

PLANNING AROUND AND PAST COVID 19



VOLUNTEERS: WE ARE DELIGHTED TO HAVE A PLAN OF RETURN TO SHARE WITH YOU ALL

We are planning your return around the organisation according to NZ Government and Ministry of Health guidelines at the various levels. We have all received weekly updates from Leonie (CE) and we know what has been happening. We are ensuring that your health and wellbeing is kept paramount as we bring volunteering back into action. We will re-assess what we plan every two weeks.

Retail

There will be a 'staged' re-opening of retail with the CBD shop **only** Monday to Friday. This will happen some days after the Government announcement to ensure we are ready and safe for volunteers and customers.

The first volunteers to return will be those **under 70 without underlying health conditions** who have confirmed with Kathy McMillan they wish to return at this time. You will be phoned by Kathryn, Michelle or Eve to slot you into the roster with time and day available.

If you have offered to return and do not get a phone call, you will be called for the next stage of our re-open **Please do not ring retail staff** as they will be very occupied with customers and volunteers in this new environment, you will be called: we promise.

The Processing Centre/Outlet Shop and Waipu Shop will open at later stages once the CBD opening has been well tested.

Kathy McMillan, together with a wide range of hospice colleagues is carefully planning how the CBD shop will operate, she has appreciated retail volunteers suggestions and incorporated them where she thinks they work.

Retail's new development

On-line shopping through a dedicated Facebook trading site has begun to re-start retail income. [Click here to find](#), share and support our new venture. It includes booked pick-up times (like everywhere) and is operating from the CBD shop; here is another link <https://www.facebook.com/northhavenhospiceshops/>

Barb from Volunteer Services is very shortly sending out survey to you about your future plans, your answers will help us plan for the future, please return them as quickly as possible. Volunteers without an email address will receive theirs by letter post.

Remember there is a dedicated North Haven Hospice volunteer page on [Facebook](#) and shortly it will have videos of hospice and from Leonie and Jane, a little later Kathy too. You can click here too

<https://www.facebook.com/groups/803674819771832/>

Hospice Based

There will be a staged re-start of the IPU volunteer roster. This is to ensure we can provide social distancing and safety for you, our volunteers. The re-start applies to volunteers **under the age of 70** without underlying health conditions who wish to return at this time.

This is for the **4-8pm shift 7 days per week**. Jacqui will contact you to find out your availability for this roster.

We will email you with how/when the next stages will begin. Some new volunteers will also start their training.

Interviewing by Jane, setting up initial orientation and training by Jacqui through volunteer team trainers on a platform like messenger video/ facetime/skype is now being trialled.

Parts of induction and essential skills training are now available electronically.

Zoom meetings have started with groups of volunteers

A new hospice based development

You may be pleased to know that a new Hospice Volunteer Service is being trialled: It is 'telephone caller' and made available to all new patients and carers two weeks after 'coming onto our books'. This is a Compassionate Community service