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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 end-of-life Dreams of hospice and palliative care patients through chapters run by students in high school and college. They establish a partnership with a local hospice/palliative care agency to facilitate the Dream-granting process.

Who is a hospice or palliative care 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.

92% of hospice patients are over the age of 65.

Palliative care is specialized medical care for people living with a serious illness. This type of care is focused on providing relief from the symptoms and stress of the illness. The goal is to improve quality of life for both the patient and the family.

Because the vast majority of hospice patients are elderly, DreamCatchers works to connect youth to these patients (“Dreamers”) in order to bridge generational gaps and bring communities together. Elderly people are often overlooked in today’s society, even though they are often the ones who built the very communities in which we live. DreamCatchers intends to bring joy to these patients at a time when it may be hard to come by.

DreamCatchers clubs work to provide **meaningful experiences** to hospice and palliative care patients, whatever that may mean to each patient (see Appendix A for details on Dream guidelines). Often, the happiness gained by the hospice patients impacts the students, who gain valuable experiences and form meaningful connections along the way. We aim to expose young people to aging and hospice care early in life, so as to de-stigmatize the only inevitable part of life: death. By connecting with their Dreamers, students are able to better appreciate life, gain a greater worldview and perspective on what truly matters, and understand a demographic they are rarely exposed to in their everyday life. On top of that, students learn business skills in starting and running a chapter on their own, as the process teaches them fundraising, marketing, and other entrepreneurial skills along the way.

DreamCatchers is a broad group of young students working together to renew the belief in happy endings for all. 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 and vision across the country, to de-stigmatize the end of life.

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

Ideas for Possible Dreams:

*Please note, Dreams are meant to be experiences, rather than items/gifts. Sole discretion resides with your local student chapter whether or not they are willing/able to fulfill any given Dream.

- Sailboat Ride or Fishing Trip
- Ride a horse
- Trip to Favorite Restaurant or dine-in with favorite food
- Dance/"Senior Prom" with friends
- Ride in a racecar
- Trip to Local Attraction (i.e. local botanical garden, monument, national park, etc.)
- Birthday/Holiday Party or Celebration
- Family Day (i.e. family reunion, family game day, family holiday, etc.)
- Flying over Town (i.e. helicopter ride, plane ride, hot air balloon ride, etc.)
- Celebration of Life: honoring the Dreamer's life with family, friends, and DreamCatchers making the day special with all of their favorite things and special words from everyone
- Glamour Dream (i.e. salon day, spa day, makeup/hair done, etc.)
- Trip to a local or state sporting event (i.e. LA Clippers game, AZ Diamondbacks game, NY Jets game, wrestling match, etc.)

Chapter 2- Start a Club

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

*See also: “One Sheet for Schools” and “School Flyer” handouts (contact info@dreamcatchers1.org if you need access to these sheets)

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.

****IMPORTANT*: STUDENT CLUBS please reach out to Caitlin@DreamCatchers1.org for access to the Google Drive folder with all information you will need while running your club.***

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/ Social Media 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* or *referral partner* with the hospice, providing a service (completion of the patient’s dream) to the patient base of the hospice. DreamCatchers benefits by having the social workers/nurses 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.

*See Appendix F for more information in Hospice Partner FAQ

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 (*see also: *Fundraising Kit for Clubs* in your Google Drive folder)

