



November 2024

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A QUICK ANNOUNCEMENT TO START....

Please help LCFL recognize and promote November as National Hospice and Palliative Care Month. For the next 30 days (especially), encourage others to learn more about hospice and PC, as well as Begin the Conversation about end-of-life choices, preferences, and decisions. Let us know if we can come speak to your church or community group to honor this important month!

Volunteer Announcements

1. In Memory

It is with deep sadness that Lower Cape Fear LifeCare announces the unexpected passing of our beloved colleague, Dr. Dave Rickard. He was a valued member of our Palliative Care Inpatient Team at Novant Health NHRMC, as well as a Hospice physician.



In Dr. Rickard's seven years with LCFL, he brought a wealth of hospice and palliative care experience and education to anyone that was privileged to work with him. He was a great advocate for his patients, and he showed dedication, creativity, compassion, and warmth to everyone. Dr. Rickard leaves a lasting impact on our agency, our team members, and our organization. His impact on both his patient care and our lives will be remembered and cherished.

2. Support meeting summary

We had some wonderful meetings last month. It was a true pleasure to see many of you in person, discuss a number of things, and reconnect as we head into a busy fall. If you were not able to attend, here is a short summary of what was covered:

* Of course, we shared information about a number of upcoming events (some of

which are listed below), discussed volunteer processes and opportunities, and addressed a number of your questions/concerns.

* The bulk of the meeting was spent looking at the three-year strategic plan for LCFL. We had a member of our Senior Leadership team provide information about..



- The development and growth of the LifeCare Memory Partners service line as a result of the GUIDE program.
- Expanding the footprint of our Palliative Care program, including the opening of a free-standing clinic in Wilmington.
- Possibilities for geographic expansion of LCFL services.
- The need for capacity and facility expansion.
- Ideas for ways to generate additional fund development to help meet all these growth initiatives.

* And we celebrated you, our volunteers. Specifically, we honored this quarter's Morgan Award winners: **Pat Fredette, Jewel Mandeville, Dean Scott, Kathleen Rankhorn, and Stephanie Smith.**

3. November Zoom calls

We are back to virtual meetings this month. Please try to join us on one of the following Zoom calls...it is a very worthwhile hour of your time! And also note that we have moved the call up one week to not conflict with Veteran's Day.

Zoom meeting login information

Zoom call option #1 <https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqlPCB7TCdjQ8.1>
Monday, November 4

10:00a.m.

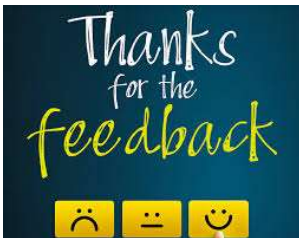
Meeting ID: 294 719 8640

Zoom call option #2 Passcode: Volunteer

Monday, November 4 Phone only: 646.931.3860

6:00p.m.

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 comment: *Please consider empowering volunteers to assist with community outreach and volunteer recruitment. Utilize us to reach out to churches, social groups, neighborhoods, etc.*

Response: This theme was mentioned by a handful of volunteers and will be a focus for us in this new fiscal year. Now that we are fully staffed, we will be looking to expand the volunteer opportunities available, which will include a larger volunteer presence in the community. We are planning some education and training for those of you who are interested in becoming more of an 'advocate' for our agency and providing chances for you to share your story. If you have a particular group or event you would like us to engage with, please let your coordinator know.

4. Another feather in our cap!

Join us in congratulating Laura Long and our South Carolina team for reaching an incredible milestone - achieving the prestigious Level 4 Partner rank in the highly acclaimed We Honor Veterans program! As a Level 4 partner, our team has gone above and beyond to enhance our ability to provide Veteran-centric care, support, and recognition.



This is not only a great achievement for our team, but great news for the Veterans in the Myrtle Beach area who will benefit from our continuous commitment to their care.

**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.





And congratulations to Onslow County volunteer, **Grayson Barette**, for winning this quarter's volunteer referral award. Grayson will be presented with a gift card for her efforts to help recruit much-needed LCFL volunteers!



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>

Festival of Trees

LCFL Corporate Office, 1414 Physicians Drive, Wilmington

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-51958914-lcfl#/>



Volunteer Monthly Education

CARING FOR VETERANS OF FOREIGN MILITARIES AT END OF LIFE

As a self-proclaimed nation of immigrants, the United States is the final resting place for many foreign-born individuals. This includes Veterans of Foreign Militaries (VoFMs), individuals who served in a foreign military and receive hospice care in the United States.

In a survey of We Honor Veteran hospice partners, 56% of respondents reported providing end-of-life support and recognition to VoFM and 80% of respondents agreed that a Veterans service in a foreign military greatly impacts their end-of-life experience.

The end-of-life experience for VoFM can both closely resemble and differ greatly from the experience of United States Veterans. Unique challenges encountered by VoFM at end-of-life can include:

- **Isolation:** VoFM residing in the U.S. have the added challenge of residing outside of their country of origin. They may feel disconnected from US cultural norms, be physically isolated from their family and friends, and lack comradery from fellow Veterans. VoFM that also identify as members of groups that have been historically marginalized may face additional challenges.

