



August 2024

www.LifeCareVolunteers.org



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In This Edition:

- [Volunteer Announcements](#)
- [Volunteer Recruitment](#)
- [Volunteers Needs](#)
- [Volunteer Monthly Education](#)
- [Volunteer Spotlights](#)
- [Volunteer Documentation](#)
- [Other Events](#)
- [Keep Us Informed!](#)

A QUICK ANNOUNCEMENT TO START....

Congratulations to our own Katie Tate, Director of the LCFL Foundation, on being named to the Wilmington Chamber of Commerce's 40 Under 40 list! The award honors individuals under the age of 40 who exemplify leadership, innovation, and service to our region. We are so proud of Katie and her commitment to supporting our mission through philanthropy and charitable giving!

Volunteer Announcements

1. Introducing our newest team member

The Volunteer Department is excited to introduce our newest team member, **Stacey Stewart**, Community Engagement Coordinator (and volunteer coordinator) for Brunswick County. Stacey comes to us with a wealth of background and experience and we can't wait for you all to get to know her, as she works to build on the tremendous community outreach and volunteer engagement impacts we've had in Brunswick County. She will be completing her agency, department, and position orientations in the next couple weeks.



Meet and Greet

Monday, August 19

10:00a.m.

Brunswick Care Center

All volunteers will be introduced to Stacey on this month's Zoom calls, but we'd like to invite Brunswick volunteers to a special in-person meet and greet opportunity. Please join us for some food and fellowship, as we look forward to a bright future with Stacey on board!

2. July support meeting recap

If you were unable to join us for the in-person meetings last month, you were certainly missed. We chatted about some process challenges (highlighted below in a separate announcement), presented awards (also highlighted below), and simply enjoyed the chance to have time together. However, the highlight of the meetings was a presentation by volunteer, Randy Cook, who shared ways volunteers can incorporate artificial intelligence (AI) into their care for patients and families.

Randy explained how he uses online programs, like Chatgpt and Suno, to create stories, poems, and even songs to enjoy with his patients. He also showed us beautiful videos on YouTube and Tiktok that are created by AI, but amazingly realistic. Randy's presentation was so well-received, we are discussing the idea of having a dedicated AI workshop for anyone wanting a deeper dive into the possibilities...stay tuned!



openai.com/chatgpt
suno.com
[YouTube.com](https://www.youtube.com)
[TikTok.com](https://www.tiktok.com)

3. August 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, August 12
10:00a.m.

Zoom call option #:

Monday, August 12
6:00p.m.

4. Process and documentation updates



At last month's support meetings, we shared a number of updates and needs related to volunteer activity and documentation, especially as it relates to home visits. Here is a summary of that discussion...

- Volunteers are seen as part of the care team and consequently bound by the same regulations as our clinical staff.
- As a member of a patient's care team, volunteers are required to perform 1-4 visits per month. This is based on a calendar month, so volunteers must document activity before the end of each month.
- If it's not documented...it didn't happen!
- If a volunteer isn't able to perform at least one visit in a month, please communicate that to the assigned social worker or volunteer coordinator. The care plan may need to be updated.
- Telephone calls can be logged as well. This will, at minimum, show that contact has been made each month.
- A good strategy is to suggest a meeting time, rather than wait on the patient/family to determine when/if they need a volunteer. (They might never call you!)

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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 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: **Lacey Kingston, Pat Hayes & Stephanie Smith!**



And congratulations to **Lacey Kingston** for winning this quarter's volunteer referral drawing. As a pet therapy volunteer, Lacey will be receiving a gift card to Chewy, and online pet store (which we know her partner, Talah, will appreciate!). Thanks, Lacey, for sharing LCFL volunteer opportunities with others!



Volunteer Needs

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#/)

Tile Installation Ceremonies

We are in need of volunteers interested in working at our fall memorial ceremonies. Volunteers will greet visitors, assist with parking, hand out programs, and monitor food tables. If interested, please sign up at the links below (slots are limited, so don't wait).

Brunswick Impressions, September 21

[https://www.signupgenius.com/go/70A0844ABAE29A5F49-50483041-brunswick#/
/](https://www.signupgenius.com/go/70A0844ABAE29A5F49-50483041-brunswick#/)

New Hanover Continuum, October 5

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-50483229-newhanover>

Horry Seasons, October 19

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-50483363-horry>

Volunteer Monthly Education

PAIN MANAGEMENT

Effective pain management is one of the foundational tenets of hospice care. It is the responsibility of every team member to monitor and address pain and symptoms of our patients. Even though volunteers don't provide hands-on pain management, it is still advantageous to have a basic understanding of the process, including:

Some basic definitions

Pain is an unpleasant sensory and emotional experience associated with actual or potential tissue damage. Pain is subjective and is "whatever the patient says it is and exists whenever he/she says it does."

Pain is influenced by an individual's previous experience of pain, psycho-social factors, and ways the brain interprets the messages it receives.

Acute pain is usually caused by something specific and is usually reversible.

Whereas, **chronic pain** has no clear cause and may be long-term.

Breakthrough pain occurs when pain overcomes the effects of a pain regimen.