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

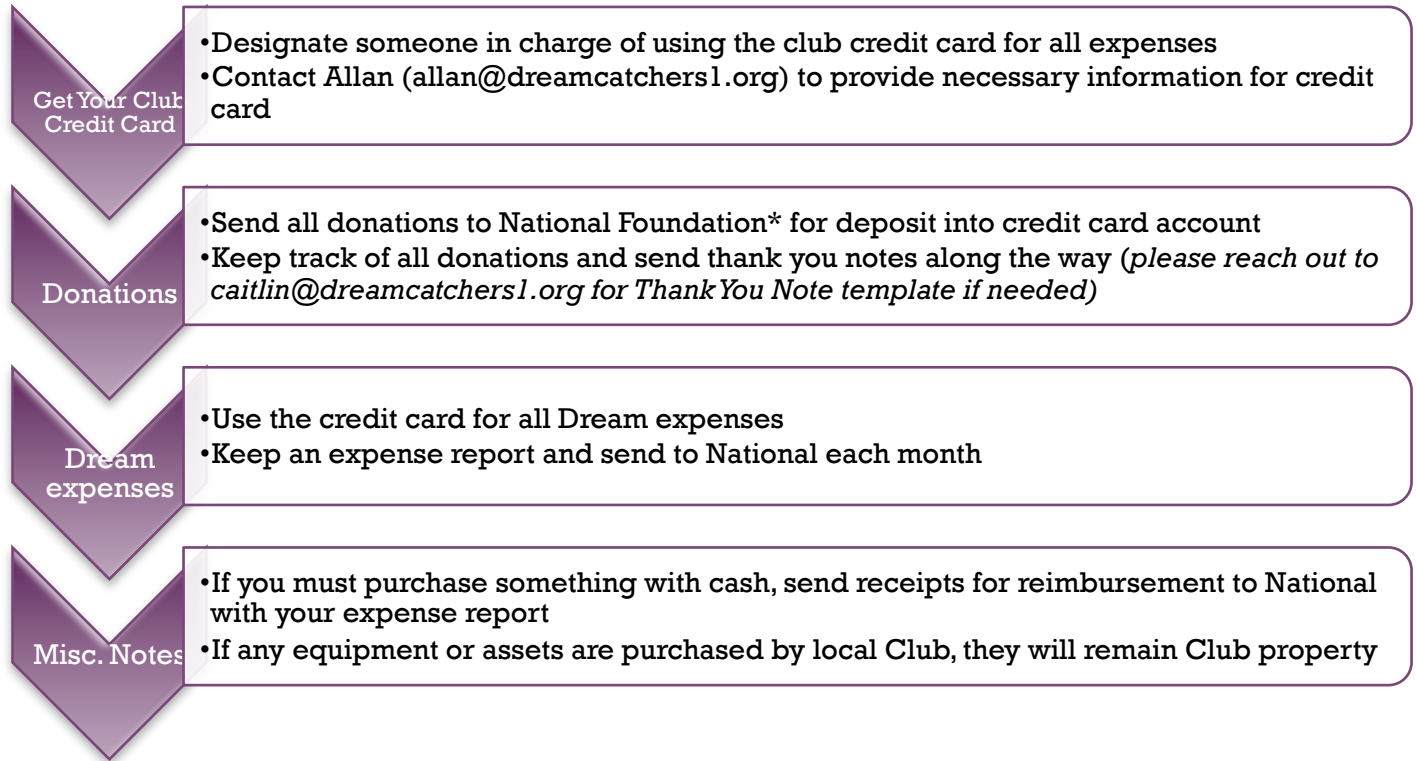
Sell DreamCatchers t-shirts to club members and others interested

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 and 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!

