

## **Evaluation Questions**

Completed with Volunteer Coordinator at Hearth Hospice

The purpose of volunteers: The purpose of volunteers in hospice is two-fold; the care teams for patients cannot provide all the support families may need. Volunteers offer companionship, can help alleviate anxiety, can offer short-term relief for primary caregivers to run errands, do light cleaning, and fix light meals.

### Logistical questions

- How often do they visit?
- Is it helpful?
- For how long?
- Do they call/text before arriving?

### Satisfaction Questions

- Based on your expectations, is the volunteer meeting your needs?
- Does the volunteer add to your experience at Hearth Hospice?
- On a scale of 1-5, how likely would you recommend adding a volunteer to your care team?
- What is the volunteer's main role when they visit?
- What are the strengths and weaknesses, if any?
- Were you comfortable with the communication with the volunteer once the introduction was made with a Hearth employee?