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**May, 2024**

[www.LifeCareVolunteers.org](http://www.LifeCareVolunteers.org)



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## May, 2024

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### A QUICK REMINDER TO START....

Do you know any RNs, NPs, or CNAs that are seeking a meaningful career in patient care? Our hospice teams are expanding and we're searching for dedicated team members in Bladen, Columbus, New Hanover, and Horry counties. Please share the fact that we offer amazing benefits like generous time off, retirement matching, tuition reimbursement, and more! If you

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know of a potential staff member, point them to [LifeCareCareers.org](http://LifeCareCareers.org) to learn more and apply.

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## Volunteer Announcements

### 1. In case you missed it...

We had a fabulous time celebrating Volunteer Appreciation Week with YOU at our meetings in April! If you were unable to attend any of the six (yes, SIX) events, here's a quick re-cap:



- Welcome, Robbie! We introduced our newest team member, Robbie Fore, to the group. Robbie will be covering both volunteer management and community outreach for Columbus, Bladen and Robeson counties.
  - We also welcomed various members of the LCFL Foundation to speak about their new three-year fundraising campaign.
  - We asked for YOUR input in the Volunteer Engagement Survey as we'd like to hear how we're doing (see announcement #2).
  - New Badge Stickers are here! The latest version still has the QR code to record volunteer activity electronically, but also has our new website address [www.LifeCareVolunteers.org](http://www.LifeCareVolunteers.org)
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- Speaking of the new website, we encouraged everyone to check it out (and got some great feedback on this latest resource for our volunteers!)
- We gave away a lot of swag – jar openers, car stickers, notebooks and badge/tablet stickers! Want some? Just ask your volunteer coordinator next time you see them!
- We recognized and presented awards for several volunteers – check out this list of Morgan Award winners, and be sure to congratulate your fellow volunteers:

John Bennett (NH)  
Anthony Braxton (HO)  
Marc Chelala (NH)  
Dan Fortini (BR)  
Mike Fulp (BR)  
Michael George (NH)

Mike Hamby (NH)  
Lee Humphrey (ON)  
Kate Landon (BR)  
Claire McNaught (BR)  
Kurt Reynolds (BR)  
Trish Todaro (PE)

## 2. Engagement survey

As part of the revitalization of our volunteer department, we'd like to hear from you as to how we're doing. So, we've created a short volunteer engagement survey to serve as a tool for you to express your level of satisfaction, but also any ideas you have for improvement. You may use the QR here to access the survey, which should only take 10 minutes or so to complete.



The survey does have some open-text questions, so it might be easier to complete on a computer, using this [link](#). Thanks in advance for your input and commitment to our department and agency!

### 3. May support meetings

We're back to Zoom meetings this month. Please join us online for one of the following sessions.

Zoom meeting login information

<https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqlPCB7TCdjQ8.1>

Meeting ID: 294 719 8640  
Passcode: Volunteer  
Phone only: 646.931.3860

**Zoom call option #:**

Monday, May 13  
10:00a.m.

**Zoom call option #:**

Monday, May 13  
6:00p.m.

### 4. Meeting scheduled - Wilmington Care Center front desk

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If you happen to be a volunteer at the front desk at the Hospice Care Center in Wilmington, we would like to invite you to a special meeting on **Thursday, May 2, at 2:00pm**, in the front conference room at HCC. We will be addressing some recent scheduling challenges as well as some new ways for you to document your time. We hope you are able to join us...please contact Jenny Todd with any questions.

Addendum to last month's announcement: If you are unable to make this meeting, we've scheduled an additional opportunity on **Wednesday, May 22, at 9:00am**. Hopefully, you are able to join us at one of the two sessions.

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

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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.

A HUGE thank you to the following volunteers for providing referrals for new volunteers last quarter!

Tom Bednarczyk (2)

Carrie Bogart

Iris Caines

Mary Curtis

Dan Fortini (2)

Flo Phlaster



**And congratulations to Flo Phlaster for winning this quarter's volunteer referral drawing. Flo will be receiving her prize basket very soon!**



**Volunteer Needs**

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## **Front Desk Greeter**

SECU Hospice House of Brunswick - Bolivia

[https://www.signupgenius.com/go/70A0844ABAE29A5F49-47017430-bccfront#/  
/](https://www.signupgenius.com/go/70A0844ABAE29A5F49-47017430-bccfront#/)

Dr. Robert M. Fales Hospice Pavilion - Wilmington

[https://www.signupgenius.com/go/70A0844ABAE29A5F49-47018430-hccfront#/  
/](https://www.signupgenius.com/go/70A0844ABAE29A5F49-47018430-hccfront#/)

Angel House - Whiteville

[https://www.signupgenius.com/go/70A0844ABAE29A5F49-45523170-wccfront#/  
/](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#/  
/](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#/  
/](https://www.signupgenius.com/go/70A0844ABAE29A5F49-corporate1#/)

**We are in need of volunteers interested in working at one of our Care Centers as a front desk volunteer.** In an effort to streamline scheduling, we are looking to create a calendar of recurring shifts, so volunteers are assigned and know their work schedule every week/month. Please contact us if you are interested in taking a weekly shift (or sharing a shift with another volunteer!)

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## **Volunteer Monthly Education**

## EMERGENCY PREPAREDNESS

**It won't be long till Hurricane Season is upon us...  
and all the prognosticators are predicting a VERY active season,  
so it is never too early to "be prepared!"**

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 & 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.
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- \* 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.

