

Volunteer Voices

SEPTEMBER 2019





Dear Volunteers,

Welcome to your new volunteer newsletter 'Volunteer Voices' you will receive the newsletter quarterly and it will give you all the up to date information we have in regards to volunteering at Mercy!

I am delighted to be able to tell you all that, We have now appointed a permanent role of Volunteer Coordinator – Patient Care Services Ratonga Atawhai Tūroro Nix Johnstone who has been covering the role for the past 5 months has accepted the offer of employment. I would also like to share with you that the volunteer co-ordinator role has been divided into two, the other half of the position being Volunteer Coordinator – Retail & Fundraising, interviews have been held and we have now appointed a new member of staff to fill this position. The two roles will work closely together but it is very important that all areas of our volunteering program get a dedicated member of staff to give them the attention they need.

Earlier in the year we held our Ruby Revelry extravaganza at the Grand Millennium where we honoured some of our volunteers. For those of you who were unable to make it there, here are the awards and the names of the well-deserved recipients: The Buzz Lightyear Award for the Mercy Hospice Volunteer who has gone to infinity and beyond in their role: Rosemary King and Geraldine Northey Best Volunteer Group Award: Alma Sax, Natalie Newton, Margo Stewart, Penny Clydesdale, Luna Cameron, Krissy Jackson, Gemma Stone, Cheryl Whiting.

Some of you have helped at events such as Ten, and many of you collected during Hospice Awareness Week. We were up on last year's collection so well done! Thank you to each one of you, we couldn't continue to support our patients and their families in the way that we do without each one of you.

Thank you from the team at Mercy

ONE OF THE
GREATEST GIFTS
YOU CAN GIVE IS
YOUR TIME

VOLUNTEER

The New Database

Prior to the new database being mobilised, we will undertake a clean-up project of the old database to ensure that only clean and up-to-date data is transferred. Every volunteer will be asked to check their own data on a specific page on our website. Those volunteers without email or access to the internet will be phoned to have their data checked.

The new database will enable us to fill rosters more effectively and efficiently, work smarter, and aid in identifying appropriate volunteers for particular jobs.

New Volunteer Opportunities

We would like to train and use volunteer leaders to support the two Volunteer Coordinators in their new roles. This is a wonderful opportunity for a couple of volunteers to work alongside and help develop new ways of working with other volunteers. It is envisaged that responsibilities within volunteer management can be cascaded, and that the volunteer leaders will be able to support and cover for each other, and the Volunteer Coordinators, for urgent or unplanned activities.

More In-Depth Training for Volunteers

Many of you have mentioned that in the past you completed a six-week training programme in the basics of palliative care. The Volunteer Coordinators are in the process of working with our Clinical Education Team, the Community Patient Care Nurses, the Family Support Team, and Geraldine Northey, our volunteer representative on the Health & Safety Committee, to put together a more comprehensive training programme for those volunteers involved with direct patient contact.

August/September Volunteer-Assisted Events

Fa-Bric-A-Brac pop-up café with haberdashery stalls
9am – 12pm Saturday 21st September at the Columbus Centre, Vermont Street.

Before I Die Chalkboards where the public is invited to write their bucket list wishes on chalkboards at various sites around central Auckland. Friday 27th September.

Call for Feedback

At the Volunteer Meeting in April the CEO, Paul Couper, promised to communicate more with you all and to allow more of a two-way communication between volunteers and the Hospice. To this end, we intend to create a dedicated page on our website for volunteers to put forward ideas and give feedback on how you see volunteering as it is now and how you see it in the future. All feedback will be taken on board and considered.

Volunteer Opportunities

Retail – 9 shops

- o Ponsonby
- o Point Chevalier
- o Mt Eden
- o Ellerslie Homeware
- o Ellerslie Furniture
- o Mt Roskill
- o Royal Oak
- o Blockhouse Bay
- o Remuera

Join our several hundred retail volunteers who talk of how much pleasure they find in working in our nine shops, where they enjoy a terrific sense of camaraderie and make life-long friends.



Reception – these volunteers are the Face of Mercy Hospice. This is an area where volunteers come into daily contact with staff, patients' families and friends, and all visitors to Mercy Hospice.

In Patient Unit – tea and drinks trolleys twice daily, flowers, aromatherapy and massage. These roles are the most sought after and, once a volunteer has a permanent shift, is very unwilling to give it up, sometimes for many years. One volunteer has been doing the flowers for 25 years!

Community – companionship. A very rewarding role where a volunteer can make a real difference to a patient's life by taking them out shopping or for coffee, just sitting with them or reading to them, or to give respite to a tired caregiver. The variations are endless but offer a bright light to many patients.

Transport – a very much needed role in the day to day lives of our community patients, where they are driven to and collected from their appointments which may range from anything such as chemotherapy or a hair appointment

Hairdressing, manicures/pedicures, makeup – help give a patient dignity by making them feel better about themselves and their personal appearance

Fundraising – a chance to become involved with our young, fun, and innovative Fundraising Team. They always surprise with their imaginative ideas for raising the ever-needed funds to run Mercy Hospice

Manaaki – an opportunity to transport patients and or their

caregivers into the Hospice for Manaaki Active, a weekly gentle exercise programme, or to the Manaaki Programme which is a social, educational programme for patients and carers where they are provided with information and support and have the opportunity to meet with others having similar experiences. The programme is offered over a 13-week period and is repeated during the year.

Life Reviews – a specialised and very rewarding area of volunteering that requires attendance of a day-long workshop run by our head Life Reviewer, where volunteers are trained on how to record and transcribe a patient's life story. The ability to "listen" is a great skill for this role.

Hospice Functions – these are different to Events in that they are not for fundraising, but rather a function which generally involves staff and patients. Be part of exciting functions such as birthday parties, weddings, dinners, lunches, morning and afternoon teas. You may be assisting new volunteers with their orientation and making them feel welcome.

Baking/Catering – a Hospice speciality. Nothing happens at Mercy without a good cup of tea and a piece of home-made baking, especially scones! We welcome home cooking for many of our functions, so this is a great opportunity to show off your baking and decorating skills!

We welcome the offer of any skills that volunteers think may be of service at Mercy. You tell us what you shine at and we will endeavour to use your talents.

Volunteer Stats



61,476
HOURS DONATED

- 4766 In the hospice
- 1808 Patient support
- 520 Manaaki Day Programme
- 1560 Writing biographies
- 3070 Fundraising
- 49752 Retail



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