



## Full Life Care Volunteer Impact Report 2024

*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 2024, 343 individuals and 361 serving through groups recorded 8090 hours of time contributed to Full Life Care.

### 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. Additionally, 18% of Full Life Care donors are volunteers. We value incidental contributions and community support as volunteers act as goodwill ambassadors in their social, professional and family networks.

#### **We can also calculate a monetary value of volunteer time.**

Independent Sector\* values volunteer time in Washington State at \$40.28/ hour. The in-kind value of volunteers' recorded hours in 2024 equates to \$325,865. \*<https://independentsector.org/resource/value-of-volunteer-time/>



#### **Corporate Engagement**

We offered opportunities for engagement for corporate volunteerism. Employees from 13 different companies participated in group volunteer projects including 3 group leaders inspired to repeat participation since last year. In addition to raising awareness of Full Life's mission and services, companies such as Microsoft, Boeing, and T-Mobile, among many others, offer cash match for their employees' service hours.

### Volunteer-Based Programs

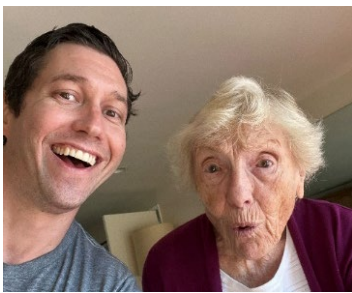
#### **Care Teams - Relieving Caregiver Burnout**

Full Life's Care Teams program is an innovative community-based initiative that provides vital support for unpaid family caregivers. By mobilizing small groups of trained volunteers, the program offers caregivers social, emotional, and practical assistance, alleviating their isolation, fatigue, and burnout.

Launched in 2022, the program gained momentum in 2024. In 2024, we trained 35 volunteers and connected 13 caregivers with a team, while maintaining and enhancing existing teams. Overall 28 caregivers received support from volunteer care teams in 2024, including 8 veteran families. Through a “Monthly Missive” message, staff shared additional resources and opportunities with caregivers and provided information and assistance as needed. In Spring 2025 our longest standing volunteer team will celebrate 3 years with the care participants they support!



### **ElderFriends – Alleviating Elders’ Loneliness**



ElderFriends Volunteer Companionship program relieves isolation by increasing 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. On average, 180 participants receive our enrichment mailings, including a handmade card, resources, and activities, and 60 elders receive friendly visits each month. 83% have formed new positive relationships, 85% feel less lonely, and 90% would recommend ElderFriends to a friend.

### **Volunteer Services & Projects**

Full Life Care’s April 2024 move into our Beacon Hill headquarters opened up new opportunities for community and collaboration, while maintaining longstanding services and partnerships.

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

As Adult Day Health Centers returned to full in-person programming in July, we phased out our virtual volunteer group activities and re-established weekly in-person volunteer shifts in Everett and South Seattle. Volunteers offered in-person support for participants’ group activities, enriching the mind, body, and spirit, while building rapport and encouraging their engagement. In addition, group volunteers designed and led craft workshops, live music performances, and other special occasions.

### **Holiday Deliveries & Events – Spreading Seasonal Cheer**

We continued our partnership with the Memory Hub, hosting a WinterFest party and Summer Picnic there for our volunteer-based programs.

During the holiday season, volunteers delivered seasonal treats and turkey dinners to 90 ElderFriends and Care Teams participants.



We are grateful to our meal partner Operation Sack Lunch and other long time 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**

Student interns also lent their skills and expertise by volunteering over 4200 hours of direct service and behind-the-scenes support for projects across Full Life Care’s network of health and social services. Interns from Teens in Public Service and University of Washington UCBI programs supported Adult Day Health Care and Volunteer Programs during transition away from virtual services. UW Nursing student cohorts provided robust support and gained practical experience in Adult Day Health Care settings at both Everett and Beacon Hill locations. 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, continue to delight ElderFriends participants through frequent mailings, and clients in other Full Life Care programs, who receive the greetings on special occasions. Over 2000 cards were created by volunteers this year, helping participants feel connected to their greater community, easing loneliness and boosting spirits overall.

Aside from creating cards, volunteers also supported the sorting and assembly of card mailings, enabling us to triple the amount of cards mailed over the holiday season, including cards to each of Home Care’s 600+ clients.

### **Volunteer Meetups & Social Committee – Expanding Volunteers’ Service**

In May, we hosted our first Volunteer Meetup in person at Beacon Hill, enjoying camaraderie while also gathering feedback to expand volunteers’ experiences. As a result, we were inspired to offer special topics trainings on dementia (facilitated by Dementia Friends) and managing stress and holiday blues, enhancing volunteers’ client interactions and their own personal development.



Volunteer Meetups in June and October offered the opportunity to gather in service and community. Volunteers tended raised garden beds to provide fresh flowers and a few vegetables throughout the summer and added a seasonal pop of color to the entryway of our headquarters, ensuring adult day health clients and visitors feel welcomed even before entering our building.

