

HILLTOP'S VOLUNTEER VOICE

Fall 2020



“Let Your Voice Be Heard”

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People First:

Making a Difference One
Individual at a Time



Sheryl Click's Corner

Volunteering in the Midst of a Pandemic



There is nothing like experiencing a “good ole lockdown,” to ignite one’s passion to volunteer. Many of us were feeling a little *stir crazy* with the captivity we were under during this pandemic, and sadly many more found themselves without jobs as well. Suddenly, as if overnight, it seemed we had more time on our hands than ever before. Time to spend with our families, look for jobs, contemplate our lives and careers, help our kids navigate remote learning, and yes, even lots of time to volunteer.

Volunteering in the midst of a pandemic can be challenging on so many levels because of all the health and safety restrictions community organizations must contend with to prevent the spread of the virus to our most vulnerable populations. As a Manager of Volunteers, I find myself experiencing a very unique problem these days, more supply than demand. Unfortunately, like other organizations inundated with volunteer inquires, Hilltop is limited on how volunteers can be safely put into service given the whole social distancing and mask wearing thing.

No worries though, as the proverb goes, “Necessity is the mother of invention,” and Hilltop's got this. We are working to create opportunities for individuals to volunteer in meaningful ways in spite of COVID-19. Some of these opportunities include virtual and remote volunteering, special projects, and even meal delivery.

Many Hilltop programs are now interfacing with their clients, holding support groups and classes using online applications like Webex or Microsoft Teams. Volunteers can be utilized to help clients, and residents in these forums to for example, provide spiritual support or companionship. Volunteers can help answer the Domestic Violence & Sexual Assault crisis line, assist with special projects as needed, and deliver hot meals to senior residents of the Commons and Fountains Cottages.

Volunteering is possible even during a pandemic. Give me a call and let's explore opportunities' to volunteer at Hilltop.

Stay safe, Stay strong, Stay Hilltop Strong.

Volunteer Services Staff & Volunteers

Manager- Sheryl Click

Jo Ann Rezen

- Administrative Volunteer

Volunteer Coordinators:

Shelby Laird/Colleen Flynn

- 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

Teressa Taylor

- Montrose Services
- DV Services

Program Volunteer Liaisons:

Karen Clymer

- B4 Babies

Anna Cubel

- Hilltop Health Access/Access+

Jeanette Lafayette

- Cooking Matters

Maria Martinez

- Environmental Services

Rachel Moore

- Life Adjustment Program

Louis Palmer

- Landscaping/Maintenance

Ashley Elliott

- Residential Youth Services

Sierra Shiner

- Senior Daybreak

Krysta Kenney

- Workforce Center

Tiffany Waugh

- Supporting Our Seniors
- Aging & Disability Resources for Colorado

Nicolle Pineda

- The Commons

- The Fountains

Dominic Solitaire

- Get Real
- Family First

Susan Volkman

- Human Resources

Program Highlight:

Commons & Fountains Cottage Meal Delivery

COVID-19 has complicated and impacted the lives of everyone. It is especially true for our senior residents of the Commons and Fountains Senior Living Community.

Due to COVID-19 restrictions, our assisted living facilities have had to limit access to their residents in order to prevent the spread of the virus. Unfortunately, our independent living residents in the Cottages and Patio Homes have not been able to dine in the facilities. In order to continue to provide meals to our residents in these outlying units, volunteers and employees have stepped in to help.

Charlie Hebenstriet has been volunteering with meal delivery since the beginning of July. "Like so many I found myself stuck at home as COVID unfolded, and was eager to get out and get busy helping people even more isolated than myself. It is remarkable how so simple an act can make such a difference. I like to think I make their day a bit brighter with just a quick hello and some food. It certainly brightens mine," says Charlie.



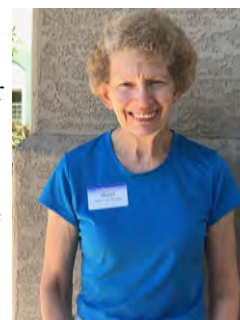
"The volunteers who deliver are very nice and courteous. I have seen the hard work that the Fountains staff are doing as well as the

improvement in my meal service," says resident, Donna Perkins.



Sheryl Douglas started volunteering for Safe Haven at the Commons in December of 2017. Given the restricted access to the facility during COVID, Sheryl transitioned to delivering meals to Cottage residents.

"I was a caregiver for a client at Safe Haven and then I became a volunteer at Safe Haven. Since COVID-19 prevented me from volunteering at Safe Haven in the Commons. I gladly accepted the opportunity to deliver meals at the Cottages. It makes me feel good and the residents appreciate it," adds Sheryl.



"The food has been just delightful! The staff of Hilltop and the Commons have really done a fantastic job. Everyone is so nice and the people who deliver our meals help brighten our day. The ladies who take our orders are warm and friendly. If I order the special and do not particularly care for it, the kitchen staff will gladly make a substitution. I do appreciate everything Hilltop does for me," says resident, Marilyn Ruland.

