

2019-2020

Volunteer Services Annual Report



Northern LightSM

Eastern Maine Medical Center



Our Vision

Northern Light Eastern Maine Medical Center volunteers are community ambassadors for healthy lifestyles and compassionate living. Volunteers serve patients, support families, and assist staff in striving to fulfill our mission with caring, competence, and dignity.

With recent changes in position structure, the Volunteer Services Department now also serves as pathway for the development of community growth avenues for current and future employees through professional internship opportunities as well as sponsorship and scholarship programs.



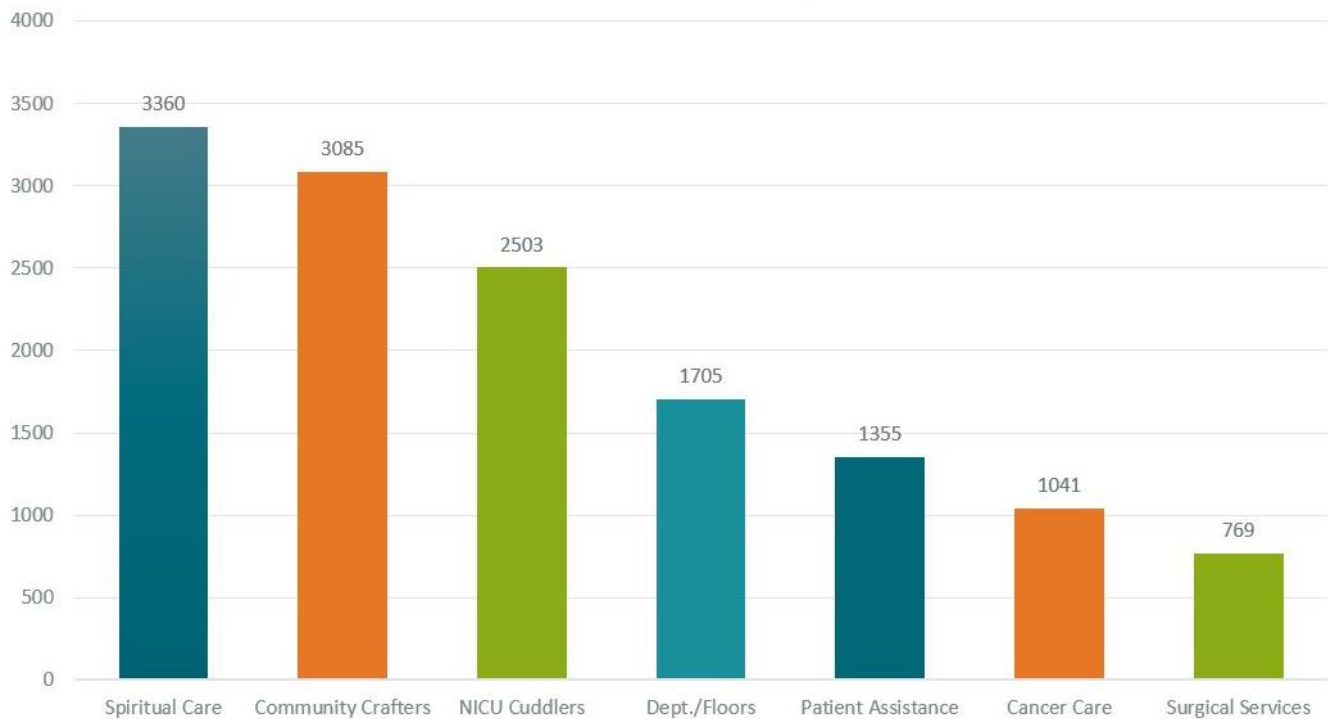
Dash, a therapy dog, owned by one of our volunteers.

People

The volunteers of Northern Light Eastern Maine Medical Center make up a diverse population of individuals ranging from 13 – 90 years of age, from high school students to retirees in the Greater Bangor region who are dedicated to giving back and supporting the Northern Light brand promise to make healthcare work for you. Our volunteers put patients and their families at the center of their service commitment, while also supporting staff so they can deliver top quality care. We celebrate each person on our volunteer team for all they do.

