

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



## December 2024

### 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....

We wish all our wonderful volunteers  
a blessed holiday season and a  
wonderful conclusion to 2024!

And as a reminder - though our  
clinical teams work every day  
throughout the year, our  
administrative offices will be closed  
on December 24 and 25, as well as  
January 1 and 20 (MLK Day). If  
urgent needs arise those days,  
please reach out to your nearest  
care center for support.

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# Volunteer Announcements

## 1. Festival of Trees now open

Experience the magic of the holiday season at the highly anticipated Cape Fear Festival of Trees, now officially open. Immerse yourself in a festive forest of uniquely-themed trees at the stunning NC Aquarium at Fort Fisher.



Don't miss out on this unforgettable holiday tradition - reserve your admission date and time on the [aquarium's website](#) today. The festival is open every day from 9 am to 5 pm - closed for Christmas Day.

If interested in volunteering at the Festival of Trees, please sign up [here](#).

## 2. Support meeting summary



We were back to Zoom calls in November. If you were unable to join us, here is what you missed....

- We all got the chance to meet our newest team member, Michele Bennett, Community Engagement & Volunteer Coordinator for Onslow/Pender counties.
  - We congratulated Laura Long and the SC team for achieving Level 4 in the We Honor Veterans program...now to Level 5!
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- We chatted about the fact that November is National Hospice Month and a perfect opportunity for volunteers to share information about our agency, our programs and services, and our volunteer needs with friends.
- A question came up about the new volunteer website and the challenge of finding it. We explained that the site is just for volunteers (not the general public), so it is "hidden" to a certain extent. Volunteers can save the site in their favorites, add a direct link on their phones, or scan the appropriate QR codes for easiest access to the site.
- Several other updates, reminders, and questions were addressed and a good time was had by all.

### 3. December Zoom calls

We are sticking with virtual meetings this month. Please try to join us on one of the following Zoom calls...it is a worthwhile hour of your time! And check out the 2025 yearlong schedule of volunteer support below.

#### Zoom meeting login information

**Zoom call option #1** <https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqlPCB7TCdjQ8.1>  
 Monday, December 9  
 10:00a.m.

Meeting ID: 294 719 8640

**Zoom call option #2**  
 Monday, December 9  
 6:00p.m.

Passcode: Volunteer  
 Phone only: 646.931.3860

# 2025 Volunteer Meeting Schedule

We look forward to seeing you there!



## QUARTERLY IN PERSON MEETINGS:

Start Time 10am					
Brunswick County	Columbus County	Pender County	Horry County	New Hanover County	Onslow County
Monday	Thursday	Monday	Wednesday	Thursday	Monday
January 13	January 9	January 13	January 15	January 16	January 27
April 14	April 10	April 21	April 16	April 17	April 28
July 14	July 10	July 21	July 16	July 17	July 28
October 13	October 9	October 20	October 15	October 16	October 27



## QUARTERLY ZOOM MEETINGS:

Two Time Options - Start Time 10am & 6pm							
February 10	March 10	May 12	June 9	August 11	September 8	November 10	December 8
 <p><b>SCAN QR CODE TO ATTEND MEETING</b>            Meeting ID: 294 719 8640            Pass code: Volunteer            Phone only: 646-931-3860  <a href="https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqPCB7TC6j08.1">https://us04web.zoom.us/j/2947198640?pwd=q08fyXsaP2S02AdquJqPCB7TC6j08.1</a></p>							

LifeCareVolunteers.org  
 910.796.7900  
 Volunteer.Department@LifeCare.org



## 4. Beginning a new chapter at LCFL!

Last month, we officially cut the ribbon to open **LifeCare Center for Palliative Medicine** in Wilmington, the first free-standing palliative care clinic in Southeastern NC! We're excited about the care option this clinic offers to people and families in our community living with a serious illness while they are undergoing treatment.



## 5. We Honor Veterans continues success



We are proud to announce that we have met all the requirements to renew our **NC Level 5** partnership with We Honor Veterans. As a partner, we provide specialized care and recognition to Veterans who are facing a life-limiting illness, offer Veteran-specific education for staff and volunteers, and develop partnerships with community-based Veteran organizations. LCFL is committed to meeting the needs of our Veteran patients and honoring their service to our country.

## 6. Year-end (and on-going) reminders

Just calling your attention to a few items as we close out 2024...

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- Volunteers are not to provide food to patients and families without checking with the nurse. Volunteers are NOT to feed patients.
- To remain active, we need to have at least one recorded hour per quarter.
- We ask patient care volunteers to submit their contact hours within two days of service.
- **All volunteers are required to submit annual competency forms (which we send in an email via DocuSign).**



## 7. HCC meeting - save the date

All current Wilmington Hospice Care Center volunteers, as well as those interested in volunteering at the facility in 2025, please mark your calendars for the following update/training meeting. More information to be provided next month.

