

HILLTOP'S VOLUNTEER VOICE

Spring 2021



“Let Your Voice Be Heard”

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People First:

Making a Difference One Individual at a Time



Sheryl Click's Corner

Hilltop Strong: Celebrating Our Volunteers



Mahatma Gandhi once said, “The best way to find yourself is to lose yourself in the service of others.” I think for many of us, this quote rings true. The pandemic has impacted all of us in one way or another. It is inspiring to see individuals rise above their own adversity to help others in need in our community.

Hilltop has been fortunate to have volunteers who are willing to step up and help our residents, clients, and families during this pandemic. Last year, our volunteers contributed 14,616 hours of support to Hilltop programs. Some of the vital services provided by volunteers in 2020 included:

- FEMA diaper, wipes, and formula distribution to 850 families
- Delivery of 24,565 meals to residents of the Commons & Fountains Cottages
- Transportation of 101 homebound seniors to doctor appointments, grocery store and pharmacy
- 10,401 hours of domestic violence and sexual assault crisis line support
- Preparation and delivery of 650 hot meals to homebound seniors Christmas Eve

We are grateful to our volunteers and what they do to support our organization everyday, but especially throughout the pandemic.

April 18th-24th is National Volunteer Week. It is a time to celebrate volunteerism across our great nation. Hilltop wants to thank all our amazing volunteers for their service.

Our program liaisons will be reaching out to volunteers to express their thanks and appreciation. We celebrate and appreciate each and every one of you!

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

Teresha 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

Dianna Herrera

- Life Adjustment Program

Louis Palmer

- Landscaping/Maintenance

Ashley Elliott

- Residential Youth Services

Sierra Shiner

- Senior Daybreak

Tiffany Waugh

- Supporting Our Seniors
- Aging & Disability Resources for Colorado

Nicolle Pineda

- The Commons
- The Fountains

Dominic Solitaire

- Get Real/Family Connections
- Family First

Susan Volkmann

- People Operations

Nicole Stahl

- Cottage Meal Delivery

Celebrating Years of Service

Service years are as of 1/1/21 and are based on application date.
Please contact Sheryl Click if you have service year questions.

1 Year:

Malia Yang

Ginger Richardson

Tracey Barbieri

Drevon Willis

Thaiann Riley

Sandy Brennecke

Sarah Lampitt

Darlene Wilkinson

Donna Bitting

Jason Burge

Samantha Ross

Laura Goakes

Brenna McAltin

Danielle Pelletier

Serenity Rameriz

Rachel Wampler

Joanne Anderson

Stephanie Keller

Crystal Cole

2 Years:

Rena Caldwell

Troy Sievers

Sue Nall

Sherri Dixon

Claire Taylor

Nina Clouse

Korina Hunt

Emily Bryngelson

Dory Eddy

Brittney Kadel

Judith Golidan

Neva Clifton

Ronna Edgett-

Underwood

3 Years:

Melanie Ham

John Marshall

Linde Marshall

David Underwood

Roberta Hatcher

Wayne Klahn

Tricia Powell

Linda VanHouten

Ric Belden

Sheryl Douglas

Debe Colby

Carolyn Holmgren

Deborah Takaki

Sue Ann Williams

Alec Fournier

James Curtsinger

4 Years:

Tiffany Carpenter

Judy Fenton

Susan Halladay

David Scherman

Romaine Webb

Christine Davidson

Shannon Broad

Kathleen Larson

Ausrine Paulauskaite

Yolanda Bellgardt

Carlyn Luna

Sandy Perkins

6 Years:

Richard Gerhardt

Leuwanna Sessions

Cindy Beckage

Cynda Byers

Aylene Gerhardt

Joyce Taylor

Jo Ann Rezen

Bert Colombin

Dharma Jensen

Maria Pinder

7 Years:

Cynthia Edwards

Dave Edwards

Natalie Lineback

Meg Cooper

Don Riggie

Gloria Cox

8 Years:

Gary Rich

9 Years:

Jana Kelley

Leroy Wilcox

Roxana Gaynos

Tim Cox

11 Years:

Jessie Kelleher

Milestone Years of Service

5 Years:

Michael Bussing

Richard Davis

Jim Mello

Richard Perkins

Stefanie Suppes-Goodsell

Alicia Hampton

25+ Years:

Calvin Anthony

10 Years:

Dawn Ullrey

Patricia Carsten

Program Highlight:



The Life Adjustment Program (LAP) was founded in 1984 in response to a critical community need addressing the long term living of survivors of traumatic brain injury (TBI). Over the years the program has grown to also include non-residential services of an Adult Day Program and Independent Living Skills Training (ILST).

