



August, 2023

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ONE QUICK ITEM TO START....

Supporting a fellow non-profit as well as serving the community!

Join our team in saving lives...give blood! Lower Cape Fear LifeCare is partnering with the American Red Cross by hosting a blood drive at our Wilmington Home Office on Wednesday, August 2, from 12-5 p.m. As a volunteer, we invite you to participate. Go to redcross.org and use sponsor code "LifeCare" to schedule your time to give.

DON'T FORGET TO USE THE LINK AT THE END OF THE NEWSLETTER
TO LET US KNOW WHEN YOU READ IT.

Volunteer Announcements

1. By the numbers...

LCFL just completed the third quarter of our fiscal year and we have some exciting data to report from the volunteer department as compared to the first quarter (this is for you math people):

April - June, 2023

Number of active volunteers: 236 (up from 120)

Total volunteer hours: 4,626 (up from 3,149)

Total volunteer miles: 35,272 (up from 27,474)

NC volunteer utilization: 7.03% (up from 4.59%)

SC volunteer utilization: 3.06% (up from 1.19%)

Volunteer compliance rate: 91% (up from 84%)



2. Morgan Award presentations

At last month's meetings, the LCFL volunteer department was proud to present a number of Morgan Awards to the following rockstar volunteers for going above and beyond:

Lisa Bellamy	Tom Kukla
Anthony Braxton	Fran Pasquel
David Curtis	Kathleen Rankhorn
Gunner Fromen	Kathy Scott
Tim Giddens	Larry Shapiro
Bruce Goins	John VanOrmer
Mike Hamby	Melodie Wooten
Dave Justice	



Pictured: Onslow County volunteer, Melodie Wooten, receiving her coveted Morgan Award.

3. Support (Zoom) meetings this month

Thanks to all the volunteers who come out to our in-person meetings last month. If you weren't able to attend, please know that we missed you, but we decided to go ahead and have a lot of fun in your absence.

So, this month, we will be back to the online Zoom meetings. Please see the schedule to the right and plan to join us on the date/time that works best with your schedule.

Zoom call option #1

Monday, August 14, 10:00a.m.

Zoom call option #2

Monday, August 14, 6:00p.m.

Zoom call option #3

Tuesday, August 15, 2:00p.m.

Here is the login information/link:

<https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqPCB7TCdjQ8.1>

Meeting ID: 294 719 8640

Passcode: Volunteer

Phone only: 646-931-3860

4. Accreditation Corner

As you may have learned way back when, LCFL is accredited by an organization called ACHC. Every three years, ACHC does a survey of our organization to maintain that accreditation. This survey is scheduled to happen in our NC counties sometime in the next TWO months, so we need to be ready! Here are a few things we as a volunteer department need to know...



1. **How are you supervised? Who is your supervisor?**

- For the most part, volunteers are supervised by a coordinator (Marti Deeter, Laura Long, or Jenny Todd).
- If assigned to a patient, a volunteer may receive direction by the care team, most specifically the social worker.
- For particular assignments, another LCFL staff member may serve as a supervisor for a given task/event.

2. **What are some of the limitations of volunteers related to patient care?**

- Volunteers are not permitted to feed, toilet, or provide any hands-on personal care.
 - Volunteers are not to administer medication, adjust medical equipment, or accept/handle money.
-

- Volunteers are encouraged to limit assisting immobile or unstable patients for fear of falls and possible injury.
3. **How does a volunteer communicate with the IDT (interdisciplinary) team?**
- Volunteers are encouraged to communicate directly with team members regarding patient/family concerns, issues, and updates.
 - Volunteers should immediately share changes in patient pain levels or other urgent needs.
 - Regular updates and documentation may be included on the volunteer contact sheets that are completed and submitted within 2-3 days of the service or visit.
-

Volunteer Recruitment





Wow, we can hardly believe it. Last quarter, you all sent us 20 new volunteers! We are so thankful for all your recruitment efforts. A special congratulations to **Mike Hamby**, a New Hanover County volunteer, for winning this quarter's referral drawing. Mike sent us a total of SIX new volunteers in the past three months and then was lucky enough to have his name pulled out of the hat! Mike received this beach bag filled with summer supplies and goodies.

