



February 2023  
Edition

# THE Server

A newsletter for  
Lower Cape Fear LifeCare  
VOLUNTEERS



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**February, 2023**

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**A COUPLE QUICK ITEMS....**

**Correction**

In the December newsletter, we mistakenly listed Onslow volunteer, Kyle Roberts, as an Air Force Veteran. He is, in fact, a Marine Veteran. Our apologies, Kyle.

Congrats to us!

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According to the latest statewide statistics, Lower Cape Fear LifeCare is now the THIRD largest hospice provided in North Carolina! We are honored for the opportunity to serve so many patients and families in our region.

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## Volunteer Announcements

### 1. Zoom on In!

Thanks to you all for your flexibility in our last-minute rescheduling of the January volunteer meetings to Zoom calls. Though we didn't give you all much notice, we were so pleased by the turnout and participation!



Because of the success of those calls, the Volunteer Department will be expanding that format, having our monthly meetings online for two months of each quarter. This will allow you to meet volunteers from other areas, limit travel burdens, and maximize our time together. We are also adding an evening option for those

### **Upcoming Zoom Calls**

Monday, Feb 13, 10am

Monday, Feb 13, 6pm

Tuesday, Feb 14, 2pm

### **Monthly Zoom Calls**

volunteers that have daytime commitments. Here is the Zoom login information...check out the dates/times to the left or within calendar at the end of this newsletter.

February, March, May, June, August, September, November

That all said, we will continue to meet in person per location every third month. We don't want to miss the opportunity to see your smiles and personally thank you for your service!

### **Monthly In-Person**

April, July, October, December

### **Support Meeting Login**

<https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqIPCB7TCdjQ8.1>

Meeting ID: 294 719 8640

Passcode: Volunteer

## **2. Office Hours**

On the calendar below, you will also notice that the Volunteer Department staff have scheduled days to be in each of our locations throughout the month (in addition to standard NH and BR offices). We will be available to meet with current and/or prospective volunteers, provide support and training, or just be there to chat over a cup of coffee. If you are a volunteer who lives in one of these areas, please stop by (but do

### **Horry Office**

February 1 & 15 (Jenny)

### **Columbus Office (WCC)**

February 2, 9, 16, & 23 (Jenny)

February 7, 14, 21, & 28 (Laura)

### **Pender Office**

February 6 & 20 (Marti)

### **Onslow Office**

February 13 & 27 (Marti)

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call ahead to make sure schedules have not changed).

**Hospice Care Center (Wilmington)**

February 2, 9, 16, 23 (Laura)

### **3. Department Implements New Documentation System**

Attention Volunteers:

In a continuous effort to enhance our systems, the LCFL Volunteer Department will be partnering with our internal Human Resources department to more efficiently manage our volunteer records. Consequently, we will be using a program called ADP as our on-boarding and credentialing platform for new and current volunteers. Please be assured that your personal information is safe and secure...this is strictly an internal change to our process.



Throughout this initial transition, it is possible that you will receive an email from ADP on behalf of Lower Cape Fear LifeCare. If you do, PLEASE DISREGARD, there is nothing you need to do or be worried about at this time! We will let you know when it is completely up and running and helping us keep you all in regulatory compliance.



## Volunteer Recruitment



As many of you know, LCFL has experienced a decline in our volunteer workforce over the past few Covid-plagued years. So, we are coming to you, our current volunteers, for help in recruitment. 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 send them our way via our email address, [Volunteer.Department@LifeCare.org](mailto:Volunteer.Department@LifeCare.org), or have them complete an application on our website, <https://lifecare.org/get-involved/volunteer/>.

**For your time and effort, we'd like to thank you by giving you one entry into a raffle for each volunteer you refer between now and March 13.** The first FABULOUS gift prize will be revealed shortly and given away in mid-April. So, start making those contacts and sharing those names...just be sure we know that you linked them to us from the beginning, so we can get you those

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tickets. Also, for those who brought a friend in December, we're going to count them as entries in our first give-away...Woohoo!

