



**March 2023
Edition**

The **SERVER**



A newsletter for
Lower Cape Fear LifeCare volunteers



March, 2023

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ONE QUICK ITEM TO START....

March is national Social Worker Month and we'd like to take this opportunity to express our appreciation for everything our hospice Social Workers do everyday with our patients and families. Social Workers provide critically important support and care and are volunteers' closest partner on the hospice care team. If you get a chance to see a Social Worker this month, please make a point to share a few words of thanks and encouragement.

Volunteer Announcements

1. Zoom Updates...

Thanks to everyone who has been participating in our our monthly Zoom calls. We have really appreciated the interaction and providing the chance for you to "meet" other volunteers.



For those a little less familiar with Zoom, here are a few pointers to help make our virtual times

Upcoming Zoom Calls

together more enjoyable and effective:

- The meeting link, ID, and password will remain the same every month (see below).
- We'd love to see your smiling face, but if you want to just call in, we do have a phone number available, 646-931-3860.
- When not speaking, go ahead and put yourself on mute to limit the amount of background noise.
- When speaking, remember to introduce yourself and what county you are from, so that we can all get to know one another.
- For education credit, we will be taking roll call at the beginning and end of the call.

Monday, Mar 13, 10am

Monday, Mar 13, 6pm

Tuesday, Mar 14, 2pm

Monthly Zoom Calls

February, March, May,

June, August,

September, November

Monthly In-Person

April, July, October,

December

Support Meeting Login

<https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqIPC7TCdjQ8.1>

Meeting ID: 294 719 8640

Passcode: Volunteer

Phone number: 646-931-3860

2. Medicare Waiver Update

As many of you know, Medicare has a mandate as part of its hospice benefit that requires agencies to match 5% of its clinical hours with volunteer hours. That means LCFL needs to have one volunteer hour for every twenty hours provided by our doctors, nurses, social workers, aids, chaplains, and counselors!



When hospices were forced to cut back their volunteer services during COVID, Medicare thankfully waived this requirement. However, we have received word that it is coming back. Though we don't know exact dates and how it will be re-introduced (i.e. all at once, phased in, etc.), it will most likely be late spring/early summer.

Consequently, we need to be ramping our hours back up (they currently sit at about 2.5%). We need your help, not only in hours served and in documentation, but in additional volunteer recruitment. Together, we can get back to this standard. Thanks!

3. Bucket Lists

In an effort to be a world-class hospice, LCFL has begun to provide "bucket list" experiences for our patients and families. The events have ranged from art shows, to classic car rides, to beach days. Our clinical teams, in partnership with our volunteer, marketing, and outreach departments, are working together to identify and orchestrate these meaningful experiences. If you haven't seen

them already, check out our social media feeds for pictures and summaries.

But we could use your help. If you are a patient care volunteer, and you recognize an opportunity for a bucket list item with your patient, please let us know. And we'd love to have you involved in the experience...you'll love it!

Picture to Left: On Valentine's Day, we fulfilled a very sweet bucket list wish. Patient Gerald "Jerry" Champess wanted to go on a date with his special friend Gayle. We took the pair to Bluewater Grill at Wrightsville Beach to enjoy lunch. The two met at Davis Champions a couple of years ago. Since then, Jerry has moved to the skilled nursing facility on campus and only gets to see Gayle every couple of weeks. We were thrilled to be able to make his wish come true.



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/>.

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 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, with admission packets at our home office, and at an upcoming community events.

Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-bccfront7>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-hccfront3>

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>

Blood Drive Support

LCFL is sponsoring a blood drive on Thursday, March 16, at our home office in Wilmington. We are in need of 4-5 volunteers to assist with checking people at the beginning and handing out snacks at the end. Shifts are approximately 11:30a-2:30p and 2:30p-5:30p. Give Laura Long a call or email if interested.

Veteran Event

Check out the announcement below regarding a Welcome Home Vietnam Veteran event scheduled for March 29. As host of this important event, we need any/all available volunteers to join us as we recognize our region's Veterans on the 50th anniversary of the end of Vietnam War.

Volunteer Monthly Education

PATIENT RIGHTS - Did you know/remember?

LCFL utilizes a Patient Bill of Rights and has an obligation to protect and promote the rights of our patients, including their rights to...

