

- (1) The hospice care program's goals and services;
- (2) Confidentiality and the protection of patient and the patient's family's rights;
- (3) The volunteer's specific duties and responsibilities and the person or persons to contact if the volunteer needs assistance or instructions regarding the performance of the designated duties and responsibilities;
- (4) Procedures for responding to medical emergencies or deaths;
- (5) The physiological and psychological aspects of terminal illness;
- (6) Family dynamics, coping mechanisms, and psychosocial issues surrounding terminal illness, death, and bereavement;
- (7) Safety policies and procedures; and
- (8) General communication skills.

(C) The hospice care program shall document active and ongoing efforts to recruit and retain



volunteers.

---