

Care Dimensions provides compassionate care throughout all stages of advanced illness. Our expansive services and expert staff and volunteers honor the richness of patients' lives – addressing complex medical issues, as well as emotional, spiritual and family concerns. We treat patients with dignity and respect, so they may live as fully as possible.



Care Dimensions was founded in 1978 as Hospice of the North Shore by volunteers, and volunteers continue to be a vital part of the interdisciplinary team. Volunteers enrich the lives of many in the community by providing compassionate support to patients and families, as well as by assisting with administrative, clerical, outreach and fundraising efforts. Because there are so many ways to serve, volunteers have a choice of how to use their skills. The role of hospice volunteers is as dynamic as the individuals who give of themselves to support our mission.



Care Dimensions, one of the nation's first hospice programs and the region's largest, provides services in more than 95 communities in Eastern Massachusetts.

As a non-profit, community-based leader in advanced illness care, we honor diversity and welcome patients of all race, color, national origin, age, disability, religion, sexual orientation or gender expression. Our services include:

- Hospice
- Palliative care
- Specialized care programs: *Dementia, Cardiac and Lung Diseases, Pediatrics, Developmentally Disabled Adults*
- Meeting the unique needs of: *Veterans and the LGBTQ Community*
- Kaplan Family Hospice House and Care Dimensions Hospice House
- Grief support
- Education and training

Main: 888-283-1722
Referrals: 888-287-1255
Referral Fax: 978-774-4389

CareDimensions.org



ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-888-283-1722 (TTY: 7-1-1).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-283-1722 (TTY: 7-1-1).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-283-1722 (TTY: 7-1-1).



Volunteers



The heart of hospice

VOLUNTEER PROGRAM

When asked about their decision to join Care Dimensions, most volunteers readily speak about the remarkable chance to make a real difference. Many have been touched by the experience of hospice care for a family member, friend, neighbor or co-worker. Our volunteers are motivated by a desire to give something back, but soon find that the emotional and spiritual rewards they receive far outweigh the time and caring they contribute.

VITAL MEMBERS OF THE HOSPICE TEAM

By volunteering for Care Dimensions, you will be part of something truly extraordinary and help us in our mission to make each day a gift. You will become a member of our hospice team, where everyone is valued and respected and all experiences matter.



WHAT DOES IT TAKE TO BE A CARE DIMENSIONS VOLUNTEER?

Care Dimensions volunteers strive to embody the mission of hospice – providing steadfast care that accepts all, judges none and epitomizes empathy, kindness and understanding for all. People who are flexible, compassionate, reliable, conscientious, and have a sense of humor make wonderful hospice volunteers. All volunteers interested in directly supporting our patients/caregivers are required to complete a free and comprehensive training program prior to making visits (office volunteers may opt for a shorter orientation program). During each training session, there are opportunities to ask questions, share concerns and feelings, and learn from each other's experiences.

The 20-hour program covers topics such as:

- Hospice philosophy and goals of care
- Roles of the nurse, chaplain, and social worker
- Exploring the role of the volunteer
- Boundaries
- Alzheimer's disease and dementia
- Supporting our veteran patients
- Infection control and safety
- Volunteer duties and responsibilities

DIRECT PATIENT SERVICE VOLUNTEERS

Many of our volunteers choose to be a direct patient service volunteer – visiting patients (at home or in long-term care facilities) to read, run errands or provide a listening presence, while others want to be greeters at the front desk of one of our hospice houses. Vigil volunteers stay with actively dying patients so they won't die alone, while other volunteers provide pet therapy visits, hand massage, Compassionate Touch, Reiki, share music, or are trained to work with dementia patients. Our Veteran-to-Veteran program matches veterans of any age with patients who are veterans to take advantage of their unique ability to relate, connect, and create an environment where life review and healing may occur.

ADMINISTRATIVE AND CLERICAL SUPPORT VOLUNTEERS

If the intensity of working with patients and loved ones is not the right fit for you, there are a variety of other important ways you can contribute, such as providing clerical support, helping with mailings, performing computer data entry or assisting at fundraising events.

OTHER VOLUNTEER OPPORTUNITIES

Care Dimensions offers many unique and creative volunteer opportunities that can capitalize on your talents and hobbies. Please call to explore what options may match your interests.

HOW CAN I GET STARTED?

Please call our Volunteer Services Department at 888-283-1722 or email Volunteers@CareDimensions.org. You can also visit www.CareDimensions.org/volunteer to learn more or apply online.

COMMUNITY SUPPORT

Care Dimensions depends on the generous support of our donors to fund our volunteer training program and other patient services not covered by insurance reimbursement. To learn more about how you can support Care Dimensions, please call 888-283-1722.