Negative effects of uncontrolled pain

In addition to the mere discomfort of uncontrolled pain, there are often a number of other

physical effects, including a decrease in functional ability, a weakened immune response, an onset of insomnia, or increased nausea. Furthermore, uncontrolled pain can have emotional effects like loss of self esteem, depression, fear, anxiety, spiritual doubt, hopelessness, and isolation.

Assessing pain

Even though volunteers do not provide clinical services to our patients, they can still be an extra set of eyes/ears to better address their pain needs.

One tool all team members can utilize is a 0-10 Pain Scale.

Ask the patient to rate their pain on that scale and then ask what would be an acceptable number they would like to get to. If there is a significant difference in those numbers, please notify a LCFL team member.

Patient and family barriers

It is important to note that there can be a number of barriers to effective pain management that the care team may need to address, such as:

- The patient may believe that pain is inevitable at end of life, so there is nothing that can be done.

- The patient may not want to be seen as a complainer or as a bother.
 - The patient may feel like pain makes you stronger. Suffering can be interpreted as a badge of honor.

- The patient and family may have fears of addiction to pain medications.

- The patient and family may fear that pain medications will hasten death.

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Volunteer Spotlights



So this happened last month...**Bev Case**, New Hanover County volunteer and retired nurse, received her first hospice patient assignment and was present when that patient passed. She was able to support the family until the hospice nurse arrived, giving out a number of hugs. The family was so grateful, she was even recognized in the patient's obituary.

Thanks, Bev, for making a real difference to this family.



On behalf of the agency, as well as all the volunteers across our service area, we'd like to thank **Randy Cook** for taking his time to present at a number of our county meetings last month. It is safe to say that the AI resources he shared were wholeheartedly appreciated by those volunteers that attended.



Team members and four generations of family members joined to honor hospice patient Richard "Earl" Benton with a Veteran Pinning Ceremony at his home in Columbus County. Thanks to Vet-to-Vet volunteers, **Ebony Swinson** and **Dutch Dine**, for performing the ceremony. Mr. Benton served in the US Navy, US Marine Corps and ultimately retired from service in the US Air Force. In addition to the ceremony, those gathered shared a time of fellowship and friendship while enjoying refreshments complete with a patriotic setting.



Congratulations to LCFL volunteers, **Cass Doran**, **Mary Greene**, **Fran Pasqual**, and **Kay Robinson**, for winning this past quarter's Morgan Awards. The Morgan Awards, presented to both staff and volunteers, honor our first patient, Sandy Morgan (pictured here) and signify achievements that go above and beyond. Congratulations to Cass, Mary, Fran, and Kay and thank you each for all you do!



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. It is a one-stop shop for everything LCFL volunteering!



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Other Events

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

BLOOD DRIVE

Lower Cape Fear LifeCare will be partnering with the Red Cross to host a blood drive at our corporate office (1414 Physicians Drive, Wilmington) on **TUESDAY, AUGUST 13TH** from 12-4pm. We hope that you are able to join us and give the gift of life-saving blood! The event is also open to the public, so feel free to invite anyone (friends, family, colleagues) you feel would like to participate.



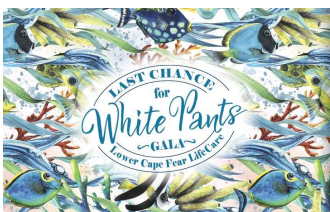
Blood Drive
Lower Cape Fear LifeCare
Held in the Conference Room
1414 Physicians Dr
Wilmington, NC 28401
Tuesday, August 13, 2024
12:00 p.m. to 4:00 p.m.



If you are eligible to donate and able to participate, please use the following link to register.

<https://www.redcrossblood.org/give.html/drive-results?zipSponsor=lifecare>

LAST CHANCE FOR WHITE PANTS



Join Lower Cape Fear LifeCare for its largest fundraiser of the year and the Cape Fear area's favorite end-of-summer celebration, Last Chance for White Pants Gala! Enjoy delicious food (catering by Middle of the Island) and drink, while dancing the night away to the Atlanta-based, high-energy party band Block Party Experience. Bid on fabulous prizes in the gala's online auction and enter to win some rare bourbon.

Wear your white attire to show your support for ensuring people and families in our community living with serious and life-limiting illnesses receive the care and

support they need, regardless of their ability to pay.

For information, tickets, auction and raffle, go to WhitePants.org.

DYING WITH DIGNITY PANEL DISCUSSION

A panel discussion on what it means to "die with dignity" and the possibility of "end-of-life-option" laws in North Carolina will be an unbiased, balanced discussion of all the issues including medical, religious, ethical, and legal/legislative perspectives. The keynote speaker is Barbara Mancini, RN, who has dealt with these issues and was profiled on CBS' 60 Minutes.



This free event is sponsored and hosted by the Davis Community and will occur on Thursday, August 29, from 2-5p.m. For more information or to register, visit:

<https://www.ticketleap.events/tickets/dwdilm/dying-with-dignity-panel-discussion-sponsorships>

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 note this email passes through our security software and you may get a warning notification with any associated links. It is safe to ignore these messages and continue.

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