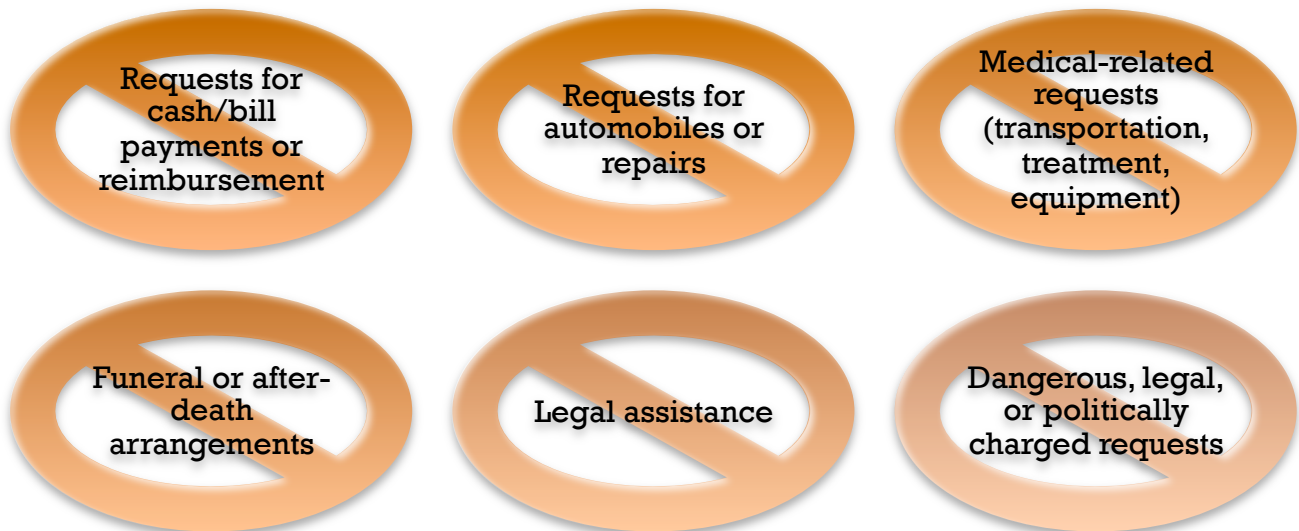
Appendix A

Patient Eligibility

The only eligibility requirement for someone with a Dream is that *they are enrolled in hospice or palliative care*. Dreams are considered from any patient in hospice or palliative care, regardless of age or income level. DreamCatcher's needs

Dream Fulfillment Guidelines

To ensure the proper implementation of Dreams, we have developed criteria for the fulfillment of DreamCatcher's experiences. The following will *not* be considered for DreamCatcher's 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 DreamCatcher's 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)

RELEASE AND WAIVER OF LIABILITY AGREEMENT

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

_____ **(initial here)** I further agree that DreamCatchers may take pictures and/or videos of the activity and I hereby allow the posting of same on the DreamCatchers 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.

Signed by*:

**This Release must be signed by the Dreamer participating or the appropriate legal representative if Dreamer is unable*

 Printed Name

 Signature

 Date

Appendix C

Sample Request Form

Dream Request Form

Before filling out this form, please be sure you have reviewed the **Guidelines on Patient Eligibility & Dream Fulfillment** to ensure DreamCatchers can move forward with this Dream experience request.

Patient “Dreamer” Name: _____

Dreamer Age: _____

Former First Responder or Veteran?: **Yes** **No**

If yes, please specify type/branch: _____

Dreamer Representative Name: _____

Relationship to Dreamer (Nurse, Spouse, Relative): _____

Email Address (**required**): _____

Phone Number (**required**): _____

Preferred Contact Method (**required**):

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

Dreamer Consents to Photos/Video (more information on **Liability Release Form** attached):

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.

Student group must create a social media page: on Facebook or Instagram, and tag @dreamcatchersfoundation in any posts, so that we can track your progress & events

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 must return the Hospice Partnership Agreement to National (send to info@DreamCatchers1.org) before activities with the student chapter partner may begin

Hospice should make DreamCatchers materials readily available to staff and clients. Reach out to caitlin@dreamcatchers1.org for brochures to be mailed to you.

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.

Appendix E

Social Media and Online Promotion Guidelines

Each chapter is required to set up a social media page in accordance with the guidelines set forth below.

Social Media Guidelines

Any social media pages set up by the student chapter must:

- Be either a Facebook page, Instagram account, or Twitter account
- Display the official DreamCatchers logo prominently on the page (see: “Logos” folder on Google Drive folder)
- Be updated regularly with any new Dreams, club meeting photos, or events related to the chapter
- Preserve any confidential information if specified by the patient/patient’s representative (Be sure “**Liability/Photo Release form**” is signed BEFORE posting any photos of a patient)
- Use respectful & appropriate language at all times
- Avoid engaging in controversial posts
- Tag @dreamcatchersfoundation and hashtag #DreamsByDreamCatchers in every post
- Have fun, be nice, and use it to help your chapter grow & succeed!

Be sure to follow our National DreamCatchers accounts for a chance to be featured!



@DreamCatchersFoundation



@DreamCatchersFoundation



@DreamCatchersF



@DreamCatchersF