

**City of Bainbridge Island**  
**2021 Human Services Funding Final Report**  
**Island Volunteer Caregivers (IVC)**

**I. Statement of Purpose:**

IVC's mission is to work within community to support life-enriching connections between caring people and the elderly and persons with disabilities to enable their independence, dignity, health and well-being. Our activities and services allow people to live as independently as possible, while connecting folks who might not ever meet one another in meaningful ways. Since all of our services are no-cost, this reduces the financial and emotional burden on our care receivers and their families.

**II. Program Summary:**

IVC had 81 new care receivers in 2021, 90% of which were Bainbridge Island residents, and 41 new volunteers, of which 100% were island residents. **Total direct service hours were 11,156, and volunteers drove 42,259 miles. The value of volunteer services provided in 2021, based on the *Independent Sector* value of \$28.54 and the 11,156 direct service hours equates to \$318,392.24.**

1. Activities undertaken in providing scope of services described in Attachment A:
  - a. Transportation for medical, dental, physical therapy and counseling appointments: **2011 hours and 16,450 miles.**
  - b. In-home services such as companionship, light housekeeping, meal prep, light yard care, respite care, reading: **1569 hours and 3479 miles.**
  - c. Errands, including grocery shopping, picking up prescriptions, delivering flowers to homebound through Flowers from the Heart program: **1214 hours and 7124 miles.**
  - d. Phone Buddy program: **503 hours.**
  - e. Life Enrichment activities, such as going to a concert or museum: **556 hours.**
  - f. Grief Support Groups and Compassionate Companions: **400 hours and 717 miles**
  - g. Bainbridge Bites: **574 hours and 375 miles**
  - h. Helpline Deliveries: **1001 hours and 646 hours.**
  - i. Vaccination Transportation and phoning: **400 hours and 695 miles**
  - j. Companionship/Respite Care: **421 hours and 626 miles**
  - k. Other misc activities including housekeeping, meal prep, technical assistance, yard work, pet care, office work: **2480 hours.**

Vaccination Effort

2021 began with a call from Bainbridge Prepares asking us if we would like to help out in the upcoming vaccine effort, both in terms of having our volunteers assist, as well as reaching the oldest people in our community. We answered with a resounding yes. Within the first two weeks

of January, we mobilized and vaccinated 35 volunteers who had already been driving people to medical appointments in 2020. Having gone through three COVID exposures in 2020, we were relieved to get them vaccinated. We then mobilized about 40 of our phone volunteers to start calling all of our care receivers 80 and above to schedule their first vaccine appointments. At that time, they were considered the people who were most vulnerable to COVID and it was seen as a priority to get them vaccinated. IVC volunteers also became trained to work the vaccine clinic at the Senior Center, as well as transporting people for their shots.

As word got out that IVC was helping seniors get vaccinated, our office was inundated with calls. So we started a rotation of volunteers to answer the phones, as well as making appointments for those eligible (80 and up). All told, IVC helped over 800 older adults receive their first and second vaccinations.

In the fall, it became more and more evident that boosters were needed, IVC volunteers once again reached out to our oldest care receivers by telephone and made them appointments at the clinics, and transported them, if needed.

### Phone Buddy Program

While the vaccine effort was going on, and as our care receivers became vaccinated, there was an increase in medical appointments that had been delayed. Our vaccinated volunteers stepped up and made sure that the care receivers were getting to medically necessary appointments. We also continued on with our Phone Buddy Program, finding that a year into the Pandemic true friendships were developing between care receivers and volunteers. IVC volunteers continued to deliver groceries, BARN Bites and Helpline food bank boxes for the first 6 months of 2021.

### Life Enrichment Program

In the beginning of 2021, IVC's Life Enrichment program continued the need to provide at-home activities to reach people still locked-down at home due to Covid. We continued to provide Coffee With Friends emails listing a variety of at-home activities, links, humor, Covid info, etc. We maintained our partnerships with on- and off-island resources continuing to engage as many Care Receivers as possible in their homes: Bainbridge Cinemas offered movies online; The Senior Center's "Something to Talk About" daily zoom talks and lectures were attracting a fair number of our participants; The daily Metropolitan Operas shown free online and on television were a joy to many in our Opera group; Bainbridge Performing Arts provided a series of Podcasts that we shared. Unfortunately, many of our Care Receivers did not have the tech capabilities to participate. In April, we worked with Bainbridge Island Museum of Art on 3 Hands on Arts community art projects (no technology required) which were enjoyed by many of our Care Receivers. We also started a Pen Pals project joining seniors with High School Students where participants with like interests were paired to write back and forth while in lock-down. As the summer began, restrictions began to be lifted and IVC started to resume some of our life enrichment activities, we opened up our Kreaky Knees Walking Group for outings to Waterfront Park and Battle Point; a shopping excursion to Silverdale and attended the Live from the Met Operas, BPA performances and BIMA's Earshot Jazz festival-- all safely masked and distanced to enjoy getting out together again. Sadly, with the onset of the Omicron strain, we have again

halted our in-person activities. From the highs and lows of this pandemic, IVC and our Life Enrichment program will continue to work towards keeping spirits high as we move into 2022 hopeful the end is in sight .

