



July 2023 Edition



July, 2023

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ONE QUICK ITEM TO START....

Lower Cape Fear LifeCare wins two people's choice awards:

Recently, our agency was honored to win a WMBF News' 2023 Best of the Grand Strand Award in the hospice category, and a WWAY TV3 2023 Viewers' Choice Award for Best In-Home Elder Care.

We are honored that people in our community consider us the best in these healthcare categories. It is thanks to the hard work of team members AND our volunteers that we gain such distinction in the communities we serve. While winning these awards is great and they help promote our agency in the public eye, it

feels even better knowing that the compassion and dedication our team gives each and every day does not go unnoticed by those we serve.

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

1. A word from our team...

Volunteer Announcements

We are over-the-top excited to see so many of our new volunteers finding their place in our care as well as all the "experienced" volunteers continuing to contribute. Just a quick reminder that once you complete your volunteer work, please submit those hours...for two reasons. First, we are expecting an accreditation survey in the next couple months and want to be sure we are meeting regulatory mandates. And secondly, we will be running our second quarter reports soon and would love to have all volunteers activities accounted for so we can show all your tremendous efforts!



2. Reminder: Volunteer Apparel Store

As we mentioned last month, volunteers now have access to an online store to purchase LCFL shirts, jackets, hats, bags, etc. The apparel isn't just high quality, it is a wonderful conversation starter as friends and neighbors ask you about your volunteers service!

The website uses a Pay Pal feature to pay with a credit card. Purchases will be shipped to our Corporate Office in Wilmington with customized bags for each volunteer. Our Volunteer Coordinators will then facilitate distribution. Expect orders take about 4-6 weeks to arrive.

To order your own LCFL swag, just click on the following link:

<https://www.companycasuals.com/LifecareVolunteer/start.jsp>



Pictured: Brunswick/New Hanover County volunteer, Chuck Josephson, sporting a stylish LCFL polo at a recent community event.

3. In-person Meetings

Yay, the Volunteer Department is more than eager to get to meet in

Brunswick Care Center
Monday, July 10, 10:00a.m.

person this month, which means we get to see your smiling faces!

Please note the meetings to the right and mark your calendars (you are invited to attend any meeting that best fits your schedule). We'll be covering a TON of information, sharing some updates, and yes, having a little fun, too. Don't miss the opportunity to hang out with our awesome Volunteer Coordinators as well as meet other volunteers!

We will be back to our regular Zoom calls next month, so try to take advantage of this opportunity to get together.

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 THREE months, so we need to be ready! Here are a few things we as a volunteer department need to know...

Wilmington Care Center

Wednesday, July 12, 10:00a.m.

Whiteville Care Center

Thursday, July 13, 10:00a.m.

Lumberton - Robeson Office

Friday, July 14, 10:00a.m.

Hampstead - Pender Office

Monday, July 17, at 10:00a.m.

Conway - Horry Office

Wednesday, July 19, 10:00a.m.

Jacksonville - Onslow Office

Monday, July 24, 10:00a.m.



1. What things are volunteers responsible for to remain active and compliant?

- Volunteers must contribute and document at least one hour every three months to be considered active.
- Volunteers are required to complete an annual competency sheet and self/agency evaluation (which we now provide online in a DocuSign format).
- Volunteers are required to complete an annual TB screening questionnaire.
- Volunteers are required to complete at least 8 hours of continuing education.

2. How does a volunteer meet the continuing education requirement?

- Volunteers may meet the continuing education requirement in a number of ways, including:
 - Attending monthly volunteers support meetings either virtually or in-person.
 - Attending specialized trainings (beyond orientation) for specific roles, such as Care Center front desk, Veteran pinning teams, Vigil teams, etc.
 - Meeting with Volunteer Coordinators or other LCFL team members to discuss particular assignments or instructions.
 - Participating in LCFL community educational events, workshops, presentations, or conferences.
 - Reading this monthly newsletter.

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, or have them complete an application on our website, <https://lifecare.org/get-involved/volunteer/>.

And remember, you can encourage interested volunteers to complete an application on our website or simply share this QR code. Or ask our Volunteer Coordinators for a stack of recruitment "business cards" to hand out to all your peeps!





Volunteer Needs

Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

<https://www.signupgenius.com/go/70a0844abae29a5f49-brunswick10#/>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70a0844abae29a5f49-newhanover1#/>

Angel House - Whiteville

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-wccfront5>

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

WORKPLACE SAFETY

LCFL employs an internal Safety Committee that oversees a number of agency policies/procedures, ongoing initiatives, and critical education/training to help ensure the safety of our patients, families, staff members, volunteers, and visitors/community. All instances involving safety hazards are to be reported on the agency Event Report Form (available from your Volunteer Coordinator).

Please know/remember...

* Patients/families are to provide a reasonable safe place for Hospice personnel to perform their services. Staff members and volunteers are not expected to jeopardize their own safety and security in order to provide patient care.

* In the past couple years, LCFL has enhanced its commitment to safety at our Care Centers and offices. These enhancements include additional lighting in the parking lots, security cameras, and updated locks/doors.

* LCFH conducts annual education and training for staff, such as fire/tornado drills, Active Shooter training, and emergency preparedness. The agency also conducts all inspections of facilities to meet OSHA and accreditation standards.

