



Arizona Hospice & Palliative Care Organization
Hospice Volunteer Training Certificate of Excellence
Requirements
(Updated: January 2008)

Although the new revisions to the Arizona State Hospice Administrative Code in March 2004 no longer required that hospices offer a minimum of 30 hours of volunteer training, the Arizona Hospice and Palliative Care Organization (AHPCO) is dedicated to maintaining a high standard of excellence. Therefore, AHPCO will issue Certificates of Excellence to licensed Hospice Providers who voluntarily continue to meet the 30-hour standard as well as the AHPCO Hospice Volunteer Training outline requirements. Each certificate will be good for a period of 2 years. Once approved, the agency may apply for successive 2-year periods by submitting a letter stating that they are still adhering to the 30 hour standard and following the training requirements. AHPCO will periodically review this program and may at its discretion change or add topics and/or requirements. AHPCO will communicate these changes and allow agencies sufficient time to incorporate the changes and submit for renewal.

Minimum Training Requirements | Below is a listing of the minimum training requirements for the **30-hour minimum** course to be used as an approved outline. It should be noted that these are the basic minimum requirements. AHPCO encourages agencies to enhance their volunteer training with elective topics. Please be sure to include any elective options you offer in the training outline that is submitted.

Required Subjects

- Bereavement/Death & Dying
- Cancer & Non-Cancer Diseases
- Communication
- Community Resources
- Course Evaluation
- Cultural Diversity
- Death & Dying
- Ethics
- Hospice & Palliative Care Concepts
- Legalities
- Mortuary Information
- HIPAA and OSHA Regulations: Infection Control and Universal Precautions
- Policies and Procedures
- Palliative Pain and Symptom Management
- Physical Characteristics of the Terminal Patient
- Spiritual Aspects
- Stress Management
- Suggested Reading

Following are some suggested elective topics:

- Extended Pediatric Training
- Bedside Vigiling
- Extended Bereavement Training
- Home Care – Inpatient Training
- Personal Care / Body Mechanics / Comfort Care
- Volunteer Panel – Reflections of a Volunteer
- Complimentary therapies, i.e., massage techniques, aromatic senses, music, & relaxation activities

Training Outline | The outline must include:

- All required topics, listed in alphabetical order
- A brief synopsis of the content of each topic
- The learning objectives of each topic
- The discipline presenting each topic
- A list of suggested Readings
- A copy of the course evaluation

Fees | Certificates are complimentary for AHPCO Provider Members; non-members will be charged \$25 per certificate.

Approval | If the training program is not currently approved, send a Cover Letter and Training Outline to the address below. The letter should be on the official stationery of the provider and signed by the Volunteer Coordinator. *Please allow 6-8 weeks for processing of approvals.*

Renewals | If the training program is currently approved and there have not been any changes to the Training Outline or number of required hours, send a Letter to the address below. The letter should be on the letterhead of the agency and signed by the Volunteer Coordinator. The letter must state that the training program still adheres to the 30 hour standard and that there have not been any changes in the training requirements. If there have been changes to the requirements or hours, please submit the training program for Approval as indicated above. *Please allow 3-4 weeks for processing of renewals.*