



Case Study: The Ivy Hospice

Meeting the Mission through Skill-Based Volunteers

The Ivy Hospice began in 1999 with a \$200,000 pledge from the Rotary Club toward the development of the hospice. In 2003, the doors opened to the first patients and their families.

Fundraising has always been a large part of the community engagement but over time, a broader vision for volunteer involvement developed. Volunteer opportunities that included reception, gardening, property maintenance, kitchen hospitality, patient visiting, etc. have evolved. A Bereavement Program became part of the program with trained volunteers offering personal and group support to patients and their families.

In reviewing the mission and the definition of hospice which is: “the ‘something more’ that can be done for the patient and family when the illness cannot be cured”; the staff and the Board identified a new function for the hospice that they decided to address by the development of a Wellness Program. This Program was intended to offer psychological, emotional, and practical support to patients and their families through a variety of therapies, offered by skill-based volunteers.

Embracing this new function for the organization, planning began to recruit skill-based volunteers who were willing to offer their skills as part of a therapy team. Skills-based volunteers were recruited and now offer music therapy, reiki, reflexology, therapeutic touch, aromatherapy massage, restorative yoga and meditation.

Skill-based volunteers have been the answer to helping this organization expand and meet its Mission.