

In this Spring Volunteer news update we celebrate the success of the Winter Street Appeal – made possible by over 180 of you our amazing volunteers. There is an update for you on Volunteer Services from Tina McCafferty CE of Totara Hospice. Even some tickets to the Hospice Long Lunch are up for grabs, and we hope you can join us at one of our special Christmas Volunteer Thank You events. Thanks to you - all our outstanding volunteers for the work you do every day, thank you for choosing to make a real difference in the lives of patients and their families of Totara Hospice.

Volunteer Update from Tina McCafferty

To all our Totara Hospice Volunteers,

As you may be aware Chris Shepherd (Volunteer Manager) leaves us on Friday 20th of this month. Chris has sold her house in Auckland and is now going to enter a new phase of life being closer to her family. Chris being the person she is - quite humble and quite shy - has specifically requested us to not hold a morning tea; sadly she will not be persuaded to change her mind (we will of course respect her wish).

So I write this to acknowledge and thank Chris for her contribution to our Hospice over the time that she has been with us Chris has given her best efforts to an ongoing review of volunteering, provided orientation and training support, coordination, engagement and services support. She was also a champion of volunteering standards. In any discussion Chris was always a

staunch champion for the value of volunteering.

We wish Chris all the very best for this next phase in life's journey and thank her for bringing her perspective and contribution in the ever evolving domain of volunteering. I know many of you will also take the opportunity to say farewell.

You are invited - we would also like to take this opportunity to invite all volunteers to attend a volunteer specific meeting to share information on the next steps for the organisation and volunteer engagement and coordination.

Date: 27th October 2017

Time: There are two sessions available: 10am & 2:30pm, just arrive for your preferred session, no RSVP required



Tina McCafferty - CE

Venue: Totara Hospice South Auckland - Conference Room, 140 Charles Prevost Drive, The Gardens, Manurewa

Thank you again for all you do to support Totara Hospice.
Kindest regards, Tina McCafferty
Chief Executive

Totara Hospice Winter Appeal

Thank you to everyone who volunteered for our Winter Appeal in August. The Appeal raised a record total of \$19,035! This would not have been possible without the generous support of your time manning the sites throughout South and South East Auckland. Thank you!

A special mention to Ross Middleton who took on an incredible 24 shifts during the Winter Appeal, thank you Ross!



Gurinder and Aiga volunteering for our Winter Appeal at Botany Town Centre

JUST FOR YOU OUR VOLUNTEERS

- the chance to win 2 x tickets to the Hospice Long Lunch 2017

Our annual Long Lunch is coming up on Sunday 5th November at Okahu Function Centre in Orakei. Latin American flavours will be showcased in this scrumptious luncheon matched with a stunning selection of wines and beverages. Take the afternoon to savour 9 dishes at the Totara Hospice Long Lunch prepared by Chef Ben Barton. Check out last year's event here: <http://bit.ly/2xKIV6Q>

Sunday 5th November 2017 / 12noon-5pm /
Okahu Function Centre, Orakei, Auckland Central

We have 2 tickets for 1 of our lucky volunteers to win if you would like to go in the draw to win tickets to the Long Lunch, please phone or email Rachel on 09 640 0255 rachel.clarke@hospice.co.nz by 4.30pm on Thursday 26th October with WIN Long Lunch in the subject line to be in to win.

Good Luck!



It's time to indulge in
A Latin American Fiesta

Sunday 5th November 2017
12 noon – 5pm

Okahu, 18 Tamaki Drive, Okahu Bay, Orakei

Book Now: www.hospicelonglunch.co.nz



THANK YOU FOR MAKING HOSPICE HAPPEN IN YOUR COMMUNITY

Christmas Volunteer Events

For all that you do throughout the year come join us at one of the following events to share our thanks for your ongoing support.

This year we will be holding two Volunteer Christmas Thank You events; choose which one suits you better and then RSVP – we look forward to seeing you there.

- **Tuesday 14th November - 5 - 6.30pm - Pakuranga Hospice Shop, 1 Aylesbury Street, Pakuranga**
The Hospice Retail Shop will be open for an exclusive shopping experience, wine and cheese will be served with a few Christmas goodies.
- **Friday 17th November - 10 - 11.30am - Totara House, 140 Charles Prevost Drive, The Gardens**
We welcome you to a lovely Morning Tea here at Totara Hospice.

We hope you can join us, simply choose your preferred venue/event and then please RSVP via email reception@hospice.co.nz or phone 09 640 0025 before the 8th of November.





Café Aroha volunteer Adam Schlooz

Coffee For A Cause – Café volunteer Adam shares his story

A self-confessed café aficionado, Adam Schlooz now finds himself on the other side of the espresso machine in his role as a volunteer at the newly opened Café Aroha at Totara Hospice.

A self-employed property trader, Adam came across an online ad for Volunteer Week, which is a nationwide initiative to encourage people to give their time to local organisations. With some time up his sleeve each week, he decided to look into it. “I was looking more at soup kitchens, stuff like that, as I really enjoy cooking. When I saw Café Aroha come up I thought it was perfect. I could learn how to make coffee and do some good!”

Café Aroha opened at Totara Hospice’s Charles Prevost Drive site in July and has a growing group of regulars from the local neighbourhood who pop in for coffee and baking, and offers a welcome spot for a bit of time out for families visiting loved ones at Hospice.