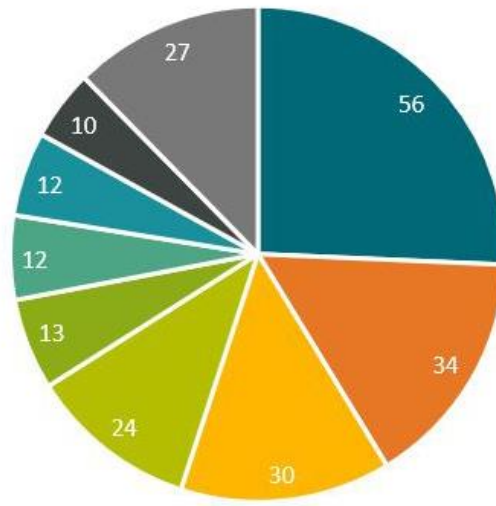
In FY20, **218** volunteers donated **21,102.75** hours of service across **51** service roles.

Volunteer Hours by Assignment



**Features assignments with most service hours, not all assignments included*

Number of Volunteers by Assignment



- Floors
- Patient Assistance
- NICU Cuddlers
- Spiritual Care
- Cancer Care
- Caring Calls
- Family Liaisons
- Pet Therapy
- All other assignments

These thoughtful community members donate their skills in clerical and administrative support, direct patient care and enrichment activities, and support tasks at the hospital on State Street; Northern Light Health Center, Union Street; and at the Lafayette Family Cancer Institute in Brewer.

Giving Thanks

Historically, spring is the time of year when we pause and celebrate the dedication and service of our volunteers with our Annual Recognition Dinner. Unfortunately, this year, due to COVID-19, we were not able to gather as a group, so we had to find creative new ways to pay tribute to our wonderful volunteers. We decorated the Community Kiosk on Grant 2 on State Street with a colorful new “Maine Made Me Dedicated” banner and asked staff to write notes of gratitude that we could share virtually with our volunteers. We sent handwritten notes with a small gift to our volunteers and celebrated their contributions in the employee newsletter, hospital intranet, and in local media.



Luminary Award

We are continuously inspired by the incredible people who choose to serve at the Medical Center in a way that not only honors their service hours, but their character as well. So, this year we created the Luminary Award.

The Northern Light Luminary Award celebrates the Northern Light Eastern Maine Medical Center volunteer community by honoring an individual who demonstrates extraordinary compassion, dedication, kindness, and generosity of spirit, helping to light the way for improved patient experience through their volunteer service.



In fall 2020, we were pleased to announce that **Larry Malone** was named the recipient of our first ever Luminary Award! Larry began volunteering at Northern Light Rehabilitation, Union Street after receiving treatment there for a shoulder injury and witnessing the benefits of the program. In his many years there, he accrued nearly 3,000 volunteer hours and touched the lives of everyone who met him. Sadly, Larry passed away earlier this year, but his heart, spirit, and legacy lives on.

Members of the Northern Light Rehabilitation team remember Larry fondly, saying, "Larry valued his work, his time with us, and the relationships he formed with us beyond measure. He was truly special," says one staff member. "He showed us that in life, you get as much as you give."

In addition to presenting the Malone family with the crystal Luminary Award, the Rehab team presented the Malone's with a plaque that will hang in the Rehab practice lobby, and they memorialized a bench where Larry would often sit, inscribed with his name.

In a letter to Rehab employees, Larry once wrote, "One cannot put a price tag on friendship. You have given me purpose... a purpose to get up every morning and keep on living."

We are so pleased to recognize Larry's legacy with this award, and from here forward, our highest volunteer honor will be known as the **Larry Malone Luminary Award**.

2020 Luminary Nominees:

Melody Joliat
Don Libby
Larry Malone
Herb Skidgel
Lee White

Honoring A Lifetime of Service



Our Volunteer Honor Board recognizes volunteers who have served more than 3,000 lifetime hours. After receiving a branding makeover this year, it was relocated and hung on the stairwell in the main lobby of the Medical Center near the Gift Shop.

This year, the newest addition to the honor board is **Phillip Provost**. Phil has been volunteering at the hospital for more than 15 years. He has dedicated many hours of support to clinical research efforts at Northern Light Cancer Care, while additionally volunteering alongside his wife Peg and their dogs, including Dash, a six-year-old Sheltie offering pet therapy to patients. Their visits with Dash have had

such an enormous impact that one patient now has a photo of Dash, given to her at discharge, now hanging on her wall at home.



