



## Full Life Care Volunteer Impact Report 2023

*Volunteers are integral to Full Life Care, enabling us to grow, sustain, and enrich the services we provide to enhance quality of life for the elders, caregivers, and adults with disabilities that we serve.*

In 2023, 387 individuals contributed their time to Full Life Care with an additional 507 serving through a group. Overall, volunteers recorded **9137** hours of their time committed to help us achieve our mission.

### Volunteer Service is Valuable

Volunteers' gift of time and goodwill is best measured by the number of individuals served and the anecdotal impact of their service. Value also extends to financial and in-kind or incidental contributions, such as 5524 miles driven in the course of service. Full Life Care volunteers contribute their own time and talents, in addition to directing corporate matching donations for volunteer hours and cash contributions to Full Life Care.



### **Volunteer Hour Value:**

Independent Sector calculates the value of a volunteer time in Washington State at \$37.63/ hour. When multiplied by the 9137 hours volunteers reported in 2023, the in-kind value of volunteer time equates to \$343,825.

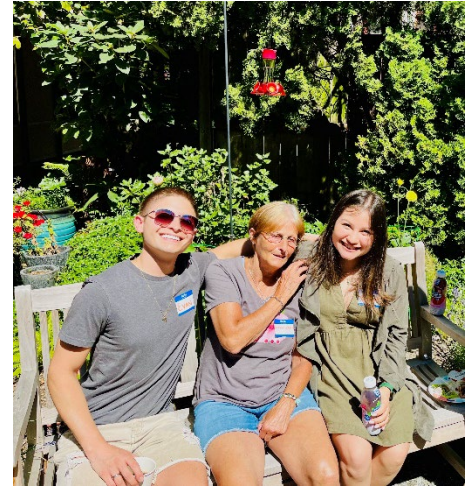
### **Corporate Engagement:**

We increased volunteer engagement with company-based volunteers 5 fold in 2023, with employees from 24 different companies participating in volunteer projects. Full Life receives cash match for volunteer hours from companies such as Microsoft, Boeing, and T-Mobile. Many other companies match employee's charitable donations.

## Volunteer-Based Programs

### **Care Teams - Relieving Caregiver Burnout:**

Full Life Care's newest volunteer-based program, Care Teams for Caregiver Respite, funded by the King County Veterans, Seniors and Human Services Levy, supports unpaid family caregivers with practical and flexible support to reduce caregiver burnout. Small teams of community volunteers work together with each caregiver to identify and provide support that makes a meaningful difference for the family. Of those who reach the 6 month milestone, 100% report a reduction in stress and improvement in their quality of life. Entering its 3<sup>rd</sup> year, the program has supported 27 unpaid family caregivers of seniors and veterans. Caregivers and volunteers alike express gratitude for the community of support created in the program.



### **ElderFriends – Alleviating Elders' Loneliness:**



ElderFriends Volunteer Companionship program relieves isolation and increases social connection among older adults age 60+ in King County. Volunteers provide one-on-one companionship and support to older adults who experience isolation and feelings of loneliness. The program saw an increase in participant referrals and an upward trend in new volunteers in 2023. An average of 70 elders receive friendly visits each month. 180 elders receive our regular enrichment letter, including handmade cards, resources, and program updates.

## Volunteer Services & Projects

### **Adult Day Health – Enriching Therapeutic Group Activities:**

At Full Life Care's Adult Day Health Centers in Everett and South Seattle, volunteers offered in-person support for participants' group activities, enriching the mind, body, and spirit. Volunteers designed and led craft workshops, live music performances, and other special occasions. Volunteers also served virtually, presenting 34 virtual cognitive activities for participants, incorporating personal stories and encouraging thoughtful discussions, keeping participants engaged and active from their own homes.

### **Holiday Deliveries – Spreading Seasonal Cheer:**

During the holiday season, volunteers delivered seasonal treats and turkey dinners to 85 ElderFriends and Care Teams participants. We are grateful to our in-kind donors, community partners, and the volunteers who dedicated their time and effort to bring joy and comfort to those who needed it most.



### **Student Interns – Enhancing Operations:**

Volunteers also lent their skills and expertise by contributing both direct service and behind-the-scenes support for projects across Full Life Care's network of health and social services. We engaged 38 student interns from 6 schools in 5328 hours of service. Interns were integral to enhancing operations in our ElderFriends, Adult Day Health, and Housing Stabilization and Supports programs, and supporting our general Volunteer Programs and Services operations. We are thankful for the opportunity to offer experience and mentorship to students in return.

