



November, 2023

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ONE QUICK ITEM TO START....

HEALTHCARE HEROES

LCFL was recently honored to have four team members named finalists and one winner in the local Healthcare Heroes celebration. Congratulations to Gwen Whitley (President and CEO), Nancy Russell (RN & award recipient), Jason Clamme (Director of Community Engagement), and Dave Pearce (Volunteer, see more below)...we are so excited for them to be recognized for their tremendous work!

Volunteer Announcements

1. We Honor Veterans - Level 5

We wanted to take a quick moment and share some **super** fantastic news. After completing our yearlong journey and intense application process, Lower Cape Fear LifeCare has been named a Level 5 participant in the We Honor Veterans program for North Carolina! Wahoo! The agency thanks Laura Long, our Volunteer Programs Coordinator, for spearheading this achievement and all our Veteran volunteers for your time, energy, and commitment to serving and honoring our Veteran patients and families!



2. Support meetings this month (Zoom)

Thanks to all the volunteers who came out for our in-person meetings last month. We so enjoyed getting to see you face-to-face! We will be back to Zoom calls this month, but have no fear, they will still be filled with fun and fellowship!

Direct Zoom link:

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

Zoom call option #1

Monday, November 13, 10:00 AM

Zoom call option #2

Meeting ID: 294 719 8640
Passcode: Volunteer
Phone only: 646-931-3860

Monday, November 13, 6:00

Zoom call option #3

Tuesday, November 14, 2:00

3. Looking ahead to 23-24

As you probably read last month, Lower Cape Fear LifeCare recently closed out our fiscal year, 2022-2023. In October's newsletter, we listed the Top Ten (plus one) goals for this coming year. Go check it out, if you missed all the BIG things in store for the volunteer department!



That said, we wanted to also take the opportunity to share a recap of this past year, as it was filled with amazing work as we sought to revitalize our volunteer program. Here are the Top Ten (plus one) accomplishments...

1. **We ended the year with 295 active volunteers, more than a 230% increase since this time last year.**
 2. **We provided new volunteer orientations to more than 180 people.**
 3. **Volunteers contributed more than 17,000 total hours to our patients, families, facilities, and events. Our last quarter's volunteer utilization rate was 7.81% in NC and 4.37% in SC.**
 4. **Volunteers donated nearly 150,000 miles during their service.**
 5. **Monthly support meetings have seen their greatest attendances since before COVID. More than 75 volunteers participated in National Volunteer Week activities.**
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6. **Over 80% of the front desk shifts are covered by volunteers at all three Care Centers.**
7. **We have more pet therapy teams than ever before.**
8. **We participated in the agency accreditation audit with no volunteer-related deficiencies. Volunteers continue to remain compliant at a rate fo 95%.**
9. **LCFL added Robeson County to our service area and the volunteer department gained five new wonderful folks to our team.**
10. **Volunteers played a much more significant role in fund raising events, supporting the Festival of Trees, quarterly tile ceremonies, and other development and outreach activities.**
11. **And as mentioned above, we achieved Level 5 in the We Honor Veterans program.**

**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.



Congratulations to volunteers, Susan Queen, Shar Day, and Shawn Redmore, for being named recipients of this month's Gold Star referral awards! Thanks for sharing names of potential new volunteers!



Volunteer Needs

Front Desk Greeter

SECU Hospice House of Brunswick - Bolivia

Nov: <https://www.signupgenius.com/go/70A0844ABAE29A5F49-44421033-bccnovember#/>

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

Dr. Robert M. Fales Hospice Pavilion - Wilmington

Nov: <https://www.signupgenius.com/go/70A0844ABAE29A5F49-44423106-hccnovember#/>

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

Angel House - Whiteville

<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>

Garden Dedication

New Hanover Veterans Garden Dedication: morning of November 9

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-newhanover2>

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

POLICIES AND PROCEDURES

I know, I know...this is probably not the most exciting monthly educational topic, but it is still important for you, our volunteers, to know and understand the array of LCFL policies and procedures that have to do with our department. So, sit back grab a beverage, and enjoy some volunteer P&P highlights.

Active Volunteerism

Volunteers are considered to be active in the following circumstances:

- the volunteer has provided any volunteer service during the past quarter
- the volunteer's personnel record is current and compliance requirements are met
- the volunteer followed all agency policies and procedures

Volunteer Selection

Selection of volunteers is based on the completion of the following requirements:

- application, including an acceptable criminal background check
- completion of volunteer orientation and initial competencies
- TB blood screen
- a review of agency policies and procedures
- an interview and observation by LCFL Volunteer Department staff

Please note that documentation of a COVID vaccination is no longer a requirement for volunteer participation.

Volunteer utilization

LCFL will document and maintain a volunteer staff sufficient to provide services in an amount that, at minimum, equals 5% of the total patient care hours of all paid hospice

employees. The 5% cost savings will be calculated separately for North Carolina and South Carolina, due to individual state requirements.

Also, following the death of a loved one, it is recommended that surviving family members wait a minimum of one year before becoming a patient care volunteer.

Volunteer documentation

All volunteer hours and patient/family contacts are to be documented per established processes and should be submitted no later than one week after the date of service.

Other policies/procedures of note

Did you know?

