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Hospice DreamCatchers Foundation, Inc.

Policy and Procedure Manual

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So, What's in Here?

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Chapter 1- Our Mission

So, what exactly is DreamCatchers?

DreamCatchers is a nonprofit organization dedicated to fulfilling the final wishes of hospice patients while bridging generational gaps. DreamCatchers clubs are run by high school and/or college-age students who work together to grant each Dream to the best of their ability. They establish a partnership with a local hospice to facilitate the Dream-granting process.

Wait, who is a 'hospice patient'?

A hospice patient is someone who has been diagnosed with a terminal illness, and has 6 months or less to live. Hospices are dedicated to making these patients' final days as comfortable and restful as possible.

84% of hospice patients are over the age of 65.

Because the vast majority of hospice patients are elderly, DreamCatchers works to connect youth to these patients in order to better bridge generational gaps and bring communities closer together. Elderly people are often overlooked in today's society, even though they are the ones who built the very communities in which we live. DreamCatchers

intends to bring joy to these hospice patients at a time when it may be hard to come by.

DreamCatchers clubs work to provide meaningful experiences to hospice patients, whatever that may mean to each patient (see Appendix A for details on Dream guidelines). Often, the happiness gained by the hospice patients rubs off on DreamCatchers members, who gain valuable experiences and form meaningful friendships along the way. These young students can learn quite a bit from the patients that they meet, and these lessons will last them a lifetime.

DreamCatchers is a broad group of young students working together to renew the belief in happy endings. They are helped by the kindness of strangers, who ask for nothing in return, but whose contributions are invaluable. We hope to make as many people happy in their final days as possible, and hope to spread our concept across the country.

Examples of Dreams Granted:



Bernie

a life-long sailor, suffering from Lou Gehrig's disease, he was unable to walk or talk anymore, but his mind was still very much alive. He wanted an afternoon out on the ocean, a place he loved and visited many times throughout his life. DreamCatchers chartered a sailboat and Bernie and his whole family enjoyed a sunny afternoon aboard the schooner, Curlew



Pat

an avid world traveler, Pat had taken thousands of pictures (slides) of her many ventures. She dreamed of a slide-show for the residents of her assisted living home and DreamCatchers worked with her to organize her slides of China for "An Armchair Tour of China"



Helen

the owner of a successful Laguna Beach restaurant for many years, Helen loved food. She could no longer leave her bed, but dreamed of a gourmet meal. DreamCatchers decorated her bedroom, dressed in a waitress uniform, and served her a 4 course gourmet meal in her bed



George

very weak from congestive heart failure, George dreamed of seeing his big sister once again. He had not seen her in over 6 years. She lived in Seattle, so DreamCatchers arranged to have her flown to Orange County and taken to George. He smiled broadly when he saw her and held her hand tightly, seemingly not wanting to let her go



Elizabeth

a music lover, Elizabeth wanted a country music concert at her skilled nursing facility. DreamCatchers arranged to have live music in the dining room for Elizabeth and approximately 60 other residents. Residents clapped to the music and many even sang along



Mick

an avid poet, Mick spent his time writing beautiful poetry but not having the chance to share them with his loved ones. DreamCatchers had his poetry bound into a book to be distributed to his loved ones after having a reading of his favorite works to his friends and family

Chapter 2- Start a Club

So you want to start a DreamCatchers Club...now what?

There are multiple starts to a DreamCatchers club. Students at a high school or university can come together to form a DreamCatchers branch in their community, or a hospice may decide to start a club with their internal volunteers. In both scenarios, however, the focus should be to find students to manage the club. This club leadership aligns with the DreamCatchers mission which strives to bring the youth closer to their communities through Dream fulfillment. The process will continue recognizing that students will be the managers of the club and will be the ones fulfilling the hospice patients' Dreams.



Now, the club is ready to begin granting Dreams. The hospice staff (nurses, social workers, volunteers) will let their patients and families know about the DreamCatchers program. They will communicate any patient's Dream ideas to the student-run DreamCatchers club.

