

VOLUNTEERS NEWS

ACH | GREENLANE | STARSHIP

INSIDE THIS ISSUE:

FROM THE VC	1
THE IMPACT OF TECHNOLOGY ON VOLUNTEERING	2
"BE MY EYES"	3
COVID-19 (CORONAVIRUS)	4-5
AUCKLAND HOSPITAL PHOTOS	6
BLUE COAT TEAM LEADERS MEETING	7
COMPANION VOLUNTEERS AT CV-ICU	8
FOCUS ON CV – SOPHIA ZUPANC	9-10
WELCOME NEW RECRUITS	10
FAREWELL TO NEIL BENDIG	11
THE NEXT ISSUE & 2020 EVENTS CALENDAR	12

FROM THE VOLUNTEER COORDINATOR:

Dear All,

Summer has come and gone it seems and we have already arrived into March. Historically, this is a time of new recruits and Rocio and I are currently working 37 new volunteers through the screening process. The Starship Playrooms are in dire need of volunteers and I am delighted to announce that the first nine recruits will have their placements any time soon.

Rocio is committed to have Companion Volunteers starting at the Cardio Vascular Intensive Care Unit (CV-ICU) before Easter and we are both finalising a training program for Palliative Care Volunteers. If you have an interest in any of these roles, please contact Rocio Corona for a chat. In the next Volunteers Newsletter we will update you on the various Companion Volunteer activities and on how we believe we may roll this program out throughout the hospital.

Please familiarise yourself with the C-virus implications through the latest updates on pages 4-5 and check out the volunteers educational topics that may be of interest to you. You are most welcome to attend, no matter what role you are currently in.

Happy reading!

- Monthly Newsletters' input needs to come from all of us: Coordinator, all volunteers, charge nurses, security people and all other key people that work alongside us.
- Your input can be new ideas, shared experiences, good ol' memories, anything of mutual interest is welcome!

Lindy Lely



HOW TECHNOLOGY CHANGES OUR LIVES AND HOW IT IMPACTS VOLUNTEERING

Andy Fryer, one of the speakers at the Volunteer Leadership Forum in Brisbane spoke of the technological development in the last 30 years and the changes it had brought to society. He also looked at what impact it might have on volunteering.

1989

Cassette recorder and no public internet. Computer monitors with just 16 colours, floppy discs and the 1st internet “worm”. Personal computers costing \$3,500 with memories of just 10MB.

2004

iTunes, robotic pets, broadband and Wifi.

2019

The constant state of technological connection. 85% of the current 70 year olds are connected through cloud based technology.

The current 12/13 years olds “screenagers” spend more time watching a screen than being physically in front of other people. They no longer use email, preferring to use instant messaging. Instead of meeting up with their friends, they interact by texting each other.

Nowadays, we connect and organise our lives via our mobile phones. Current online booking apps for movie, theatre and travel, banking etc. have already cut out many of

the retail and middle men positions.

The development of computer software that integrates with other software and AI (Artificial Intelligence) and machines learning effectively (learning from past experiences). Robotics and AI are the way society is going.

Technology Use in Health Care

SwiftMed – A New Zealand online doctor and prescription service. GPs can consult with patients through video chat.

Social Robots – which can soothe and comfort patients on wards. These robots are already delivering social services in a new children’s hospital in Perth.

Driverless car which can be used to transport visitors or patients from an overflow car park some distance from the hospital direct to the hospital entrance.

Virtual reality tool which is being used in disability support.

“Be My Eyes” an example of the way technology can be used in new ways of volunteering is on the following page.

Thinking Ahead 5-10 Years

So what impact will technology have on volunteering? There will be opportunities for developing volunteering roles which could complement or replace traditional volunteering.

“BE MY EYES”

A mobile app is allowing sighted Kiwis to lend their eyes to the blind when they most need it via a live video connection. The app is a way for those who are too busy to engage in traditional forms of volunteer work to help others through their phones. It can be fitted easily around their busy everyday lives.



Blind or low-vision person requests assistance



Sighted volunteer receives video call

Since Be My Eyes was launched in 2015 in Denmark, more than 3.5 million sighted volunteers and 200,000 blind and visually impaired people have joined. Hans Jorgen Wilberg, a Danish furniture craftsman who is visually impaired himself got the idea of a volunteer video service for the blind using the cameras in today's smartphones when a blind friend told him that he used video calls to connect with family and friends.