# Gratitude

*Thank you to our 2024 contributors and community partners:*

## In-Kind Donors

Ballard Blossom  
Bertschi School 1<sup>st</sup> Grade Students  
Chihuly Garden and Glass Community Enrichment Program  
Gloria Dei Lutheran Church  
Lutheran Community Services Northwest – Santa for Seniors  
Operation Sack Lunch  
Our Lady of Fatima Parish  
Quilter’s Anonymous and “the Old Sew ‘n Sews”  
Seattle Symphony  
Solid Ground - Knit-It-Alls  
St. Matthew Parish  
Swartz Family  
University Presbyterian Sewing Group  
Woodland Park Zoo Community Access Program  
Zeta Phi Beta Sorority, Inc. – Lambda Alpha Zeta Chapter



## Community Volunteer Groups

Northeastern University – Agents of Social Impact  
Project Andante  
SOS Outreach  
Sunday Assembly Seattle  
The Wishing Crane Project, Seattle Chapter  
University of Washington - Delta Epsilon Mu  
Vietnamese Martyrs Parish – Youth Groups  
Washington Conservation Corps - City of Redmond  
Zeta Phi Beta Sorority, Inc. – Lambda Alpha Zeta Chapter –  
Archonette Club



## Corporate Volunteer Groups

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

Amazon  
BECU  
Clarus  
HCA Healthcare  
Hilton Motif Seattle

Kaiser Permanente  
Microsoft  
Providence  
Salesforce  
Seattle Children’s

Select Health  
The Trade Desk  
Weyerhaeuser



## School Programs & Internships

Lake Washington Institute of Technology

Occupational Therapy Assistant Program

Pacific University

Occupational Therapy Level II Fieldwork

Seattle Central College

Applied Behavioral Science Practicum

Teens in Public Service

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



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



*“Volunteering has allowed me to channel my energy towards a meaningful cause, brought happiness through contributing to the well-being of others, and provided a sense of calmness and peace through the connections formed with individuals.”*

*— Cheryl, Care Teams volunteer*

# A Year in Review



## February Social Event: Winterfest at the Memory Hub

ElderFriends and Care Teams participants and volunteers enjoyed camaraderie and valentine crafting, enhanced by youth support from the Zeta Phi Beta, Lambda Alpha Zeta Chapter's Archonette Club.



## February Community Fundraiser: Watershed Pub & Kitchen

ElderFriends was chosen as February's community partner for Confluence, a monthly community fundraiser. Full Life Care staff and supporters came out to show their support alongside the Watershed Pub & Kitchen community in a fun and festive atmosphere.



## April Blog Post: Care Teams Volunteers' Unexpected Benefits

In honor of National Volunteer Appreciation Week, we shared the ways Care Teams volunteers have enhanced the quality of life of our clients while also enriching their own lives in return:

<https://fulllifecare.org/care-teams-volunteers-discover-unexpected-benefits/>

*"[Volunteering] broadens my horizons, enhances my confidence, and helps me learn to interact with others. [I'm] learning to understand differences, respect diversity, and effectively express myself." - Zu, Care Teams volunteer*



## May Volunteer Social Meetup: Beacon Hill Introduction

Volunteers received their first introduction and tour of Full Life Care's new Beacon Hill headquarters. The gathering included a chance to meet other volunteers, share inspirations, and brainstorm ideas for future meetups.



## June Volunteer Service Meetup: Summer Gardening

With the inspiration of a new building and upcoming Open House, volunteers created welcoming signage and refreshed garden beds on the lower South side of our Beacon Hill site with the promise of summer blooms.



### **July Social Event: Picnic Party at the Memory Hub**

ElderFriends and Care Teams participants and volunteers enjoyed a classic picnic and meditative rock painting, thanks to the coordination of Social Committee volunteers.



### **August Blog Post: Teens in Public Service Intern**

Teens in Public Service (TIPS) Intern, Crystal, reflected on her service at our Adult Day Health Center in Beacon Hill, which included planning Project Andante student musicians' concert for clients:

<https://fulllifecare.org/teens-in-public-service-intern-crystal-shares-her-experience-working-with-adult-day-health-at-beacon-hill/>

*"I've learned how everybody comes together to support and take care of our clients, fully and with every aspect of their lives. I love seeing our clients happy. A simple thing such as music can be so powerful in connecting others." - Crystal, TIPS Intern*



### **October Volunteer Service Meetup: Make a Difference Day Gardening**

Clients and staff at our Beacon Hill headquarters were welcomed with a cheerful surprise after volunteers helped refresh garden beds and assemble fall planters at the entryway, in honor of Make a Difference Day.



### **November Holiday Event: 29<sup>th</sup> Annual Thanksgiving Deliveries**

On Thanksgiving morning, volunteers delivered 90 meals and holiday surprises to Care Teams and ElderFriends clients – the most ever!



### **December Volunteer Service Meetups: Holiday Card Mailings**

Aside from creating cards, volunteers, including Vietnamese Martyrs Parish youth groups, supported the sorting and assembly of card mailings, enabling us to triple the amount of cards mailed over the holiday season.

## **Learn More**

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