Student Volunteer Summer Program

Like all other aspects of the Volunteer Services office, COVID-19 brought a challenge to our annual Student Volunteer Summer Program. Normally boasting 80 or more local high school students who spend eight weeks of their summer volunteering in all aspects around the hospital, we had to pivot and adapt. Instead, we had a memorable summer at half capacity; 42 brave young individuals spent more than **4,000** hours in the halls of the Medical Center helping in all areas where they had traditionally, but also in new roles as well.

Students spent their days delivering food and flowers to patients, necessary materials to units, escorting and screening people coming into the hospital, hosting bingo and movie days on the Rehab unit, delivering Currents newsletter, assembling more than **8,000** COVID-19 test kits, and everything in between. These bright, motivated students also raised more than **\$800** in Bake Sale money that they donated to Northern Light Cancer Care, participated in our first ever STEM day event, asked a panel of eight healthcare professionals countless questions to help them decide their future career plans, and presented to our Leadership Team about the program and our plans to grow. They gave many hours of their summer to our hospital, all because they care about people and want to make a difference in our world. With a summer full of the unexpected and so different than anything we have known, their smiles and laughter brought joy and a semblance of normalcy back to the Medical Center during a time of uncertainty for all.



Community



Caring Calls

Caring Calls is a free, statewide program for those who might benefit from a daily phone call from a friendly volunteer.

Volunteers help staff the call center Monday through Friday from 8 to 9:30 am to greet and brighten the day of a local seniors through a phone call, following set protocols in place to ensure patient safety for those times when a volunteer is unable to reach a participant.

Last year, our volunteers helped the Caring Calls team make **18,980** calls to local seniors, averaging **1,581** monthly calls.

Building Community Partners

Northern Light Eastern Maine Medical Center is dedicated to expanding access to nutritional food resources for our patients. This year, we have expanded our food resource program to encompass additional avenues to assist patients with food, including:

1. Neighbors Feeding Neighbors Food Insecurity Program
2. Farm to Table Produce
3. Northern Light Cancer Care Food and Supplement Pantry

To assist in these efforts, not only do our volunteers lend a hand, but Volunteer Services has supported a partnership between Cancer Care and Nutrition Resource volunteers from the Christine B. Foundation, whose mission is to build a community of support for those affected by cancer in Eastern Maine.

Auxiliary

Volunteer Services is proud to be the liaison for the Northern Light Eastern Maine Medical Center Auxiliary. Auxiliary members participate in social, philanthropic, and service activities which offer both personal and professional growth while supporting local healthcare.

Auxiliary members are ambassadors on a mission for comprehensive healthcare; acting as advocates for the community's healthcare and patient needs at the Medical Center. Their activities raise funds for scholarships, Medical Center capital campaigns, and patient services.

This year's 14th Annual Winter Beach Ball, held in March at the Anah Shrine Temple, was a wonderful success. Nearly 500 people danced to the music of Motor Booty Affair, raising more than **\$29,000** for the Neonatal Intensive Care Unit (NICU) at Northern Light Eastern Maine Medical Center. Rollie's Bar and Grill of Belfast provided delicious food and beverages, and a silent auction and 50/50 raffle added to the fun. This year's Winter Beach Ball helped the Auxiliary complete a 5-year, \$125,000 pledge to support the NICU.



This year the Auxiliary's efforts totaled **\$56,245.85** in charitable gifts to fund projects for patient support, the EMMC Children's Endowment, and nursing awards for selected Husson students.

Service and Quality

- Volunteer Services remains committed to delivering high quality service and following policy changes and guidelines, especially during a global pandemic.
- In order to streamline the volunteer onboarding process and meet the guidelines of social distancing protocols, we transitioned our orientation to an online virtual format.

Highlights

- Dozens of community crafters (including hospital colleagues) made and donated more than 2,000 headbands for frontline staff to make masking more comfortable during COVID-19.
- Forty-two high school students chose to spend the summer of 2020 helping in the hospital and participated in our first ever student STEM day.
- Re-design of our website to include a service opportunities directory and conversion of our orientation into an online format.
- Roll-out of new Northern Light Health volunteer uniforms to showcase our wonderful volunteers as part of our team!
- Awarded the first ever Luminary Award.
- Created a quarterly newsletter to stay connected to volunteers, a program brochure for in-patients featuring the services available through our office, and a Volunteer of the Month recognition program.
- Piloted an expansion of our High School Volunteer Program to offer year-round opportunities.
- Partnership with Marketing & Communications to generate increased publicity around the program featuring volunteer recognition and recruitment.



