



Volunteers are the Heart of Hospice

Sometimes in life, all that is required is just to be there. When we reach the end of our lives, each of us needs someone there—with or without words. Our simple presence sometimes says it all.

Susanne Zike,
Casa de la Luz Hospice Volunteer

How do we request a Casa de la Luz Hospice volunteer?

Please begin by speaking with a member of your care team. Let them know how a Casa de la Luz Hospice volunteer can best serve you. They will be happy to discuss this with you.

How long does the volunteer relationship last?

Volunteer services with patients and their caregivers are for a “season” and conclude when service is no longer desired and/or the patient is no longer on our service.

Bereavement Volunteers are available.



We welcome your questions regarding volunteer service. You can reach the volunteer program at (520) 544-9890.



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Casa de la Luz Hospice does not discriminate in the provision of any services or employment on the basis of race, color, creed, national origin, age, gender, veteran status, handicap or sexual orientation.



Volunteer Services

The purpose of this brochure is to help families understand the special and unique role of our volunteers.

...because every day counts.

Who are Casa de la Luz Hospice volunteers?

Casa de la Luz Hospice volunteers are drawn to hospice volunteer work for a variety of reasons, but the characteristics that define them are compassion and the desire to help. They encompass different ages, professions, and life experiences.

What requirements do the volunteers meet?

Each Casa de la Luz Hospice volunteer has successfully completed our specialized end of life training program (30 hours) and is selected, supervised, and supported by the volunteer coordinator and other team members.

We require all of our volunteers to go through a background check.

What is the primary role of the volunteer?

Volunteers offer companionship and emotional support wherever the patient resides. If your loved one needs additional hands-on care, please consult your nurse, social worker, or other team member.

What services can the volunteer provide?

Volunteers Can:

- Offer a calm and peaceful presence by “just being there” to listen or visit
- Read books, newspapers, or magazines
- Write letters or document your loved one’s life through reminiscence
- Play cards and games
- Watch movies or TV
- Help with light errands
- Provide complementary alternative therapies, when available
- Support patient interests, such as music or crafting

Volunteers Cannot:

- Feed
- Transfer or transport
- Give medications
- Assist with personal care
- Provide counseling services or offer advice

Can volunteers offer respite for the caregiver?

Our volunteers can stay with your loved one as you run errands, go to an appointment or enjoy an activity outside of the home. Sometimes caregivers choose to stay at home and work around the house or rest while a volunteer visits. (Note: Our volunteers are content to sit in silence if the patient does not feel up to visiting while you are away.)

When does the volunteer visit?

The actual day of the week and times of volunteer visits are determined by the family and the availability of the volunteer. Our volunteers are trained to always call prior to going out to be sure that a visit is still desired or appropriate for that day and time.

How long shall we expect a visit from a volunteer to last?

Volunteers typically visit their patients once a week for 1½ - 2 hours. There are times when a patient is not up to a visit, or would prefer a shorter visit, and our volunteers understand this.