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## **Volunteer Spotlights**

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Be inspired by the remarkable duo of volunteers, James and Delorise Hansley, as we honor them for being named 2024 Volunteers of the Year by the Association for Home & Hospice Care of NC. Their selfless dedication and unwavering commitment to serving our community is truly deserving of recognition.

For many years, James and Delorise have been essential members of our LCFL team, greeting visitors and providing invaluable support to families at the Care Center in Wilmington. Their warm smiles and love-filled hearts create an atmosphere of comfort and compassion for all who enter our facility. Despite the tragic loss of their only son eight years ago, they honor his memory and legacy by hosting a Thanksgiving feast for patients and families at HCC each year.



Join us in celebrating the remarkable caregiving journey of Mark Wilde-Ramsing, named the 2024 Caregiver of the Year by the Association for Home and Hospice Care of NC.

For over a decade, Mark devoted himself to caring for his wife, who was battling Alzheimer's disease until her recent passing while under hospice care. His unwavering dedication and love had a profound impact on his wife's quality of life, and it didn't go unnoticed by our team.



We are deeply touched and moved by the immense love and thoughtfulness displayed by Mark towards his wife. We are also extremely fortunate that Mark has decided to join our volunteer team to help others through their caregiving and hospice journeys.



We've highlighted the Blue Boys a number of times in the past for their unwavering devotion to our We Honor Veterans program and the Veterans under our care. However, last month, they surprised and impressed us once again, by SINGING the National

Anthem at our highly successful Welcome Home Vietnam Veteran event.  
Is there anything these wonderful volunteers can't do?



A big thank you to Columbus volunteer, Suzette Evatt, for speaking at our recent Bloomfest event. Suzette was a wonderful representative of what it means to be a hospice advocate and community volunteer!

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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, you can submit hours on the new website, [LifeCareVolunteers.org](https://www.LifeCareVolunteers.org). It is a one-stop shop for everything LCFL volunteering!**



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## Volunteer Calendar

Check out the calendar below for May support meetings (Zoom), community and educational events, staff office hours, and new volunteer orientations.

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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 PENDER Office: Marli Deeter HCC Front Desk Meeting - 2:00 PM	3 HORRY Office: Jenny Todd	4
6	7	8 HORRY Office: Jenny Todd	9 PENDER Office: Marli Deeter COLUMBUS Orientation: 1:00 PM	10	11
13 ZOOM CALL (1): 10:00 AM ZOOM CALL (2): 6:00 PM PENDER Office: Marli Deeter BRUNSWICK Orientation: 10:00 AM	14 ONSLow Office: Marli Deeter ONSLow Orientation: 10:00 AM HORRY Office: Jenny Todd	15 HORRY Orientation: 10:00 AM	16 WILMINGTON Office: Robble Fore NEW HANOVER Orientation: 1:00 PM	17	18 COLUMBUS BOUNTIFUL LIFE TILE CEREMONY 10:00 AM
20 PENDER Office: Marli Deeter HORRY Office: Jenny Todd	21	22 HCC Front Desk Meeting - 9:00 AM	23	24	25
27	28	29	30	31 HORRY Office: Jenny Todd	

**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.

Visit [www.LifeCareVolunteers.org](http://www.LifeCareVolunteers.org) or 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.

Marli Deeter (910) 902-9908  
Home Office: Wilmington  
Robble Fore (910) 604-1052  
Home Office: Columbus  
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.

## TRIBUTE CEREMONIES



Loved ones and friends are invited to join us at a Celebration of Life tribute ceremony. At these bi-annual events, LCFL recognizes and remembers patients, supporters, and loved ones receiving special dedications. In our beautiful facilities and gardens, each name helps create patterns, put together to create meaningful designs that live on beyond us. To sign up to volunteer, use the links below.



### Saturday, May 18

Bountiful Life Ceremony, Whiteville Care Center, 10:00-11:00am

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-48356177-whiteville>

## **A THRIFTY FASHION SHOW**

To celebrate Older Americans Month (May), the Topsail Senior Center and LCFL are partnering together on an event – a fun Luncheon Fashion Show! The event is on Tuesday, May 21 at the Topsail Senior Center from 10:30 am – noon. Tea and sandwiches will be served, and then a fashion show will begin...but with a twist!



**We are looking for a handful of volunteers to be fashion show participants to supplement their staff and seniors!**

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As a fashion show participant, you are allowed to spend \$15 at a thrift shop for your outfit (this doesn't include undergarments or shoes). You can dress either crazy tacky or tasteful, or even pick someone to dress as. During your runway debut, you will tell where you bought your clothes and your thoughts on why you chose this theme.

Interested? Contact Shannon Jordan at [Shannon.Jordan@LifeCare.com](mailto:Shannon.Jordan@LifeCare.com) or Marti Deeter at [Marti.Deeter@LifeCare.com](mailto:Marti.Deeter@LifeCare.com).

## DEMENTIA EDUCATION



LCFL is excited to have Melanie Bunn, expert dementia trainer, back to our region to offer a couple community sessions in Brunswick County (probably in the Leland and Shallotte areas). If interested in attending, go ahead and mark your calendars now for Tuesday, June 11 (actual times and locations will be shared next month).

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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

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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.



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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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