Hospice Note:

The hospice staff should review each Dream to determine the timing restrictions and limitations as well as patient requirements. Keep in mind, these Dreams must focus on the **patient** and not the patient's family necessarily, and should emphasize an **experience** rather than a "gift".

Student Club Note:

The club can choose whether or not to fulfill each Dream based on time requirements, resource availability, and general viability of completion. Be sure to emphasize the patient's **experience**, and do your best to interact with the patient as much as is appropriate.

We are ready to grant the Dream! Now what?

Before the Dream

Hospice: Ensure DreamCatchers club liability release form is signed by the patient/family member.

Student club: Review proper communication to patient and family with hospice. Be sensitive to the impact of the terminally ill patient on the family and others involved. Follow any communication requirements established by hospice.

Student club: Plan out necessary requirements for the Dream, contact relevant parties, and arrange for the Dream day experience. Keep hospice informed of communication and plans. Make/obtain a dreamcatcher for the patient.

Both: Reach out to local media sources to notify them of the club and the Dream. This will assist with future community support of the club in the area.

During the Dream

Student club: Do your best to interact with the patient and their family and be a part of the Dream, but also give them their space. This is their special day, so let them enjoy it! But, it is also special for you, so make sure to enjoy it yourself as well!

Both: TAKE PHOTOS! This is crucial for documentation of the Dream on our website (www.dreamcatchers1.org) and in future media outlets, which can help with future donations for the club.

Student club: Find the right time to present the patient with a dreamcatcher and relay the story. We want to make sure they only have "good dreams" from now on, so hope that they can remember this day by the dreamcatcher (to hang above their bed).

After the Dream

Student club: For any donations made to your club in the form of money or products, send a "Thank You" note to the donor. The Tax ID Number should be provided (05-0634716).

These monetary donations should be made out to Hospice DreamCatchers Foundation (specify which club, if applicable) and sent to address given. It will be deposited at US Bank and tracked for each club.

Student club: Compile expenses & receipts from Dream purchases. These should be tracked on the DreamCatchers Expense Report form given and sent to the same address above. A credit card will be provided to the club and/or hospice for use on Dream expenses. Contact Allan at allan@dreamcatchers1.org for credit card information.

Both: Send photos to Caitlin@DreamCatchers1.org with Dream name, short description, and club members involved as well as a recap of the experience.

Recommended Steps in Establishing Club

Find a Faculty Advisor at School Who Will:

- Complete new club paperwork
- Arrange for club meeting room
- Liaison with other faculty and staff
- Ensure club operates within proper parameters

Participate in Club or Activities Fair at School:

- Posters, hand-outs, and business cards will be provided for your use at a booth
- Hold sign-ups for new members to notify of club activities and meetings

Hold Intro Meeting to Identify Member Interests:

- Planning Dream completion (must be available on short notice)
- Identifying local businesses and services willing to donate
- Making dreamcatchers to give to patient and family
- Marketing- documentation of Dreams and website/blog upkeep
- Fundraising team
- Liaison with hospice and nurses for Dream requests

Establish Email/ Facebook List:

- Follow-up with members after each meeting
- Keep members up-to-date on progress and new Dreams
- Continued involvement suggestions

Establish Blog/ Facebook Page for Club:

- Logo and artwork provided to clubs
- Update page with events and club activities to gain interest in community

Establish Financial System:

- Apply for credit card
- Send all donations to national foundation for deposit into club account
- Keep records of all income and expenditures for expense report

Chapter 3- DreamCatchers Training

Volunteer Status and Interface- Relationship with Hospices

DreamCatchers is an independent, non-profit, tax exempt organization dedicated to fulfilling the final dreams of hospice patients. While DreamCatchers works closely with local hospices, DreamCatchers Volunteers are not volunteers of the hospice.