### **HCC Volunteer Meeting**

Tuesday, January 28, 2025

10:00 -11:00a.m.

Wilmington Corporate office

**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 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/70A0844ABAE29A5F49-53570212-december#/>

Angel House - Whiteville

<https://www.signupgenius.com/go/70A0844ABAE29A5F49-45523170-wccfront>

### **Pet & Music Therapy**

Dr. Robert M. Fales Hospice Pavilion - Wilmington

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<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**

NC Aquarium at Fort Fisher, 900 Loggerhead Road, Kure Beach

[https://www.signupgenius.com/go/70A0844ABAE29A5F49-51958914-lcfl#/  
/](https://www.signupgenius.com/go/70A0844ABAE29A5F49-51958914-lcfl#/)

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# Volunteer Monthly Education

## **CORPORATE COMPLIANCE**

Lower Cape Fear LifeCare is committed to ensuring that all staff, volunteers, and Board members comply with all ethical and legal obligations and that all services are provided in a manner consistent with accepted standards of practice. To demonstrate this commitment, LCFL has a Compliance Plan to detect, correct, and prevent violations and includes (those pertinent to volunteers):

### **Standards of Conduct**

- volunteers document all services accurately and completely
- volunteers are prohibited from accepting anything of value from patients
- volunteers are not to use LCFL name/brand/logo without permission
- volunteers respect patient rights and confidentiality
- volunteers must disclose any potential conflict-of-interest issues
- volunteers are encouraged to report compliance concerns to their coordinator

### **Internal Structure**

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- LCFL has a 25-member Compliance Committee
- the committee performs scheduled audits/reviews to monitor compliance
- the committee investigates and addresses potential compliance violations
- LCFL provides annual compliance education to staff/volunteers

### **Hotline**

- volunteers can access a Compliance Hotline to report wrongdoing
- the Hotline is an external agency contracted to collect/report issues
- anyone making a report may do so anonymously
- LCFL does not tolerate retaliation against anyone making a report
- the Hotline number is communicated in several ways and available 24/7
- the Hotline number is 1-888-765-7408

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## Volunteer Spotlights

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Congratulations to long-time Lower Cape Fear LifeCare volunteers and supporters, **Dave and Janey Pearce**, who were recently named 2024 Philanthropists of the Year by the local Association of Fundraising Professionals.

Not only do Dave and Janey provide tremendous support to LCFL, they are very active in many nonprofits in Brunswick County and the surrounding our area.

We can't think of anyone more deserving of this honor!



Thanks to the hard work of volunteers like **Peggy Lilly** and **Pat Fredette** in Brunswick County, our Festival of Trees will feature a spectacular selection of wreaths available for purchase. There are so many ways volunteers support our mission...we are truly blessed!





A huge thanks to the Blue Boys (We Honor Veteran volunteers) for not only honoring the service of one of our Veteran patients in Myrtle Beach, but also helping make his bucket list boat ride a tremendous success.  
All in the call of duty for these guys!

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## Volunteer Documentation

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**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](http://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.

### WREATHS ACROSS AMERICA

Our *We Honor Veterans Program* has partnered with the Wreaths Across America organization to help provide wreaths for the National Cemetery of Wilmington. Wreaths Across America is a non-profit organization dedicated to placing wreaths on the graves of veterans at military cemeteries across the United States, as a way to "Remember the fallen, honor those who serve, and teach our children the value of freedom." Wreaths Across America coordinates wreath-laying ceremonies at more than 4,200 locations across the country, at sea, and abroad. Please plan to attend the local ceremony, if interested and available. Contact Laura Long for more info.

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**Wreath-laying Ceremony**  
**Wilmington National Cemetery**  
**2011 Market Street**  
**Wilmington, NC 28403**  
**Saturday, December 14, 2024**  
**12:00p.m.**

## HAVING DIFFICULT CONVERSATIONS

As the third, and final, part of a three-session series on Understanding Alzheimer's and Other Dementias, LifeCare Memory Partners invites you to "Having Difficult Conversations." Co-presented by Memory Partners and the Alzheimer's Association, the workshop will offer tips on how to have conversations with family about topics like going to the doctor, deciding when to stop driving, and making healthcare and legal plans.



**Thursday, January 9, 2025**  
**10:00a.m. - 11:30a.m.**  
**St. James Community Center**  
**4136 Southport-Supply Road SE**  
**St. James, NC 28461**

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](mailto:Jason.Clamme@LifeCare.org) or 910-796-7943.

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## DEMENTIA FRIENDS TRAINING

SAVE THE DATE: On Wednesday, February 19, at 2:00p.m., we will be offering our popular **Dementia Friends** community training at our home office for interested volunteers. This training is not the same as our Memory Partners program orientation, but something for volunteers who want to learn more about ways to better understand the challenges faced by folks living with Alzheimer's Disease and other related dementia. Watch for more information to be shared next month.



## 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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**Thank you for being part of our team!**

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