

HELLO 2017 VOLUNTEERS YOUR NEWSLETTER!



North Haven Hospice

March 2017

STOP PRESS

After our trial at the end of 2016 when the hospice staff member (s) you work most closely with, hosted a personal thank you at a venue that suits your group most, we asked you or your representative what they thought.

The unanimous response was it was excellent and for us to continue with this; however we have been asked to discontinue with the gifts as volunteers would prefer that money to be put back into patient care.

You speak– we listen– we respond; thank you for your clarity and passion about our work.

“TO LISTEN”

Ear



You

Eyes

Undivided
Attention

Heart

It's not only about hearing the content, its about understanding the emotion, the tone and the body language.

Does every signal people are sending you communicate the same message?

In This Issue

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Checking we have it
right in our community
service

Being thoughtful around
food

Hello, I am Pam Lomas

Developing compas-
sionate communities
internally and externally

SERVICE AWARDS

We are growing!

Now that North Haven Hospice has 3 shops we thought it was a good time to help clear up any confusion between the three.

The **Waipu Shop** serves the Waipu, Mangawhai and Bream Bay area with a wide selection of bric a brac, books, household items and more (except clothing.) It is located at 14 The Centre in Waipu.

The new **Outlet Shop** in Whangarei is on Walton Street across from Pak 'n' Save. It has more of the clearance items, fill a bag for clothing, books and bric a brac plus the men's hardware & sporting goods departments.

The **CBD shop** has more of everything especially clothing. It also has the more expensive stock including **yellow sticker**. There are large amounts of beds, furniture, white ware, electronic appliances and a big book room.

We opened extra hours over the holidays in the Whangarei CBD shop

Our Whangarei CBD main shop was kept open during the holidays except for stats. We were very busy with good takings. We saw many new customers and it seemed many were visitors from out of the area visiting Northland. We also were inundated with incoming donations apparently because no other charity shops were open so everyone brought their goods to us. We plan to remain open during the holidays this next year also.

Waipu Hospice Shop Breaking Records

Here is a big 'thank you' to all of the volunteers at the Waipu Hospice Shop for the great months they have been having. Takings are breaking records month after month. Over the holidays the shop was open 7 days a week! Kudos to the great Waipu Shop team. Please take a bow.

Thankyou Waipu

Volunteers

There will be a special Thank You luncheon (belated holiday party) Thursday 6 April in Waipu.

All Waipu Shop volunteers

please make sure

you come and celebrate the great contribution the shop is making to North Haven Hospice patients and families.

New Format for CBD & PC-OS Team Leaders meetings

We have decided that from March onwards we will hold Team Leaders monthly meetings specific for each location. One for the CBD and one for the PC/OS. There we can focus on the nuts and bolts of running the different departments at each individual site. Every other month will be a full Team Leaders meeting for CBD shop, the Processing Centre and the Outlet Shop. A Waipu Team Leader meeting every month.

Bringing Our Team (s) Back Together Again

With the geographical separation of our CBD and Processing Centre-Outlet Store teams, one of our goals is to bring our teams together socially. Some very important initiatives are underway. To this end we have organized the following...

Café meetings

Look out for the posters that let you know which day and what time your day's teams are meeting at Essence Café to catch up over a cuppa.

Raffles

We are currently running a raffle at the CBD and PC, with a prize of \$50 of scratchie cards. Some of the money raised from this will go to having team barbeques. We plan to have regular raffles again.

Morning / Afternoon teas

Every 2 months we are going to have morning and afternoon teas for a week alternatively at the CBD and the PC, starting at the CBD shop on Monday the 13th March and ending Sat 18th March. There will be cake and slice but more importantly there will be comradery, laughter and a lot of fun!

There is a bond that is forged between us all on this journey we have undertaken, so if you have any other suggestions on how we can come together in other ways please just let us know!

Whangarei hospice shop	438 1050
Waipu hospice shop	432 1342
North Haven Hospice	437 3355
Your Team Leader is	
Team Leader's phone number	

Your contact card, a handy wallet size from the office or team leader

New volunteers are always welcome

Do you have a mate, neighbour, or family member with a bit of time on their hands? Do you know someone newly retired? If so, send them our way. We can always use the extra help. And we love having new members on our team. We especially need blokes to help out in the inwards goods department and to help out on the trucks. Wives: if you want your man out of the house one or two days a week send them our way. We will take good care of them.

We Depend on You

Please remember to always call your Team Leader if you cannot make it to your shift. We really depend on you and may need to call someone else to cover your shift. Remember to use your contact card with your team leader's name & numbers on it. If you do not have one please ask your team leader .



Introducing Judith Hall– Tiakina te kaitiaki; Network facilitator ...

Introducing the Network Facilitator for Kaipara/Whangarei. Jude is the person who a carer can meet with to help guide and support them as they establish their own support needs and where these will come from. This is a short term relationship; meeting 2-3 times, to source and start supports and then evaluate how this is helping. Jude works with carers only in the last year of their loved ones life .

New initiative in volunteering: Pet Therapy.

Volunteer services is developing relationships with Pet Therapy providers. The in-patient unit in Tikipunga will welcome approved 4 legged canine visitors to visit patients, their carers and staff. Initially we are beginning with one service which may expand. If you have contacts with people in such services please let Volunteer Services know.