Moving forward, you can encourage interested volunteers to complete an application on our website or simply share this QR code. And for a list of upcoming orientations, see the calendar below.



## Volunteer Needs

We need volunteers to assist at the front desk of each of our care centers, as well as with admission packets at our home office. Please click on the links below to sign up:

### Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

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<https://www.signupgenius.com/go/70A0844ABAE29A5F49-bccfront6>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-hccfront2>

Angel House - Whiteville

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

### **Pet & Music Therapy**

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-petand3>

### **Admission Packets Assistance**

LCFL Corporate Office, 1414 Physicians Drive, Wilmington

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

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## **Volunteer Monthly Education**

### **INFECTION CONTROL - Did you know/remember?**

1 . Lower Cape Fear LifeCare maintains an infection control program and team (ICT) that is designed to identify, prevent, control, investigate and report infectious diseases. This program is agency wide, and yes, includes volunteers!

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2. The single most effective strategy for controlling infection is proper hand-washing. Volunteers are asked to follow prescribed hand-washing techniques BEFORE and AFTER your time with patients, families, and/or staff. Hand sanitizers are also acceptable.
3. Currently, LCFL requires the wearing of a mask when working in any of our facilities or patient/family homes...no exceptions.
4. Volunteers are asked to limit hands-on care, including contact with bodily fluids, handling of food or medication, and lifting/transferring/turning/cleaning of immobile patients.
5. Volunteers are required to provide a negative TB test upon "hire" and an annual TB update form to remain active and compliant.
6. Please do not volunteer if you are experiencing any cold or flu-like symptoms, including congestion, prolonged cough, and fever. Also communicate with us anytime you feel like a potential infection has occurred so that we can document and track it.

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## Volunteer Spotlight

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We recently had the privilege of fulfilling a bucket list wish for Mr. Wilbur Fipps. Mr. Fipps wanted to be recognized for his service in the Navy during WWII with a Veterans Pinning Ceremony. He was honored for his service and celebrated his 97th birthday with family and friends in Tabor City. Team members, along with LCFL Vet-to-Vet Volunteer Al Phillips, contributed the birthday cake, balloons, and pin and certificate for the pinning ceremony. Mr. Fipps enjoyed sharing the special occasion with his wife, Ida Mae, to whom he has been married for 75 years.

# 2022 CAPE FEAR Festival OF TREES



## 2022 WAS ONE OF OUR BIGGEST YEARS!

We had 49,100 visitors (up 32% from last year)!

We raised \$90,000 in tree sponsorships.

We received \$8,489 in donations.

We made \$6,423 selling handmade wreaths!

We raised \$600 in our Jingle with the Jellies raffle.

**YOU helped us raise more than \$100,000!**

## Thank you for supporting our mission!

Lower Cape Fear LifeCare is a nonprofit organization dedicated to providing access to the highest quality LifeCare, education, and supportive services to our patients, their families, and the communities we serve.

A HUGE thank you to all the volunteers who spent time at the Festival of Trees back in November and December. As you can see from the graphic above, the event was tremendously successful and that is largely due to your time, energy, and commitment! Volunteers served in countless ways, from setting up and decorating trees, greeting visitors, selling wreaths, hanging doves, and taking it all down. It may sound cliché, but it is so true...we could not have done it without you.

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## Volunteer Documentation

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Have you tried the Electronic Contact Sheets yet? You will be amazed at how quick and easy they are to use. We receive them instantly (no more waiting on snail mail!) so we are able to enter them right away. **As a reminder, please turn in your hours within 48 hours of your volunteer activity.** We have handy stickers for your badge with the link (<https://forms.office.com/r/KkGbewjDVe>) and QR code, if you'd like one just ask anyone in the Volunteer Department.