We have grown over the years and now serve over 90 residents on an 8-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.

LAP has evolved and grown over the last 37 years to work with the resident on quality of life goals and activities. Although some survivors are able to achieve self-sufficiency, many are not able to do so. A TBI can bring many, many changes to one's life such as memory difficulties, inability to maintain behavioral/emotional control, and mobility challenges. All these contribute to compelling barriers to self-sufficiency. Our core belief is that we serve adults first. To that end, all of the adults we serve make choices every day to direct their lives. From what and where they eat to how they spend their day, every adult gets choices. 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 over 30 years we have been providing service. LAP has become home.

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 individuals who are able to understand them where they are at. Our residents are very interested in the variety of "educational" activities that a creative and 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.

Congratulations to our COVID-19 Volunteer Survey Drawing Winners:

Meg Cooper
Sarah Lampitt
Nina Clouse
Leroy Wilcox

Each will receive a \$25 gift card for returning their survey by 3/12/21

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.
-Get Vaccinated-

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

2020 Ken Kitzman Volunteer of Excellence Award Recipient:

Sheryl Douglas, The Commons



Sheryl Douglas has been a volunteer for the Commons since December of 2017.

She became interested in volunteering for the Commons after she worked as a third-party caregiver for one of the residents on the Safe Haven memory care wing.

Sheryl developed such an affinity for the residents on the wing that she decided to volunteer her time during breakfast. She would sit with residents and entertain them while staff served breakfast. She even helped to clean up the kitchen afterward.

“It takes a special person to volunteer with seniors, especially in memory care. It is not glamorous, but I never had any doubt that Sheryl could handle the task. She has a true passion for our residents, and for both honoring and respecting their dignity. This is a quality that can not be taught or learned, it is innate and just a part of who she is,” said Nicolle Pineda, Life Enrichment Coordinator.

When COVID-19 restrictions prevented her from serving in the facility, She decided she would help deliver meals to residents in the cottages. Sheryl delivers meals every Thursday. “Delivering meals makes me feel good and the residents appreciate it,” says Sheryl.

“Sheryl embodies Hilltop’s value of relationship in the way she serves others in need. Whether it is our residents, staff, or our volunteers, she instinctively knows how her role impacts the lives of those around her. I am happy to have Sheryl as one of our volunteers. I know she is dependable, caring and honest. Even with the turmoil caused to our resident’s lives by COVID-19, Sheryl continues to serve as a calming presence in a sea of uncertainty,” adds Sheryl Click, Coordinator of Volunteer Services.

Congratulations Sheryl on receiving this prestigious award.



Celebrating Our Hilltop Volunteers



Patricia “Tricia” Carsten, Latimer House Volunteer

Tricia has been a Hilltop volunteer for 10 years. She initially became interested in volunteering for Latimer House out of her own personal experience with domestic violence. Tricia helps to answer the domestic violence and sexual assault crisis line. “I wanted to be that person that I never had,” says Tricia. Tricia covers two crisis line shifts each week, contributing about 400 hours a month.

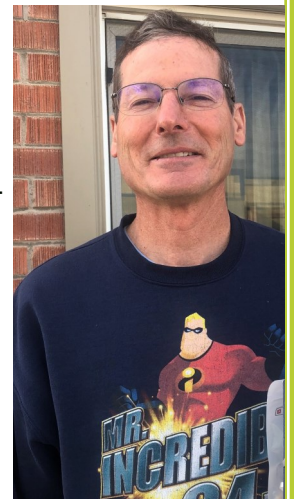
Tricia is a private therapist and says that she was inspired toward this career choice by Hilltop employee, Kyla Hauer.

“Tricia is a rock star volunteer! She takes two shifts and is always willing to help us out. We appreciate her many years of service with Hilltop,” says Teresha Taylor, Latimer House Volunteer Coordinator.