Instead, DreamCatchers Volunteers are volunteers of the DreamCatchers Foundation.

This means that the DreamCatchers Foundation will ensure that all volunteers are trained in the following areas before the completion of Dreams:

Online Training Areas of Focus

- 1) Their duties and responsibilities as a club member and how to appropriately interact with hospice patients, family members, and care givers;
- 2) The persons within the local hospice with whom they will interface and work;
- 3) The person to contact if they need assistance and instructions regarding the performance of their duties and responsibilities;
- 4) Hospice goals, services and philosophy;
- 5) Confidentiality and protection of the patient's and family's rights;
- 6) Family dynamics, coping mechanisms and psychological issues surrounding terminal illness, death and bereavement;
- 7) Procedures to be followed in an emergency, or following the death of the patient; and
- 8) Guidance related specifically to completion of necessary forms and waivers in completing a patient dream.

All DreamCatchers Volunteers will complete an online training session addressing the above eight (8) items. A certificate of completion will be given to each DreamCatchers Volunteer and will be made available to the local hospice upon request.

If the DreamCatchers Volunteer Training Program (as detailed above) is sufficient to meet the requirements of the Code of Federal Regulations, specifically Title 52, section 418.78 and the

local hospice wishes to use DreamCatchers Volunteers as volunteers within that local hospice, such will be allowed and approved by DreamCatchers. If the local hospice has additional requirements (such as medical testing, etc.) and the local hospice provides for same, DreamCatchers Volunteers may also qualify as hospice volunteers. However, if additional requirements of the hospice are

rejected by any particular DreamCatchers Volunteer, such will not affect the relationship between DreamCatchers and the local hospice.

What is Title 52, section 418.78?

This section outlines volunteer involvement in hospice. The hospice must maintain, document, and provide volunteer orientation and training that is consistent with hospice industry standards

DreamCatchers understands that the local hospices must provide a certain number of volunteer hours in order to maintain their certification.

While DreamCatchers Volunteers may also qualify as local hospice volunteers, it is not the intent of DreamCatchers to be specifically viewed as volunteers as defined in the Code of Federal Regulations. Instead, DreamCatchers seeks a relationship more of an *independent contractor* with the hospice, providing a service (completion of the

patient's dream) to the patient base of the hospice. DreamCatchers benefits by having the caregivers refer family members to the services of the DreamCatchers, while the hospice benefits by having a unique program to assist in marketing the services of the organization.

Title 52, section 418.78 further outlines activity level: "Volunteers must provide day-to-day administrative and/or direct patient care services in an amount that, at a minimum, equals 5 percent of the total patient care hours of all paid hospice employees and contract staff."

As always, DreamCatchers personnel remain ready to work collaboratively with the hospice in meeting goals regarding volunteer hours for the hospice. While DreamCatchers Volunteers are happy to also be designated volunteers for purposes of local hospice reporting requirements on volunteer hours, in order to be so designated, the local hospice must find the DreamCatchers Volunteer Training Program sufficient for its compliance with the Code of Federal Regulation. A local hospice may also specifically ask DreamCatchers to include a training segment for the local volunteers if such would enhance the local working relationship and serve to help the local hospice fulfill any Code of Regulation requirements.

Chapter 4- Finances

Financial Set-up and Requirements

DreamCatchers is an IRS 501(c)(3) public not-for-profit charity corporation, subject to strict regulations regarding fiscal management. Individuals and corporations may make donations to DreamCatchers that will be tax deductible to them, a tremendous benefit in fund-raising activities for the group.

After each donation (of actual cash or the equivalent value of a product or service), the donor will receive a thank you note with the "tax ID" number of DreamCatchers, which will allow them the tax deduction on their income taxes. Therefore, each donation must be carefully documented and each expense must be a legitimate expense to the administration of the DreamCatchers program.

DreamCatchers Tax ID Number:

05-0634716

Note to Clubs:

Be sure to document all donations that come to your club, as well as each time you spend money on a Dream. If possible, send a thank you note to each donor.

