



December, 2023

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ONE QUICK ITEM TO START....

AWARD WINNERS!

The volunteer department would like to congratulate **Katie Tate**, LCFL foundation director, for being named the 2023 Fundraiser of the Year by the Association of Fundraising Professionals (AFP) and **Nancy Russell**, HCC RN, for being named a 2023 Healthcare Hero by the Greater Wilmington Business Journal! We are proud and grateful to have Katie and Nancy as a members of our team!

Volunteer Announcements

1. Sorry, not sorry

It has come to our attention that some volunteers are not receiving this newsletter in their email inbox. We are worried that for some, it is getting caught in spam folders due to the sender address (Volunteer.Department@LifeCare.org). So, this month, we are sending it two ways...from the department AND from your coordinator's direct address. If you get the Server twice, we apologize, but if you only get it once, please check your spam folder so you can allow emails from Volunteer.Department@LifeCare.org.



Then, be sure to let us know when you read the newsletter as it counts as education time! Right now, only about 1/3 of you are getting "credit."

Finally, just as a little teaser, be looking for a NEW innovation in 2024...an online site where LCFL volunteers can read the newsletter, sign up for activities, read/submit forms, and generally stay engaged. We are very excited about this page, so stay tuned!

2. Support meetings this month (Zoom)

Thanks to all the volunteers who came out for our Zoom meetings last month. As we know how busy everyone is during the holiday season, we're going to keep our virtual option for December, but will plan to meet in person in January.

Direct Zoom link:

<https://us04web.zoom.us/j/2947198640?pwd=g08fyXsaP2S02AdquJqIPCB7TCdjQ8.1>

Meeting ID: 294 719 8640

Passcode: Volunteer

Phone only: 646-931-3860

Zoom call option #1

Monday, December 11, 10:00

Zoom call option #2

Monday, December 11, 6:00

Zoom call option #3

Tuesday, December 12, 2:00

3. A few other reminders/announcements

Just a few reminders regarding your volunteer activity and documentation:

- To remain active, we need to have at least one recorded hour per quarter.
- We ask patient care volunteers to submit their contact hours within two days of service.
- All volunteers are required to submit annual competency forms (which we send via DocuSign).



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

Volunteer Recruitment

If you know of any friends, family, neighbors, church groups, or personal/professional networks that might be interested in volunteer opportunities, 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

(Starting in 2024, there will be only one link for each sign-up for the entire year, which we hope will be easier to remember/use.)

SECU Hospice House of Brunswick - Bolivia

Dec: <https://www.signupgenius.com/go/70A0844ABAE29A5F49-45511176-bccdecember#/>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

Dec: <https://www.signupgenius.com/go/70A0844ABAE29A5F49-45517463-hccdecember#/>

Angel House - Whiteville

Dec: <https://www.signupgenius.com/go/70A0844ABAE29A5F49-45523170-wccfront>

Pet & Music Therapy

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-45519913-hccpet>

Admission Packets Assistance

LCFL Corporate Office, 1414 Physicians Drive, Wilmington

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

Bedside Comfort Singers

The Long Bay Threshold Singers sing for LCFL patients and families in Horry and southern Brunswick counties (including BCC). If you or someone you know would be interested in joining the choir, please contact Cynthia Dyer (director) at 843.254.7407, visit ThresholdChoir.org/LongBay, or click on <https://www.youtube.com/watch?v=m7GG9yGfXGs> for more information.

Festival of Trees

Festival of Trees - LCFL will need a large workforce of volunteers again this year to help with the annual Festival of Trees event, scheduled from November 17 thru January 1 at the Fort Fisher Aquarium. Check out the announcement below for additional information.



Volunteer Monthly Education

CORPORATE COMPLIANCE

Lower Cape Fear LifeCare is committed to ensuring that all staff, volunteers, and Board members comply with all ethical and legal obligations and that all services are provided in a manner consistent with accepted standards of practice. To demonstrate this commitment, LCFL has a Compliance Plan to detect, correct, and prevent violations and includes (those pertinent to volunteers):

Standards of Conduct

- volunteers document all services accurately and completely
- volunteers are prohibited from accepting anything of value in return for services
- volunteers are not to use LCFL name/brand/logo without permission
- volunteers respect patient rights and confidentiality
- volunteers must disclose any potential conflict-of-interest issues
- volunteers are encouraged to report compliance concerns to their coordinator

Internal Structure

- LCFL has a 25-member Compliance Committee
- the committee performs scheduled audits/reviews to monitor compliance
- the committee investigates and addresses potential compliance violations
- LCFL provides annual compliance education to staff/volunteers

Hotline

- volunteers can access a Compliance Hotline to report wrongdoing
 - the Hotline is an external agency contracted to collect/report issues
 - anyone making a report may do so anonymously
-

- LCFL does not tolerate retaliation against anyone making a report
- the Hotline number is communicated in several ways and available 24/7
- the Hotline number is 1-888-765-7408

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Volunteer Spotlights



A big shout-out to volunteer, Randy Cook, for sharing the idea to get a robotic pet for his dementia patient. These pets have shown to offer invaluable companionship and therapeutic benefits for patients with dementia, providing emotional support and cognitive

stimulation. We're fortunate to have such a caring volunteer, like Randy, who wants to provide the best care possible to those we serve!