### **Cards of Encouragement – Inspiring and Comforting Clients:**



Volunteers' handmade greeting cards, featuring handwritten messages of encouragement, have become a highlight of the ElderFriends program's monthly mailing to its participants and special occasions for clients in other Full Life Care programs. Each of the 4200 cards created by volunteers this year have helped our participants feel a sense of belonging and connection to their greater community, easing loneliness, offering inspiration, and boosting spirits overall.

### **Volunteer Communications & Meetups – Building a Conscientious Community:**

Aside from focusing on volunteers' beneficial impact on clients, we also developed ways for service to feel more meaningful for volunteers themselves. We increased communications, releasing a public Volunteer Newsletter bimonthly, offering virtual Volunteer Information Sessions, and sharing an Orientation Guide with new volunteer card makers, highlighting the value of volunteerism. We hosted a series of discussions about ageism and combating misconceptions, inspiring volunteers to create cards of encouragement for ElderFriends with more awareness and intentionality.

During Volunteer Appreciation Week in April, we facilitated our first virtual Card Making Volunteer Meetup. By the end of the year, we proceeded to host 8 additional virtual meetups and 2 in-person meetups during Make a Difference Day in October and the holiday giving season in December. 71 volunteers participated in our meetups overall, coming together for a common cause while building community with each other.



## Opportunities, and Growth



This year brought opportunities for community collaboration. Our partnership with the Memory Hub brought a new home for volunteer-based program gatherings, and opportunities to connect with caregivers. ElderFriends and Care Teams collaborated to host a garden party at the Memory Hub. We look forward to further collaborations in 2024 as we continue to partner with the Memory Hub, deepen interdepartmental collaborations, and look to establishing our presence in the new Full Life Care Headquarters on Beacon Hill, which opened in 2024.

In 2023 we achieved a 22% increase in number of regular volunteers, a 25% increase in reported volunteer hours, and increased corporate volunteer group involvement from 5 to 24 companies. We continue to work to retain our valued volunteer base, increase consistency of hours reported, and attract new contributors in 2024.

## Gratitude

*Thank you to our 2023 contributors and community partners:*

### In-Kind Donors

Ballard Blossom  
Bertschi School 1<sup>st</sup> Grade Students  
Chihuly Garden and Glass  
Lutheran Community Services Northwest – Santa for Seniors  
Operation Sack Lunch  
Our Lady of Fatima Parish  
Quilter's Anonymous and "the Old Sew 'n Sews"  
St. Matthew Parish  
Seattle Symphony  
Swartz Family  
University Presbyterian Sewing Group  
Woodland Park Zoo  
Zeta Phi Beta Sorority, Inc. – Lambda Alpha Zeta Chapter



## **Community Volunteer Groups**

Bellevue College – Occupational and Life Skills Program  
BJ Montoya Violin School  
Franklin High School - Key Club  
Lakeside School – Business and Development Staff  
Logos Presbyterian Church – Agape Youth Group  
Seattle University – Jumpstart Program  
Sewa international, Seattle Chapter  
Tavon Learning Center  
University of Washington - Business Leaders of Faith  
University of Washington - Delta Epsilon Mu  
Vietnamese Martyrs Parish – Youth Group

## **Corporate Volunteer Groups**

*Employees from the following companies participated in group volunteer projects:*

Alaska Airlines – People Ops Team  
Amazon Fresh Stores  
BECU  
Bristol West  
BRR Architecture, Inc.  
Elemental Alumni Group  
Environmental Works  
Field Day  
Google  
Hilton Motif Seattle  
InTRUSTment Northwest  
Learning.com  
LegitScript  
Linesight  
Mayer/Reed  
Microsoft  
Parametric  
PitchBook  
PSB Insights  
Starbucks  
Stryker  
T-Mobile  
West Monroe  
ZS



## School Programs

### Highline College

Human Services Practicum

### Lake Washington Institute of Technology

Occupational Therapy Assistant Program

### Oregon State University

Public Health Program - Health Promotion and Health Behavior Internship

### University of Kentucky

Social Work Practicum

### University of Washington - Bothell Campus

Health Studies Fieldwork

### University of Washington - Seattle Campus

BSN Nursing Program - Population Health Through Community Health Nursing Partnerships Fieldwork  
DNP Nursing Program - Population Health and Systems Leadership Track Practicum  
Undergraduate Community Based Internships Program  
Psychology Fieldwork

