



**2020**  
**Volunteer Services**  
**Annual Report**



# Thank you!

Volunteers founded the hospice movement. Hospice programs were literally built through the vision and selfless commitment of volunteers in communities across our country. Today, those who volunteer at HopeWest define our ability to help each other in life's scariest and toughest times. Volunteers make our mission possible through the giving of their time, their talent and their wisdom.

## **Volunteerism is what makes HopeWest so special.**

You are an integral part of our organization and is reflected in our mission statement – together, through creativity, volunteerism and philanthropy, we profoundly change the experiences of aging, illness, and grief – one family at a time.

Volunteers provide support to our patients and their families in so many ways as mentioned on these pages. We are eternally grateful for your commitment and love of HopeWest.

Volunteers provided 48,820 hours by 937 volunteers, which is an equivalent of 23 full time employees and a \$1.3 million dollar contribution.

–Lisa Ortner, Senior Director  
of HopeWest Volunteer Services



# Meet a few of our dedicated volunteers

## Meeker



HopeWest Meeker volunteer, Geri Camera, continued to work under COVID guidelines to safely serve her patients through an unforgettable 2020. Ms. Camera showed her dedication and personal joy in spending quality time with patients. The stories she shared were touching.

She helped patients complete final letters to family members, shared her home-cooked meals, provided transportation and assistance for grocery shopping or a much-needed outing. She listened to stories, brought light-hearted conversation and laughter, gave attention to pets, as well as focused on patient hygiene and safety when needed.

It is clear her time with each patient and their caregivers is meant to lift burdens and center around dignity. Her commitment to advocating for patients while gently allowing emotional outlets and frustration release, shows the gifts she has for working with patients and families in these tender and difficult times.

## Montrose

Montrose volunteers pitched in to make veteran blankets for patients. Three of our fabulous seamstress volunteers cut out 42 blankets, which were sent home with other volunteers to complete the edges of these No-Sew blankets. More than 30 volunteers participated in making these blankets, donating over 46 hours of their time. It was a fun (and socially distanced) project that touched the hearts of many!

One of our veteran patients told his nurse, “I love this quilt!” He was afraid that someone was going to steal it, so he had the staff put his name on it and hide it in his closet.





## Grand Valley

Steve and Dana Leane, along with their three rescue greyhounds, moved to Grand Junction in 2019 after twenty years in an “active adult” community near Tucson, Arizona.

Prior to that they lived all over the country during Steve’s 30-year Coast Guard career and nine years in California public service.

The primary draw to Grand Junction was family—their three children were scattered about the west, but they have a large extended family here and frequently visited the area. They decided on independent living and discovered the Fountain’s new patio homes near the Ferris Hospice Care Center.

Shortly after moving, they began looking for a meaningful volunteer opportunity and recalled the compassionate care HopeWest provided Steve’s father and brother in their final days. So, last year they began volunteering at Heirlooms; Steve works cleaning and repairing items and Dana handles donations in the sorting room.



Their combined eight hours per week at Heirlooms provides meaningful work, mental stimulation and an opportunity to donate their talents to a worthwhile organization.

Thank you, Steve and Dana, for sharing your talents with us!



## Delta

Bill Compton is a volunteer in Delta County where he spends time supporting one of our patients named Nick. After reflecting upon the last year and the challenges brought by COVID-19, he said, “The need for social distancing has altered our established routine of weekly grocery shopping trips and a shared meal at a local eatery. For most of the past year, we have picked up to-go meals from the grocery deli and driven over to the county fairgrounds to eat and converse at a picnic table in the great outdoors. We have discovered that we enjoy this at least as much as dining in the restaurant.

“Following our meal, we drive back to the grocery store, Nick dictates his shopping list to me and, while I take care of that, he uses the time to get in a little exercise walking on the far edge of the parking lot. We both have been delighted to find that this slight change in routine has provided new vistas in our relationship and we look forward to what the future will bring.”



## Plateau Valley

Meet Nona Kelley Carver, volunteer for HopeWest Plateau Valley & De Beque.

“I began volunteering for HopeWest in September of 2013 because I could see the need for such a program in Plateau Valley. I continued until COVID-19 limited us as visitors. It is such a pleasure to work with the HopeWest team.

“I have often used some of my poetry to entertain those I visited, as I write for the Plateau Valley Times, and for Cowboy Poetry and music gatherings. April 30 will be my 85th birthday. In celebration of that day, I am asking 85 (or more) of my friends to do a random act of kindness for someone between now and then. This would make my heart so happy!”

# Changing the world one stitch at a time!



Not even a pandemic can stop our amazing HopeWest volunteers from giving back. Even though it looks a little different today, their dedication hasn't changed, and these volunteers are on a mission to profoundly change lives.

Early in the pandemic, it was difficult to purchase personal protective equipment, but HopeWest volunteers stepped up to help in every area we serve, even when everything was shut down.

41 volunteers donated 3,413 hours of time sewing to create:  
2,747 masks • 274 gowns • 170 face shields • 119 ear protectors  
34 quilts • 33 fidget pillows • 132 catheter covers

# Volunteer Satisfaction 2020

Across the organization, our volunteers are very satisfied with their work at HopeWest. The surveys sent are on a scale of 1-5 with 94% being “most satisfied.”

Our mean score in 2020 was 4.7.

1,192 surveys were sent out and 313 returned (26% return rate). Heirlooms and Patient Care have the highest percent return, as well as the highest satisfaction scores. Overall, the “general” volunteers not specific to Heirlooms or patient care had the least satisfaction.