- have relationships with LCFL based on honesty and ethical standards
- be treated with respect, consideration, and recognition of dignity, individuality, cultural values and beliefs
- voice grievances and/or complaints without fear of discrimination or reprisal
- be involved in all aspects of care
- be advised of any change in the plan of care
- have pain and symptoms assessed and have effective management
- confidentiality and privacy of all information about their health, as well social, environmental, and financial circumstances
- be informed of the extent of payments expected by Medicare, Medicaid, or insurance
- receive care at the highest quality

It is important for volunteers to continually review this important document as they are part of the care team, bound by these very requirements. For instance, like LCFL staff, volunteers must assure confidentiality, must comply with the care plan, and must treat patients/families with abounding dignity and respect.

Volunteer Spotlights



Last month, LCFL was honored to receive a donation from the "Fly Girls" for our family kitchen at the SECU Hospice House in Brunswick County. The Fly Girls, which include LCFL volunteers Renee Sanders-Lawson, Carol Miller, and Jewel Mandeville, are a self-proclaimed social club that collects charitable donations as well as volunteers for various community events. They brought in pantry items and cases of bottled water as well as a donation of \$100 to apply to hot meals on the occasion that they are needed for the families of the BCC.



A HUGE thank you to the volunteers who came in to our corporate office last month and helped us assemble admission packets and bags. The agency has made the recent commitment to go above and beyond by providing new patients and families with binders of critical information, instructions, and resources, as well as some special gifts and goodies. It many hands and many hours to complete, but with all your help, we made it happen! Thanks again.

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 March support meetings/Zooms, staff office hours, and new volunteer orientations:

March 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	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 Onslow Office – Chamber Open House/Ribbon Cutting: 11:30 am	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	29 Welcome Home Vietnam Veterans Day – Battleship North Carolina: 11:00 am		

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 (all are at 10am):

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

Welcome Home Vietnam Veterans Event

Volunteers - We need your HELP!

LCFL will host a Welcome Home Vietnam Veterans Day event on Wednesday, March 29, from 11 a.m.-2 p.m., onboard the USS North Carolina Battleship. We need many hands on deck to make this event successful.



In 2017, the Vietnam War Veterans Recognition Act was signed into law, designating March 29 as National Vietnam War Veterans Day. This year is the 50th anniversary since troops left South Vietnam, ending direct U.S. military involvement in the Vietnam War.

Unfortunately, American soldiers returning from Vietnam did not receive a

hero's welcome. They were met with disdain and scorn, even though many were drafted and simply answered their nation's call to duty. These soldiers deserve the honor and respect that all those who served in our military deserve. Please help us welcome them home.

We need your help to:

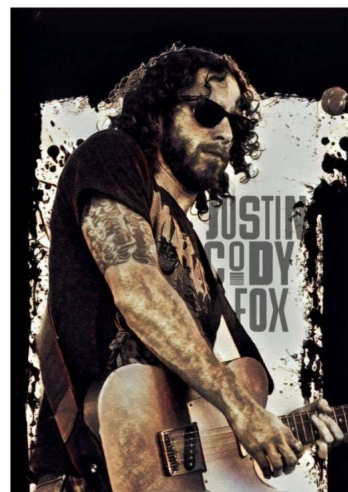
- Greet Veterans and welcome them onboard the USS North Carolina
- Be stationed at various points on the battleship
- Hand them goody bags as they disembark the battleship
- Set-up and break down chairs for band members

To be a part of this event to help give Vietnam Veterans the honor, recognition, and homecoming they deserve, contact Laura Long at Laura.Long@lifecare.org or call 910-620-5062.

First Chance for White Pants

First Chance? Say what?! It's true.

This year there is going to be a First Chance for White Pants Pre-Gala event at Waterline Brewing Company in Wilmington. Everyone is invited to get their white pants out for their first opportunity to wear them after Memorial Day and join in the fun on Sunday, June 4, from 2-6 pm. Tickets are \$35 each and includes a free beverage and live music.



"We had an opportunity to partner with Waterline Brewing Company for a fundraiser in conjunction with the Last Chance for White Pants Gala," Katie Tate director of foundation, said. We were able to book the first weekend after Memorial Day, and thought it would be a good play on our theme."

Although it has long past fallen out of fashion folklore, it used to be the only time acceptable to wear white pants was the period between memorial Day and Labor Day. Years ago, the foundation chose the weekend prior to Labor Day for its gala. The theme offered people in the community a fun-filled, casual fundraiser as opposed the many local galas and balls that require formal attire.

"At \$35 a ticket, the event is a more affordable, scaled-down version of our annual gala." Tate continued. "People can put on their white pants, have a great craft beer from Waterline, listen to local favorite musician Justin Cody Fox, and hopefully enjoy some amazing weather."

Children under 12 are free to attend. A suggested donation of \$10 is being asked for children older than 12 but younger than legal drinking age. There will be at least one food truck on site.

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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