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## February, 2024

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### ONE QUICK ITEM TO START....

Lower Cape Fear LifeCare is committed to providing quality care and services to ALL patients and families facing advanced illness. As part of our ongoing **health equity** efforts, the agency continually works to enhance our outreach to diverse audiences and communities and equip our staff and volunteers with critical cultural competency and understanding.

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## Volunteer Announcements

### 1. LEAP into volunteering!

As we mentioned last month, the Volunteer Department is excited to share with you a tremendous new online resource for your volunteer service. And to officially launch it, we're throwing a few parties. If you can, please plan to join us at one of the in-person gatherings listed below as we celebrate our "extra" day by LEAPING in volunteering!



### 2. Support meetings this month (virtual)

Thanks to all the volunteers who came out for our in-person meetings in January. We had such a fun time talking about our agency's bucket lists! Please note that even though we are having special in-person gatherings at the end of this month,

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we are still planning our regularly-scheduled Zoom calls. Please plan to join us at one of the two **virtual options...**

### **Zoom meeting login info**

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

Meeting ID: 294 719 8640

Passcode: Volunteer

Phone only: 646.931.3860

### **Zoom call option #1**

Monday, February 12  
10:00a.m.

### **Zoom call option #2**

Monday, February 12  
6:00p.m.

## **3. Congratulations to our award winners!**

In case you missed it, at our January meetings, the Volunteer Department was proud to hand out our quarterly Morgan awards to volunteers across our service area for going above and beyond the call of duty. Please help us in congratulating the following volunteers:

**Lottie Jacobs**, Bladen County

**Anne Wilburn**, Brunswick County

**Betty Hinson**, Columbus County

**Diane Green**, Horry County

**Mary Jo Conlogue**, New Hanover County

**Randy Cook**, New Hanover County

**Susan James**, New Hanover County

**Jean Leighton**, Pender County

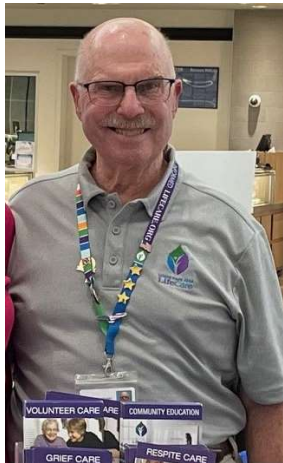


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## Volunteer Recruitment

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](mailto:Volunteer.Department@LifeCare.org) or have them complete an application on our website by sharing the QR code.



This past quarter, we had six current volunteers receive Gold Stars for bringing in seven new volunteers! A big thanks to **Mary Jo Conlogue, Mike Hamby, Chuck Josephson, Mike Kenny, Susan Queen, and Kathleen Rankhorn** for their referrals and a special congratulations to Chuck Josephson (pictured here at the recent WWAY health fair at Independence Mall) for winning this quarter's gift basket...I mean bucket!

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## Volunteer Needs

### **Front Desk Greeter**

SECU Hospice House of Brunswick - Bolivia

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-47017430-bccfront#/>

Dr. Robert M. Fales Hospice Pavilion - Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-47018430-hccfront#/>

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>

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## **Long Bay Threshold Singers**

We sing softly in small groups at the bedside of hospice patients on the Grand Strand (SC) and southern Brunswick County (NC)

Interested singers call 843.254.7407 or email [LongBay@ThresholdChoir.org](mailto:LongBay@ThresholdChoir.org)

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## **Volunteer Monthly Education**

**Excerpts from: *Managing Stress for Hospice Professionals***

By Helen Fitzgerald, CT

<https://americanhospice.org>

People drawn to hospice work have an abundance of caring concern for those they serve. Boundaries may be hard to set when responding to a request from a patient or a patient's family: "Of course, I can make that middle of night trip out to their home to comfort and assist," or "One more stop on my way home can't make that much difference." Hospice workers are faced with the pressure to sacrifice their own well being for their patient's needs. The love and caring that make hospice workers so special can also serve as a major source of stress in their lives.

Because compassionate care giving is an essential component in hospice care, the hospice worker has a unique challenge of coping with loss on a regular basis. It is fully expected that every hospice patient will die and leave behind a grieving family. Providing hospice care requires staff and volunteers to become an intimate part of their patients' lives. Sharing one's dying, making the remaining time meaningful, providing care for the entire family, and giving so much of oneself is an immense undertaking.

In the midst of intimate and intense caregiving, hospice workers often forget to take care

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of themselves. In order to continue doing this wonderful work, attending to oneself is crucial. It is not enough to take vacations. It is essential to have a lifestyle that incorporates manageable stress-reducing techniques. This article suggests a variety of ways this can be accomplished.