Although a local, Adam had been unaware of Totara Hospice until he applied for the role at Café Aroha. He says his understanding of what a Hospice does had been limited. “My brother went into another Hospice when he had liver cancer... that was the last couple of days. I don’t know if he was even really conscious by the time he got in there. It just seemed terrible. That’s what I thought a hospice was: just a place you go to die. Now I’ve found that’s not the case.”

The induction process at Totara Hospice for new volunteers introduced Adam to the facility and its work on site and around the community. “You get this situation where life has dealt you a terrible blow, but it’s nice to know that there is a place like Hospice that is somewhere you can go to make things just that little bit better,” says Adam. “And not just for you as a patient, but for your family as well. It seems like a wonderful place to go in a horrible situation.”

He relishes his role at Café Aroha (where he says the coffee is some of the best he’s had) and likes the fact it provides a respite for families. “To be able to come in and sit down and have a rest and a coffee would be quite nice. It’s good for the staff and the community too.”

Café Volunteers needed – Café Aroha is on-site at Totara House and provides a place for patients and families, staff and our local community to come and enjoy a hot beverage or a bite to eat. We are looking for some fun, friendly volunteers to join our team. Barista or café experience is an advantage but not essential, as training will be provided.



Hospice Retail Shops Update

Thank you to all retail volunteers for the huge effort everyone has put in to the new Eftpos roll out. We are pleased with how well everyone has done learning the new system, thanks again for giving it a go.

We have also had unprecedented numbers of staff and volunteer illness over this period, to everyone that has been unwell our best wishes for a speedy recovery and hope to have you back on board soon and to everyone that took on extra shifts or had to work with less capacity, again thank you so much your efforts were noted and appreciated by the entire retail team.

Howick and Gardens volunteers, a thank you from Willie and Laura for looking after them and your stores so well while your managers were away, they have both enjoyed the time spent instore.

Many thanks from Willie as well to those of you in the Distribution Centre who took on extra shifts to help clear donations and send out stock orders while he was assisting in the Howick shop.

Thank you - Laura Marshall - Head of Retail Services



We now have new signage on the Retail Truck (pictured above) and the Retail Vehicle they now look better than new! The signage will attract lots of donations of “Just the Good Stuff” while letting people know about Hospice. When the drivers stop at your shop be sure to go outside and have a look!



The fundraising team are looking for Christmas Elves to help with a variety of activities

- Trees of Remembrance Community Volunteers – Our annual Trees of Remembrance campaign is back, Friday 1st – Sunday 24th December 2017 and we need volunteers! Your time will help raise funds for our patients and their families living with a life-limiting illness, while also helping someone this festive season remember and honour a loved one.
If you're interested in helping us please contact visit signup.com/go/treesofremembrance2017 or contact Rachel on 09 640 0255 or email rachel.clarke@hospice.co.nz
- Trees of Remembrance Shift organisers – phone work – A big aspect of the campaign is booking in volunteers via the phone for the shifts in the community, if you are comfortable chatting on the phone, using the computer and have some time in November we would love to hear from you. Please contact Rachel on 09 640 0255 or email rachel.clarke@hospice.co.nz
- Christmas Night Markets December 5th – we are looking for people to help us with our upcoming Christmas Night markets event, we need gift wrappers, car parking attendants, stall managers and we even need Santa! Please contact Jo on jo.davis@hospice.co.nz or phone 09 640 0243 if you can volunteer.
- Spread the Love - Jam and Chutney makers needed, we are looking for some fabulous volunteers to cook up a storm in our kitchen on site to make jars of preserves we can sell for fundraising. If you can help please contact Jo on jo.davis@hospice.co.nz or phone 09 640 0243.
- Christmas cakes and hams – We are looking for volunteers to help distribute the cakes and hams we sell during December. We need volunteers to fill a morning and afternoon shift on Monday 11th and Friday 15th December. If you can help please contact Julayne on julayne.jones@hospice.co.nz 09 640 0250.

Volunteer Vacancies

We have a number of vacancies in our volunteer teams, if you can help us spread the word amongst your family, friends and networks we would really appreciate it.

- IPU Administration - Can you assist in our In Patient Unit? We're looking for someone to help provide a professional and welcoming front line. You will meet and greet visitors to our In Patient Unit and enhance the service we provide caring and supporting patients and their families/whanau who are in Totara Hospice's care.
- Retail – Join our friendly team of volunteers and help turn pre-loved donated goods into much needed support for our patients and their families. We are looking for more volunteers in our Manukau Shop, and for weekend shifts in our Takanini and Pakuranga Shops.

If you have an interest in providing positive customer service with a friendly, helpful and courteous attitude, then we want to hear from you. You don't need specific retail skills, we will provide you with the support and advice you need to do this role.

- Café – Café Aroha is on-site at Totara House and provides a place for patients and families, staff and our local community to come and enjoy a hot beverage or a bite to eat. We are looking for some fun, friendly volunteers to join our team. Barista or café experience is an advantage but not essential, as training will be provided.

- Drivers – We are looking for drivers on a casual basis to transport patients to and from Totara Hospice and hospital appointments. This requires a positive attitude along with a reliable, road-legal vehicle and a full clean driver's licence. We are looking for drivers who can pick up from the following areas – Mangere, Papatoetoe, Maraetai and Clevedon.

To volunteer or for more information, please contact us on 09 640 0219 or volunteer@hospice.co.nz

Totara Talk:

You will be receiving shortly a copy of our bi-annual Newsletter Totara Talk that includes upcoming events and stories from our volunteers and supporters in the community. If you would like to read now, go to the online version at: www.goo.gl/NCX8kH