About 3000 sighted and blind Kiwis have joined free app Be My Eyes, including The Blind Foundation's general manager of strategic relations Neil Jarvis. Jarvis lives alone which can prove difficult when blind.

"It might be a really simple thing like you want to work out whether the tin you are about to open is a tin of beans or a tin of pineapple chunks, and that really matters when you're deciding what to put on the plate," he said.

That's where Be My Eyes comes in. With the press of a button, the app would establish a live video connection between Jarvis and a sighted volunteer, who would immediately be able to tell him not only what is in the tin but also answer questions such as whether it has passed the expiry date.

The huge network of volunteers from all around the world means that no matter when users request help it is almost guaranteed there will be someone available. Plus because the technology matches people based on language and time zone, volunteers are only contacted during day-time hours.

Christchurch audiologist, mother and volunteer Zoe Hector, who used to volunteer as a trained sighted guide for the Blind Foundation said that with her busy life while on maternity leave, the app allows her to continue volunteering. She said that it is a nice simple thing that anyone who is sighted and hearing can do as it only takes a few seconds to answer a call. She calls it incidental volunteering which easily fit into whatever she is doing. You can watch her interview at <https://www.youtube.com/watch?v=BHQKzYw0m4E>

Another volunteer, Sushmita who is from New Delhi, India has been a volunteer reader for the National Association for the Blind in Delhi for over 10 years. The app complements her current volunteer work as it allows her to help many more blind and low-vision users all over India. Check out her story at <https://www.bemyeyes.com/community-stories>.

COVID-19 (CORONAVIRUS)

We have a dedicated incident management team and are working closely with the Ministry of Health and the wider health and social sector to manage our response to COVID-19. The likelihood of widespread outbreak in New Zealand remains low.

As you would with the flu, the best way to protect yourself and others is by covering coughs and sneezes with tissues or clothing and washing your hands often.

The advice will continue to be updated as the situation evolves. I will send all volunteer relevant information to you via email. Hard copies are on the table in the Volunteers Centre.

What is COVID-19?

Coronaviruses are a large and diverse family of viruses that cause illnesses such as the common cold. In January 2020 a new coronavirus was identified, now called COVID-19.

What are the symptoms of COVID-19?

The symptoms are similar to the flu – fever, cough and shortness of breath. If you have these symptoms and have recently travelled to a country of concern ([see the Ministry of Health website](#)) or have been in close contact with someone with a confirmed case of COVID-19 please contact the special Health-line number 0800 358 5453 or call your GP.

How serious is coronavirus?

Most people have a mild to moderate illness with flu-like symptoms. People of all ages are being infected, but older people and those with medical conditions seem most likely to get seriously ill.

How does COVID-19 spread?

COVID-19 can be transmitted from person to person. When an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets quickly settle on surrounding surfaces and can be spread by:

- coughing and sneezing
- close personal contact
- contact with an object or surface with viral particles on it and then touching your mouth, nose or eyes.

That's why it's really important to practice good hygiene, regularly wash and thoroughly dry your hands and practice good cough etiquette.

How do I protect myself and my family?

Washing your hands regularly for 20 seconds is the best way to avoid this illness. Cover coughs and sneezes with tissues or clothing, and wash hands afterwards. Please stay at home if you are sick.

COVID-19 (CORONAVIRUS) (cont.)

Are volunteers being screened for the need to self-isolate?

As with all our employees and contractors, volunteers who have been out of New Zealand and returned on or after Monday, 16 March or have been in close contact with someone suspected of COVID-19 are being asked to self-isolate for 14 days. You can find guidelines on what to do to isolate yourself on the Ministry of Health website.

Who should volunteers talk to if they have concerns that they or a family member may have been exposed to COVID-19?

Volunteers can seek advice on anyone who has travelled in or through Category 1 or 2 countries, or has been exposed to a suspected or confirmed case of Coronavirus, by contacting:

1. Healthline 0800 358 5453
2. Your GP

Travel

If you need to travel follow safe travel advice on the Safe Travel Website. Please note travel insurance may not cover coronavirus claims if insurance was taken out after midday 30 January 2020 – details below.



AUCKLAND HOSPITAL AERIAL PHOTOS

31/8/1958



29/4/1960



15/11/1968



19/3/1963



19/4/1974

Many thanks to Neil Bendig for finding and sharing the photos from the "Whites Aviation Collection, Alexander Turnbull Library" (<https://natlib.govt.nz/items?text=whites%20aviation%20auckland%20hospital>)

NOTES FROM THE BLUE COATS TEAM LEADERS MEETING

The Blue Coats Team Leader meeting was held on Tuesday, 11 February at the Te Raukura Meeting Room at ACH. The following are items of note that was discussed in the meeting.