## **Saying Goodbye**

Life is full of beginnings and endings, hellos and goodbyes. It is easy to say hello, portending a pleasant beginning that is filled with hope for a special relationship. Conversely, saying goodbye is hard. It implies loss inevitably followed by grief. In hospice work, it is essential to say goodbye properly. Indeed, part of hospice work is to teach others how to say goodbye forever. The importance of saying goodbye lies in the closure of one relationship to welcome the next. Hospice workers regularly say hello to new patients, knowing a goodbye will soon follow. These workers must have several avenues through which to say goodbye.

Some people rely on funeral or memorial services to find emotional and spiritual solace. At these services, there are many ways one can actively say goodbye. It may help to recollect a meaningful story or read a poem that celebrates the life of the person who has died. Giving the grieving family a yellow flower often symbolizes peace for the deceased and hope for those left behind. Another way of saying goodbye is through an exchange of small gifts such as a photo, plant, book, or some other small item. Remember, gifts can also be intangible and they do not need to be expensive.

One of the best gifts for dying patients is reassuring them that they will be fondly remembered. When my father was dying, I realized that I had not said “goodbye” to him yet, so I went to visit him. During that visit we talked about our life together: our horseback riding days and square dancing on our horses. I recounted the important things he taught me, which I passed on to my children who are now teaching their children. When I left him, I had a lasting feeling of peace.

## **Allowing Grief**

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In hospice work it is especially important to acknowledge and appreciate one's own grief. Since hospice workers often become like a part of the patient's family, their grief can be personal. Just as the family needs to mourn, so do hospice workers or their capacity to mourn can be compromised over time.

Keeping a journal can help in allowing grief. Journaling allows free expression of feelings and confidential documentation about patients and their families. It is also an opportunity for creating a diary to share with others later on. Other forms of free expression of grief can be through sculpture, painting, drawing, and music.

### **Tending to Basic Health Needs**

Rest, exercise, and proper nourishment are three top priorities for a healthy life. For hospice workers sufficient rest can be challenging, because the work requires a lot of emotionally charged time with patients. Short naps during the day may help the lack of wholesome sleep and self-hypnosis techniques are effective when personal time is scarce.

Exercise programs have a way of disappearing when schedules get busy, yet vigorous activity is one of the best ways to reduce tension and manage stress. It is important to find one or more activities that are enjoyable and easy. Walking is one of the best exercises; it can provide time to think, reflect, discharge anger, and make plans.

### **Relaxing**

Relaxation is very personal, so there are countless suggestions for ways to relax. One activity that people commonly find relaxing is reading a light book. When reading for relaxation, it is important to avoid books on hospice work, death, and dying. Meditation, walks, hobbies, sports, and quality time with family and friends all provide wonderful opportunities for relaxation.

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### **Attending In-House Meetings (support meetings)**

Attending regular in-house meetings or debriefing sessions are a must. These meetings offer an opportunity to talk about the day's problems with people who share common experiences. In very tough times, it helps to have at least one trustworthy co-worker with whom to share personal feeling.

### **Minding Personal Stress**

When work-related problems hit too close to home, the stress can be overwhelming. For example, a hospice worker may be asked to serve a family with a mother dying of cancer when his/her own mother is gravely ill. If taking on this patient may add substantially to the normal stress level, alternatives should be considered. Perhaps someone else can take on the case. Failing to manage these stressful situations before they become overwhelming can cause burnout. When burnout happens, both the hospice and the hospice worker lose. Hospice workers can help each other by volunteering to take cases that may be unduly stressful for co-workers with family crises.

### **Doing Something Nice For Yourself**

We are often too generous in taking care of others and forget to add our own name to the list of people who need attention. A bath with candles and soft music or a massage may be a lovely treat. Some might relish a leisurely trip to the bookstore to sip coffee and skim through a book. It is important to treat yourself.

### **In Sum**

Developing basic, good mental and physical health care should become a daily routine. Practicing good stress management is easy and does not require a lot of effort or expense. Permission to take care of oneself is the first rewarding step that will prove invaluable throughout life. There is no better time to start than now!

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For hospice workers, there is an additional challenge of working with dying and grieving people on a daily basis while maintaining this good mental and physical health. Remaining calm and collected is essential in order to respond to such a demanding job. Maintaining good health is a gift to the patients and families, because they need to learn how to manage their own stress in a time of crisis. Hospice workers can serve as a good example of effective stress management!

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## Volunteer Spotlights



Thanks to the volunteers who came out and helped us honor the legacy of Martin Luther King, Jr. We had an awesome time walking in the Wilmington parade and handing our flyers with volunteer opportunities. We even had warm weather!



It is with heartfelt appreciation that we say farewell to Mr. Al Phillips, who has officially "retired" as a LCFL volunteer. Al has faithfully served our organization and our Columbus County patients and families for over 20 years! Al (and his dog Trevor) look forward to spending more time with his grandchildren. Godspeed Al!