Each local Club will monitor and control its own money stream. Clubs may be established using corporate funds, but each Club is expected to generate its own money for dream-completion and other administrative costs. Fundraising is an important function in the Club and should be staffed by volunteers willing to clearly communicate the message of DreamCatchers to businesses and individuals in the local community.

Fundraising Ideas for Clubs

Partner with local restaurants for a 'DreamCatchers day' where some of the proceeds of that day go to your club

Form relationships with elementary and/or middle schools to put on school-wide fundraisers

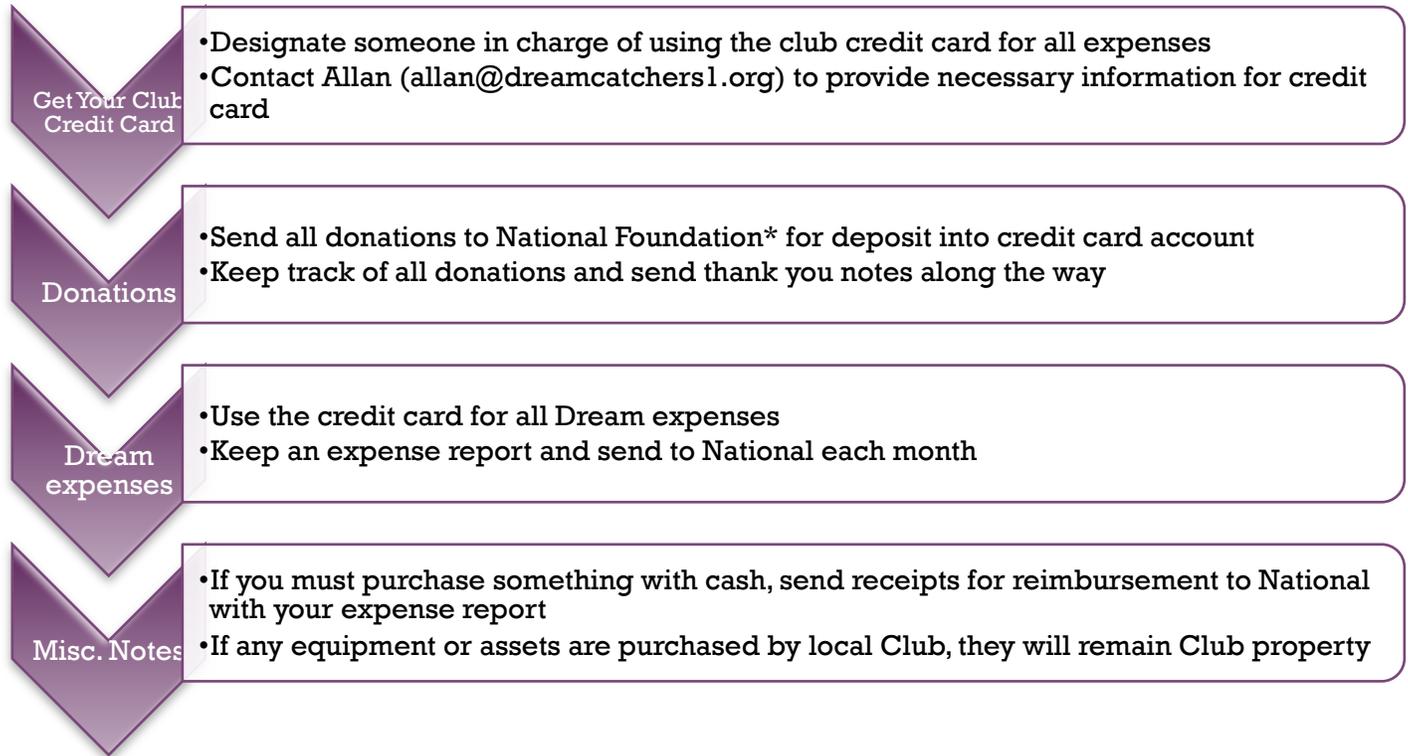
Sell DreamCatchers t-shirts to club members and others interested

Reach out to community festivals/fairs to set up a booth and raise awareness

Make and sell dreamcatchers to school and community members

Host a bake sale, car wash, etc. in your community

How to Set Up Your DreamCatchers Account



*Send all donations, money raised to:

DreamCatchers Foundation
10105 E. Via Linda, Suite #103
Scottsdale, AZ 85258

Be sure to specify the name of your club so that we can deposit it into your account!