### Grief Groups and Compassionate Companion Programs

Our Grief Groups ran three 8-week session Zoom Groups throughout 2020 and 2021. In the fall of 2021, we went back to an in-person group (managing to slide in just before Omicron reared its ugly head). The One-on-One Compassionate Companions program vacillates between meeting in person and just over the phone, depending on the comfort level of both the volunteer and the care receiver (and the weather!). Our Caregiver Support Group meets weekly via Zoom, and we do not see that changing in the short-term.

### Partnerships and Collaborations

Looking back on 2021, one of the things that stands out for us are our partnerships with other organizations. It feels so much more collaborative after two years of the Pandemic. There are the obvious ones like the Senior Center and Helpline that have continued to grow and flourish as new challenges were presented. And there are new ones with Bainbridge Prepares and COBI for the vaccine and other emergency efforts. The connections that IVC makes are integral to what we do. Whether it's between a care receiver and a volunteer, or between two organizations with the simple goal of helping those in our community in need, these relationships enable all of us to make Bainbridge the special place it is. We are grateful for the funding that COBI provides to us each year.

In the early summer, Helpline went back to opening the food bank, and with the exception of a few very fragile older adults who still needed their food delivered, IVC volunteers once again began driving people to the food bank.

The summer also brought a heat wave to Bainbridge with dangerously high temperatures, especially for the oldest in our community. There was a Cooling Center at the Senior Center and IVC volunteers were on call to bring people who needed transportation there. Following this, it became evident that there are many in our community who do not have access to the Nixle alerts that the City of Bainbridge sends. We went to the City and requested them to look into providing a "robocall" messaging system for those people who do not have smartphones. Thankfully, they found out they were able to do this. So once again, our volunteers reached out to our care receivers to see if they'd be interested in being placed on this list. We supplied the COBI with about 180 names of people, and the first time it was put to use was for the Warming Shelter in December. We are grateful to the City for listening and responding to our concerns.

IVC continued our partnership with the Senior Center with our shared employment of a Community Resource Navigator position now an essential service to the community as people attempt to cope with our new reality as well as concerns of aging in place.

Along with the Senior Center and Helpline, we collaborated on the end of the year holidays to deliver nutrition to several hundred seniors and those with disabilities who could not make meals for themselves. Thanksgiving and Christmas meal deliveries made people feel cared for and

valued by the community. It also gave volunteers the opportunity to feel they were providing an important and valuable service to others.

What we have found with all of these volunteer efforts for the past two years is that people really want to do something, to help out. IVC was able to meet a variety of volunteer needs by having not only one-on-one transportation requests filled, but also doing errands for someone or talking on the phone. During such isolating and scary times, we see that our efforts are benefiting everyone (care receiver and volunteer).

### **III. Organizational Strength**

IVC has proven itself responsive to the needs of the community as the Pandemic has unfurled. This year it was particularly evident in our collaboration with Bainbridge Prepares, COBI, the Senior Center and Community Pharmacy, as we all worked to get shots in arms for the oldest members of our community. Our volunteers are the strength of IVC and they continue to come through when presented with a new task. We've nimbly adapted to an ever-changing landscape and will continue to do so in 2022.

### **IV. Quotes:**

*I am so grateful for your help getting my shot. I can't tell you how good it feels to get that little worry off my plate. What an amazing organization! I don't know what we would do without you guys here. My friends are so jealous -- they say, "we don't have anything like that here where we live." It really is a blessing! – IVC Care Receiver*

*I have had a very successful telephone buddy experience. My volunteer has been right 'on it'...don't think a week has gone by that I haven't heard from her...we've had wonderful conversations; and I feel as though we've become fast telephone buddies and friends. My hopes are to plan a gathering and meet her in person. – IVC Care Receiver*

*I am without a doubt a fervent supporter of IVC. In the 18 years that I have lived in Bainbridge, I have reached out to your volunteers on many occasions. Your volunteers exemplify the true spirit of Volunteerism...and residents of this island are truly blessed to have an IVC organization that carry out their mission with such honesty and discipline and solid commitment! An outstanding feature to me is the caring concern the volunteers put forth to fulfill their requests! – Community Member*

Jan 14, 2022