And just as a reminder, if you know of any friends, family, neighbors, church groups, or personal/professional networks that might be interested in the wonderful opportunity to volunteer with LCFL, please have them contact us at Volunteer.Department@LifeCare.org or have them complete an application on our website by sharing the QR code.





Volunteer Needs

Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

<https://www.signupgenius.com/go/70a0844abae29a5f49-bccaugust2#/>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70a0844abae29a5f49-hccfront6#/>

Angel House - Whiteville

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-wccfront6>

Pet & Music Therapy

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-hccpet1>

Admission Packets Assistance

LCFL Corporate Office, 1414 Physicians Drive, Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-corporate1>

Other Volunteer Needs

The Volunteer Department also has critical needs in the following areas. If interested in serving in any of these capacities, please contact your local coordinator:

Hospitality - we have re-instituted the position of hospitality volunteer at our Care Centers. This role visits patient rooms, replenishes supplies, visits with families, etc. The benefit is that the schedule is very flexible.

Vet-to-Vet Patient Care - we need Veterans who would be interested in providing ongoing companionship to Veteran patients and their families.

Volunteer Monthly Education

PAIN MANAGEMENT

Effective pain management is one of the foundational tenets of hospice care. It is the responsibility of every team member to monitor and address pain and symptoms of our patients. Even though volunteers don't provide hands-on pain management, it is still advantageous to have a basic understanding of the process, including:

Some basic definitions

Pain is an unpleasant sensory and emotional experience associated with actual or potential tissue damage. Pain is subjective and is "whatever the patient says it is and exists whenever he/she says it does." Pain is influenced by an individual's previous

experience of pain, psycho-social factors, and ways the brain interprets the messages it receives.

Acute pain is usually caused by something specific and is usually reversible and temporary. Whereas, **chronic pain** has no clear cause and may be long-term.

Breakthrough pain occurs when pain overcomes the effects of a pain regimen.

Negative effects of uncontrolled pain

In addition to the mere discomfort of uncontrolled pain, there are often a number of other physical effects, including a decrease in functional ability, a weakened immune response, an onset of insomnia, or increased nausea. Furthermore, uncontrolled pain can have emotional effects like loss of self esteem, depression, fear, anxiety, spiritual doubt, hopelessness, and isolation.

Assessing pain

Even though volunteers do not provide clinical services to our patients, they can still be an extra set of eyes/ears to better address their pain needs. One tool all team members can utilize is a 0-10 Pain Scale. Ask the patient to rate their pain on that scale and then ask what would be an acceptable number they would like to get to. If there is a significant difference in those numbers, please notify a LCFL team member.

Patient and family barriers

It is important to note that there can be a number of barriers to effective pain management that the care team may need to address, such as:

- The patient may believe that pain is inevitable at end of life, so there is nothing that can be done.
 - The patient may not want to be seen as a complainer or as a bother.
 - The patient may feel like pain makes you stronger. Suffering can be interpreted as a badge of honor.
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- The patient and family may have fears of addiction to pain medications.
- The patient and family may fear that pain medications will hasten death.

Volunteer Spotlights



The July support meetings had a Luau theme! Thanks to all the volunteers who joined us for some food, fun, and fellowship, as well as some important agency information and education. We look forward to seeing you all again at our next in-person meetings in October!



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Volunteer Documentation

As a reminder, please turn in your hours within 48 hours of your volunteer activity. And don't forget about our online option using the link (<https://forms.office.com/r/KkGbewjDVe>) or the QR code to the right. We are once again being required to have a certain number of volunteer hours so we need your support. Thanks.



Volunteer Calendar

Check out the calendar below for August support meetings (via Zoom), staff office hours, and new volunteer orientations.