Finance

Volunteer Services is a value-added service and is not revenue-producing. The department operates on a generous fixed budget which sustains our present needs. However, the Independent Sector currently values an hour of volunteer service at \$27.20. Through their service, our volunteers provided **\$573,994.80** of added value to the Medical Center.

Growth

The Volunteer Services department expanded this year to support the Medical Center's efforts in identifying, developing, and supporting pathways that help inspire and engage our future workforce through various community outreach initiatives and partnership opportunities.

Community Development

- We operate as the liaison for the RN Sponsorship Program liaison (formerly Work and Grow) supporting mentor relationships, coordinating quarterly Lunch and Learns to assist professional development goals, and generate marketing and outreach opportunities to promote the program.
- We work across departments to identify existing sponsorship and scholarship opportunities to help engage our future and sustain present workforce. Our long-term goal is to develop a centralized directory of these opportunities to share across the Medical Center and with our college partners.
- We partner with department leaders to create professional undergraduate and graduate internship opportunities at the Medical Center. At the end of FY20, we hired our first three interns who are actively helping design and implement initiatives that enrich the patient experience.



Volunteer Development

We have developed new service opportunities with department leads in the following areas:

- *In-Patient Pharmacy*: volunteers help deliver inpatient medications to nursing unit medication rooms, perform clerical activities, and complete other special projects as assigned.
- *Northern Light Laboratory*: volunteers support the lab by making kits for COVID-19 testing.
- *Northern Light Cancer Care Food Resource Program*: volunteers help maintain program resources and connect patients with available nutritional resources.
- *Volunteer Patient Aide*: volunteers assist staff in ensuring excellent customer service to patients, their families, and visitors by enabling staff to focus on direct patient care.
- Expanding on consistent, year-round volunteer appreciation through increased communication with both volunteers and departments that host them.

Goals for FY21

- Help improve patient care by offering expanded volunteer roles to support departments.
- Extend our Culture of Caring goal through regular appreciation of volunteers.
- Improve the health of our populations through new and expanded volunteer enrichment programs.
- Build a partnership with Work Study programs through state colleges and universities.
- Distribute service brochures to all in-patient rooms and include them in Hospital to Home folders.
- Launch and support *Project Smile*, creating photo buttons for patient-facing staff to wear while at work, revealing the real and friendly “person behind the mask.”
- Design and implement a house-wide activities curriculum to support in-patients as a precept to the Hospital Elder Life Program (HELP).
- Create and develop internship opportunities to help design and implement new programs and services to enhance patient care at the Medical Center.
- Implement a multi-faceted recruitment plan that expands volunteer demographic, while forging new opportunities to serve the Medical Center.
- Create virtual, remote opportunities to engage volunteers who are uncomfortable returning to service.
- Help the Medical Center become a collaborative community through partnerships with nonprofits in our larger community whose program and service needs align with our mission and values.
- Host career-focused field trips for local high school students and STEM programs.

To learn more about any of the programs or initiatives shared in this Annual Report, or to support the team by becoming a volunteer, please contact Volunteer Services at 207.973.7850.

Our Department

Stacey R. Coventry, Director | scoventry@northernlight.org



A Connecticut native, Stacey holds baccalaureate degrees in communications and sociology from Syracuse University. In 2009, she graduated from Husson University with a Masters in Nonprofit Management and worked at Bangor Humane Society as Director of Development/PR from 2011-2020. Bringing more than ten years of nonprofit professional experience, she has specialized in advocacy, fundraising, marketing, development, outreach, volunteer management, event coordination, and community and capacity building. Additionally, Stacey has volunteered as a grief facilitator for Pathfinders, a local youth bereavement program, and is a Pet Partners Animal Assisted Therapy Evaluator and registered therapy dog handler to bring the therapeutic benefits of animal companionship to the community since 2014. In her spare time, Stacey enjoys hiking with her dogs, travelling, and live music.

Katelyn Stoddard, Associate | kstoddard@northernlight.org



Growing up in the Old Town area, the growth and betterment of the Greater Bangor community has always been near and dear to Katelyn’s heart. She graduated from the University of Maine, Orono with a bachelor’s degree in biology in 2017 and worked at the Bangor Humane Society from 2014-2020 as the Director of Volunteer and Community Outreach. Coming from a long line of healthcare workers, many of whom worked at the Medical Center, the transition to volunteer service in a hospital was a natural one. In her free time, Katelyn enjoys reading a good book, exploring Maine with her husband and dog, and snuggling with her two cats.