Change in Team Leader

Neil Bendig will be stepping down from his role as Team Leader due to other commitments. We would like to thank Neil for his contribution during his time with the Blue Coats and wish him all the best in his future endeavours. (You can find out more about Neil's future plans on page 11.)

Barry Gosper, a current Wednesday morning Blue Coat will be taking over the role of Team Leader.

Roster Changes

Please advise your Team Leader of any long leave planned for the year so that Lindy or Evelyn can note it on the roster.

Wheel Chairs

Wheel chairs continue to be in short supply at Levels 4 and 5. Interim options are being looked at by Neil Browne until a permanent solution is found.

Cleanliness at L1 Stairs and BC Desk

A cleaning arrangement is being negotiated by Neil Browne for the long standing issue with the cleanliness in this area.

L5 Emergency Door

Team Leaders will check the emergency door at the start of each shift to ensure that it is open.

Corona Virus – COVID-19

The latest information on the COVID-19 is provided on the table in the Volunteers Centre or via email to all volunteers. Team members need to be aware of the information and to follow the instructions given.

Te Reo

ADHB offers an 18 month Te Reo Maori language course to all staff including volunteers. It'll take two hours a week and online support is available.

Registrations forms are available at the Volunteers Centre.

Youth Health

Rosalie Hornung, Project Lead Youth Health Quality Improvement Model talked about the need to improve support and services to adolescents and young adults vising the DHB.

Currently ,learning modules are available on Ko Awatea for staff only. She will look into the possibility of creating a training module for volunteers.

Lindy will also be inviting her to the Starship Education Day on 14th May.

COMPANION VOLUNTEERS AT CV-ICU – ROCIO CORONA

We would like to formally introduce the position of Companion Volunteers for ward 48, Cardiothoracic & Vascular Intensive Care Unit (CV-ICU). Companion Volunteers at CV-ICU will engage with the patient's family and friends while they wait outside the ward in one of the ICU's Whanau Rooms. These can be challenging times for family members and the Companion Volunteers will be serving as extra support.

Patients at CV-ICU are in critical condition, surrounded by medical equipment (shown below) and are often heavily medicated. Because of the patient's condition, staff members create a diary that includes letters, activities, and visitor photos.

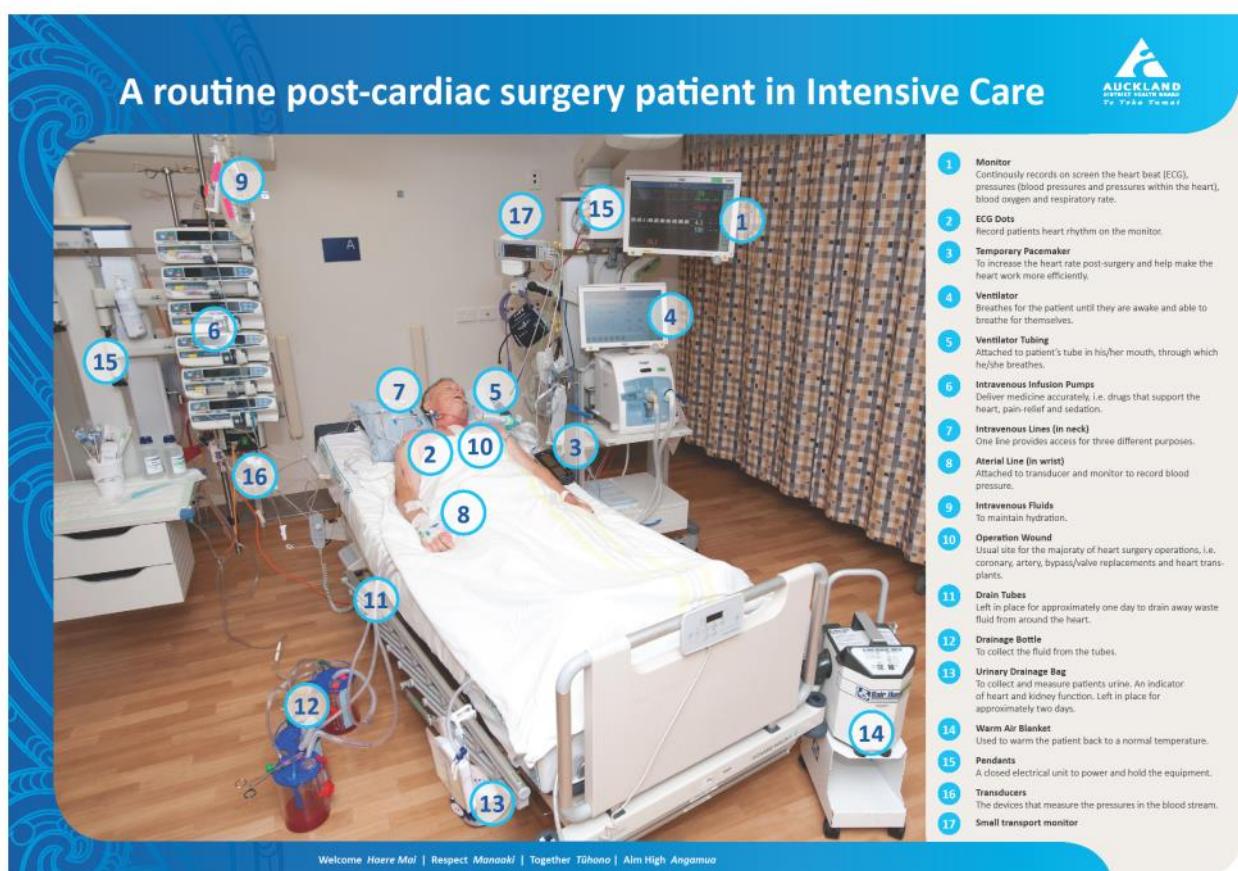
Typically, only two visitors at a time are allowed with a patient; there are some exceptions to the