* LCFH tracks a number of safety/security metrics, including accidents with/without injuries; infection control issues (including COVID); medication errors; and any other events experienced by patients, families, staff, volunteers, or visitors.

* LCFH educates patients and families on a number of potential safety hazards, such as fall risks, medication errors, and oxygen and other equipment utilization.

Volunteer Guidelines

- Volunteers must wear their official LCFL name tag when providing a volunteer service.
 - Volunteers are to report any safety concerns, emergency situations, abusive behavior, weapons/drugs, and special circumstances to a member of the LCFL team.
 - Volunteers are not to provide food to patients/families and are not to feed patients.
 - Volunteers are not to provide transportation to patients/families.
 - Volunteers should not become physically involved beyond their capabilities, including lifting, carrying, or transferring patients.
 - Volunteers are not to give medical advice, assist in the administration of drugs, or participate in any medical activity for patients.
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- Volunteers are not to smoke in the presence of patients/families and are not to consume alcohol prior to nor during a volunteer experience. They are not to be under the influence of any medication or illicit substance when conducting volunteer work.
- Volunteers are encouraged to be aware of their surroundings, volunteer during daylight hours (when possible), beware of dogs, and carry a cell phone.
- Volunteers should immediately leave any situation where they feel like their personal safety is in jeopardy .

Volunteer Spotlights



Talah, one of our pet therapy dogs, took time out from her busy schedule to show a little appreciation for the talents of music therapy volunteer John Bennett. They and Talah's mom, Lacey Kingston, volunteer at the Hospice Care Center in Wilmington.



A massive thank you to Sunset River Gallery in Calabash for hosting Hearts + Arts, a community fund raising event that brought in over \$12,000 to benefit our mission! Also, thank you to all the volunteers, the artists, the attendees, and the sponsors!

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/KkGbewiDVe>) 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 July support meetings (in-person), staff office hours, and new volunteer orientations.

July 2023				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4 OFFICES CLOSED HAPPY JULY 4th	5	6 HORRY Office: Jenny Todd	7 HORRY Office: Jenny Todd
10 BRUNSWICK In Person Volunteer Monthly Meeting: 10:00 AM BRUNSWICK Orientation: 1:00 PM	11	12 NEW HANOVER In Person Volunteer Monthly Meeting: 10:00 AM NEW HANOVER Orientation: 1:00 PM	13 BLADEN/COLUMBUS In Person Volunteer Monthly Meeting: 10:00 AM COLUMBUS Orientation: 1:00 PM	14 HORRY Office: Jenny Todd
17 PENDER In Person Volunteer Monthly Meeting: 10:00 AM PENDER Orientation: 1:00 PM PENDER Office: Marti Deeter	18 WHITEVILLE Care Center: Laura Long	19 HORRY In Person Volunteer Monthly Meeting: 10:00 AM HORRY Orientation: 1:00 PM HORRY Office: Jenny Todd	20 PENDER Office: Marti Deeter HORRY Office: Jenny Todd	21 HORRY Office: Jenny Todd
24 ONSLow In Person Volunteer Monthly Meeting: 10:00 AM ONSLow Orientation: 1:00 PM ONSLow Office: Marti Deeter	25 WHITEVILLE Care Center: Laura Long	26	27 PENDER Office: Marti Deeter	28 HORRY Office: Jenny Todd
31 PENDER Office: Marti Deeter				

SUMMER IN PERSON MEETINGS

Our July Volunteer Monthly Meetings will be IN PERSON with food, fun and fellowship.

Please join us on one of the dates listed above. If you are unable to attend at your main county of service, you are welcome to join us at any of the other locations!

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:

Not All Memory Disorders are Created Equal: Living with a Parent with Alzheimer's or Other Dementia

Being with an aging parent who has been diagnosed with Alzheimer's disease or another age-related type of dementia can be exhausting and overwhelming for adult children who are providing care. Understanding a parent's communication, keeping them engaged with activities and family members, and keeping them safe and healthy can be a constant challenge.

This ACAP program will be presented by Lisa Levine, Senior Director of Programs with the Dementia Alliance of North Carolina and will assist participants in better understanding and managing the daily challenges of living with a parent or family member with Alzheimer's disease or other dementia. Please join us if you can and feel free to share with others.



Tuesday, July 11, at 6:00p.m.
First Baptist Church Activities Center
1939 Independence Boulevard, Wilmington

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, SO DON'T DODDLE...the event is expected to be a sellout.

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.

"We've also got some great auction items for our silent and live auctions, including some exciting experiences like a trip to Big Sky Montana and weekend brunch at Tavern on the Green in New York City," Katie added. "We'll also be conducting our rare bourbon raffle again this year. Those in the community can participate in the silent auction and raffle even if they can't make it to the gala."

The event, known in the community as everyone's favorite end-of-summer celebration supports the nonprofit's mission to ensure that local individuals and families living with a life-limiting illness have access to the care and support, regardless of their ability to pay. This year, a large portion is being designated for the agency's Memory Partners dementia care program.

Tickets are \$200 per person and can be purchased on the event's website WhitePants.org.

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.



Thank you for being part of our team!

Please be sure to FOLLOW US on social media



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