

Florida Assn. for Volunteer Resource  
Management Summer Forum  
November 3-4, 2011

Kathleen S. Roble, M.S.  
Director of Volunteer Services



**SUNCOAST  
HOSPICE**

Licensed to serve since 1981

Your life. Our life's work.™

# Suncoast Hospice

- Created to meet the needs of all persons and their families living with chronic or life limiting conditions
- Founded by volunteers in 1977
- Community based, not-for-profit
- Located in Pinellas County
- 1400 staff and 3400 volunteers
- Serve about 1800 patients per day



# Volunteer Services

- Patient and Family Support
- Organizational Support
- Bereavement
- Pharmacy Drivers
- Sewing Groups
- Resale Shops
- Fund Raising Events
- Community Outreach

# Why Volunteers?

- Medicare Conditions of Participation requirement
- Bring Heart and Soul to the Organization
- Education of the Community about Hospice
- Cost savings

# Volunteer Recruitment

- Quality Care provided by staff and volunteers to the community
- Many different types of volunteer roles
- Flexible training opportunities
- Word of mouth through current volunteers
- Recruitment events – “Bring a Friend”
- Volunteer stories in the media
- Health and Community Fairs

# Volunteer Retention

What keeps them coming back:

- Excellent volunteer management skills
- Flexible scheduling
- Opportunities to volunteer from home
- Support for the work volunteers do
- Opportunities to learn and grow
- Recognition