two visitor rule. Visiting hours are between 9 am – 7 pm and 9 pm – 11 pm. Visitors may be requested to wait in the whanau room when they first arrive or when there is a procedure being done in the patient's room.

Companion Volunteers liaise with the reception desk to make sure visitors are updated accordingly while they wait for their loved ones. They will also help family and friends make notes for the patient's diary. Look for our lovely green vested volunteers at the whanau room outside of CV-ICU.

Please contact Rocío Corona for further information: rocioc@adhb.govt.nz.

You can also check out the ward's website at <https://www.cvicu.co.nz/>.



FOCUS ON COMPANION VOLUNTEER – SOPHIA ZUPANC

Sophia Zupanc, currently a Companion Volunteer in both Reablement Services and Women's Health, is a recipient of a Thomas J. Watson Fellowship, a one-year travelling fellowship that provides recent college graduates with the opportunity to spend a year outside the United States investigating a project that holds deep interest for them.

For the last 6 months, Sophia has been travelling around the world looking at how palliative care is implemented in different countries. Thus far, she has visited Greece, the UK and India, three countries at vastly different stages of palliative care. Sophia included New Zealand in her program from January to March, after which she will continue her year of investigating her field of interest in Colombia and finally in The Netherlands.

Before her Fellowship year, Sophia previously worked at the Dana-Farber Cancer Institute (Boston, USA) as a research assistant in the Department of Psychosocial Oncology and Palliative Care in addition to working as a hospice volunteer. She also has extensive experience shadowing clinicians in both inpatient and outpatient settings.

With Sophia's experience and her background in voluntary work with seriously ill patients, we were very lucky to have her join the Auckland DHB volunteering team on a nearly daily basis in the past



six weeks. In return for her volunteering work, we organised for Sophia to meet with Joop van Herk for a Buddhist perspective on the care of the dying and to meet with Margaret Kawharu for a historical account of Ngati Whatua's local history.

During her volunteering time with us Sophia enjoyed the challenge of working with individuals in a variety of wards. She particularly enjoyed her time spent working with individuals in Awatea Ward and those in the Enhanced Support Rooms — discovering new and novel ways to connect with people experiencing dementia or delirium.

Sophia had the following to say about her experience, "The Companion Volunteer program was the first instance I've had the pleasure of working with or observing a program that allows volunteers to sit with individuals during their inpatient admission. Knowing the sense of anxiety or loneliness that often accompanies such admissions, I felt honoured to have, hopefully, contributed to the alleviation of such feelings. I was consistently in awe of the commitment volunteers in the program had to their work and the dedication that the volunteer department staff showed towards improving and expanding the program."