### Washington State University

Service Learning Program

### Western Washington University

Human Services Internship Program



*Any omissions are unintentional. We appreciate every connection and contribution from our community!*



## Snapshots of Service

Refer to Full Life Care's blog and social media for highlights of recent service:

### Soul Friends

ElderFriends pair Patty and Caroline sat down to reflect upon their friendship: <https://www.fulllifecare.org/soul-friends>

"I never make assumptions based on age. What I have felt is a genuine connection of who we are as people. We have so much to learn from our elders." – Caroline, ElderFriends Volunteer

"What I'm learning with her is how much we really are connected by life experiences... You're never too old to learn new things." – Patty, ElderFriends Participant



### A Journey of Compassion: My Story with Full Life Care



Mary Ann shares her volunteer journey: <https://fulllifecare.org/a-journey-of-compassion-my-story-with-full-life-care>

"I realized that my purpose was not just about me: it was about the countless lives I could touch. Full Life Care became my extended family, and their smiles warmed my heart... We all have so much more to give. Together, we can create a more compassionate society for all." – Mary Ann, Former Full Life Care Volunteer

### A Can Do Attitude: Family Caregivers Value Volunteer Support

The Care Teams Program has been beneficial for caregivers and volunteers alike: <https://fulllifecare.org/a-can-do-attitude-family-caregivers-value-volunteer-support>

"The value of this program cannot be denied. Caregivers DO need help, particularly if family is not near or able. I love the 'can-do' attitude that guides me gently into believing that I really CAN do more of this, despite my age, as long as I will accept help. I am very grateful." – Linda, Family Caregiver, Care Teams Participant





## A Garden Party to remember: ElderFriends and Care Teams Participants Make Creative Connections



ElderFriends and Care Teams Programs collaborated to host a special occasion at The Memory Hub: <https://fulllifecare.org/a-garden-party-to-remember-elderfriends-and-care-teams-participants-make-creative-connections>

“Social connection is a vital component to healthy aging... It’s rewarding to see the friendships that grow through these programs and we’re grateful for the partnerships that make it possible to offer a gathering like this.” – Ginger Seybold, Director of Volunteer Programs

## Spreading Joy and Connection: PitchBook Volunteers Enrich Adult Day Health Group Activities

South Seattle Adult Day Health Center hosted a group of volunteers from PitchBook, who dedicated time away from their corporate desks to make an impact: <https://fulllifecare.org/spreading-joy-and-connection-pitchbook-volunteers-enrich-adult-day-health-group-activities>

“It’s been very interesting to have them around... It’s a nice change of pace.” – Ailyanna, Adult Day Health Participant

“It’s nice to be able to chat with people and get a different perspective.” – Anikka, PitchBook Group Volunteer



## Solace in Companionship



An ElderFriends friendship forged during times of isolation endures: <https://fulllifecare.org/solace-in-companionship>

“I believe the most important thing is how you show up for someone. Kindness, consistency, humor and respect are all things I try to bring to our relationship.” – Lola, ElderFriends Volunteer

## A Care Team Story: Multiple Perspectives; Mutual Admiration

Caregiving brought new challenges and when it became isolating, Full Life’s Care Teams volunteers were there to offer support: <https://www.fulllifecare.org/a-care-team-story-multiple-perspectives-mutual-admiration>

“The unique nature of the Full Life Care Team approach is very much showing up as a needed and rewarding resource our community can be proud of.” – Angie, Care Teams Volunteer





## UW Nursing Students and Full Life Care Partner to Improve Client's Wellbeing



As part of an ongoing partnership, University of Washington nursing students help to improve health and wellbeing of Full Life's clients while getting valuable hands-on experience: <https://fulllifecare.org/uw-nursing-students-and-full-life-care-partner-to-improve-clients-wellbeing>

"This clinical rotation allowed me to challenge my implicit biases. I have enjoyed the ability and opportunity to help residents improve their independence and involvement in their own health outcomes." – Zenna, UW Nursing Student Volunteer

## Group Volunteers Contribute on MLK Day of Service

A single day of service turned into a tremendous outpouring of support:

<https://fulllifecare.org/full-life-cares-partnership-with-united-way-of-king-county-was-a-success>



## Learn More

Visit our Volunteer Programs and Services website at <https://www.fulllifecare.org/ways-to-give/volunteer>