- **Guilt:** VoFM may experience intense feelings of guilt or shame if they were involved in an unpopular conflict or served in the military of a nation that was not allied with the US.

- **Lack of Recognition:** Foreign nations may not offer recognition for their Veterans. Similarly, the families of VoFM may be unaware of the patient's military service.

We Honor Veteran hospice partners report engaging in the following activities to support the unique needs of VoFM and their families at end-of-life:

Recognition Ceremonies: Hospices can provide a recognition ceremony that acknowledges the nation's military the Veteran served in. WHV partners report that VoFM and their families are extremely grateful for recognition of their military service.

Providing a Safe and Non-Judgmental Environment: Allowing VoFM to share about their military experience in an accepting and non-judgmental environment can combat VoFM's feelings of isolation, guilt, and shame. Posing open-ended questions such as, "How did your military service shape you?" invites the Veteran to share their experience and can also assist providers in identifying additional care needs. These conversations can also be a useful learning experience for providers. One WHV partner shared, "I think our best education [comes] from the individual about their specific experiences."

Creating Comradery: WHV hospice partners report increased isolation and lack of social connection as a considerable challenge among VoFM. Fostering comradery between VoFM and US Veterans or other VoFM through Veteran volunteer visits, Vet to Vet cafes open to all service members, and recognition of VoFM at other events can help to combat this isolation.

Connections to Benefits: Availability of benefits for VoFM that reside in the US can vary greatly. Some nations may extend benefits to Veterans living outside their country of service. Additionally, the VA provides medical services to beneficiaries of certain nations allied with the US during World War II.

Connecting with Embassies: WHV partners report success contacting foreign embassies and consulates to provide support, recognition, and improved access to benefits for VoFM.

Information taken from the WHV website: <https://www.wehonorveterans.org/>

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Volunteer Spotlights



Congratulations to longtime volunteer, Mary Jo Conlogue, for being named a 2024 Healthcare Hero finalist in the volunteer category. The Healthcare Hero awards, sponsored by the Greater Wilmington Business Journal, honors local health professionals, volunteers, and others who go above and beyond to care for patients, families, and communities. Mary Jo faithfully serves at our Hospice Care Center in Wilmington, where she has become an integral part of our team!



Meet Tess the bumble bee! Actually, Tess is a 1-year-old Greater Swiss Mountain dog and one of our amazing therapy pets. Tess visits our Dr. Robert M. Fales Hospice Pavilion regularly spreading joy. On this day, she was making the rounds and handing out her own special kind of treats - kisses and wags for everyone!



Congratulations once again to Onslow County volunteer, Barbara Springer, for receiving a 2024 NC Governor's Award. Barbara, pictured here with Community Engagement Coordinator, Michele Bennett, has been a LCFL patient-care volunteer for over 10 years, seeing patients across the region. We are so happy and proud for Barbara and her well-deserved recognition.



On Saturday, October 26, we were honored to join in on the American Heart Association's Heart Walk at UNCW and had an absolute blast supporting a great cause. A shout-out to the volunteers who joined us and made the day even more special. Not only did this annual walk raise funds for those affected by heart disease, but it also marked the 100th year of the American Heart Association's incredible support for those in need.

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

Please check out the following agency and community events.

THE ABC'S OF DEMENTIA

As the second part of a three-session series on Understanding Alzheimer's and Other Dementias, LifeCare Memory Partners invites you to "The ABC's of Dementia." Presented by LifeCare Memory Partners Social Worker, Sheila Wheelock, the workshop will provide an overview of the various types of dementia as well as the difference between normal and non-normal aging.



Thursday, November 14, 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.

RED CROSS BLOOD DRIVE

Lower Cape Fear LifeCare will once again be partnering with the American Red Cross to host a community blood drive. As you may know, there is a tremendous blood shortage across the southeast due to this fall's storms. Hundreds of blood drives had to be cancelled after hurricanes Helene and Milton (as well as the other unnamed storms). The Red Cross is anticipating the blood shortage to last well into 2025!



Red Cross Blood Drive
LCFL Corporate Office
1414 Physicians Drive, Wilmington
Wednesday, November 13, 2024
11:00a.m. to 4:00p.m.

If you are able to donate, please plan to join us. You may register using the QR code to the right or by visiting the [Red Cross website](#). And please feel free to share this opportunity with family and friends as well.



FESTIVAL OF TREES - CALLING ALL ELVES!

The 2024 Cape Fear Festival of Trees is just around the corner: Nov. 22-Dec. 30 at the NC Aquarium at Fort Fisher. We need volunteers to help set-up, decorate and break down. We also need greeters to share information about the festival; our mission, services and programs; and assist in taking donations and selling wreaths.



To cover the variety of roles and expectations, we have scheduled a Festival orientation/refresher for volunteers...

Festival of Trees Volunteer Orientation

Thursday, November 14, 2024

10:00a.m. - 11:00a.m.

Corporate Office conference room (1414 Physicians Drive, Wilmington)

A virtual option will also be available

Visit the [Festival of Trees Sign Up Genius](#) (also located on the Events tab of the

LCFL Volunteer website) to reserve your spot for orientation, as well as set up, decorating, break down and/or greeter shifts. Contact Laura Long at Laura.Long@LifeCare.org with any questions.

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!

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