

481—53.14(135J) Volunteer services. Each hospice shall provide volunteer services to meet patient and family needs. A coordinator of volunteer services shall be designated to implement written policies and procedures.

53.14(1) Each volunteer shall have at least 14 hours of education provided by the hospice before being assigned to a patient and family. The following topics shall be included in the educational program:

- a.* Hospice concept and philosophy;
- b.* Symptom control;
- c.* Infection control;
- d.* Home care skills;
- e.* Safety measures and transfer techniques;
- f.* Stress management;
- g.* Communication needs;
- h.* Psychosocial needs;
- i.* Spiritual needs;
- j.* Death, dying and grief; and
- k.* Funerals and alternative rituals.

53.14(2) The hospice shall offer at least two hours of in-service training each quarter. This rule is intended to implement Iowa Code section 135J.3(2).