

Community Engagement

2025-2026 ANNUAL REPORT

Northern Light SM

Eastern Maine Medical Center

People & Community

Fiscal Year Highlights

The Community Engagement department plays a vital role in connecting Northern Light Eastern Maine Medical Center with community members through programs that offer education and professional growth, and foster volunteerism. Our work supports patients and families, strengthens community outreach initiatives, and creates opportunities for individuals to explore and advance careers in healthcare through internships, job shadowing, sponsorships, and scholarship programs. Volunteers are the backbone of our team. They assist patients, support families, and work alongside staff to uphold our mission of improving the health of the people and communities we serve. Their dedication creates a welcoming environment, enhances the patient experience in ways that would not be possible with staff alone.

28 therapy dog teams donated more than 1,650 hours of service across Northern Light Healthy Facilities

Volunteers gave 16,138 hours of service

25 departments sponsored 100 children through Christmas is for Kids

Our Stems for Smiles program delivered recognition stems to 1,000 colleagues; more than 500 stems were gifted to patients.

We distributed food to more than 2,275 individuals. 14 teams collected 2,370 food items for our Community Cupboard

213 volunteers, including 100 high school students, recorded service hours



Our volunteers provided $583,227 of value to our patients and community this year!



Service & Growth

2026 Awardees

Luminary, Champion, and Caring Spirit



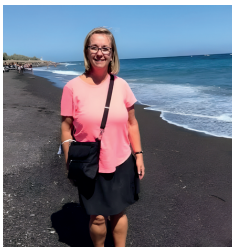
Luminary Awardee David Walker recognized with Stacey Coventry, Director; Mikele Neal, AVP; Ava Collins, Chief Executive; and Noah Lundy, Vice President, HR.



Keith Michaels & Holly, nominee



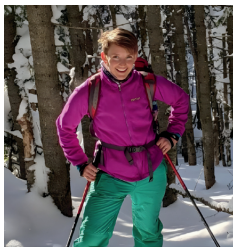
David Walker



Cindy Curran



Bethany Robinson, Champion of Service



Morgan Mazzei, Volunteer Champion



Rose Thurston, Caring Spirit, *Making Access Easy*

The 2026 *Luminary Award* honored **David Walker**, who has contributed more than **750** hours to the Caring Calls program, providing companionship to isolated seniors while supporting program operations and mentoring fellow volunteers. The *Volunteer Champion Award* recognizes a staff member who actively supports and advocates for our volunteers and their contributions. The *Champion of Service* Award honors a staff member who leads by example, demonstrating an exceptional commitment to service, compassion, and community engagement. Together, these recognitions celebrate the remarkable people whose generosity and dedication strengthen our culture of caring. The *Making Access Easy* awardee makes health and care accessible and straightforward to the people we serve.

Youth Mental Health Summit: Your Story Matters

Northern Light Eastern Maine Medical Center's third annual Youth Mental Health Summit welcomed a record **165** high school students, nearly **40** educators and administrators, **25** community partners, and **20** volunteers—tripling its first year participation in its third year! Held at Husson University, the summit featured 22 interactive workshops focused on mental health, resilience, coping strategies, and self-care. Keynote speaker **Ivy Watts** shared her personal mental health journey, while therapy dog teams provided comfort and connection throughout the day. Centered on the theme "*Your Story Matters*," the summit created a supportive environment where students felt respected, included, seen, and heard, reinforcing the importance of youth voices in mental health conversations.



Keynote speaker and mental health advocate Ivy Watts shares a special moment with one of our therapy dogs at the third annual Youth Mental Health Summit.

Our Team & Vision



Community Engagement Team: Stacey Coventry, Director; Bethany Robison, Manager; Bianca Rodriguez, Concierge; Rosemary Thurston, Concierge

About Us

Northern Light Eastern Maine Medical Center volunteers represent a vibrant and diverse group, ranging in age from 14 to 90—from high school students to retirees across greater Bangor. Our volunteers are united by a shared commitment to giving back and supporting our promise to make healthcare work for everyone. They place patients and families at the heart of their service while assisting staff in delivering exceptional care. We proudly celebrate the contributions of every member of our volunteer team.

These dedicated individuals bring their talents to a variety of roles, including clerical and administrative support, direct patient interaction, enrichment activities, and essential tasks at Northern Light Eastern Maine Medical Center in Bangor and Northern Light Cancer Care in Brewer.

Stacey R. Coventry, Director

scoventry@northernlight.org

Bethany Robinson, Manager

blrobinson@northernlight.org



In June 2026, we celebrated the heart of our volunteers at our annual recognition dinner at the Bangor Grande Lodge.