Mike Bussing, Montrose Family Resource Center Volunteer

Mike has been a Hilltop volunteer for 5 years. Mike became a volunteer in a round about way. You see, Mike is the husband of one of our Hilltop employees who works at the Family Resource Center in Montrose. His wife, knowing what a “handy” man he was would call upon his help with minor projects around the office. In fact, Mike was coming in so frequently to the office to help that staff decided he needed to make it official and sign up to be a volunteer. Mike has done everything from fixing broken door handles to furniture installations, to FEMA diaper deliveries.

“He is the entire office’s “honey do” person. He is a super fantastic guy who is always willing to lend a hand. Like his t-shirt says, he is “Mr. Incredible,” adds Teresha Taylor, Support Services Supervisor & Volunteer Coordinator.



Calvin Anthony, Life Adjustment Program Spiritual Care Volunteer



Calvin has been an important part of the Life Adjustment Program (LAP) for many years. He provides our residents with the opportunity to explore their spiritual interest without leaving campus.

When COVID-19 restrictions prevented visitors and volunteers coming on campus, our residents who looked forward to seeing Calvin every week were impacted the most. After many months, Calvin with the help of staff member, Tabby Wiest, were able to come together to create a Virtual Church service option for the residents.

Although navigating the technology was challenging, he remained determined and committed to making it work. Through this option, Calvin was able to once again meet the spiritual needs of our residents while staying within the COVID guidelines. Fortunately, Calvin is now able to resume in person services on campus.

“The looks of joy on our residents’ faces when they saw Calvin in person for the first time since COVID began was so heartwarming. His presence on campus was truly missed. Throughout this whole COVID process, Calvin has been so kind, patience, resilient and flexible. We are truly blessed to have Calvin be a part of our program,” shares Angie Wickersham, Director of LAP.

“The things you do for yourself are gone when you are gone, but the things you do for others remain as your legacy.”

Kalu Ndukwe Kalu

Celebrating Our Hilltop Volunteers

“The real issue in life is not how many blessings we have, but what we do with our blessings. Some people have many blessings and hoard them. Some have few and give everything away.”

Mr. Rogers

Sally White, Cottage Meal Delivery Volunteer

Sally has been a Hilltop volunteer since August of 2020. She has been delivering meals to our Cottage residents every single Monday since, and we would not be able to do this without her. Sally, who was looking for a meaningful way to volunteer during COVID, heard about Hilltop’s need for meal delivery volunteers through RSVP. “Sally is dependable, efficient, and is great at offering suggestions on how we can improve our delivery service. Thank you for being a person we can always count on and for your hard work!” says Nicole Stahl, Cottage Concierge.



“Thank you Sally so much for your volunteer work. Even though you’re not in the spotlight all the time, you are the backbone of each and every meal delivery. Please know that we could not have done this successfully without your hard work. We are forever thankful for the time you have given us. You have made an unforgettable difference. You have a beautiful heart, thank you for being a part of our community,” adds Hollie Roach, Commons Dining Room Supervisor.

Carlyn Luna, Latimer House Volunteer



Carlyn started volunteering for Hilltop just over four years ago. Carlyn says she volunteers for Latimer House because it is a great way to connect with our community. She was aware of the needs of those experiencing domestic violence and wanted to make a difference. With her work as a paralegal by day, she was seeing situations and wanted to help. She reached out to Hilltop to see about ways she could benefit this community and found out about the domestic violence and sexual assault crisis line.

Carlyn dedicates one day a week to cover the crisis line from 5pm to 8am. “It is of great value to have crisis line volunteers like Carlyn. She always tries to come to our breakfast trainings to learn of new resources in the community that she can utilize when answering calls. She is a kind and generous person. I wish we could find more volunteers like her!”

shares Teresha Taylor, Latimer House Volunteer Coordinator.

Sherri Dixon, Family Resource Center Volunteer

Sherri has been a volunteer for a little over two years. She serves once or twice a week at the Family Resource Center (FRC), assisting with various projects.

Sherri has been such a great benefit to Health Access and many of the other programs in the FRC. We are happy to have her back now that COVID restrictions have lessened to allow our building to “open” again to the public. “She has a positive attitude and willingness to help, no matter what the project, this is something that we all admire and appreciate. Thank you so much Sherri, for all your efforts!” says Anna Cubel, Health Coverage Guide.



Celebrating Our Hilltop Volunteers

“Be of service. Whether you make yourself available to a friend or co-worker, or you make time every month to do volunteer work, there is nothing that harvests more of a feeling of empowerment than being of service to someone in need.”

