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October 2024

www.LifeCareVolunteers.org



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A QUICK ANNOUNCEMENT TO
START....

Congratulations to our own **Laura Long**, coordinator of our LCFL Veteran programs, as well as some of our loyal Veteran volunteers for being featured on a national We

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Honor Veterans promotional video. We are so proud of your work and dedication to our Veteran patients and are excited others are also recognizing it! Check out the Youtube video [here](#).

Volunteer Announcements

1. Introducing our newest team member

The Volunteer Department is extremely excited to announce that we have been blessed with yet another addition to our team and department. Serving Pender and Onslow counties, **Michele Bennett** has started as Community Engagement (and volunteer) Coordinator! We can't wait for you all to get to know her, as she works to enhance our programs and services in our northernmost counties.



This should be the last of the additions, so if you are keeping score, here is your LCFL volunteer coordination team:

Jason Clamme - Director of Community Engagement
Michele Bennett - Pender and Onslow Counties
Abby Berjansky - Horry and all South Carolina counties
Robbie Cribb - Columbus, Bladen, and Robeson Counties
Marti Deeter - New Hanover County
Stacey Stewart - Brunswick County
Laura Long (Veterans/programs) - All counties

2. Zoom call minutes

Another great turnout on our Zoom calls last month - 58 of you joined in as we shared some information and updates. If you happened to miss the call, here is what we covered....

- * We introduced our newest team member (at the time), Abby Berjansky, who is covering Horry County and our South Carolina service area.
- * We shared information about upcoming events including tile ceremonies, a Caring for the Caregiver community workshop, and a couple community events LCFL is partnering in (see related announcements below).



- * We discussed a number of questions/topics, including pet therapy certification options, disbursing "blue books" to volunteers who want them, Meals of Love updates, and coordinating a volunteer-specific dementia education event (in
-

person or online) in the near future.

* And as always, we encouraged volunteers to continue to stay current in their activities and documentation.

* A great time was had by all. Hope to see you in person in October.

3. October support meetings

Please note that we will be **in person** this month for our support meetings and that a few of the dates/times are changed (for this month only). Come join us as a member of our Senior Leadership team will be sharing a "State-of-the Agency" presentation as well as some of our strategic plans and goals for the next three years. You won't want to miss this chance to be informed about the direction LCFL is headed.

Columbus/Bladen/Robeson

Whiteville Care Center

Thursday, October 3 at 10:30am

Brunswick County

Brunswick Care Center

Monday, October 14, at 10:00am

Horry County

Conway office

Tuesday, October 8 at 10:30am

Onslow County

Jacksonville office

Tuesday, October 15 at 10:30am

Pender County

Hampstead office

Thursday, October 10 at 10:30am

New Hanover County

Wilmington corporate office

Thursday, October 17 at 10:00am

4. Engagement Survey



Thanks again to all the volunteers who participated in the engagement survey a few months 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 some related comments submitted:

Volunteer comments: *We need better communication...No one has contacted me in several months...I'd like more immediate response to messages.*

Response: This may have been the most common theme of the survey responses....and we own the communication challenge. Admittedly, coming out of the COVID years, we have focused heavily on volunteer recruitment, basically trying to get us back to our pre-pandemic levels. Though we have had success in that regard (in some areas), we have not done as well in enhancing our ability to adequately manage, communicate with, and effectively utilize all the new people. Rest assured...that focus is evolving to include volunteer satisfaction and retention in addition to basic recruitment. Hopefully, the addition of staff and commitment to each individual county will produce some tangible results in this area as well.

4. A few reminders....

1. LCFL's fiscal year has ended as of September 30 and we will be looking to "close our books" on all reports and documentation soon. If you have any **outstanding hours**, activities, or patient contacts, please submit those as soon as possible. We want to be sure to capture all that our volunteers have

contributed in 2023-2024. Thank you for your assistance.

2. For all home-care volunteers, remember to let us know if you are unable to reach a patient/caregiver or if they continue to not utilize you as a volunteer, so we can update the careplan as well as re-assess the volunteer need.

3. Don't forget that telephone communication can be logged on the contact sheet. This is especially important when personal visits are not meeting frequency requirements.

4. Finally, as we are seeing an uptick in flu and COVID infections, please do not visit patients/families or LCFL offices when exhibiting symptoms. We have a responsibility to limit the amount of potential exposure to those we are serving, as well as those we work with!

