



### What volunteers actually do?

- Direct patient assistance: helping patients to eat and drink, helping to be outside, transportation as delivering medicine, sharing activities, helping to be outside, supporting to get governmental aid, accompanying to appointments (doctor, hospital).
- Psychosocial assistance to patients and family: emotional support, talks about dying and death, offering opportunities to talk, listen, shared prayers, providing support in difficult decisions, encourage and strengthen, support during the phase of dying and after death.
- Organizational support for the service: reception, gardening, maintenance, fundraising, organizing events, public relations work, administrative work.

### What is their role?

They contribute to the psychological wellbeing of patients and their families, they promote palliative care to the community, they provide social and emotional support to patients, reducing isolation.

### New developments

Many changes occurred in the last years as more young people joined this service and various creative activities were set up.

Italian volunteers are very interested in the discussion between countries in order to get new ideas as opportunities to improve volunteers work.