"It really takes a village to keep everything running smoothly. Everyone is invested in providing this vital service to our residents during this pandemic. Facility leadership, call center and kitchen staff, to our volunteers and employees who deliver, we are all a team working together. Our volunteers and employees say meal delivery to residents is an uplifting experience, not only brightening their day but someone else's as well," says Sheryl Click, Manager of Volunteer Services.

Cottage Meal Delivery Volunteers Needed

Hilltop is looking for volunteers to help with Commons and Fountains Cottage Meal Delivery. This will be an ongoing need through Spring 2021, maybe longer. This position has minimal contact with residents. Volunteers must wear masks and use hand sanitizer between pick-ups.

The purpose of this position is to provide lunch meal pick-up and delivery to senior residents at either the Commons or Fountains Cottages. Due to COVID-19 restrictions, Cottage residents are not allowed in the facility to dine. The meals are prepared in the kitchen of both facilities and brought out to volunteers and their vehicles through the front door for delivery at specific times.

Volunteer Meal Delivery Scheduling:

Volunteers are contacted and scheduled weekly by a Hilltop staff person. Volunteers are scheduled one to two weeks ahead at a time. Volunteers may not delivery every week but are rotated in to help maintain human resources over time.

- Volunteers must have an email address in order to receive the schedule
- Volunteers should have a cell phone to contact the kitchen during deliveries if needed

The location and time information:

Commons Meal Delivery: 11:30am-12:45pm (625 27 1/2 Road)

Fountains Meal Delivery: 12:15pm-1:15pm (3203 North 15th Street)

Process:

Volunteers are asked to arrive at facilities 10 minutes prior to delivery shift. Volunteers will let the specific facility front desk know they have arrived to deliver meals. Meals will be brought out to the volunteer in geographic sections of the cottages –usually 6 to 8 meals at a time to keep the integrity of the food and temperature. There are usually 4-5 geographical sections. Total number of meals needing to be delivered varies (roughly 20 to 30 total). Volunteers will be given a **Cottage Meal Delivery Volunteer Tip Sheet** to help answer questions about the delivery process.

Volunteer Requirements for Position:

Must complete Hilltop volunteer application process

Valid driver's license and car insurance

Satisfactorily complete a motor vehicle check

Be reliable and dependable

Be physically able to walk long distances

Be able to deliver 6-8 meals within a short period of time (15-20 minutes)

Be able to lift up to 20 pounds.

Be friendly and have good customer service skills

Have good organization and communication skills

Report hours monthly to Manager of Volunteer Services

Follow all Hilltop policies and procedures

For more information contact Sheryl Click at 970-244-0659 or sherylc@htop.org



Hilltop Safety Watch:

COVID-19 Prevention

- ♦ **Wash your hands.** Frequently wash your hands throughout the day with soap and water for 20 seconds or more. Disinfect surfaces.
- ♦ **Practice social distancing.** Stand at least 6 feet apart from others.
- ♦ **Wear personal protective equipment.** When required by facilities who serve the vulnerable or in confined areas when 6 feet distance can not be maintained (wear masks and gloves).
- ♦ **Keep your hands away from your face.** Try not to touch your face if possible to prevent infection.
- ♦ **Stay at home and limit travel.** When possible limit exposure to the virus by limiting travel outside the home.
- ♦ **Avoid contact with high-risk individuals.** Protect individuals with underlying health conditions and older populations from getting the virus.
- ♦ **Take care of yourself.** Get plenty of rest, exercise, eat nutritionally, and spend time outside to help maintain mental and physical health. When sick stay home.

Hilltop Volunteer Opportunities

Hilltop Community Resources is looking for volunteers:

In Delta, Montrose, Ouray

Counties:

- ◆ Domestic Violence/Sexual Assault Services
(Crisis Line)
- ◆ Child & Family
(Parenting Group Support)

In Mesa County:

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

For more information on volunteer opportunities with Hilltop please contact:

Sheryl Click, at 244-0659 or sherylc@htop.org

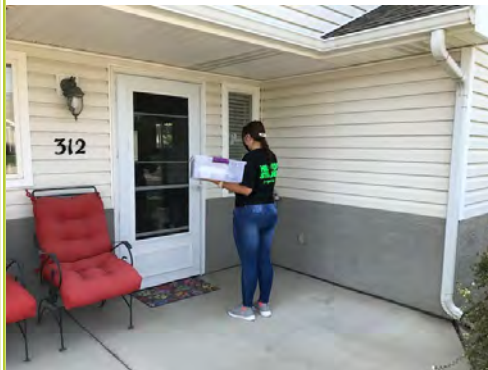
Chick-fil-A Serves Community and Hilltop

Chick-fil-A does not only provide some of the best chicken and customer service in town, they also teach their employees about servant leadership through community service.