August 2023

	Monday	Tuesday	Wednesday	Thursday	Friday
<p>GET YOUR CONTINUING EDUCATION HOURS VIA ZOOM!</p> <p>ZOOM CALLS FOR ALL VOLUNTEERS</p> <p>Monthly volunteer meetings via Zoom call. Choose any of the THREE listed days/times, all meetings have the same agenda. See email for call details.</p>		1	2	3 HORRY Office: Jenny Todd WHITEVILLE Care Center: Laura Long	4 HORRY Office: Jenny Todd
	7	8 WHITEVILLE Care Center: Laura Long	9 NEW HANOVER Orientation: 1:00 PM	10 COLUMBUS Orientation: 1:00 PM HORRY Office: Jenny Todd WHITEVILLE Care Center: Laura Long	11 HORRY Office: Jenny Todd
	14 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM BRUNSWICK Orientation: 1:00 PM	15 ZOOM CALL (3): 2:00 PM WHITEVILLE Care Center: Laura Long	16 HORRY Orientation: 1:00 PM	17 HORRY Office: Jenny Todd WHITEVILLE Care Center: Laura Long	18 HORRY Office: Jenny Todd
	21 PENDER Orientation: 1:00 PM	22 WHITEVILLE Care Center: Laura Long	23	24 HORRY Office: Jenny Todd WHITEVILLE Care Center: Laura Long	25 HORRY Office: Jenny Todd
	28 ONSWLOW Orientation: 1:00 PM	29 WHITEVILLE Care Center: Laura Long	30	31 HORRY Office: Jenny Todd WHITEVILLE Care Center: Laura Long	



LAST CHANCE FOR WHITE PANTS SUMMER GALA SATURDAY AUGUST 26th 7:00 – 11:00 pm

Everyone's favorite end-of-summer celebration is back at Modern Aviation's The Hangar at ILM airport. This year will offer guests the same amazing evening of food, drink, dancing and auctions they love with a new band. More info at www.lifecare.org

OFFICE & CARE CENTER HOURS

Scheduled for the date and location as listed. Subject to change.

ORIENTATION

Orientation scheduled for new volunteers at listed location. NOTE: RSVP is required as dates/times are subject to change.

CONTACTS

Marti Deeter (910) 902-9908
Home Office: Wilmington
Laura Long (910) 620-5062
Home Office: Brunswick
Jenny Todd (910) 632-3491
Home Office: Brunswick

Other Events

In addition to the items listed above, please check out the following agency and community events.

ADULT CHILDREN OF AGING PARENTS (ACAP) presents:

The Juggling Act: Work, Home, and Caregiving

Become more educated about trends relative to working while also providing care for an aging parent, supportive workplace policies, and strategies for balancing the many demands of working outside the home while also caring for one's family

and older loved ones.

This ACAP program will be presented by **Jennifer Olsen, CEO of the Rosalynn Carter Institute for Caregivers**, based in Georgia! Please join us if you can and feel free to share this important event with others.



Tuesday, August 8, at 6:00p.m.
First Baptist Church Activities Center
1939 Independence Boulevard, Wilmington

CAREGIVER CONFERENCE

Whether you are new to caregiving for someone with dementia or have been doing it for years, this event is for you!

The conference is sponsored by Dementia Alliance of North Carolina and will be on August 17 at Winter Park Baptist Church in Wilmington. Tickets are only \$10 and the event does include lunch! For more information or to register, visit DementiaNC.org/Wilmington2023.



LAST CHANCE FOR WHITE PANTS



Lower Cape Fear LifeCare's annual gala, Last Chance for White Pants, will be Saturday, Aug. 26, from 7-11 pm at The Hangar at Modern Aviation, 1817 Aviation Drive in Wilmington. Tickets are now on sale, but limited in number.

This year, the gala is featuring a new band. [The Block Party Experience](#) is a high-energy party band based out of Atlanta. They perform a wide variety of pop favorites that will keep guests on the dance floor all night long.

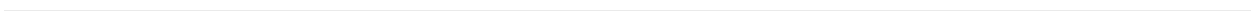
Tickets are \$200 per person and can be purchased on the event's website [WhitePants.org](#). A large portion of the 2023 proceeds is being designated for the agency's Memory Partners dementia care program.



Keep Us Informed!

As part of our Centers for Medicare & Medicaid compliance requirements, we are required to track and document volunteer education and training. As this newsletter serves to help satisfy the volunteer education requirement for our agency, it is important for us to know you have read the newsletter.

[Please click here to let us know you have read the newsletter.](#)



OUR MISSION

To provide access to the highest quality LifeCare, education, and supportive services to our patients, their families, and the communities we serve.



LOWER CAPE FEAR
LifeCare

Thank you for being part of our team!

Please be sure to FOLLOW US on social media.



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