Thanks to all the volunteers who came out to our January support meetings. We had such a fun time seeing your smiling faces, talking about bucket lists, and kicking off a brand new year together! Here's to a fabulous LCFL 2024!!!

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## 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 February support meetings (virtual), launch parties (in-person), community and educational events, staff office hours, and new volunteer orientations. Whew...we have a lot going on!

# February 2024

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 WILMINGTON Office: Jenny Todd WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter PENDER Orientation: 10:00 AM	2	3 Horry Health Fair (Coastal Grand Mall) 8:30 AM – 2:00 PM BRUNSWICK Orientation (Shalotte): 3:00 PM
5 PENDER Office: Marti Deeter	6	7	8 WHITEVILLE Care Center: Laura Long WILMINGTON Office: Jenny Todd PENDER Office: Marti Deeter	9 HORRY Office: Jenny Todd Understanding Alzheimer's & Dementia Event Jacksonville: 10-11:30 am Pender: 2-3:30 pm	10
12 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM PENDER Office: Marti Deeter BRUNSWICK Orientation: 1:00 PM	13	14 	15 WHITEVILLE Care Center: Laura Long NEW HANOVER Orientation: 1:00 PM	16 HORRY Office: Jenny Todd	17
19 PENDER Office: Marti Deeter	20	21 HORRY Orientation: 10:00 AM	22 WILMINGTON Office: Jenny Todd WHITEVILLE Care Center: Laura Long PENDER Office: Marti Deeter	23	24 Volunteer Recruitment Event (American Legion Post 186) 10:00 AM
26 PENDER Office: Marti Deeter	27	28 LAUNCH PARTY COLUMBUS 10:00 AM	29 LAUNCH PARTY BRUNSWICK 10:00 AM NEW HANOVER 2:00 PM		

**GET YOUR CONTINUING EDUCATION HOURS VIA ZOOM!  
ZOOM CALLS FOR ALL VOLUNTEERS**

Monthly volunteer meetings via Zoom call. Choose either of the TWO listed 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 Events

In addition to the items listed above, please check out the following agency and community events.

### DEMENTIA EDUCATION

Volunteers are invited and encouraged to attend a special dementia training by the renowned, **Melanie Bunn**. Her presentation is really helpful to those volunteers who serve dementia patients and their families. Please join us if you can.



#### Session option 1

Friday, February 9, 10:00-11:30am

Marine Federal Credit Union

4180 Western Boulevard, Jacksonville

#### Session option 2

Friday, February 9, 2:00-3:30pm

Holy Trinity Episcopal Church

107 Deerfield Road, Hampstead

Contact Jason Clamme  
with questions or if you  
would like to register:

[Jason.Clamme@LifeCare.org](mailto:Jason.Clamme@LifeCare.org)

or 910.796.7943.

### CAREGIVER ACADEMY

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The LifeCare Memory Partners program, in collaboration with the Area Agency on Aging and the Alzheimer's Association, is excited to present, ***Caregiver Stress: Tips for Taking Care of Yourself***, an educational session for caregivers of people living with Alzheimer's disease or other related dementias. If you or someone you know is interested in attending either of the Caregiver Academy offerings to the right, please call Kandace Gray at 910.274.0343 or email [kgray@capefearcog.org](mailto:kgray@capefearcog.org).

Thursday, February 8

Whiteville UMC  
902 Pinckney Street  
Whiteville, NC  
1:00-2:00p.m.

Monday, February 12

Pender Adult Services  
901 S Walker Street  
Burgaw, NC  
10:00-11:00a.m.

## COMMUNITY AWARENESS EVENT



LCFL presents, "Navigating Health Care Options when Faced with a Serious Illness" on Monday, February 19, at 6:00pm at First Baptist Missionary Baptist Church in Riegelwood. Volunteers are encouraged to share this educational opportunity with anyone interested in learning more about LCFL, our spectrum of services, volunteerism, or

advance care planning. The event is free of charge and open to the public (refreshments will also be served!) Contact Jason Clamme for more information.

## **WELCOME HOME VIETNAM VETERANS**

As part of our We Honor Veterans program, LCFL will honor National Vietnam Veterans Day by hosting a special recognition dinner on Thursday, March 28, at 6:00pm, at the Odell Williamson Auditorium on the campus of Brunswick Community College. The event will feature a catered meal by Mission BBQ, as well as a short program, and is open to all Vietnam-era Veterans (and a guest). Contact Laura Long for more information or to register.



## **VOLUNTEER RECRUITMENT LUNCHEON**

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Save the Date: The Volunteer Department is excited about a new event we're planning. On Friday, April 26, we will be hosting **Bloomfest 2024**...a community luncheon to recruit volunteers in Columbus, Bladen, and Robeson counties. The event will be in Whiteville and will feature a cool "floral" presentation. More details to come...but keep this in mind if you know of potential volunteers in those areas.

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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.



LOWER CAPE FEAR  
**LifeCare**

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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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