Congratulations to volunteer, Jeanne Scott, and the Common Threads ministry of Pine Valley UMC for being featured on WWAY's segment, "Extraordinary People of the Cape Fear." Common Threads donates homemade butterfly pillowcases for our hospice patients and families. Pictured with Jeanne are Donna Gregory, WWAY anchor/host, and Jason Clamme, LCFL Director of Community Engagement.



Thanks to pinning-team members of the Cape Fear White Shirts and the Brunswick Blue Boys for participating in Veteran Cafes at the Davis Community and Universal Healthcare last month. Our teams provided pinning ceremonies to the Veterans in the facilities and engaged them in many conversations about their time in the service.

A wonderful time was had by all!



Thanks to all the volunteers who came out to support the dedication of our new Veteran's Garden on the campus of our corporate office in Wilmington. And congratulations to Laura Long, pictured accepting the first official public recognition of our Level 5 accomplishment in the We Honor Veterans program!

Volunteer Documentation

As a reminder, please turn in your hours within 48 hours of your volunteer activity (including phone call contacts). 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.




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Volunteer Calendar

Check out the calendar below for December support meetings (ZOOM), staff office hours, and new volunteer orientations, as well as information about the Festival of Trees. Please note that the LCFL offices will be closed on December 25-26 and January 1.

December 2023

	Monday	Tuesday	Wednesday	Thursday	Friday
 <p>CAPE FEAR FESTIVAL OF TREES</p> <p>VOLUNTEER OPPORTUNITIES</p> <p>North Carolina Aquarium at Fort Fisher SIGN UP ANYTIME!</p> <p>Festival Dates: NOW – January 1 Volunteer shifts are 9am-1pm and 1-5pm.</p> <p>CONTACT LAURA LONG FOR MORE INFORMATION</p>					1
	4 PENDER Office: Marti Deeter	5 WILMINGTON Office: Laura Long	6	7 COLUMBUS Orientation: 1:00 PM WHITEVILLE Care Center: Laura Long, Jenny Todd PENDER Office: Marti Deeter	8 HORRY Office: Jenny Todd
	11 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM BRUNSWICK Orientation: 1:00 PM PENDER Office: Marti Deeter	12 ZOOM CALL (3): 2:00 PM WILMINGTON Office: Laura Long	13 NEW HANOVER Orientation: 1:00 PM HORRY Office: Jenny Todd	14 PENDER Office: Marti Deeter	15
	18 PENDER Orientation: 1:00 PM PENDER Office: Marti Deeter	19 WILMINGTON Office: Laura Long	20 HORRY Orientation: 1:00 PM	21 WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter WILMINGTON Office: Jenny Todd	22
	25	26	27	28	29
	OFFICES CLOSED MERRY CHRISTMAS				

GET YOUR CONTINUING EDUCATION HOURS VIA ZOOM!

ZOOM CALLS FOR ALL VOLUNTEERS

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.

OFFICE & CARE CENTER HOURS

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

NEW VOLUNTEER 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.

FESTIVAL OF TREES



Don't forget about the Cape Fear Festival of Trees, happening at the NC Aquarium at Fort Fisher! The festival is open 9 a.m.-5 p.m. daily (closed Christmas Day) through January 1. Tickets must be purchased in advance on the aquarium's website. LCFL receives no proceeds from ticket sales. Donations are appreciated. Guests can also purchase a handmade wreath for sale while at the festival to support LCFL's mission. All proceeds go to work immediately in our community to ensure access to high-quality care and support for people and families in our community living with a life-limiting illness.

Volunteer Shifts

Volunteers will serve as greeters in two shifts per day (9am-1pm & 1pm-5pm). You will not only welcome visitors, but also sell wreaths, encourage participation in the memorial (dove) trees, and answer questions about LCFL. To sign up for an open volunteer shift, please visit:

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-lcf1>

And remember, there is no need to enter your hours for Festival of Trees shifts...Laura Long is covering that for everyone!

MLK DAY PARADE



Mark your calendars for Monday, January 15, at 11am as LCFL will be participating in the Martin Luther King Jr. Day parade in Wilmington. We'd love to have a large contingent of volunteers join us as we march in support of MLK's beliefs in equality and community service. More information to come next month.

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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