

HILLTOP'S VOLUNTEER VOICE

Spring 2018



“Let Your Voice Be Heard”

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*Leading through action
to make a difference for
people of all ages*



Sheryl Click's Corner

Hilltop Celebrates the Contributions Volunteers Make to its Mission

“Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well.” Voltaire



On behalf of Hilltop, I would like to thank our *incredible* volunteers for their service to our organization. Every year, volunteers serving in Mesa, Delta, Montrose and Ouray Counties contribute on average 2,000 hours a month of support in over 20 Hilltop programs. This translates to an estimated monetary value of more than \$355,000 worth of invested time each year.

Hilltop believes that volunteers are an essential part of our culture and help our staff to successfully meet the needs of those we serve. Our organization strives throughout the year to thank and show our volunteers how much they are appreciated.

April 15th-21st, is National Volunteer Week and Hilltop programs across the organization will be thanking their volunteers for their contributions. It is a time for Hilltop to celebrate with gratitude our volunteers and why they enjoy volunteering to help our clients, residents and their families:

“I love the people, they are my family.”

“I feel like part of the team....they all make me feel like I contribute and make a difference.”

“Working with such dedicated and enthusiastic people.”

“I feel that not only am I helping out and feeling appreciated, I am learning new things and have a feeling of accomplishment.”

“Feeling as though I am working with an organization that truly creates positive change in this community.”

We encourage programs, and staff to continue to thank their volunteers ongoing and especially this month, for helping to make a difference for people of all ages.

Volunteer Services Staff & Volunteers

Manager- Sheryl Click

Jo Ann Rezen

- Administrative Volunteer

Volunteer Coordinators:

Shelby Laird

- Senior Services

Sheryl Click

- Child & Family Services
- Youth & Adult Residential Services
- Professional Services

Tiffany Waugh

- Miscellaneous Services

Leather Bang

- Property Services

Paige Cadman

- Marketing & Development Services

Teresha Taylor

- Montrose Services
- DV Services

Program Volunteer Liaisons

Karen Clymer

- B4 Babies

Anna Cubel

- Hilltop Health Access/
Access +

Crystal Cox

- Family First

Kristy Skidmore

- Cooking Matters

Maria Martinez

- Environmental Services

Lisa Vega

- Life Adjustment Program

Louis Palmer

- Landscaping/Maintenance

Dwight Ross

- Residential Youth Services
- Alternative Treatment Unit

Tiffany Paramore

- Senior Daybreak

Joanie Leinbach

- Workforce Center

Amanda Salinas

- Hilltop Wellness Program

Tiffany Waugh

- Supporting Our Seniors

Christie Higgins

- ADRC

Nicolle McCown

- The Commons
- The Fountains

Kevin Matthews

- Get Real

Susan Volkmann

- Human Resources

Paige Woodrow

- SB94

Program Highlight:



By Lisa Vega

The Life Adjustment program, or LAP as it is popularly called, was founded in 1984 as a response to a critical community need addressing the long term living needs of survivors of traumatic brain injury (TBI).

The brain child of former Hilltop CEO's Sal Schaefer and Dennis Stahl, LAP was first envisioned as a residential "treatment" place following a survivor's immediate rehab hospitalization. Seen as transitional, it was designed to help TBI residents gain some of the self-sufficiency skills lost due to the altered functioning of their brains.

LAP has evolved over the last 30 years to actually work with the residents on quality of life goals and activities. Although some TBI survivors are able to achieve self-sufficiency, many are not able to do so. With a TBI comes many, many changes to one's life; memory difficulties, inability to maintain behavioral/emotional control, mobility challenges. All these contribute to compelling barriers to self-sufficiency. LAP provides a place for these individuals to "be", live and thrive at their pace and desires. Many LAP residents have lived here for the 30 years we have been providing service. Many have also passed away. LAP has become home.

We have grown over the years and now serve over 70 residents on a 7 acre campus with apartments that are designed to maximize the participant's self-reliance. Staffed 24 hours a day, 7 days a week, 365 days a year, there is always something going on, something always happening. And, there are plans to see us into the future.

While volunteers are always a welcome addition to the family, the residents are not always easy to interact with. They yearn for company, a sympathetic ear and folks who are able to understand them where they are at. Our residents are very interested in the variety of "educational" activities that a creative, patient volunteer can bring. A gentle sense of humor, understanding and the ability to change the "game plan" is essential to being a volunteer at LAP. And many volunteers have found this to be a most rewarding experience.



