



# Revolutionizing Hospice Volunteer Training

Experience the Depth and Inspiration of  
Live Trainings, Right at Your Fingertips.



## Online Hospice Volunteer Training Program

Congratulations on completing the course. You can view or print out your course completion certificate by going to My Profile.

**START HERE...**  
**IMPORTANT: PLEASE READ THESE INSTRUCTIONS BEFORE PROCEEDING**

**WE ARE SO GLAD YOU ARE HERE!**  
Welcome to the online hospice training, where you can earn your End-of-Life Specialist (CEOLS) designation. Enjoy this immersive program in transforming your understanding of hospice care. We are grateful that you have chosen to participate in this training.

### NAVIGATION

#### Module 1 - Welcome, Overview & Purpose of Training

- 1.1 Overview & Welcome (3:25)
- 1.2 Purpose & Focus of Training (05:56)
- 1.3 Course Guidelines (5:26)
- 1.4 Training Candidates (7:44)
- 1.5 The Importance of Volunteers in Hospice (6:18)
- 1.6 Transformational Nature of this Work (4:03)
- 1.7 Stories are Powerful (16:05)
- 1.8 Introduction to "Quietings" (3:11)
- 1.9 A Quieting...(1:47)
- Module 1 Resources - Welcome and Overview
- Module 1 Evaluation
- Module 1 Post-Test

## What Sets Our Approach Apart?

- Accessible training schedules – No more losing volunteers to competitors
- Ensure training compliance and readiness for surveys
- Capture early referrals
- Boost revenue and admissions
- Solidify your referral relationships – through Certified End-of-Life Specialist (CEOLS) designation
- Ability for all staff roles to obtain CEOLS
- Extend training to the loved ones of your referred patients, to help them also support the dying process
- Promote volunteer recruitment and retention
- Adaptable – streamlined, mobile-friendly eLearning platform

## Transforming Training Challenges into Opportunities by:

- ✓ Adapting to various schedules with flexible training opportunities for volunteers
- ✓ Creating engaging content to maintain volunteer motivation and inspiration
- ✓ Fostering a supportive environment to enhance recruitment and retention
- ✓ Catering to diverse demographics, including attracting younger volunteers
- ✓ Reaching across large geographic areas with mobile training options
- ✓ Promoting a culture of accomplishment, ensuring training completion
- ✓ Streamlining volunteer training to minimize materials, mileage, and time-related costs
- ✓ Developing resilient training systems, ready for any scenario, including training for direct patient care and office-based volunteers



## The Seven Pillars of Volunteer Training

- Creative**  
Our program includes a media-rich, video-based platform, designed to captivate and engage volunteers through real-world scenarios.
- Convenient**  
We recognize that the modern volunteer requires flexibility. Our program makes it easy for volunteers to join your agency.
- Compliant**  
Our training meets/exceeds Medicare CoPs and NHPCO's recommendation for training. Ensure your team is survey-ready with CoP Companion Compliance Training Guide.
- Consistent**  
We understand that training skills vary. Our program standardizes training to provide a uniform, high-quality learning experience.
- Cost and Time Efficient**  
Our program helps reduce expenses, such as staff time, travel costs, and materials, making it a practical choice for your agency.
- Cohesive & Relevant to Volunteers**  
Unlike other providers, our volunteer-specific training provides targeted, practical knowledge developed by volunteers and community educators.
- Certification**  
Successful completion of our program awards the CEOLS (Certified End-of-Life Specialist) designation, demonstrating your volunteers' commitment to meeting high standard of service.

It's Not Just Training. It's Transformation.

[Begin Today](#)