

Our Volunteer Newsletters are here to ensure you as our Volunteer team enjoy regular updates on our latest news, events and updates from Totara Hospice. Please do take the time read through.

Volunteer Update from Tina McCafferty

Kia Ora,

Well team I can't quite believe that it is the start of May already! We are entering into our 36th year and I'd like to thank you all for gifting your time and skills and being such a big part of the 'story of us'.

Near the end of last year so many of you attended one of the two volunteer engagement and information sharing workshops. We had the opportunity to discuss progress and challenges in our organisation, get important feedback on how to work better with you and we even imagined what our organisation would be doing in the year 2050. I very much enjoyed the honest, open and constructive conversations we had and the energy in the room. You're a special bunch of people, and I am looking forward to joining you at another workshop later in the year.

As you know Totara Hospice cannot do what we do without the support

of you our volunteers – you contribute over 188,000 hours a year to Make Hospice Happen – and with a team of over 600 volunteers we constantly strive to ensure we are engaging and caring for you, and most importantly your expectations as a Volunteer team member are being met.

In the spirit of the above you will find a link to our Volunteer Engagement survey, we want to know how things are going from your perspective. I do hope you will all share your valuable thoughts and considerations on your work with us. Once the results come in I will arrange this years volunteer forum where we can discuss.



Tina McCafferty - CE

Your time and feedback is most appreciated.

*Kindest regards,
Tina McCafferty - Chief Executive*

PS: See you for a coffee at Café Aroha sometime soon!

VOLUNTEER EXPERIENCE FEEDBACK SURVEY

We always want to know how things are going from your perspective.

Please take a few minutes to share your thoughts with our Volunteer Experience Survey.

Please visit: <https://www.surveymonkey.com/r/PYY9ZQL> or complete the paper form available from Volunteer Services

Our May Street Appeal is nearly upon us and we need your help to raise funds for Totara Hospice!

If you can spare two and a half hours of your time manning these sites in our community during Hospice Awareness Week (14th - 20th May) we would really appreciate your support. We have over 200 volunteer shifts to fill with the aim to raise \$18,000 during this annual appeal; however we cannot achieve this

unless we have our sites manned – which is why we are contacting you as a wonderful and valued volunteer.

Dates: Tuesday 15th - Saturday 19th May 2018

Volunteers: 2 people per shift

Locations: Various locations across South and South East Auckland

Note: new shift time of 2.5 hours

**There are two ways to sign up as a volunteer;
either visit <http://signup.com/go/Uivukam>**

or contact Rachel Clarke on 09 640 0255 or rachel.clarke@hospice.co.nz



In Patient Unit Volunteer Judy Farrell shares her journey to volunteering at Totara Hospice

It was about 14 years ago that I first had contact with Hospice with my mum needing their help. I had always thought since then, and having seen what the volunteers did and the help they gave, that this is something I want to do. Recently I've just got the stage in my life where I was right – this is now the time! So I went to the website and I saw the In Patient Unit Volunteer role available and thought that's what I want to do now.

I cannot recommend it enough, it is really nice - you go away with a lovely feeling, and that is what I found when I came here with my



Judy with IPU nursing staff...



and with Sandy in the kitchen.

mum all those years ago as well – there was always something special about this place, everyone was so nice and I was just the family – not the patient, the care they give is something you cannot do without.

I think Hospice is amazing, I think some people have the wrong perception of Hospice – I have no

doubt they think it is a depressing place where people come to die – but it is far from it. The staff are just great, the nurses treat you so well, and it is respectful – patients and families love being here and are so gracious about the support they get, you can't help but feeling great. It is a very positive experience and I cannot recommend it enough.

Susan Fryer our Acute Services Manager of the In Patient Unit highlights the value the volunteers bring to her team and the roles they play.

They help us in a number of different areas including delivering food/ drinks, taking orders, helping stock the rooms, we also have a lovely team who come and provide fresh

flowers around the unit.

Their support really is invaluable for our Nurses and Doctors of Totara Hospice.

I know also the patients and families love seeing their smiling faces, and when our volunteers chat and spend time with them I think it brings a bit of the real world into the hospice.