While our local Chick-fil-A is closed for remodeling to expand their kitchen and double their drive thru capacity, they are paying their 80 employees to help community organizations.

“At Chick-fil-A our goal is to serve our community and guests with honor, dignity, and respect. Helping Hilltop gave us the ability to take the same level of care and service outside the walls of our Chick-fil-A restaurant during our remodel. It is a pleasure to serve our community in this way,” says Joe and Kim Walsh, owners of your Chick-fil-A.

Hilltop is grateful to have Chick-fil-A employees helping with Commons and Fountains Cottage meal delivery to our residents. Thank you Margie, AshLynn, Christine, Mark, Paul, Briseida, and Victoria.



Briseida delivers a meal to a resident.



AshLynn & Christine arrive to deliver.



Margie waits for a resident.



Mark and Paul help load meals into their vehicle for deliveries.

Hilltop's Strategic Plan as of FY 2021



VALUES INTEGRATION

Define and express the identity of Hilltop through a strong and consistent culture

Company-wide integration of Hilltop's values (Relationships, Integrity, Courage, Inclusivity, Growth and Fun) through discussions, role-modeling and acknowledgments.

Heightened focus on the value of inclusivity through:

- Increase education and awareness regarding racial inequity

- Conduct an audit of our current level of racial and ethnic diversity and then set transparent targets

- Increase the recruitment of minority employees to meet or exceed set targets

- Ensure equal opportunities for development and advancement of minority employees

- Increase the outreach and recruitment of minority participants appropriate with demonstrated needs



EMPLOYEE ENGAGEMENT

Attract, develop and retain top talent ensuring consistency of services and overall excellence

Enhance the recruitment, hiring and onboarding process to increase new employee engagement and decrease the time required to hire

Implement procedures for individual employee development strategies

Address the safety and support of our employees from all forms of abuse (physical, verbal, sexual and emotional) through the implementation of procedures, trainings and communication

Develop long-term goals for a living wage (total compensation) and road map to get there

Initiate short and long-term succession planning for key positions

Increase our overall retention rate of existing employees



CLIENT SERVICES

Cultivate, enhance and maintain vital services to make a difference in the community

Develop immediate sustainability plan for Western Colorado 211

Evaluate the expansion of services in the Delta/Montrose region to align with regional demands

Increase Outpatient Therapy Services (Mesa/Delta/Montrose) to provide choice and align with demand

Develop long range sustainability plan for Career Development Services

Develop and implement value-added services for the Cottages/Patio Home communities

Continue the development of the Family Resource Centers' integration within the community

Enhance and coordinate quality assurance protocols at the corporate and program levels



FINANCIAL MANAGEMENT

Effectively manage the current business while generating opportunities for long-term sustainability

Achieve annual cash flow goal

Finalize The Commons' Cottages development

Establish long-term financial targets for Red Compass Realty and Property Management

Develop expansion plans for the Bacon Campus

Create a long-term plan to benchmark the Corporate indirect rate

Identify and evaluate future residential and/or commercial development projects

Identify and evaluate potential land acquisitions for services and/or investments

Raise Hilltop's profile to increase community awareness, advocacy and revenue



COVID-19 CHALLENGES

Remain prepared to meet the challenge of this pandemic while ensuring long-term sustainability

Manage protocols to safeguard individual safety based on fluctuating community risk

Maintain intermediate financial reserves to ensure cash flow for ongoing services

Maintain appropriate inventory for all essential supplies

Identify new or enriched funding sources to address ongoing COVID impact

Identify the "disruptive innovations" which have made Hilltop better and incorporate accordingly

Continue to model worse case scenarios and plan accordingly.

Mission Award Recipient: Tricia Powell, Hilltop Volunteer

Tricia Powell has been a Hilltop volunteer since March of 2017. She gives over 250 hours of service to Hilltop programs annually.

Tricia says she volunteers for Hilltop because she admires its mission and the way it treats its employees. She also appreciates that Hilltop programs provide worthwhile services to the community.

"Tricia is unique in that she is the only volunteer at Hilltop who actively serves in three different programs consecutively.-Cooking Matters, Supporting Our Seniors and Residential Youth Services. Each of these programs value having her as a volunteer because they know they can count on her help," says Sheryl Click, Manager of Hilltop Volunteer Services. Tricia truly puts **People First** and in doing so supports Hilltop to fulfil its mission in our community

As a cooking assistant for Cooking Matters, Tricia helps support the program's mission of teaching low-income individuals how to prepare nutritional meals on a limited budget.

As a driver for Supporting Our Seniors (SOS), she helps transport homebound seniors 60 years of age and older to doctor's appointments, the grocery store or pharmacy every Monday.

At Residential Youth Services (RYS), Tricia volunteers administratively by helping RYS to maintain, organize and complete youth files by auditing them once a youth is discharged from their facility.

Congratulations Tricia!