Volunteer Highlight:

Stefanie Suppes-Goodsell Life Adjustment Program

The Life Adjustment Program would like to spotlight one of our valued volunteers, Stefanie Suppes-Goodsell. Stefanie has been teaching a weekly Geography class at the Life Adjustment Program for the past seven months.

Stefanie has a unique ability to stimulate the minds of our brain injured residents. Stefanie provides handouts, videos, diagrams and maps to keep her class engaged, as they learn about each country, one continent at a time. Stefanie even provided snacks and beverages from China recently, during Chinese New Year.

Some of the comments residents have made regarding Stefanie are- "Stefanie is so kind and patient." Another resident added, "Stefanie listens intently to our questions." Life Enrichment staff, have been impressed that Stefanie makes sure everyone gets a chance to participate, even if they are non-verbal.

The residents at the Life Adjustment Program are very fortunate to have such a dedicated volunteer teaching them.



Hilltop Safety Watch:

Body Mechanics: Lift & Transfer Technique

Our bodies are designed to move, lift, and carry. Factors such as body type, fitness, flexibility, and how well you picked your parents influence how we lift and carry. This doesn't mean it can't be done; it just means 'how' we do it is important.

Remember APPLAUSE:

A is for Apart -keep you feet apart when lifting or place one foot in front of the other.

P is for Pivot-be sure to pivot or turn your feet rather than twisting or turning your body.

P is for Plan-provide clear directions to the client and their role in assisting you. Know the clients limitations beforehand.

L is for Legs-lift with your legs. The muscles of the legs are power muscles designed for power activities.

A is for Approach-approach the lift close to your body.

U is for Up-Keep your head up while lifting.

S is for Stomach-tighten the stomach muscles as you lift.

E is for Easy-move slowly and easily to lift.

Hilltop Volunteer Opportunities

Hilltop Community Resources is looking for volunteers:

In Delta, Montrose, Ouray Counties:

- ◆ Domestic Violence Services (Crisis Line)
- ◆ The Family Resource Center (Office & Reception Support)
- ◆ Child & Family (Life Skills Mentor)

In Mesa County:

- ◆ Domestic Violence Services (Crisis Line Support)
- ◆ Fountains & Commons (Resident Companions) (Activities Facilitation)
- ◆ Life Adjustment Program (Resident Companions) (Activities Facilitation) (Interns)
- ◆ Family First (Special Events Support) (Child Care Support) (Transportation Support)
- ◆ Corporate (Special Events/Projects) (Program Internships)
- ◆ ADRC (Interns)
- ◆ Supporting Our Seniors (Driver)
- ◆ Residential Youth Services (Interns) (Administrative Support)

For more information about this or other volunteer opportunities with Hilltop please contact Sheryl Click, Manager of Volunteer Services, at 244-0659 or sherylc@htop.org

Program Liaison Highlight:

Lisa Vega LAP Life Enrichment Manager

Throughout her over 21 years with Hilltop's Life Adjustment Program, Lisa has worn many hats in her work. Staff supervisor, assistant director, to name a couple. Her passions have now lead her to direct LAP's Life Enrichment program.

Lisa is tasked, along with her dedicated team of staff, with providing a variety of life enriching activities for the residents and community clients who come to LAP daily. A strong leader with a soft heart, Lisa is willing to make things work for the residents. One big dream she has had is to take a group of residents to Disneyland! Her combined passion, devotion to the residents and unique determination ensure that this plan WILL happen!

Residents will tell you that they can go to Lisa for anything, "she listens and makes me feel like I am a part of all this," says one LAP resident. And, "When I am feeling down about stuff...I know she will be there for me, she has my back."

Looking to our future we know that Lisa will be a big part of it!



Hilltop Volunteer Satisfaction Survey Results

Hilltop volunteers reported positive ratings regarding their volunteer experience on a recent survey conducted by Volunteer Services.

Volunteers were asked to rate their volunteer experience with the program they volunteer through at Hilltop. Volunteers were given the opportunity to submit the survey by mail or online, with the option to be anonymous or to include their contact information not only so Volunteer Services could follow-up with them but to be included in a drawing for a \$100 gift card. A total of **145** surveys were mailed to Hilltop volunteers. Of the 145 surveys mailed, **62** were returned. There were **14** completed on Survey Monkey and **48** completed on paper. The survey response rate was **43%**. Of the 62 volunteers who responded **55** reported they volunteered in Grand Junction, **3** in Delta and **4** in Montrose.