If you are interested in joining the team contact volunteer@hospice.co.nz or call Trina on 09 640 0220

THANK YOU FOR MAKING HOSPICE HAPPEN IN YOUR COMMUNITY

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. Following are some key areas where we hope to gain support:

- Retail - The Wedding Loft
- Retail - Distribution Centre Support
- Retail - A qualified Test & Tagger - Electrical
- In-patient Unit Assistance
- Community Home Sit Support Person
- Patient Drivers
- Masseuse
- Gardening Support Person
- Maintenance Support Person
- Fundraising Street Appeal Volunteers
- Event Volunteers



Trina Napier - Volunteer Services

We would like to welcome you to our Totara Hospice Volunteer Team and look forward to hearing from you soon. To volunteer or for more information, please contact Trina on 09 640 0220 otherwise email volunteerservices@hospice.co.nz for assistance.

Hospice Shops Retail Update

We have an exciting time coming up in retail – thanks as always to you our amazing volunteers who help us to keep our stores running at such a great pace!

We are very excited to announce that The Wedding Loft Hospice Retail shop is now open - we have been developing this brand new wedding dress and ball gown shop that will be in a fabulous space upstairs at the Manukau Store.

Trish and Rosie and our team of volunteers have had a great start to the year in Cafe Aroha. They are also now joining our casuals in the shops when staff are on leave - so do welcome them to your shop teams!

- I would like to acknowledge Gabrielle who after 6 years in our Howick retail store moved on in February. Following her departure Jackie Gorham is leading the Howick store joining us with vast retail knowledge and is looking forward to Making Hospice Happen!
- Kim Ngaata has joined Willie and the Distribution Centre volunteer team to help sort donations and process shop orders, we are all looking forward to helping Kim put new processes in place at the Distribution Centre, ensuring shop stock is dispatched quickly and efficiently.
- You will no doubt meet 3 new casual team members over the coming year - Sheryl, Charmaine and Wendy will be helping out when our Managers are away and at the Totara Hospice Reception as well – I know you will join me in welcoming all of the above to the team.
- We would also like to acknowledge our Volunteer Trade Me team who have worked hard to ensure we now have a



Laura Marshall - Head of Retail

presence on Trade Me and are now selling over 40 items weekly.

You are all such an important part of the Hospice Retail Shops and Totara Hospice team, your hard work and time you give us is most valued and never goes unnoticed - *Thank you,*

*Laura Marshall -
Head of Retail Services*

Mamma Mia! Here We Go Again!

Join us for a fundraising event to support Making Hospice Happen while sitting back and enjoying the sequel to Mamma Mia!

Tuesday 24th July, 2018
Hoyts - Sylvia Park
6.30pm screening

Visit www.hospice.co.nz/store/products/mamma-mia to book your tickets

Mamma Mia! Here We Go Again is going through Donna's (played by Meryl Streep and Lily James) young life, experiencing the fun she had with the three possible Dad's of Sophie (played by Amanda Seyfried). Sophie is now pregnant. Like Donna, she will be young when she has her baby. This is where she realizes she will need to take risks like her mother did.



Marion Meekan and Margret Cunningham at Manukau Southpoint

Trees of Remembrance Appeal

A big thank you to all those who were involved during December for the Trees of Remembrance appeal in the community. This appeal raised over \$55,000 throughout the month; without the generous support with manning each site across South and South East Auckland this would not have been possible.

Thank you!

The Wedding Loft

Are you getting married for Good?
... find your wedding dress at the Hospice Wedding Loft

We are very excited to confirm the launch of a brand new wedding concept shop within our Hospice Retail Shop group. The Wedding Loft - has a selection of gowns, dress and groomsweat available. It is open now in the upstairs loft at the Manukau Hospice Retail Shop, 29B Cavendish Drive, Manukau.

So we are looking for volunteers with a passion for weddings! Please share with your friends and family - if anyone is interested in volunteering at The Wedding Loft - simply contact Trina on 09 640 0220 to have a chat or otherwise email volunteerservices@hospice.co.nz for more information.

Sunrise Walk for Hospice

There was a great turn out for this years Sunrise Walk at the Auckland Botanic Gardens on March 18th.

With over 1,000 supporters in attendance it was a great morning out!

Have a watch of the 2018 video or look at photos from the day at www.sunrisewalk.co.nz



Keep up to date and follow us on Facebook and Instagram:

www.facebook.com/totarahospice
www.instagram.com/totara_hospice

