



2022

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. You make our mission possible through the giving of your time, your talent and your wisdom.

Volunteerism is what makes HopeWest so special.

You are an integral part of our organization, and it 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 69,213 hours by 961 volunteers, which is an equivalent of 33 full time employees and a \$2 million dollar contribution.

Thank you for your dedication.

–Lisa Ortner
Director of HopeWest Volunteer Services



Meet a few of our dedicated volunteers

Plateau Valley

Our teen volunteers are exceptionally creative, cause-oriented, and aware of the world around them, making them perfectly poised to help tackle the world's problems through volunteering. They hone their leadership skills, make new friends, and explore new interests, all in a friendly, encouraging and age-appropriate environment.

These young leaders volunteer with us in many different areas including support with our fundraising event Spring Swing, Lights of Life (this included stringing 100's of lights this year!) administrative support, community outreach like Truck or Treat for the town of Collbran and of course they are go-getters to each request we make. This group of young leaders make a difference in our community by being part of something bigger than themselves, and we are forever grateful for their time.

Thank you to Alyssa White, Caley Shiflett, Shea Satterfield, Meloni and Maddisyn Miller, Genevieve Hill, Macy, Jackson, and Heston Bevan! You all strengthen our community with your involvement.



Montrose



HopeWest admitted a patient in a hospital setting who had very little family support. Hospital staff were very moved by the situation and chose to act “as family” and sit with this patient so they would not die alone. When the HopeWest Hospital Liaison RN, Kirsten, recognized the burden this was placing on hospital staff, emotionally and for their staffing needs, she reached out to the volunteer department for help.

Knowing that the hospital was in need, we set up volunteers to support the hospital staff by sitting with this patient. We started to work on this need at 3:00pm on a Tuesday and by the end of Friday, six volunteers took shifts and gave 27.5 hours of support.

Kirsten HopeWest RN – “The hospital staff is incredibly happy and appreciative of the volunteers. This has boosted their moral immensely. I was able to contact the proxy and he is incredibly grateful knowing that our volunteers are sitting bedside with the patient. He became quite tearful on the phone because he is so appreciative of this support.”

Gary Volunteer – “I sat, held the patient’s hand, and read aloud. I ended up staying until 10:30pm when the hospital nurse’s shift ended. She was very appreciative.”

Kathy Volunteer – “I can’t tell you how many Thank You’s I received today from hospital staff and case managers. It is a privilege (to do this)”.

Jeana HopeWest RN – “This is so incredible. I’m just finishing my visit with this patient, and this support has been so good for the staff here. They are very grateful for all the collaboration.”

We are incredibly grateful to these six volunteers who gave of their time and hearts to bring comfort to this patient, the family, and the hospital during this journey.

Meeker



Billy Goedert has volunteered for HopeWest Meeker since 2019, when his dear friend, Solveig, encouraged him to join.

Billy is the owner of Cole Creek Farms and is on the community board. However, he not only volunteers his time but his valuable resources.

Billy is the owner of HopeWest Meeker's beloved mascot, Hope. Hope is a miniature horse that was randomly gifted to Billy's family. She has made patient visits, participated in HopeWest Kids grief groups, toured Meeker Elementary School, and walked in local parades. Hope's most recent and greatest adventures thus far was a trip to a patient's home where Billy was able to coax her up a small flight of stairs into the bedroom where the patient was bed ridden. The joy that small horse brought to the patient's face is indescribable. The patient stroked Hope's head under her bridle until she fell asleep with her head in the patient's lap. It was such a peaceful moment for the patient.

Beyond sharing Hope, Billy graciously provides the facility and horses that are used for HopeWest Meeker's Equine program. Just this last year 12 HopeWest Kids participants and three adult participants had the opportunity to visit Billy's barn and his amazing "staff" of horses.

Billy was asked, "Why HopeWest Meeker?"

"Everyone we know in our lives has someone they have lost. Through a recent personal experience of guiding a friend and their family through their end-of-life experience I got to see firsthand how easy HopeWest is. There were multiple challenges in the region the friend was living and there was just not the resources they needed. Once HopeWest Ferris Care Center became the choice, the friend's family was able to say that HopeWest was the, 'Best Experience they could have had.' It was all in the details." HopeWest is so special to the communities it serves.

Soon after moving to Delta, Ken and his wife discovered Heirlooms for Hospice. Heirlooms helped them fill some needs in their new home including a larger piece of furniture. As one of the female staff was helping Ken load this piece of furniture he noted, “You need more guys around here to help you with big items like this...” and right on cue that staff member said, “You should volunteer with us” ... and that’s how it all began.

Since that time Ken has become the Mr. Help-It, Fix-It, Repair-It, Rebuild-It, Refurbish-It, and Rekindle-It man at Heirlooms. As well, Ken is one of our valued volunteers to whom we turn for assistance with various project needs at HopeWest.