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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 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

Volunteer Monthly Education

CULTURAL COMPETENCY: *Latino Families and Hospice*

While there has been an increased effort by hospices to reach out to non-white populations, hospice care is still underutilized by Latino families.

How Does Latino Culture Affect End of Life Decisions?

End-of-life care decisions are difficult for most families for a variety of reasons, including poor advance planning and complex family communications. For Latinos, there are additional complications such as lack of health insurance and language barriers with physicians and hospice staff. Apart from language and insurance coverage issues, whether or not Latino families choose hospice and how satisfied they are with hospice care, once enrolled, may be shaped by cultural differences. While Latinos are not a heterogeneous group, either racially or nationally, there are some shared cultural norms that may be directly relevant to end-of-life care. Understanding these pertinent cultural differences may help hospice providers reach out to Latinos and improve care for Latino families.

Preferences for Indirect Communication

In non-Latino populations, most patients with cancer want prognostic information from their doctors. They value autonomy and they see information as a way to maintain control. Latinos, on the other hand, are disturbed by open communication about death. In the hospice setting, they are surprised by frank discussions about

prognosis with caregivers and patients. Latinos feel that truth-telling about prognosis is harmful to the patient and cruel to the family. In Latino families, control is kept within the family, and the patient is often “protected” from information and the responsibility of making decisions.

Commonly, non-Latino hospice families receiving hospice care value information about what to expect in the last days, as it makes them more comfortable knowing what is going to happen and gives them time to call other relatives. In contrast, Latino families typically do not want to discuss the actual death, as articulated by the daughter of a hospice patient: “They gave me a pamphlet of what to expect. It explained all the steps my mother would go through until the day she would die. I did not want to read it. It was a plan or a guide I did not want to know or want to do. They told me I had to read it to be prepared. Even though it was practical advice about how to handle “the end,” I felt it was very drastic.”

Suggestions for Practice

In addition to intervening with providers and the community, each Latino family with a terminally ill member may need individual assistance negotiating hospice decisions and hospice care. This may be provided by a social worker, hospice staff, or volunteer from the Latino community. This person should use wording that is sensitive and should assess the family’s preferences for communication. Most importantly, this person can serve as the family’s advocate and a “sounding board” for questions along an unfamiliar journey.

Taken from <https://americanhospice.org>

By Barbara Kreling, PhD, MPH

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Volunteer Spotlights



Join us in celebrating three exceptional volunteers on our Board of Directors - **Jewel Mandeville**, **Stan Segal**, and **Elaine Leggett** (not pictured). These remarkable leaders were recently honored by our President and CEO, Gwen Whitley, at Lower Cape Fear LifeCare's annual meeting. As a token of our appreciation, all three will have tiles displayed on our tribute walls, forever commemorating their commitment and service. Thank you for everything you do!



We are so thankful for community volunteers, like those from the **Fearless & Smoking Social Club**, who generously provide meals to our families at our hospice care centers. Having food available in our family kitchens means they have one less thing to think about and can simply concentrate on spending precious time with their loved ones.



It was an honor to join Brightmore Senior Living in their efforts to raise Alzheimer's awareness through a recent golf tournament. The event was also made more meaningful with the participation of clinical liaisons, April Corl and Kim Pace. And adding a special touch to the team was **Dean Scott**, April's father and a dedicated LCFL volunteer. Together, we showed that when we come together for a worthy cause, we can achieve great things.

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. 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.



RESCHEDULED!!
Wednesday, October 9, 2024
10:00a.m. - 11:30a.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.

WALK and WALK SOME MORE!

In support of our local non-profit neighbors, Lower Cape Fear LifeCare will be participating in two upcoming community events.



American Heart Association

Heart Walk

Saturday, October 26, 2024

Festivities at 9:00am

Walk at 10:00am

Campus of UNCW, Wilmington

Alzheimer's Association

Walk to End Alzheimer's

Saturday, November 2, 2024

Festivities at 9:00am

Walk at 10:00am

Wrightsville Beach Park, Wilmington



If interested in joining our walking team, we'd love to have you. Just contact Jason Clamme at Jason.Clamme@LifeCare.org or 910.796.7943.

FESTIVAL OF TREES

Mark your calendars now and plan to join us for the 2024 Festival of Trees. Set amidst the backdrop of the amazing aquatic displays of the NC Aquarium at Fort Fisher, the event will run from November 22 through December 30.



This annual event has become a holiday tradition for many and raises much needed funds to support LCFL programs and services. Additional details, as well as volunteer opportunities, will be coming out soon, so stay tuned!

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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