



June 2023 Edition



June, 2023

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ONE QUICK ITEM TO START....

LCFL is in partnership with Novant NHRMC to offer a palliative care clinic for heart failure patients. Palliative care is specialized medical care focused on relieving symptoms associated with serious illnesses, such as heart failure, to improve quality of life for patients and their families. Palliative care specialists work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and at any stage of a serious illness and can be provided along with curative treatment.

Volunteer Announcements

1. A word from our team...

Whew, it has been quite the spring! We've added over a hundred new volunteers as well as a new staff member. We've had the most successful support meetings since Covid. And now, we are gearing up for an awesome summer. And through it all, we feel so blessed to have you, our volunteers, along with us on this journey. Thanks so much!



The LCFL Volunteer Department Dream Team (from left to right):
Luvenia Meekins, Jenny Todd, Laura Long, and Marti Deeter.

2. 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>

3. Zoom Calls

We are back to Zoom calls for our support meeting this month. If you can, please plan to join us on one of the dates/times listed to the right. If you need assistance with Zoom,

Option 1

Monday, June 12, at 10:00a.m.

Option 2

Monday, June 12, at 6:00p.m.

please don't hesitate to ask!

Option 3

Login information/link:

Tuesday, June 13, at 2:00p.m.

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

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



1. What is HIPAA? And how do volunteers ensure patient privacy?

- HIPAA is the Health Insurance Portability & Accountability Act, a federal law protecting patient privacy.
 - Volunteers ensure patient privacy by not disclosing any information about patients verbally, written, or electronically to anyone outside the assigned hospice team members. Volunteers
-

should direct any questions related to patients to LCFL staff and/or family members to answer.

2. What should a volunteer do if there is suspicion of abuse, neglect, or exploitation of a patient?

- Contact assigned volunteer coordinator, social worker or nurse to report suspected abuse. The team member may ask for assistance in filing an Event Report. Do not confront family or caregiver directly.

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. For a list of upcoming orientations, see the calendar below.



Volunteer Needs

Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

<https://www.signupgenius.com/go/70a0844abae29a5f49-brunswick9#/>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

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

Angel House - Whiteville

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-wccfront4>

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.

Facility support - LCFL is looking for a handful of volunteers to support activities

in some of our partner nursing homes. (One specific event is coming up on June 2 - A Wellness Day at **The Landings of Oak Island**. We are looking for volunteers from 10a-12p or 1-3p to help facilitate games/activities.)

Volunteer Monthly Education

EMERGENCY PREPAREDNESS

LCFL maintains an ongoing Emergency Preparedness Plan (EPP) to organize and mobilize staff and volunteers, and in securing resources, to meet patient needs in the event of an unplanned emergency, disaster, or crisis that threatens to disrupt normal operations and delivery of services. Special emphasis is placed on tropical storms and hurricanes, which have been identified as the most anticipated disaster situations in our geographic area, but may also include other weather conditions, fire, chemical spills, cyber attacks, power outages, security threats, and infection outbreaks.

The Emergency Preparedness Team (EPT), made up of LCFL leadership, will be responsible for assessing the scope of the emergency, communicating information, and coordinating emergency management responses.

The following are important things for volunteers to know regarding emergency preparedness and response:

- * Upon admission, each patient is assigned a priority level that is used in identifying and prioritizing patients (based on needs) in the event of an emergency.
 - * Volunteers are to follow the direction of, and to cooperate with, law enforcement
-

and emergency management personnel regarding travel and communications during any disaster and are NOT to jeopardize their own safety to provide patient care.

* An Emergency Kit is kept at the reception desk of each office/facility that includes items such as a portable radio, flashlights, paper/pens, first aid supplies, etc. as well as a list of patients for each county.

* As much as is possible, communications with volunteers will happen via email/text and will be provided by members of the LCFL Volunteer Department.

* LCFL maintains contracts with a number of out-of-area hospice facilities, in case there is a need to evacuate patients/families in any of our Care Centers.

* After the emergency, the EPT will determine a safe time to resume operations and/or re-enter agency offices/facilities.

Volunteer Spotlights



A warm welcome to our new volunteers in Robeson County. We are so excited to get to know you as we seek to meet the needs of hospice patients in Lumberton and the surrounding communities. Pictured are volunteers Armilee McGeachy, Ila Killian, (Luvenia Meekins - Volunteer Services Coordinator), Barbara Hammonds, and Linda Galbreath. Not pictured: Annette McPhaul.



A big thank you to Horry County volunteer, Anthony Braxton, who helped make a bucket list event come true for a patient who's wish was to indulge in a treat from the Crazy Mason Milkshake Bar in North Myrtle Beach. Anthony was happy to play delivery man and enjoyed watching the gentleman devour the whole thing!

