

VOLUNTEERS NEWSLETTER – WINTER/SPRING 2015

Happy New Year to everyone and welcome to the 2015 Volunteer Newsletter!

We want to welcome everyone back, particularly Walter who has been missing for some weeks now. As we begin a new year we wish to acknowledge and thank every volunteer for all the time you gave to every resident and patient the last few months. This year OLH&CS started the first annual “Hospice Hero’s” ceremony to recognise the small things we all do that make the hospice a better place. Two of our Thursday students received an award in December and Jean (Wednesday volunteer) also received an award for her time singing with patients. The nominations come from families, staff and other volunteers.

We said goodbye to some long-term volunteers who have left due to ill health and family commitments. We have also said goodbye to some very long term residents in Anna Gaynor. However, we would like to welcome some new, still getting lost, volunteers who have joined us in recent weeks. Please be mindful of including new volunteers into your groups at coffee breaks and gatherings. Many of you have completed most of the training and you will see additional training dates. We will make contact with you directly to let you know what training is still to be completed.

As we commence a new year, so begins the new group of students who will be here on placement for one day a week for 12 weeks. This change from a 1 week only placement to a 12 week placement has been a great success as the residents and students have built up relationships, grown in confidence and become an integral part of your team. Thank you to all the volunteers for helping the students, and for your patience, as it is a daunting experience for them all!

We have asked staff in various areas to once again assist us and host talks and lectures specifically geared to volunteers. All volunteers in BH and HC in every area are welcome to attend. Our Education & Research Centre in Harold’s Cross offer various courses throughout the year, both medical and general, some might be of interest to you. There is a cost to these courses so for further information check the following website - <https://olh.ie/education-research/courses/>

HC = Harold’s Cross

BH = Blackrock Hospice

All meetings will take place in the Education & Research Centre Classrooms, Harold’s Cross, unless otherwise stated.

FEBRUARY 2015

Feedback February

We will be asking volunteers in Anna Gaynor House to assist us with a Patient Survey during this month. Details & Patient Survey copies will be presented at our Team Meetings.

Monday, 2nd - Friday 6th (11.40am)

TEAM MEETINGS & launch of the Volunteers Policy in HC Volunteers Room.

We will also meet with our weekend volunteers early February in HC too.

Venue: Volunteers Office

Wednesday, 11th (10.30am – 11.30am HC)

Launch of the VOLUNTEER POLICY to all staff in HC Restaurant in the morning

Thursday, 26th (11am – 12pm BH)

Meeting with all Blackrock Hospice Volunteers & launch of VOLUNTEER POLICY

MARCH 2015

Dates to be confirmed

OPEN FORUM for ALL Volunteers & Staff in HC & BH – This is a valuable opportunity to hear updated from OLH&CS management

Venue: Lecture Hall, HC

Thursday, 5th (12pm)

Talk from Dr. Sheela Perumal (CRU & ECU) about Caring for our Older People in Society

Venue: Lecture Room, E&R HC

Saturday, 7th 9.30am start

9.30am – 11.45am **ORIENTATION** for all new volunteers – E&R Centre, HC

12.15pm Afternoon session **PROTECTION OF THE OLDER PERSON TRAINING** – This is open to all volunteers who have not yet attended this mandatory training

** Lunch will be provided for those attending both sessions

The foundations for the new Palliative Care Centre are now underway so parking in HC is restricted. For more information on the new build please check the Hospice website - <https://olh.ie/new-extension-upgrade-of-palliative-unit/>

The Volunteer Handbook is at final draft and awaiting approval. This will be a valuable tool for all new volunteers and, more importantly, for all our long-term volunteers as things may have changed in recent times since you began.

In an effort to improve our communication with you, we will be in contact in a number of ways. Firstly, all volunteer information will be routinely updated on the notice boards in the Volunteers Room in HC and the Volunteer notice board in Blackrock. We will be including the Volunteer Events on the OLH website in the Volunteers Section, and we will continue to text those of you who have indicated this preference. Information on all events/training will be placed on the plasma screens which are now located in both locations. In HC, the plasma screens are at the security desk and in the restaurant so please keep an eye on them. In Blackrock, the screen is located in the restaurant.

Exciting times ahead too! We will begin meeting with volunteers in the next couple of weeks who expressed an interest in getting involved in our first Volunteer Committee which will oversee our Volunteers Day in May 2015. The date will be confirmed in due course, and all your ideas and thoughts are welcome. You can drop into the office; send a text or an email to any of us.

Finally, and the most important message of all – THANK YOU! On the cold, wintry mornings when you don't want to leave your home always remember that your time with our patients and residents has a huge impact on their daily lives. Sometimes you don't see it, but we hear all the time of the amazing work of the volunteers.

On behalf of all the patients, residents, families and staff we would like to thank you all.

Carolyn, Walter, Niamh and Imelda



Calling all golfers! Check the Volunteers Notice Board in the coming weeks for 2015 golf events & dates

All meetings will take place in the Education & Research Centre Classrooms, Harold's Cross, unless otherwise stated.

MARCH 2015

Monday, 9th (7pm – 9pm)

MANUAL HANDLING TRAINING.

The online mandatory training session needs to be completed beforehand.

Details from Volunteers office.

Venue: Anna Gaynor Hall, Harold's Cross

Wednesday, 18th (11am)

CHILD PROTECTION TRAINING – Mandatory for **ALL** volunteers who have not attended any previous sessions.

Venue: Volunteers Office, HC

APRIL 2015

Monday, 20th to Friday 24th (11.45am – 12.30am)

“Engaging Older Adults” – Session given by Occupational Therapists which will include Communication tools for everyone and a valuable session for everyone to attend.

Venue: Volunteers Office

Monday, 20th (7pm – 9pm)

MANUAL HANDLING TRAINING. The online training session needs to be completed beforehand.

Details from Volunteers office.

Venue: Anna Gaynor Hall, HC

MAY 2015

VOLUNTEERS DAY!



Date to be confirmed

Events, fun and a huge thank you day just for you all!

Contact details

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