On Wednesday 19th February Sophia gave a presentation at the Te Arai Palliative and End of Life Research Group Seminar Series hosted by University of Auckland School of Nursing. She spoke about the insights garnered from her ➤

WELCOME NEW VOLUNTEER RECRUITS



**Hospital
Grandparent**
Jocelyn Goodger

Toy Library
Felicity Oh
Jennie Adlam
Kit Watson

Companion Volunteers



Ade Brierley	Ivy Capundan
Amber Wang	Jasmine Wishart
Ashley Pereira	Jen Zhu
Binita Desai	Margot Griffith
Cindy Guo	Micayla Gatt
Durria Qureshi	Paula Dunlop
Grace Parsons	Rachel Kania
Irisha Inamke	Rayhan D'Silva
	Ritu Philip
	Shamim Shadfar
	Shirili Kamath
	Sophia Zupanc
	Tineke Robson
	Tracy MacFarlane
	Xintong Wang

FOCUS ON COMPANION VOLUNTEER (cont.)

experiences conducting interviews with academics and public officials, shadowing clinicians and undertaking volunteer work in each of the countries she visited to date. She discussed some of palliative care's big questions, an undertaking of growing importance for academics and clinicians alike as emphasis on developing palliative care capacities and 'dying with dignity' increases worldwide.

Sophia is now enjoying a short vacation with her family in Canada before embarking on her next part of the Thomas J. Watson Fellowship in Colombia. We absolutely cherished having Sophia with us as a Companion Volunteer and we wish her all the best in the future. Something tells me that we haven't heard the last of her yet.

FAREWELL TO NEIL BENDIG

We had one of our beloved Blue Coat Team Leader, Neil Bendig, leave our service on Wednesday 11th March.

Neil joined the Blue Coats in 2016. He was a mainstay of the Blue Coats Wednesday morning and Thursday evening shifts. He was also always happy and willing to cover for other Blue Coats when required which resulted in him logging 13,200 hours of volunteering.

A farewell morning tea was organised for him on his last day at the Volunteers Centre.

Neil has moved on to becoming a driving instructor with A1 Driving school and we wish him all the best with his new endeavour. His contact details are below.



Neil Bendig
Driving Instructor

I know that he will do everything he can to help keep New Zealand roads a safe place!

Neil has sent a lovely thank you email as follows:

“My wife was disappointed when I said the flowers were ‘mine’.

Thanks for the wonderful flowers and card.

I promise to stay in touch.

Look after everyone this winter with its unique challenges

Thanks again, Neil”

Check out our Website adhb.health.nz

VOLUNTEER CENTRE

Auckland District Health Board
Auckland City Hospital
Patient Management Services Level 4
2 Park Road
Grafton
Auckland 1142
Tel: 021-674-826
E-mail: LindyL@adhb.govt.nz



VOLUNTEERS DO IT BECAUSE THEY CARE!

EVENTS CALENDAR 2020

- Annual Hospital Grandparent/Family Support Meeting: (for members only) Friday 27 March, 12:15pm–1:45pm
- Good Friday: 10 April
- Easter: Sunday 12th and Monday 13th April
- Anzac Day: Saturday 25th April
- Starship Education Days: Thursday 14th May and Thursday 5th November 9:30am–2:00pm Marion Davis Library (FOR ALL INTERESTED VOLUNTEERS)
- National Volunteering Week: 21st to 27th June (more information to follow)



(FOR ALL INTERESTED VOLUNTEERS)

- Tuesday 17 March: Rehab Patient Types & how to support (TBA)
- Tuesday 21 April: Boundaries (TBA)
- Tuesday 19 May: Dealing with Challenging behaviour (Kristy Bolter)
- Tuesday 23 June: Dementia and delirium (TBA)
- Tuesday 18 August: PPE and Infection Prevention (Theresa)
- Tuesday 22 September: ESR Therapeutic Activities and Facilitation (Bianca Machado or Margery Berfulfo)
- Tuesday 20 October: Psychological First Aid (John Davison)
- Tuesday 17 November: Supporting Patients with Communication Difficulties (Routhelle & Simone)

THE NEXT ISSUE:

- Will be released in Winter 2020
- Introducing new recruits
- Update on the Companion Volunteer program
- National Volunteer Week 21-27 June
- We want to hear from YOU: fun stories, advice, anything you'd like to share

VOLUNTEER EDUCATION EVENINGS