



September 2024

www.LifeCareVolunteers.org



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A QUICK ANNOUNCEMENT TO START....

Congratulations to our own Jason Clamme, Director of Community Engagement, for being named the 2024 Leadership Wilmington Alumnus of the Year. The award, sponsored by the Greater Wilmington Chamber and named in memory of Karl Davis, honors individuals who contribute significantly to the enhancement of

their community through inspirational and visionary leadership.

Volunteer Announcements

1. Introducing our newest team member

We've done it again...we've added another wonderful person to our team! The department is so excited to welcome **Abby Berjansky**, the newest Community Engagement Coordinator (and volunteer coordinator), serving Horry County. Abby comes to us with a wealth of experience and has already hit the ground running. We can't wait for you all to get to know her, as she works to enhance our programs and services in South Carolina!



All volunteers will be introduced to Abby on this month's Zoom calls, but our Horry County volunteers can look to personally hear from Abby very soon (if you haven't already).

2. August support meeting recap

We had a great turnout on our Zoom calls last month - 75 of you joined in as we shared some information and updates. If you happened to miss the call, here is what you missed....

- * We discussed the importance of documentation and communication when volunteers are assigned to home patients.
- * We addressed a number of questions and issues, including technical difficulties, process improvements, and possible action items.
- * We shared information about upcoming events including White Pants, community education events, and our agency blood drive.



- * We learned about a book, "A Beautiful Life: The Little Things That Help Grieving Families," by Stedman Stevens (a NC author). LCFL is actually mentioned by name in the book.
- * But maybe most importantly, we introduced our newest (at the time) team member, Stacey Stewart, Community Engagement Coordinator for Brunswick County!

3. September support meetings

We're keeping with 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, September
10:00a.m.

Zoom call option #:

Monday, September
6:00p.m.

4. Engagement Survey



Thanks again to all the volunteers who participated in the engagement survey a few month's back. Your insights have been invaluable to us as we continue to strive to make your experience as good as it can be. Here is an update to one of the comments submitted:

Volunteer comment: *We are told that we are an integral part of the treatment team but I have only had contact with volunteer coordinators (which has been great). However, care team members never reach out and I never receive feedback about the volunteer notes. We often see the patient and family more than anyone else on the team yet are not consulted. It's hard to think of us as part of the team.*

Response: This is a very good point. You, as volunteers, often have valuable insights and information that would be important for other team members to know. For more urgent items and concerns, please feel free to reach out to the patient's social worker directly. As for written contact notes...since you do not typically participate in the interdisciplinary team meetings, our department enters them in the patient record for team members to see. However, a better process/procedure needs to be in place to assure that communication happens for everyone in a timely manner. The agency has started a Performance Improvement Project (PIP) to address this very topic. Be on the lookout for some updates in the coming weeks as we work through the details and logistics.

**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 using the QR code.



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>

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>

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

EMERGENCY PREPAREDNESS

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 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 and communications during any disaster and are NOT to jeopardize their own safety to provide 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.

 - * 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



Congratulations to Onslow County volunteer, **Barabara Springer**, for winning a 2024 Governor's Award! The award is the highest honor for volunteer service in NC and will be formally presented to her in October.

We are very proud of Barbara and our other Governor's Award winners!



A big thanks to all the volunteers who either attended or helped with the Last Chance for White Pants gala at the Hangar in Wilmington. It was a wonderful evening of food, dancing, and fund raising. The annual event is a big supporter of our mission and we couldn't make it happen without our organizational and community volunteers!



We recently participated in the Defeat Poverty Health and Resource Fair hosted by Eastern Carolina Human Services Agency in Jacksonville. Much appreciation goes out to our incredible volunteers **Melodie Wooten** and **Lee Humphrey** who helped share information about our services and programs with those in attendance. Thanks for being such great representatives for LCFL!



Fairy Godmothers aren't the only ones who can grant wishes. LCFL is pretty good at it too. Last month, our team fulfilled a wish of one of our hospice care center patients who wanted a Disney Princess to stop by and read some stories. Not only did Snow White stop by for a visit, but she brought Prince Charming, the Seven Dwarfs, and the Wicked Witch too. We just loves making patients' wishes come true!



Though technically not volunteers, we still wanted to give a shout out to some recent visitors from Taiwan! The group of nursing students and advisors asked to stop by and learn more about hospice care and our inpatient unit. We so enjoyed getting to spend time with them and hope they had a wonderful trip to our area.

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 use the new website, [LifeCareVolunteers.org](https://www.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.

CARING FOR THE CAREGIVER

As the first part of a three-session series on Understanding Alzheimer's and Other Dementias, LifeCare Memory Partners invites you to "Caring for the Caregiver." Presented by our own Nurse Educator, Kelly Cahill, the workshop will provide strategies to help avoid burnout as well as ways we can all support those currently caregiving.



Tuesday, September 17, 2024

1:00p.m. - 2:30p.m.

**St. James Community Center
4136 Southport-Supply Road SE**

The event is free of charge and open to the public, however seating is limited, so please RSVP to Jason Clamme at either Jason.Clamme@LifeCare.org or 910-796-7943.

TRIBUTE CEREMONIES

Saturday, September 21

Impressions Ceremony

Brunswick Care Center

10:00-11:00a.m.

Saturday, October 5

Continuum Ceremony

Wilmington Garden

10:00-11:00a.m.

Saturday, October 19

Seasons Ceremony

Conway, SC office

10:00-11:00a.m.

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.

If you would like to volunteer at one of these events, please see the links above.

WALK TO END ALZHEIMER'S

LCFL will be supporting our community partner, the Alzheimer's Association of Eastern NC, at their annual Walk to End Alzheimer's event in Jacksonville. The event will be at 10:00 a.m. at the Jacksonville Commons Recreation Complex on Saturday, September 28.



If you are free that morning and would like to join in the festivities, just let Jason Clamme know at Jason.Clamme@LifeCare.org and he can provide details.

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.



LOWER CAPE FEAR
LifeCare

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