- Volunteers are asked to NOT transport patients and family members.
- Volunteers must wear their official LCFL name tag (badge) when serving.
- Volunteers are NOT to feed patients.
- LCFL maintains an annual dollar value of volunteer hours/mileage contributed.
- Volunteers coordinate with LCFL social workers on patient assignments.
- For most requirements, volunteers are considered like LCFL staff!

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Volunteer Spotlights



Congratulations to all our volunteer Morgan Award winners. The following volunteers (some of which are pictured above) received their awards last month:

June Bay; Brenda Bailey; Mary Barr; Sandra Duff; Suzette Evatt; Bob Fee; Mary Lee Field; Jacqueline Ganus; Brenda Hackett; Pam Hicks; Ron Johnson; Kate Landon; Sharon Lightbourne; Terri McPherson; John Shalanski; Barbara Springer; Sherman Thompson; Ginger Trapanotto



Congratulations to Brunswick County volunteer, Dave Pearce, for being named a 2023 Healthcare Hero finalist in the Volunteer category. Dave has been a loyal and influential volunteer for LCLF for over 15 years, providing leadership, support, advocacy, an encouragement as a board member, donor/sponsor, and patient care volunteer. Way to go Dave!



Thanks to volunteer, Kate Landon, for the beautiful (and patriotic) quilt donation. We so appreciate all the time and dedication Kate gives to creating these beautiful keepsakes for our patients and their families!



A heartfelt "way-to-go" to volunteer, Kay Robinson, who received the following note from her hospice patient..."I want to thank you from the bottom of my heart. I am sitting here feeling such blessing and gratitude for your presence in my life.

You are magical and insightful and know just what I need.
You give me comfort, solace, and hope for my days ahead."

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 November support meetings (ZOOM), staff office hours, and new volunteer orientations, as well as information about the Festival of Trees.

November 2023							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
 <p>CAPE FEAR FESTIVAL OF TREES</p> <p>IMPORTANT DATES</p> <p>Training Session: Thursday, November 2 10-11:30 am at Corporate Office</p> <p>Set Up and Decorating: November 15 & 16 5:00-8:00</p> <p>Festival Dates: November 17 - January 1 Volunteer shifts are 9am-1pm and 1-5pm.</p> <p>CONTACT LAURA LONG FOR MORE INFORMATION</p>			1	2	3	4	
					WILMINGTON Office: Jenny Todd WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter	HORRY Office: Jenny Todd	
		6	7	8	9	10	11
		PENDER Office: Marti Deeter	WILMINGTON Office: Laura Long	NEW HANOVER Orientation: 1:00 PM	COLUMBUS Orientation: 1:00 PM WHITEVILLE Care Center: Laura Long, Jenny Todd PENDER Office: Marti Deeter	HORRY Office: Jenny Todd	HAPPY VETERANS DAY! Veteran's Day Parade Downtown Wilmington 10:00 am
		13	14	15	16	17	18
		ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM BRUNSWICK Orientation: 1:00 PM PENDER Office: Marti Deeter	ZOOM CALL (3): 2:00 PM WILMINGTON Office: Laura Long	HORRY Orientation: 1:00 PM	WILMINGTON Office: Jenny Todd WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter	HORRY Office: Jenny Todd	
		20	21	22	23	24	25
		PENDER Orientation: 1:00 PM PENDER Office: Marti Deeter	WILMINGTON Office: Laura Long		OFFICES CLOSED HAPPY THANKSGIVING	HORRY Office: Jenny Todd	
		27	28	29	30		
		ON SLOW Orientation: 1:00 PM ON SLOW Office: Marti Deeter	WILMINGTON Office: Laura Long		WILMINGTON Office: Jenny Todd WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter		

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. (And if you attend, be sure to let us know as it does count as volunteer education!)

WALK TO END ALZHEIMER'S

Join Lower Cape Fear LifeCare and our LifeCare Memory Partners team as we participate in the Alzheimer's Association's annual walk. The local Alzheimer's Association is a wonderful community partner so we are excited to support them in their mission as well as all area residents dealing with dementia. You can register to be part of our team at alz.org/walk.



Saturday, November 4, 2023

10:00a.m.

Wrightsville Beach Park

321 Causeway Drive

VETERAN GARDEN DEDICATION



Calling all LCFL Veterans (and volunteers)...please plan to join us for the dedication of our new Veteran's Garden on our Wilmington campus at 11am on Thursday, November 9, 2023, as we celebrate our Veterans' programs and remember our Veteran patients.

FESTIVAL OF TREES



Can you believe that it is time for the Festival of Trees? My, how time flies!

LCFL will once again need a massive workforce of volunteers to help make this traditional event a beautiful and meaningful experience for attendees. The following is everything you need to know about ways you can be part of this year's holiday spectacular!

Volunteer Training

First, and most urgently, we have a volunteer training session scheduled for Thursday, November 2, at our home office (1414 Physicians Drive) in Wilmington, from 10:00-11:30am. Here is the sign up for that training...

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-45301270-lcfl>

Volunteer Shifts

The Festival of Trees will run from November 17 thru January 1 at the NC Aquarium at Fort Fisher. Volunteers will serve as greeters in two shifts per day (9am-1pm and 1pm-5pm). You will not only welcome visitors, but also sell wreaths, encourage participation in the memorial (dove) trees, monitor tree/decoration needs, and answer questions about LCFL. To sign up for an open volunteer shift, please visit:

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

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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