Gillian Anderson

Carrie Gumber, Cottage Meal Delivery Volunteer



Carrie has been a volunteer with Hilltop since October of 2020. She helps to deliver meals to the Cottage residents of the Commons and Fountains. She is very flexible and picks up any shift that is open and in need of a volunteer to fill. It is not uncommon to see her delivering meals three or more times a week when needed. She is both a reliable and dedicated volunteer who is truly making a difference in the lives of our residents with her presence.

“She has such a fun personality and brings so much joy to our residents. Our residents do not get out much because of COVID so seeing delivery volunteers like Carrie are often the highlight of their day. Carrie not only delivers meals, but smiles and I thank her greatly for choosing to volunteer with us,” says Nicole Stahl, Cottage Concierge.

Thanking Our SOS Volunteers

Despite this past year of difficult circumstances, the Supporting Our Seniors program is still thriving. This is solely because of our amazing volunteers continued dedication to our riders. SOS volunteers provide seniors 60 years and older with transportation assistance once a week to vital community resources and appointments. SOS volunteers are the one source of connection and transportation for many isolated seniors. With safety precautions (mask, sanitizers, and wipes) in place, many of our riders were able to get their COVID-19 vaccines, get groceries without fear, and attend much needed medical appointments. Our riders continuously praise our volunteers’ kindness, professionalism, and how much they appreciate them. We too, are forever grateful for their time and invaluable contribution to our community.



“We especially want to thank Don, Meg, Judy, Bobbie, Wayne, Tricia, David, Linda, Romaine, and Darlene who risk their health and safety to drive with us during the pandemic. Even in a pandemic you drove hundreds of miles, provided hundreds of hours of your time, and impacted lives forever. We are awed by your commitment and tell everyone how blessed we are to have you as part of the SOS team,” adds Tiffany Waugh, Volunteer Coordinator & ADRC Options Counselor.

THANK YOU FOR KEEPING US HILLTOP STRONG!

Thank you volunteers for your service to our organization & programs:

Health Access	Family First	Get Real/ Family Connections	B4 Babies
Cooking Matters	Latimer House	Supporting Our Seniors	ADRC/WC211
The Commons	The Fountains	The Life Adjustment Program	Senior Daybreak
Property Services	Corporate Office	Residential Youth Services	Family Tree
The Family Resource Center	Special Events	Montrose Family Resource Center	Youth Services
	Board of Directors	Environmental Services	Cottage Meal Delivery
		Volunteer Services	

COVID-19 Volunteer Check-In Survey Results Summary



Hilltop would like to thank all the volunteers who completed and returned their survey. We care about our volunteers and appreciate your feedback. We sent out **139** surveys by mail with the additional option of completing the survey on SurveyMonkey. **61** total surveys were returned for a **44%** response rate. **50** were returned by mail and **11** were submitted through SurveyMonkey.

Communication: Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
Hilltop has communicated a clear volunteer plan of action in response to COVID-19.	58%	40%	2%	
I understand why COVID-19 restrictions have limited my ability to volunteer with Hilltop at this time.	77%	19%	2%	2%
Hilltop has clearly communicated what volunteer opportunities are available to me during the pandemic.	56%	38%	6%	
My program volunteer liaison or supervisor has communicated regularly with me during the pandemic.	56%	41%	3%	
I would like more frequent updates on the status of Hilltop's volunteer program during the pandemic.	15%	36%	44%	5%
I continue to receive and read the quarterly electronic volunteer newsletter.	44%	49%	7%	
Wellbeing & Safety: Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
Hilltop cares about my wellbeing.	80%	20%		
Overall, I feel I am coping with the pandemic in a positive way.	63%	34%	3%	
I actively practice virus prevention protocols (wear mask, wash hands etc.)	80%	17%		3%
With the precautions Hilltop has put in place, I feel safe to volunteer during the pandemic.	63%	22%	12%	3%

How likely are you to continue volunteering with Hilltop this year?

Very Likely
74%

Likely
18%

Somewhat Likely
5%

Unlikely
3%

Resources:

What types of resource information do you think would be helpful to you during this pandemic? (Listed in order of most needed)

1. Health & Wellness
2. Mental Health
3. Cooking Nutritional Meals on Limited Budget
4. Caregiver Support & Health Coverage & Food
5. Financial

Volunteer Services will be following up with volunteers who requested to be contacted. Resource information related to these areas of need will be sent out to volunteers in the next week.