

Volunteer News



Hello & So Long!

Every year we welcome a range of new volunteers across all departments and 130 students who participate in work experience programmes. We welcome all new faces on-board and are delighted to have you on the team!

We also say a fond farewell to those who are finishing up. Thank you most sincerely for all your time, dedication and the effort you have made to make OLH&CS such as special place.

Who we are!

Over 360 volunteers deliver critical services at Our Lady's Hospice & Care Services in Harold's Cross and Blackrock. Volunteers work in six different areas with different supervisors. We have highlighted some of the departments in this issue, and will introduce volunteers in other areas in our next issue in early January.

The categories and supervisors are:

- Patient Care Volunteers (HC) – Carolyn Roe, Niamh Moore & Walter Walsh
- Patient Care Volunteers (BH) – Carolyn Roe
- Fundraising Volunteers – Imelda Mooney (HC) / Tina Connell (BH)
- Bereavement Volunteers – Ann D'Arcy, Senior Medical Social Worker, Bereavement Co-ordinator
- Psychology Volunteers – Ursula Bates, Director of Psychosocial Bereavement Services
- CCAT Volunteers – Patricia Scully

Volunteers Day 2015

Following the establishment of a Volunteers' Committee in January 2015, we showcased the work of the volunteers to all staff in Blackrock and Harold's Cross this summer.



It was a great success and was followed by one of the largest-ever volunteer

parties, with 175 people attending. The event also gave us an opportunity to acknowledge our long-term volunteers and all those with 10 years service received a framed certificate as a token of thanks.



We hope to establish Volunteers Day as part of the annual volunteer calendar. A huge thank you to our wonderful committee and all who helped out on the day!

Volunteering in Complementary Therapy

For the last four years the Complementary and Creative Arts Therapy department has expanded its services through the work of its three specialist care volunteers. During this time, the team has given over 500 aromatherapy massage sessions to patients and residents, which would otherwise not have been possible.

Patricia Scully, CCAT Coordinator, explained that developing this programme and working with volunteers has been an enriching experience for all.

“The team enjoys playing a role as mentors and is kept on its toes rising to challenges of constantly improving services. There’s great energy in the department. We thank our volunteers for their enthusiasm and generosity and look forward to further expansion of this service in time to come,” she said.

On Volunteers Day Bernadette and Catherine introduced volunteers to the benefits of gentle massage and converted some sceptics (you know who you are)!



Catherine & Adrienne



Catherine & Bernadette

Bereavement Support Volunteers

In June, a group of four bereavement support volunteers completed their training and graduated. They join the team who provide support to bereaved individuals and families every week.

Ann D’Arcy explained: “Our volunteers play a crucial role at a very difficult time for families. They find this work rewarding and hope to continue developing their skills here at OLH & CS.

“Volunteers will provide a listening service offering practical assistance at the upcoming evenings of remembrance in Blackrock and Harold’s Cross.

“They also assist staff with the children’s bereavement weekend in October. Without their support it would be very difficult to offer this special service which provides comfort and coping skills to many,” she said.



Photo: (L-R) Maura Lynch, Alasdair Jackson, Finbar Roche & Margaret Hughes

Investing in Volunteers Accreditation

The Volunteering Ireland *Investing in Volunteers standard* is a benchmark to improve volunteering practices in Ireland.

We are at the start of this process and hope to be accredited during 2016. The end result is a national accreditation and is made up of nine Indicators and 46 practices.

There are only two other organisations in Ireland who have achieved this accolade since 2014.

This is part of our continued drive to ensure a good standard of management and to assure volunteers of our good practices. We aim to launch this initiative in January 2016.



Fundraising Round Up!

Thanks to all involved in the work below, we simply could not do what we do without your help! Many graciously jumped on board with the new donor care centre, which enabled us to make thousands of phonecalls to supporters and increased the money raised for all campaigns this year.

Spring Raffle, January - €225,506 raised, up €50k on 2014. Over 12,000 thousand phone calls made & tens of thousands of tickets.

Mini Marathon, 1st June - €95,767 so far, up €20k on 2014. 808 sponsorship packs prepared and sent.

Sunflower Days, 5th & 6th June - €101,000 raised, up €4k on 2014. 300 people collected on streets and in shopping centres all over South Dublin.

Little Flower of Life, 5th July - €44,441 raised, up almost €20k on 2014. Volunteers helped at the event and on the phones in advance.

Open Gardens Trail, May to Sept - €20,656 raised, up over €4k on 2014. Thanks to our generous host families and volunteers who supported them.

Ireland's Biggest Coffee Morning 17th September - TBC! 8,000 phone calls were made and over 1,100 packs prepared.

Ongoing campaigns update:

Coin Jar donations raised €18,000 last year. Would your local shop, club or pub host one?

Dublin Bus Refunds €650 raised so far! Drop your refund tickets in the unit beside the security desk.

What's next?

Change for Charity, National Coin Week 2nd - 8th November Can you round up family and friends to raise funds by 'Rounding up 1c & 2c coins' as part of the *Change for Charity* campaign? Boxes available in fundraising!

Light up a Life, Sunday 6th December with special guest Finbar Furey! Contact Imelda if you can help out in advance or on the day - stewards are always needed!



Calendar of Events

Most events are open to all but for training and orientation programmes please speak to your supervisor for details.

OCTOBER

Saturday 3rd

Volunteers Outing to
Russborough House.



Monday 5th - Sunday, 11th

Team meetings with Patient Care Volunteers during coffee break (11.45 am) in the Volunteers Room in HC.

Wednesday 7th Child Protection Training for volunteers who have not attended previous sessions. Education & Research Centre, HC at 11am.

Friday 16th Volunteer Quiz Night from 7.30pm in HC Coffee Shop. Open to all, no cheating allowed! Drinks, nibbles and prizes galore!

Tuesday 20th Fundraising information session with guest Dr. Stephen Higgins (Palliative Care, HC). Tea/coffee at 9.30am. Talk begins at 10am in E&R Centre, HC.

NOVEMBER

Monday 2nd – 9th

National Coin Week

Round up 1c & 2c coins and donate as part of the Change for Charity campaign?



Wednesday 18th Volunteer Talk Prof. Douglas Veale, Consultant Rheumatologist will talk about Arthritis and the RMDU in OLH & CS. Anna Gaynor Hall, HC at 1pm. All invited.

Friday 27th Christmas floral demonstration with volunteer Pauline Corley in HC restaurant with mulled wine and mince pies from 7.30pm

DECEMBER

Friday 4th Social evening in

Blackrock Hospice from 7.30pm with entertainment, glass of wine, nibbles and a music quiz!



Sunday 6th Light Up A Life, Harold's Cross. Contact Imelda if you can help out.

Keep an eye on the Volunteers notice board for golf events & dates!



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