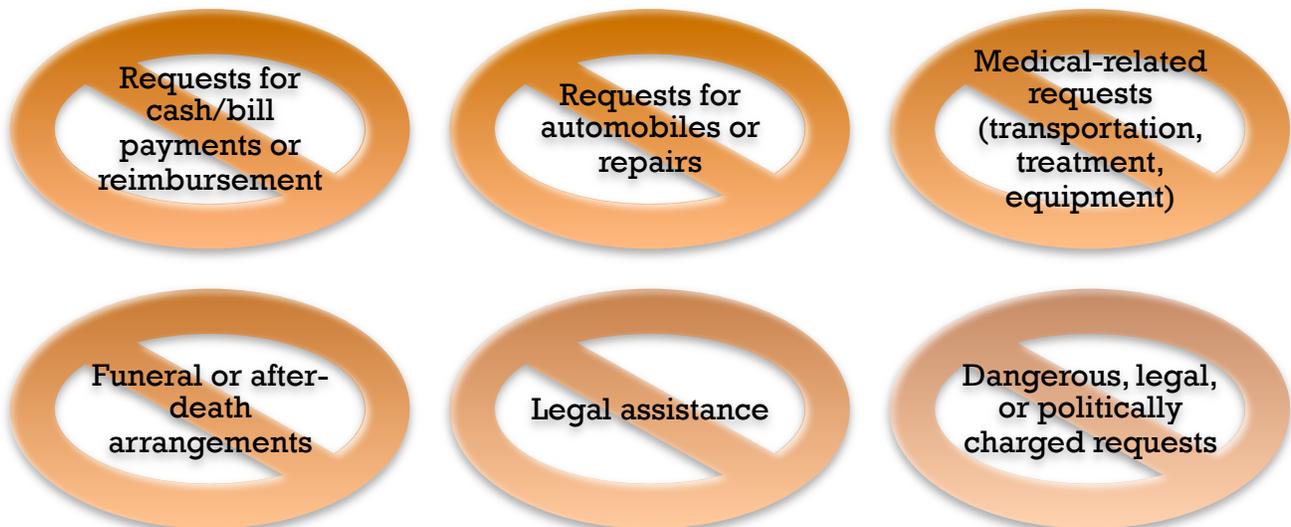
Appendix A

Patient Eligibility

The only requirement that DreamCatchers has in order to grant a Dream is that *the patient is in hospice care*, meaning the patient has six months or less to live. Dreams are considered from any patient in hospice care, regardless of age or income level.

Dream Fulfillment Guidelines

To ensure the proper implementation of Dreams, we have developed criteria for the fulfillment of DreamCatchers experiences. The following will *not* be considered for DreamCatchers fulfillment:



Ultimately, Dreams should be geared toward an ‘experience’ of some sort for the patient themselves. They may not be handed off to a family member or relative of the patient. All Dreams will be reviewed on a case-by-case basis, and DreamCatchers reserves the right to turn down other requests that may not conform to our mission.

