



VOLUNTEER LINK-UP

Calvary Health Care Kogarah – Volunteer Services

Newsletter Date:

March 2023

Issue 175

<http://volunteerservice.calvary-sydney.org.au/>

NEWS FROM CALVARY KOGARAH



Its been a long wait.....

It's been three years since Covid impacted on our volunteer service and life just hasn't been the same at Calvary without your presence. Patients who had previously been in Calvary asked 'where were our volunteers?', and commented how much they missed the many ways that you made a difference to their experience whilst in Calvary and to their sense of well being. Our Staff too have constantly mentioned how much you were missed and I know they are so pleased to know you will soon be back.

We are now permitted to welcome your return, once the Immunisation records have been updated onto NSW Health VaxLink which provides the clearance certificate. The hold up has been frustrating due to the many competing demands on the Staff Health Department with Covid and now Accreditation (see page 2 for more information). Executive made the decision to increase the work days for our Staff Health so they can complete this final stage, which will then enable you to return to volunteering at Calvary.

With most of the community volunteers back, we are now focusing on our hospital volunteers.

Most of you would have completed your Elearning and Fit2Work. If not, I will let you know in due course and send link for same.

- Immunisation: This is the hold up! I am trying to get everyone's immunisation evidence so Staff Health can process them in a timely fashion. If you haven't sent your immunisation evidence and TB form, can you kindly attend to that, and of course... let me know if I can assist.

Over the past three years, some of your vaccinations may have expired, so Calvary Staff Health will notify if you need to update your vaccinations eg Hep B. and organise an appointment.

Once Staff Health has all your immunisation evidence and uploaded this onto the NSW Health VaxLink, you will receive an email notification confirming full clearance and you will be able to return to Calvary..... so the end is in sight.... thankfully.

Thank you for your patience and understanding during these CoVid restrictions, it's been a challenging time for all and I acknowledge waiting this long to return, or indeed for our new group of volunteers to start, has not been ideal, but it has been beyond our control unfortunately.

So what else is new at Calvary?



You will notice the renovations have made such a difference in the ambience and the patients and relatives are very positive about this beautiful environment. I have sent you photos in previous newsletters so it will be good for you to see this in reality.

We now have a new Calvary National Volunteer handbook and one of the new policies is that volunteers no longer assist with bed-making. I will leave a copy of the new Handbook in the volunteer room for you to read.



Changeover of staff over the past few years has seen Drew resign and move to Queensland and Troy Trgetaric (right) appointed as the new General Manager. Genevieve Clarke is now Director of Nursing and Corporate Services and we have a new Palliative Care Nursing Unit Manager Damon Peck.(left)

Julie Taylor (Director of Mission) is still away and Mary Ashton has stepped into her role for a few months whilst maintaining her Mgr Pastoral Care position.

What to expect on your return:

Covid is still about so masks still need to be worn in the clinical areas and public spaces of the hospital. You need to be diligent about hand hygiene, and check with staff before entering patient rooms to ensure it is safe to do so, eg. new patients are still covid tested and kept isolated until clearance is established.

Six of our volunteers have been invited onto the Calvary Standards committees as **Consumer Reps:** Angela Richards as you may remember, has been a Consumer Rep on the WHS committee for many years and Paul Quinn is a Consumer Rep. on the Consumer Advisory Committee (CAC) and provided valuable insights and suggestions during the hospital renovation project, drawing on his experience & expertise in that field.

Calvary saw the value of having feedback and insights from consumer reps, so with the preparation for the Accreditation in April, Mary Harper, Noreen Whittaker, Paul Quinn have joined the Standard Committees and several others will join as Consumer reps in the months to come.

We have also introduced Ward Ambassadors on each ward who will visit patients each week for feedback on their care and any insights on how we could improve etc etc. Mary Harper (Palliative Care), Lyn Ng and Annette Evans (Rehab Units) accepted this volunteer role. Our endeavour is all about improving our patient's care and experience.

Biography: We are looking to start 'brief biographies' ie one off sessions for our inpatients in Palliative care. I have scheduled a Biography training for the 23rd and 30th March, so these biographers will either work within the hospital or community setting.

We also have a couple of musicians who will play the reverie harp with patients, which I am sure the patients will enjoy.

Over the past 3 years, 60 of our volunteers have either retired or moved to other volunteer organisations. I am so grateful for their dedication and care over the years that these volunteers have provided and I wish them well. During this time, we have also had many new people contact me, interested in volunteering at Calvary within the hospital and community setting. Some have been waiting 2 -2 ½ years to start, which is not ideal and I am grateful for their understanding and patience. There is light at the end of the tunnel as we look forward to you joining our Calvary Team.

HOSPITAL ACCREDITATION: APRIL 3-5TH 2023



NSQHS Standards Guide for hospitals



The NSQHS: National Standards & Quality Health Service

Standards were developed by the Commission in collaboration with the Australian Government, states and territories, private sector providers, clinical experts, patients and carers. The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision.

So our Calvary Kogarah staff have been busy preparing for our hospital Accreditation in a month's time. Everyone is putting in a huge effort, including our consumer representatives who provide valuable input and insight as we review and ensure we are on track with evidence to support the requirements of the eight standards being surveyed. If you would like more info, you can check on the QR code. The purpose of this guide is to assist health service organisations to align their patient safety and quality improvement programs using the framework of the NSQHS Standards and they are accredited every three years.

TRAINING FOR 2023

- Biography Training for New Volunteers: Thursday 23rd & 30th March.
- Face to Face Training for New Volunteer Group: to be advised.
- Other recommended education opportunities. The Virtual hospital.ca has some excellent training links which may be of interest to you. see below:

Paul Adams series on caregivers:- [Canadian Virtual Hospice :: Home :: Support :: The Video Gallery](#)

Balfour Mount: Reflections on living and dying:-

[Canadian Virtual Hospice :: Home :: Support :: The Video Gallery :: Balfour Mount: Reflections on Living and Dying Part 1](#)

What is Palliative Care? [Canadian Virtual Hospice :: Home :: Topics](#)

Emotional Health: [Canadian Virtual Hospice :: Home :: Topics](#)

There are many more interesting training modules on this site too, which would be a great resource. Obviously as a volunteer, you would not be engaging in conversations about these topics, as these conversations would be with our professional staff, nonetheless, the information is interesting to know as a backdrop in the work you engage in as a volunteer and in your personal life.

This is a Canadian site, so some of the information would obviously differ from Australia resources etc.



"We delight in the beauty of the butterfly but rarely admit the changes it has gone through to achieve that beauty."

Maya Angelou

Recipe for Chocolate Brownie Slice.

(Kay Dorrington kindly shared this lethal recipe!! YUM)

- 125g butter
- 185g dark chocolate chopped
- 2 teaspoons vanilla essence
- 2 eggs lightly beaten
- 1 cup plain flour
- Chocolate cream frosting
- 100g dark Chocolate chopped
- 1/4 cup thickened cream

Grease a 19cm square cake tin and line base and sides with baking paper. Heat oven to moderate - 180 degrees .

Melt butter and chocolate in a bowl over a saucepan of hot water. Stir in sugar and essence then eggs and sifted flour. Put mixture into pan and bake for 30 minutes. Cool in the pan then turn out and top with frosting.

Frosting.

Melt chocolate in heatproof bowl over saucepan of hot water then stir in cream, stirring constantly until mixture is smooth and glossy. Refrigerate until set before cutting. I used Cadburys Old Gold Original chocolate for this recipe.

Can store in fridgerator 4-5 days.