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## Volunteer Calendar

Check out the calendar below for February's support meetings/Zooms, staff office hours, and new volunteer orientations:

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# February 2023

Monday	Tuesday	Wednesday	Thursday	Friday
		1 HORRY Office: Jenny Todd	2 COLUMBUS/BLADEN Office: Jenny Todd WILMINGTON Care Center: Laura Long	3
6 PENDER Office: Marti Deeter	7 WHITEVILLE Care Center: Laura Long COLUMBUS/BLADEN Orientation: 10:00 AM	8 NEW HANOVER Orientation: 1:00 PM	9 COLUMBUS/BLADEN Office: Jenny Todd WILMINGTON Care Center: Laura Long COLUMBUS/BLADEN Orientation: 1:00 PM	10
13 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM ONSLow Office: Marti Deeter BRUNSWICK Orientation: 1:00 PM	14 ZOOM CALL (3): 2:00 PM WHITEVILLE Care Center: Laura Long	15 HORRY Office: Jenny Todd HORRY Orientation: 1:00 PM	16 COLUMBUS/BLADEN Office: Jenny Todd WILMINGTON Care Center: Laura Long	17
20 PENDER Office: Marti Deeter PENDER Orientation: 1:00 PM	21 WHITEVILLE Care Center: Laura Long	22	23 COLUMBUS/BLADEN Office: Jenny Todd WILMINGTON Care Center: Laura Long	24
27 ONSLow Office: Marti Deeter ONSLow Orientation: 1:00 pm	28 WHITEVILLE Care Center: Laura Long			

## INFO

### 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.

### 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 LCFL events

In addition to the items listed above, please mark your calendars for the following events and join us if you can.

### National Volunteer Week

In April, we will be meeting in person to celebrate you, our volunteers, with food, fun, and fellowship. Please make it a point to join us on one of the following dates:

Brunswick County: 4/10/23  
New Hanover County: 4/12/23  
Columbus County: 4/13/23  
Pender County: 4/17/23

Horry County: 4/19/23  
Onslow County: 4/24/23  
Bladen County: 4/27/23

### **Caregiver Workshop**

Our very own, Kelly Cahill (Community Nurse Educator), will be presenting, "Running on Empty: Caregiver Compassion Fatigue," on Tuesday, February 14, at 6:00pm, at the First Baptist Church Activity Center (1939 Independence Blvd) in Wilmington. As a partnership with the local ACAP (Adult Children of Aging Parents) group, the workshop is free and open to the public.

Contact Jason Clamme at [Jason.Clamme@Lifecare.org](mailto:Jason.Clamme@Lifecare.org) for more information.



**Tuesday, Feb. 14**  
6:00 p.m.

First Baptist Church  
Activities Center  
1939 Independence Blvd.  
Wilmington NC 28403

facebook.com/acapcommunity  
youtube.com/acapcommunity  
acapcommunity.org/events

Running on Empty: Caregiver Compassion Fatigue

Most caregivers find themselves mentally, physically, and spiritually exhausted at some point. Learn to recognize the signs of "compassion fatigue", find balance, and learn some strategies and resources for taking care of yourself so you can continue to care for your loved one.

Program Sponsor:  
*Eldehous*

Presented by:  
**Kelly Cahill**  
RN, MS, CHPN, PAC  
Hospice and Palliative Care Nurse  
Lower Cape Fear LifeCare

**ACAP**  
Adult Children of Aging Parents

Hosted by: Cape Fear Chapter

### **Open House**

Our Onslow County volunteers are invited to join us at an open house at our office, 2970 Henderson Drive in Jacksonville, on Tuesday, March 21. We are partnering with the Chamber of Commerce to have a ceremonial ribbon-cutting at 11:30am, followed by food and fellowship with staff and community members.

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### **Veteran Event**

As part of our We Honor Veteran affiliation, LCFL is planning an event called, "Welcome Home Vietnam Veterans." This special event will most likely happen over the lunch hour on Wednesday, March 29. Details are still being confirmed, but do go ahead and block out that time if interested in attending.

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## **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.](#)

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## OUR MISSION

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



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## Thank you for being part of our team!

Please be sure to FOLLOW US on social media



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