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 June support meetings, staff office hours, and new volunteer orientations.

June 2023

SUNDAY JUNE 4	Monday	Tuesday	Wednesday	Thursday	Friday
FIRST CHANCE FOR WHITE PANTS EVENT Waterline Brewing in Wilmington 2 – 6 PM  JUNE 4 - 2-6 TICKETS: \$35 Live Music by Justin Cody Fox Food Trucks: Wheel Pizzas & Chroma Grano White Pants Fashion from Local Boutiques Prizes HELP RAISE MONEY FOR A WORTHY CAUSE 				1 PENDER Office: Marti Deeter HORRY Office: Jenny Todd WHITEVILLE Care Center: Luvenia Meekins	2 HORRY Office: Jenny Todd
	5 PENDER Office: Marti Deeter	6 WHITEVILLE Care Center: Laura Long, Luvenia Meekins NEW HANOVER Orientation: 10:00 AM	7 BRUNSWICK Orientation: 10:00 AM	8 PENDER Office: Marti Deeter HORRY Office: Jenny Todd WHITEVILLE Care Center: Luvenia Meekins COLUMBUS Orientation: 1:00	9 HORRY Office: Jenny Todd
	12 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM PENDER Office: Marti Deeter BRUNSWICK Orientation: 1:00 PM	13 ZOOM CALL (3): 2:00 PM WHITEVILLE Care Center: Laura Long, Luvenia Meekins	14 NEW HANOVER Orientation: 1:00 PM	15 PENDER Office: Marti Deeter HORRY Office: Jenny Todd WHITEVILLE Care Center: Luvenia Meekins	16 HORRY Office: Jenny Todd HORRY Orientation: 1:00 PM
	19 PENDER Office: Marti Deeter PENDER Orientation: 1:00 PM	20 WHITEVILLE Care Center: Laura Long, Luvenia Meekins	21	22 PENDER Office: Marti Deeter HORRY Office: Jenny Todd WHITEVILLE Care Center: Luvenia Meekins	23 HORRY Office: Jenny Todd
	26 PENDER Office: Marti Deeter ONSLOW Orientation: 1:00 PM	27 WHITEVILLE Care Center: Laura Long, Luvenia Meekins	28	29 PENDER Office: Marti Deeter HORRY Office: Jenny Todd WHITEVILLE Care Center: Luvenia Meekins	30 HORRY Office: Jenny Todd

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

Luvenia Meekins (910) 906-3012, Home Office: Robeson

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.

CAMP VOYAGER



We're pleased to announce that we're resuming our children's summer grief camp program, renamed Camp Voyager. A Monday-Thursday session for second through fourth graders will be hosted June 19-22, from 8:30 a.m.-1 p.m. at our Home Office. A four-day session will also be hosted June 26-29 for fifth to seventh graders at

the same time and location. There is no charge to attend.

Camp Voyager is an opportunity for young people who have experienced the death of someone special. At camp, we will play, laugh, create, make friends and take time to remember the people we know who have died. Campers will meet friends facing similar circumstances, honor the lives of those who have died, learn and laugh, and believe in their own value and the value of their experiences.

We are in need of participants, so please share information freely!

Parents/guardians can get a registration form on our website's grief calendar listing for camp at LifeCare.org. After an application is received, a youth grief counselor will contact the family to determine the appropriateness of this program. Registration is not complete until approved by a counselor.

If you know of someone who may be interested in having their child attend, have them fill out a registration form. For more information, they can contact Robyn Henning, youth grief counselor, at Robyn.Henning@LifeCare.org or call 910-796-7900.

**LAST CHANCE FOR
WHITE PANTS GALA**

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.

“Our annual Last Chance for White Pants Gala is an area favorite fundraiser,” Katie Tate, director of foundation, said. “It’s far from the traditional sit-down dinner, formal attire fundraising event. The gala, which is always focused on some variation of a beach-party theme, offers guests heavy hors d’oeuvres, cocktails, and dancing while being comfortable in your summer whites – whether that be white pants, jeans, shorts, skirts or dresses – dressed up with a little glam or relaxed with a comfortable brightly-colored shirt or top.”

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.

Memory Partners is a consultation-based program that provides caregivers of loved ones living with Alzheimer's or other dementia-related illness the education, resources, and support needed to improve quality of life for the entire family. The program offers support groups, education opportunities, and regular evaluations to determine when other care services, such as palliative or hospice care, may be appropriate. One of the most essential parts of the program is in providing respite care. Funds raised will help LCFL provide the respite care that family caregivers desperately need.

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.



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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