

## Volunteer Thank you Luncheon

**When: Wednesday July 27<sup>th</sup>. 12 – 2 pm.**

**Where: Dianella Hostel.**

Each year we like to celebrate the dedication, kindness and generosity of 'all' our volunteers. The work you do makes an enormous difference to the lives and care of patients and residents. Please come to our luncheon and allow us to thank you. It's a great way to meet and chat with other volunteers and for one day in the year be served by others.

**RSVP: Jitka on 57342164**



## Children's Play Area – Outpatients

We are excited to announce the trial of our volunteer run children's area in outpatients. Currently two of our volunteers Rosemary and Susan are facilitating this program one morning per week during the Antenatal Clinic. It's a time when mums are often visiting with their accompanying small children. The children can now play within close proximity to their parents with the support of Rosemary and Susan. Rosemary and Susan have a range of toys and drawing equipment for children to enjoy whilst waiting for their mum's appointment. We hope to extend the program to cover all antenatal clinic times ~ if this is an area of special interest please let me know. Pictured from left are Susan, Christie and Rosemary at Carpet Court in Kilmore. Thank you to Carol Johnstone from Carpet Court who donated the road map carpet for the enjoyment of visiting children. Thanks also to our op shop who have provided the beautiful and sturdy toys for use in the program.



## Maintaining Privacy, Confidentiality & Dignity

In June, eight of our volunteers from Caladenia and Dianella joined staff in a training session on Privacy, Confidentiality & Dignity. Privacy and confidentiality is an essential code of conduct for everyone involved in working across our hospital services. As most of your work as a volunteer involves engaging socially with patients and residents you are often participating in conversations about their history, their families, interests and preferences. In addition you are often present and involved in conversations between residents and patients. Respecting privacy and confidentiality includes:

- Not sharing personal information shared with you during your conversations with residents ~ including others volunteers, your families and friends.
- Not sharing information about a person with other residents ~ even when asked. You can reply by stating that 'you do not know the information', or by respectfully commenting that you 'are unable to share private information' with others. Residents and patients will then know you will always respect any personal conversations you also have with them in future.
- Not engaging in conversations in which residents are deriding or being critical about others.

The only exception to the above is when you hear something that leads you to be concerned about the wellbeing of a resident or the wellbeing of others. When this occurs respecting privacy means sharing information as soon as possible with a delegated staff member, however not sharing it with others.

Thanks to the volunteers who attended the training.

## Hospital trolley in the making!

After a 'very' long time in the planning our mini shopping trolley is finally on its way to completion. The trolley will have a number of items for sale to patients and visitors of the hospital. Magazines, greeting cards, soft toys, knitted baby clothes, and a small range of personal items will be included on the trolley. Ray Miller, our regular & dedicated volunteer at Dianella has undertaken all the hard work to build the trolley from designing, purchasing materials, and building. Whilst the trolley will sell items of interest to patients one of the key benefits is the friendly welcome and casual conversations volunteers offer to patients and visitors as they go about their work. We would like to aim for a minimum of two trolley rounds each day of the week (including weekends). If you are interested in being a part of this new initiative please let me know (Phone: 57342164). Huge thanks goes to our Hospital Opportunity Shop who donated the money allowing us to build such a high quality trolley.