We already welcome safe & well-behaved dogs, belonging to patients staying with us for a while, to visit. This new service is an extension and can be seen or experienced in many scenarios today from rest homes to private homes for someone with a chronic condition such as diabetes or epilepsy

Palliative Care Lecture Series 2017

Thursday 6th April 7.30-8.30am Dealing with late stage dementia presented by Sandy Macleod; consult-liaison psychiatrist presently working at Burwood Hospital; Christchurch, booking a place is ESSENTIAL

This and that corner

There is a change to Jane Scripps's role. From the 1st February 2017 Jane took on the management of our housekeeping and catering staff who provide such high standards of hospitality to our patients and their families/whanau. A reflection of this is seen in the additional hours Pam Lomas (the newly appointed Volunteer Administrator) has, she is here 4 and 1/2 days a week and we have Barb Bailey who provides administration and education support to you all.

A place in good spirits to be part of

Lale Aldred, our Te Tumu Manaaki recently arranged for Kaumātua to bless our hospice building ensuring all our patient care comes from a place of Aroha (love and compassion) and Tu Tangata i (integrity)

Volunteer visits to Hospice

Each month a group of up to 8 retail volunteers has a tour, morning tea and chat with members of the hospice team about how we support patients and their carers. Most importantly retail volunteers can see how their actions make a big difference here. If you would like to come along and are not a retail volunteer, please contact us in Volunteer Services and we will tell you when the next visit/tour is and book you in.

The Compassionate Community Hui and going forward

Volunteers were well represented at our recent hui, with people from Mangawhai and the Bream Bay area and Whangarei. There was plenty to think about and to explore in the coming months. Strong messages included how the strength of our volunteer community and their developing understanding of compassion, living and dying well will be critical for this to become embedded and in our vision being realised.

FACEBOOK

Those of you interested in our vision becoming a way of being for the Whangarei District may like to use our NHH closed volunteer page (if you are part of Facebook that is) Volunteer Services will be posting interesting articles on developing Compassionate Communities every few weeks and you will get alerts as part of FB. Please feel free to leave messages with ideas and I will respond.

How a volunteer is making "Compassionate Communities that work together supporting people to live and die well" into reality,

A Team Leader at the Processing Centre is supporting male volunteers who retire, are unwell or lonely as part of his support of other in his community.

Kathy McMillan and I have been aware for some time that when hospice volunteering stops, a big part of a volunteer's life stops too. We encourage you take steps to look out for each other. It is a wonderful thing to know we still count.

Cathy West: Clinical Operations Manager

Cathy is sending a survey monkey out to all community volunteers. This is to assist her in reviewing the services we presently offer to patients and their families, and what those could like from a Compassionate Community perspective. We would like as much response as possible please. The survey will come through the Volunteer Services office.



Our patients' health and wellbeing in IPU

At our recent monthly volunteer meeting we discussed the wearing of aprons in the kitchen during food preparation. The consensus is that fabric aprons will be purchased for volunteers involved in food preparation (will also need to be worn by nurses when there are no volunteers on duty). There will be sufficient for 2 to be worn on each shift (for training purposes). They are to be put in the laundry at the end of the shift for washing. Being discussed is an improvement in head covering. It is understood that these aprons will be taken off on leaving the kitchen and hung on a hook behind the door. Under the Food Act 2014 we are required to protect both the food and person involved in food preparation, we will be complying with this.



Who has settled in? Pam Lomas.

"Hello my name is Pam Lomas and I'm the newbie on the block. I've replaced Pam White as the Administrator in Volunteer Services at Hospice. I guess you would like to know a bit about me well... I have a wonderful husband, three grown boys, now men and 4 delightful grandchildren. I have worked within the health industry for a few years now and am really enjoying working with my Hospice colleagues and all you wonderful volunteers. You truly are an inspiration!"

Your hospice education opportunities.

We are delighted that so many of you are taking up the education opportunities coming your way, from the combined ones like the upcoming "My wishes for my care" understanding Advance Care Planning to Essential Skills for patient involved volunteers for whom this mandatory training. We see real pride and confidence in you because you know how to respond to both hospice including retail and life situations through being a volunteer here: THANK YOU

Our internal compassionate community—did you know?

In our retail area we have volunteers as they prepare to re-enter employment after physical and mental ill-health, accidents causing permanent changes to their lives; new migrants who grow confidence in English, learning about their new adoptive community, and people with us as part of their tertiary training. We welcome [People Potential](#), [Regent Training](#), [Gold Star Training](#). We support students from Blomfield including at this time someone enrolled in their National Certificate in Retail, and clients from Geneva Health.

Based from Hospice in Tikipunga we have volunteers from many walks of life, and countries. We have recently welcomed into the IPU (In-patient Unit) people from Thailand, Fiji, Southern India and parts of North America. Thank you for choosing North Haven Hospice to gift your commitment, time and passion.



Our truck sponsors Harcourts supporting 'Shorts for Hospice'

Make a date for this

**WEDNESDAY JULY
5th 5.30-7.00pm**

Our venue is our
CBD shop

**SERVICE AWARDS
EVENT**

Volunteers with
service from one
year as of June
30th 2017, to three
years, 5, 10, 15, 20
& 25 with be
acknowledged with
three volunteers
being presented
with 30 year
Waitohu pins.

Come and enjoy
this very special
event with your
colleagues

Jane Scripps	Manager of Volunteer & Hospitality Services	09 437 3355	janes@northhavenhospice.org.nz
Kathy McMillan	Retail Manager	09 438 1050	kathym@northhavenhospice.org.nz
Pam Lomas	Administrator-Volunteer Services	09 437 3355	paml@northhavenhospice.org.nz
John Ivy	Retail Administrator	09 438 1050	johni@northhavenhospice.org.nz
Barb Bailey	Administrator-Volunteer Services	09 437 3355	barbarab@northhavenhospice.org.nz