When the Heirlooms store was dealing with a somewhat unsightly stump at their back entrance, Mr. Refurbish-It (*aka Ken*) built it into a little *Gnome Home* to welcome patrons to the back entrance of the store. When a beautiful side table frame came into Heirlooms in need of a top, Mr. Fix-It (*aka Ken*) crafted a beautiful top out of pallet wood creating a beautiful table that Heirlooms quickly sold. Mr. Rekindle-It (*aka Ken*) took solid wood table leaves that a customer did not want for the table they had purchased and he created stunning charcuterie boards for Heirlooms to sell. When Bereavement Coordinator Claire needed her sensory garden box to have a touch of HopeWest, Mr. Help-It (*aka Ken*) put his wood burning skills to task and added the HopeWest heart to the garden box. When a patient was in need of assistance to get their lawnmower running, Mr. Repair-It (*aka Ken*) was there to help that patient. Mr. Build-It (*yup, Ken!*) was quick to raise his hand to be a creator/designer of a set of cornhole boards for our 2022 Cornhole Tournament Fundraiser. It is Ken who creates and assembles the wood stands for the flags that we give to our military veteran patients. The list of ways that Ken helps out and supports Heirlooms and HopeWest goes on and on. Words could never express just how grateful we are for the generosity of his time that he gives to HopeWest.

Delta has so many wonderful, capable, generous, and caring volunteers who do so much to support HopeWest, Heirlooms, and our patients and their families. Ken is an excellent example of our terrific volunteers who are always happy to step up and assist HopeWest in any way they can.



Grand Valley

Sometimes, what you need is a haircut!

Colleen has been cutting hair for 40 years, and she is now a haircut volunteer for HopeWest. She got involved because of a HopeWest postcard she received looking for haircut professionals. Volunteering using your talents is a great way to give back to the community.

“I enjoy meeting all the wonderful people that HopeWest cares for. The smile on their faces when I finish their haircut shows they feel better about themselves,” Colleen said.

Not only does Colleen share her talents with our wonderful patients, but she also makes connections with them, and creates lasting memories. Yes, it may seem like a simple haircut, but it can bring confidence and give joy. At HopeWest, we care for the whole patient, mind, body, and spirit.

Volunteering is a great way to give to those in need. “Seeing the joy and the appreciation it brings, it makes my heart happy,” Colleen said.



We Honor Veterans



Thank you to all veterans for their service to our country! As a small token of our gratitude, HopeWest presented volunteers, team members, and patients who shared that they are veterans with a certificate on Veterans Day.

Pictured Above: Barb Hansley, HopeWest volunteer, and Dr. Don Nicolay, HopeWest Board of Directors Volunteer Chair. Barb, a Navy veteran, attended this month's board meeting to share her experience as a vigil volunteer. Vigil volunteers ensure that no patients are alone during their final hours of life. Recently, Barb had the honor of sitting vigil with two fellow veterans before they died. Thank you Barb for your service to our country and your volunteerism at HopeWest. You are helping fulfill the HopeWest mission of profoundly changing the way patients and families experience serious illness.

Hospice-Veteran Partnerships are coalitions of Department of Veterans Affairs, hospices, state hospice organizations, and community partners working together to ensure that excellent care at the end of life is available for our Veterans and their families.

Volunteer Satisfaction 2022

Across the organization, our volunteers are very satisfied with their work at HopeWest. Surveys sent are on a scale of 1-5 with 96% being “most satisfied.”

Our mean score in 2022 was 4.8 for volunteer satisfaction, and 4.9 for volunteer willing to recommend HopeWest as a place to volunteer.

363 surveys were completed. Heirlooms and Administrative roles have the highest percent return. Patient Care has the highest satisfaction scores.

We have identified the following opportunities for the coming year:

- Focus on re-engagement of volunteers
- Recruit and train additional volunteers to help fill in the gaps
- Work closely with volunteers to show how their work impacts the organization as a whole
- Assure adequate general orientation and site-specific training for all positions
- Assure training sessions are easily accessible
- Communicate the needs of the organization and how volunteers can help

Question	2022	2021	2020
I feel appreciated for my work as a volunteer	4.9	4.8	4.8
The volunteer work I do has a great deal of impact to HopeWest and our community	4.7	4.6	4.6
The volunteer training sessions were convenient	4.6	4.4	4.5
I understand how my volunteering contributes to the mission of the organization	4.9	4.8	4.9
I would recommend HopeWest as a place to volunteer	4.9	na	na
Overall Satisfaction	4.8	4.6	4.7
Survey Responses	363	443	313

By the Numbers

Statistics	2022	2021	Difference	% Increase
New Volunteers	182	141	41	29%
Volunteers	961	841	120	14%
Hours	69,213	57,548	11,665	20%
Delta	8,597	8,585	12	
Grand Junction	42,578	32,970	9,608	
Meeker	2,036	1,340	696	
Montrose	14,806	13,931	875	
Plateau Valley	1,196	722	474	
Medicare Match	10%	6%	4%	
Volunteer	14,388	11,070	3,318	
Staff	139,418	185,472	-46,054	
Patient Care	7,665	6,544	1,121	
Admin	5,253	3,552	1,701	
HopeWest Kids	1,126	869	257	
Bereavement	344	506	-162	
Patient Care Hours including Palliative Care & PACE	9,441	6,724	2,717	40%
Delta	764	511	253	
Grand Junction	3,947	2,937	1,010	
Meeker	450	410	40	
Montrose	961	623	338	
Plateau Valley	820	471	349	
FCC Patient Care	2,559	1,772	787	
Heirlooms	38,689	36,130	2,559	7%
Special Events	3,827	2,598	1,229	47%
Tanglewood	2,196	2,193	3	0%
Training	1,268	755	513	68%

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

Location	Staff Hours	Volunteer Hours	Medicare Match %
Delta	10,196	1,102	11%
Grand Valley	114,533	10,464	9%
Montrose	12,716	2,111	17%
Plateau Valley	1,973	710	36%
<u>Total for all sites:</u>	139,418	14,388	10%

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, Sewing Veteran Quilts

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!