



Welcome, Volunteers!

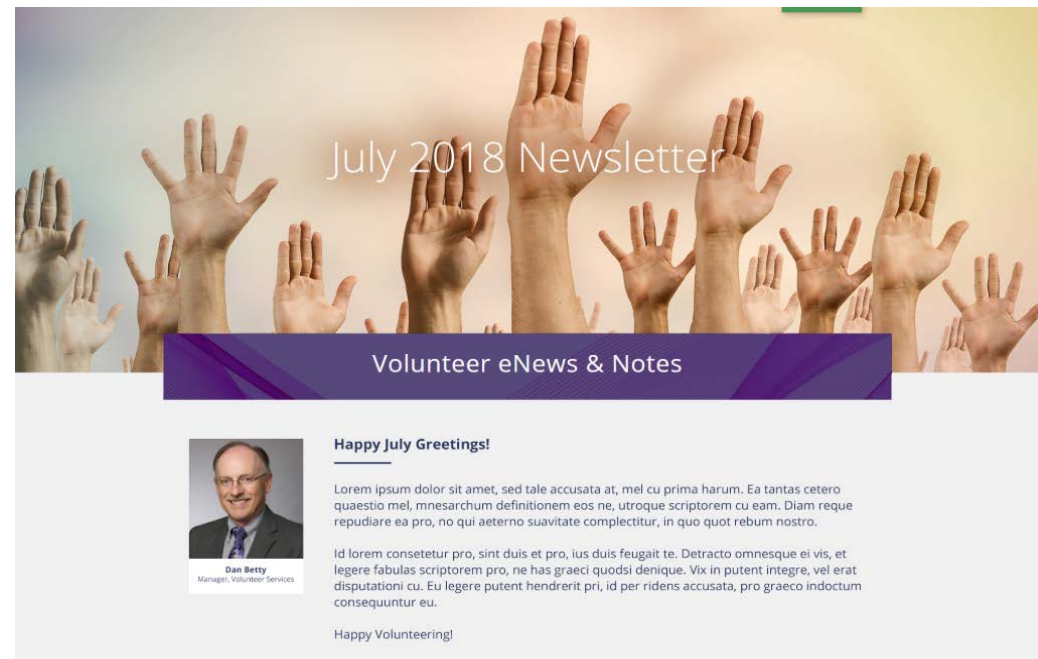
Annual Volunteer Educational Training
September 20, 2018

Volunteer Newsletter Refresh

Coming soon: same wonderful news, updated look!

It is our pleasure to give you a sneak preview of our **updated newsletter**, which will be available on our website. It will feature volunteer spotlights, Pet Peace of Mind® updates, organization notes and more.

Please still look out for the Constant Contact version of the newsletter each month, which will direct you to **our website** for the updated newsletter and archives.



Introducing: The New Electronic Contact Note

A major part of the outstanding work you do is visiting patients wherever they call home to provide companionship and comfort.

To ensure you have a way to track those visits and provide important information, we are introducing the **Electronic Contact Note Volunteer App**.

Look out for an email on **Monday, Sept. 24** with the following information:

- A user account has been created for you to begin using the Volunteer App. Please go to the following website to activate your account: <https://www.office.com/>
- The following list contains your username and temporary password for newly created or modified user account.
- Please note that your temporary password is only valid for 90 days.
- Here is your login information:
 - **Username:** Example@chpcvs.com
 - **Temporary Password:** notsecure

For issues or concerns with activating your account, please reach out to your **Volunteer Coordinator**.



The New Electronic Contact Note

Step 1:

Select
Clock In
and
Enter your
contact
notes

The screenshot shows the top of the application interface. At the top left is the logo for 'Community Hospice & Palliative Care'. Below the logo is a welcome message: 'Welcome Daniel Batty to the Community Hospice And Palliative Care Volunteer Tool'. The main area is divided into two colored sections: a green section with the text 'Clock In' and a blue section with the text 'Enter Your CONTACT NOTES here'.

Step 2:

Complete
the
requested
information

The screenshot shows a form titled 'Contact Note 1/3'. It contains several input fields: 'Your Name' (Daniel Batty), 'Your Arrival Date/Time' (9/19/2018, 06:03 pm), 'Your Departure Date/Time' (9/19/2018, 06:33 pm), 'Roundtrip Mileage' (25), and 'Type of Service' (Inpatient Patient Family). The form has a blue header with a close button and a blue footer with 'Cancel' and 'Next' buttons.

The New Electronic Contact Note

Step 3:
Complete
the
required
information
about the
patient visit

✕ Contact Note 2/3

Was the patient responsive during the visit? Yes No


Did you ask the patient about his/her comfort level? Yes No

Did the patient seem uncomfortable (by report or observation)? Yes No

Was the discomfort reported to the Patient Priority Line (904.407.7300)? Yes No

If you contacted the Patient Priority Line, please list the name of the staff member who helped you.

Mary Smith

⏪ Back  Next ⏩

Step 4:
Complete
the patient
information
and
describe
the visit

✕ Contact Note 3/3


Patient First Name
Joe

Patient Last Name
Adams

Patient Number
11111111111

Patient Assigned Team
Acosta Rua Center

Description of Visit
The visit went very well. He was in some pain, so I let the staff person who was on duty know. We talked about his family. He is a big Jaguar fan, so we talked about the big win from this past Sunday!

⏪ Back  Submit

Coming Soon: Parking Lot Extravaganza

Be sure to mark your calendar: our 4th annual
Parking Lot Extravaganza is coming on Saturday,
November 3, 2018!



Coming Soon: Parking Lot Extravaganza

Join us for the indoor yard sale that will include yummy eats, a prize drawing and more!



**GIANT INDOOR YARD SALE • PET RESCUE • FOOD TRUCK
LIVE MUSIC • DRAWING FOR PRIZES**
4266 SUNBEAM ROAD • JACKSONVILLE, FL 32257

Pet Peace of Mind®
Keeping Pets & People Together
During Hospice Care

This annual event raises funds for *Pet Peace of Mind®*, a program provided by Community Hospice & Palliative Care.™

Donations of housewares, books, gently used clothing, etc., will be accepted at Community Hospice Centers for Caring beginning in September.

Proceeds benefit the Community Hospice & Palliative Care *Pet Peace of Mind®* program, which supports the needs of our patients who own pets. To become a vendor, sponsor or to make a financial donation to this annual event, please email CWhitney@communityhospice.com. For more information, call **904.407.5204**.

For more information, please contact
Volunteer Coordinator Chris Whitney at
904.407.5204.



Thank You for Your Volunteer Service!

The deeply valuable service you provide is critical to our mission of improving the quality of life for patients and families, and to being the Compassionate Guide® for end-of-life care in our community.

**You are the backbone of our
40-year legacy of compassion –
thank you!**