Several areas presented slightly lower scores and we have identified the following opportunities for the coming year:

- Assure adequate general orientation and site-specific training for all positions
- Assure training sessions are easily accessible
- De-centralize appreciation to each department
- De-centralize annual survey to each department
- De-centralize communication from Volunteer Services to each department

Question	2017	2018	2019	2020
I feel appreciated for my work as a volunteer	4.93	4.91	4.86	<b>4.83</b>
I have been adequately trained for my assignment	4.85	4.85	4.60	<b>4.60</b>
My supervisor communicates well with me	4.81	4.81	N/A	<b>N/A</b>
I volunteer in a safe working environment	4.92	4.92	N/A	<b>N/A</b>
I am satisfied with my volunteer experience	4.85	4.85	N/A	<b>N/A</b>
The volunteer training sessions were convenient	N/A	N/A	4.44	<b>4.58</b>
The volunteer training I received was helpful	N/A	N/A	4.60	<b>4.60</b>
I understand how my volunteering contributes to the mission of the organization	4.91	4.93	4.83	<b>4.88</b>
Overall Satisfaction	4.88	4.88	4.69	<b>4.72</b>
Surveys Sent Out	1244	1211	1218	<b>1192</b>
Survey Responses	330	336	344	<b>313</b>
Rate of Return	27%	28%	28%	<b>26%</b>

# By the Numbers

Statistics	2019	2020	Difference
Sewing	477	3,413	2,936
Volunteers	1,246	937	-309
Hours	81,113	48,820	-32,293
Delta	11,218	6,925	-4,293
Grand Junction	49,758	28,586	-21,172
Meeker	1,421	906	-515
Montrose	18,206	12,316	-5,890
Plateau Valley	511	87	-424
Medicare Match	13%	7%	-6%
Volunteer Hours	22,145	10,157	-11,988
Staff Hours	166,279	155,899	-10,380
Patient Care	12,219	4,955	-7,264
Admin	6,928	3,937	-2,991
HopeWest Kids	2,492	1,039	-1,453
Bereavement	506	226	-280
Patient Care Hours	11,796	7,674	-4,122
Delta	1,364	921	-443
Grand Junction	6,859	5,026	-1,833
Meeker	691	217	-474
Montrose	2,547	1,467	-1,080
Plateau Valley	336	43	-293
Special Event Hours	6,519	1,355	-5,164
Training	2,388	826	-1,562
Tanglewood	3,265	1,614	-1,651
FCC Patient Care	3,884	1,368	-2,516
Heirlooms	36,857	28,269	-8,588

At HopeWest, we believe volunteers are essential to the team. Our ideal goal is each patient would have a volunteer supporting them.

In 2020 we achieved the following percentages of volunteer support for our patients:

## Hospice Program

Location	% Patients with Volunteer assigned
Delta	21%
Grand Valley	30%
Montrose	19%
Plateau Valley	21%
<b><u>Total of all sites</u></b>	<b>27%</b>

## Palliative Care Program

Location	% Patients with Volunteer assigned
Delta	24%
Grand Valley	9%
Meeker	36%
Montrose	27%
Plateau Valley	0%
<b><u>Total of all sites</u></b>	<b>12%</b>

Meeting the requirement for 5% match of volunteer hours to staff hours for Medicare:

Location	Staff Hours	Volunteer Hours	Medicare Match %
Delta	12,142	938	8%
Grand Valley	131,107	6,695	5%
Montrose	11,575	2,460	21%
Plateau Valley	1,075	64	6%
<b><u>Total for all sites:</u></b>	<b>155,899</b>	<b>10,157</b>	<b>7%</b>

# Volunteer Roles

One of the greatest gifts you can give is your time and we are so grateful to our volunteers who do just that. It is only with their help that we have the resources to provide the type of care we all want for our family, friends and neighbors. Volunteers change the lives of those they help and, in turn, their lives are changed as well.

## **Patient & Family Support**

Companionship • Respite • Providing Transportation • Reading and Letter Writing • Playing Board & Card Games • Doing Arts and Crafts with Patients • Spiritual Support • Helping with Pets

## **Life Stories Project**

Record a Patient's Life Story via Audio, Video or Writing

## **Heirlooms for Hospice**

Greeting Customers • Helping Shoppers • Sorting Items • Cashiering • Display & Merchandising • Repurposing Items with Creativity or Chalk Paint

## **HopeWest Kids Volunteers**

Weekend or Day Camp Buddy • Equine Therapy • Support Activities

## **Vigil Care Program**

Comfort and support hospice patients who are in their final hours of life and have no family or friends present. Vigil care volunteers are highly trained and provide a reassuring presence at the bedside to dying patients.

## **Teen Volunteer Opportunities**

Special Events • Administrative and Office • Beauty Queens – Doing Patient Make-up or Nails • Assist with Equine Program • Babysitting During Grief Groups • Helping with Patient Pets

# Volunteer Roles

## **Therapies by licensed professionals**

Certified Pet Therapy Volunteers • Hair Stylists and Barbers • Massage Therapists • Music Therapists • Yoga • Acupuncture

## **Special Projects: Baking, Cooking, Sewing**

Bake Birthday Cakes for Patients • Meal Prep • Providing Baked Goods for Meetings, Events or Patients • Sew Memory Bears, Veteran Quilts and Memory Pillows

## **Tanglewood Gardens and Suite Bee Floral**

Garden at Ferris Care Center Campus • Create Floral Displays for Patients

## **Administrative Office Support**

Answering Phones • Data Entry • Filing • Reception Support

## **Special Events**

Event Set-up • Creating Props and Decorations • Working Events

## **Veterans Support**

Make Visits and Phone Calls

## **Adult Bereavement Support**

Assist with Grief Groups • Assist with One-on-One Support Through Visits and Phone Calls

## **Serving on a HopeWest Board**

Volunteer Time and Leadership by Serving on a HopeWest Board

**We're always growing our team and would love to have your friends join us too. Be sure to share how great it is to volunteer at HopeWest!**