Appendix B

Release and Waiver of Liability Agreement- FOR PATIENT (Sample)

I, _____ (“Participant”), acknowledge that I am voluntarily participating in the following activity: _____

I AM AWARE THAT THIS ACTIVITY MAY BE HAZARDOUS, PARTICULARLY IN LIGHT OF MY MEDICAL CONDITION. I MAY BE SERIOUSLY INJURED OR EVEN KILLED. I AM VOLUNTARILY PARTICIPATING IN THIS ACTIVITY WITH KNOWLEDGE OF THE DANGER INVOLVED AND AGREE TO ASSUME ANY AND ALL RISKS OF BODILY INJURY, DEATH OR PROPERTY DAMAGE, WHETHER THOSE RISKS ARE KNOWN OR UNKNOWN.

I verify this statement by placing my initials here: _____

I forever release DreamCatchers and its respective directors, officers, employees, volunteers, agents, and representatives from any and all actions, claims, or demands that I, my next of kin, spouse or legal representative now have, or may have in the future for any injury, death, or property damage related to my participation in this activity. This includes any negligent acts of others in connection with this activity. I also agree that I will not make a claim, sue or attach the property of anyone connected with DreamCatchers and those connected by the fulfillment of this activity.

I further agree that Dreamcatchers may take pictures and/or videos of the activity and I hereby allow the posting of same on the DreamCatcher website and distribution in any other public media outlet, as determined at the sole discretion of Dreamcatchers.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND DREAMCATCHERS, AND SIGN IT OF MY OWN FREE WILL.

Printed Name

Signature

Date

Appendix C

Sample Request Form

Dream Request Form

Patient Name: _____

Patient Representative Name: _____

Relationship to Patient (Nurse, Family member, etc.): _____

Email Address (**required**): _____

Phone Number (**required**): _____

Preferred Contact Method (**required**):

Phone (Call) Phone (Text) Email Other (please specify): _____

Patient consents to photo/video (more info on the photo release form)(**required**):

Yes No

My Dream is to....

Appendix D

Part I: FOR STUDENTS- Sustaining a Successful Partnership with your Local Hospice

DreamCatchers is dedicated to maintaining positive and successful partnerships with each hospice and nursing home to which we have connected. Student groups and hospices have responsibilities when it comes to maintaining the partnership and ensuring its ultimate continuation as outlined below. It is recommended that each hospice partner have a staff liaison to the student group to make communication more accessible and efficient.

Student groups are ultimately responsible for the fulfillment of Dreams requested by patients. However, there are further duties that must be maintained to ensure proper cooperation between hospice and student group, and sustainability of the partnership established. DreamCatchers Foundation will aid the student group in various capacities as requested to ensure implementation of responsibilities below:

Student Club Responsibilities

Student club must designate a **liaison** to the hospice and Foundation. The liaison is responsible for being the primary communication between club and hospice, and club and Foundation.

Student club must hold monthly meetings with all members of the club and report any concerns or questions to the Foundation.

Student group members must be well-versed in the DreamCatchers mission, criteria, and guidelines and must represent them with integrity.

Student club representative must meet with hospice liaison at least once every 3 months to discuss progress and Dreams fulfilled as well as next steps.

Student group must link to DreamCatchers Foundation website (www.dreamcatchers1.org) if it has an independent website.

Part II: FOR HOSPICE- Sustaining a Successful Partnership with your Local Club

While the student groups are ultimately responsible for the fulfillment of Dreams, it is also up to each hospice to ensure that this partnership is fruitful. DreamCatchers Foundation will aid the hospice in various capacities as requested to ensure implementation of responsibilities below:

Hospice Staff Responsibilities

Hospice should make DreamCatchers materials readily available to staff and clients.

Hospice should discuss DreamCatchers each month at staff meetings.

Options to include student group representatives occasionally at these meetings to better promote the program, or simply report back to group leaders afterward.

Hospice staff members (specifically patient-contact staff) should be well-versed in DreamCatchers mission, guidelines, and criteria for fulfillment.

Hospice liaison should meet at least once every 3 months with student group representative to discuss progress, Dreams fulfilled, and next steps.

Hospice may agree to link to the DreamCatchers Foundation website (www.dreamcatchers1.org) on their own website, if applicable, for ease of information as clients browse webpage.