Program Volunteer Experience

Volunteers who completed the survey were asked to rate their volunteer experience for the program they serve in. The volunteer was asked to rate nine statements regarding their volunteer experience on a 4 point scale (**4** Agree, **3** Somewhat Agree, **2** Somewhat Disagree and **1** Disagree).

| Please rate your volunteer experience for the program you serve in. | Agree 4 | Somewhat Agree 3 | Somewhat Disagree 2 | Disagree 1 |
|--|------------|---------------------|------------------------|---------------|
| I feel appreciated for my work as a volunteer. | 93.44% | 6.56% | 0.00% | 0.00% |
| I have been adequately trained for my assignment. | 79.66% | 16.95% | 1.69% | 1.69% |
| I feel my orientation and training was relevant to my position. | 81.03% | 10.34% | 8.62% | 0.00% |
| My contact/supervisor is accessible to me. | 96.61% | 3.39% | 0.00% | 0.00% |
| My contact/supervisor communicates well with me. | 86.21% | 13.79% | 0.00% | 0.00% |
| I am satisfied with my volunteer experience. | 87.93% | 12.07% | 0.00% | 0.00% |
| I understand how my volunteering contributes to the mission of the program and the organization. | 96.67% | 3.33% | 0.00% | 0.00% |
| If given the opportunity, I would be interested in taking on more volunteer responsibility with Hilltop. | 37.29% | 38.98% | 8.47% | 15.25% |
| I would recommend Hilltop to my friends or family for volunteer opportunities. | 93.33% | 6.67% | 0.00% | 0.00% |

Although the majority of volunteers reported positive responses regarding their volunteer experience with Hilltop, position specific orientation and training were identified as areas for improvement. Volunteer Services would like to thank all the volunteers who participated in the annual survey. Congratulations to Alec Fournier for being our lucky survey drawing winner.



Once again, Hilltop will be co-sponsoring with FCI Constructors, Inc., the Aquatic Event Portion of the state Special Olympics, which is scheduled in Grand Junction for Saturday, June 9th and Sunday, June 10th, at Colorado Mesa University El Pomar Natatorium (Aquatics Center). We would like to encourage our wonderful Hilltop volunteers to participate in this exciting and uplifting event that celebrates the efforts of so many specially challenged individuals to overcome barriers and achieve personal victory at the 2018 Summer Games. Special Olympics Volunteer Manager, Georgia David, is recruiting volunteers for the event. There are 50 volunteers needed for **each day** of the Aquatic Event. **Youth ages 8 to 15 can volunteer with a parent present.** Training for each position will be given to volunteers at the location just prior to the start of the event each day. Thank you and we look forward to your participation in this incredible event!

[This year all individuals interested in volunteering for Aquatics will sign up using the Special Olympics link below.](#)

<https://www.classy.org/grand-junction/events/state-summer-games-presented-by-spectrum-volunteer-opportunities/e171184>

Thank you for your continued support of Special Olympics Colorado and here's to another wonderful State Summer Games for our amazing athletes!

Georgia David
Volunteer, Family Services and Athlete Leadership Manager

Special Olympics Colorado
384 Inverness Parkway, Suite 100
Englewood, CO 80112
Phone: [720-359-3130](tel:720-359-3130)
Email: Georgia@SpecialOlympicsCO.org
www.specialolympicsco.org

Look What You Did!

Lazy Man Olympics 2018

Hilltop would like to thank the 20 volunteers who provided 138 hours of support to make the Lazy Man Olympics a huge success. This year 62, two-person teams participated in three competitive events: poker, corn hole and golf to raise over \$7,000 for Latimer House and Hilltop's Domestic Violence Services.

Thank You!!!

Upcoming Hilltop Training Opportunities for Volunteers

Hilltop believes in offering training opportunities to volunteers at low to no cost, which can help individuals grow personally, professionally and educationally. Here are some orientation and training dates coming up. Please note that New Employee & Volunteer Training provides an overview of Hilltop history, programs and services and is the same content each month.

April New Employee & Volunteer Training

Thursday, 19th, from 10am-11:15am
Hilltop Corporate Office, 1331 Hermosa Ave.

May New Employee & Volunteer Training

Tuesday, 1st or Thursday, 17th, from 10am-11:15am
Hilltop Corporate Office, 1331 Hermosa Ave.

June New Employee & Volunteer Training

Tuesday, 5th or Thursday, 21st, from 10am-11:15am
Hilltop Corporate Office, 1331 Hermosa Ave.

To sign up for New Employee & Volunteer Training, please contact Sheryl Click at (970) 244-0659 or by email: sherylc@htop.org.

Hilltop is considering offering Standard First Aid & CPR training to volunteers. If you are interested in having this type of training offered, please contact Sheryl Click.