

Volunteer and Do Good, Feel Good

Tuao ki te mahi pai, ki te pai koe

Enjoy social engagement, learn new skills, and give back to your community.

Hospice offers a variety of opportunities, from shop work to patient support. Flexible days and times.



VOLUNTEER TIME, SEPTEMBER 2020

He waka eka noa: we are in this together



One of the very positive changes in Whangarei in the last few years is the increase in who wants to make this district their home. Having a chat with new volunteers and staff we can learn where people have come from, why and the challenges they face settling in here, much like we would if we moved to a new home. Volunteering helps in so many ways to find a way to belong, make new friends and contribute.

Multi-cultural Whangarei and Women's International Newcomers Group Social WINGNZ have been established for some time to help support this settling in. **Next Tuesday Hospice Volunteers are going to MCW at 11am to meet some newcomers and share morning tea, if you would like to come please email or phone Jane Scripps on 09 437 3355 or janes@northhavenhospice.org.nz**

Head to both links for lots more information on these active groups.

CBD shop latest: it is done!

The outlet store is now within the CBD store, it has taken a massive amount of planning and energy to achieve this, there are some very tired and achy staff and volunteers who have put in time and energy. There will be some adjustment time and Kathy and her team ask for support and kindness as everyone negotiates this change. Over the coming weeks you will gradually adapt to this new space and way of working.

Two of the people involved in this big change were Tony (hospice maintenance man) and Rob (carpenter and gardener volunteer) worked together over a number of weeks using Rob's professional tools to build the trolleys now in use. Here is a photo of that happening in the garages at hospice.



We welcome Nataliia Nikitenko as showroom supervisor working three days a week. Nataliia brings a strong interest in clothes styling and fashion retail with her and having worked as a volunteer for Dress for Success Northland is ideally placed to make the best impact on the future of retail at hospice.



Links for you to use and like:

<https://www.facebook.com/wingswhangarei/>

<https://www.facebook.com/multiculturalwhangarei/>

<https://www.referendums.govt.nz/endoflifechoice/index.html>

<https://100maorileaders.com/pauline-allan-downs>

[https://www.hqsc.govt.nz/our-programmes/advance-care-planning/projects/staff-information/#\[TRAINING](https://www.hqsc.govt.nz/our-programmes/advance-care-planning/projects/staff-information/#[TRAINING)





Are you interested in becoming a hospice telephone caller? Training is on this Thursday afternoon 1.30-4.30 in the Kauri Room: call or email Jane Scripps ASAP

Around Hospice update

IPU update: When reheating food please use bursts of 30-40 seconds at 70% power. Reheating at maximum power and for long bursts 'nuke' the delicate structure of the food that has been lovingly prepared. **When taking an order for a meal please use a notepad** not a menu as this uses them up. **Reminder:** only cut food items on a board, not the bench

Folder Change: The red volunteer folder in IPU that holds patient information is now a Blue Folder.

Looking after you: We have a number of young people on our books at this time, many with young families. Please ensure you make contact with volunteer services, a team trainer or other staff for a chat if you become aware of sadness building, self-care is so important when you are working closely with our patients and whanau. Whilst some of you have ways to doing this not everyone does.

Patient room 'activities talker' each room will have card talking about services available whilst resident in IPU. These include nurturing touch, life reflections service, afternoon tea, reading, live music, board games and walks outside as the weather warms up. The card will suggest talking with the shift volunteer for further help It is being designed by a reception volunteer and will be in rooms shortly.

Mobilizing and Transferring: no need to wait for two years to re-fresh your skills, ask a nurse on duty to go through it with you again; stay safe and stay involved.

Community update: we have masks and sanitizer available for you at hospice: remember that. We will be resuming our community driving service once public transport has removed its restrictions, we are using these as our guide to protect you in this role.

For IPU/ around the building and community: what is a near miss or reportable event?

As a staff member discovering an incident, accident, adverse or near miss event

Take action immediately to prevent, detect and remedy harm.

We practice open disclosure, which means we use this to learn and grow, it may be identifying a trend.

Decide - is this a serious event? We have a flow chart to work this out.

ASAP contact your manager / team leader/coordinator who will help you complete & submit Reportable Event form (REP 002)

Advising Volunteer Management going forward:

Some years ago the team trainer role was established to bring consistency and excellence to volunteer training in IPU. This is now very well established and works well. The model has been extended to Nurturing Touch, and Life Reflections Service and in the future the new Telephone Caller, Community Volunteering and Community Driving services will also have this support. This group meets 6-weekly for 90 minutes with Jane, Jacqui and often Barb. We will discuss how we implement volunteer strategy, talk about organisational change and ensure we listen to each other.

Learning about your lives at the monthly volunteer drop-in meetings

Announcing our new Te Tumu Maanaki

Pauline Allen-Downs is joining us at the beginning of October. She will be working within the Family Support Team. This role was created by Lale Aldred her mahi and mana have made a big difference to many lives, in the community and within the hospice team.

Pauline will be officially welcomed with a Whakatau . Put the 6th October in your diaries at 10am in the Kauri Room