

Weekly	Activity	Time	Group
Monday	On Piano – Ms Ng Bie Tin	4.00pm – 5.00pm	Sapphire (Musicians)
Tuesday	Hair-cutting	8.30am – 10.30am	Sunstone
Wednesday	Library Volunteers	10.00am – 12 noon	Sapphire
Thursday	Patients' Outing On Piano – Ms Yuko Arai	8.30am – 12 noon 9.00am – 10.00am	Emerald Sapphire (Musicians)
Friday	Happy Hour On Piano – Mr Patrick Foo	4.15pm – 5.15pm 5.00pm – 6.00pm	Sapphire Sapphire (Musicians)
Saturday	Gardening On Piano – Mr Lin Xu Zheng Dr Lai Kok Fung	10.00am – 1.00pm 3.00pm – 4.00pm 4.00pm – 5.30pm	Topaz, Sunshine Sapphire (Musicians)
	Massaging Patients	4.00pm – 6.00pm	Opal
Sunday	On Violin – Ms Samyukta Balsubramani On Piano – Mr Kelvin Huang	11.00am – 12 noon 5.30pm – 6.30pm	Sapphire (Musicians)

Monthly	Activity	Time	Group
<b>Monday</b>			
10 Jul & 14 Aug	Pet-Assisted Therapy	2.30pm – 3.30pm	Ruby
<b>Wednesday</b>			
19 Jul & 16 Aug	Soup for Patients	12 noon – 1.30pm	Pearlie's Angels
<b>Saturday</b>			
1 Jul* & 5 Aug	Birthdays <small>*Hari Raya Celebrations on the same day</small>	3.00pm – 5.00pm	Diamond
1 Jul & 5 Aug	Ukulele performance for patients by Moulmein CCC	3.00pm – 4.00pm	Aquamarine
1, 15 & 29 Jul 5 & 19 Aug	On Piano – Ms Mikaela Low	10.30am – 11.30am	Sapphire (Musicians)
8 & 22 Jul 26 Aug	Popular evergreen songs for patients	11.00am – 12.00noon	Charis Amethyst
8 & 22 Jul 12 & 26 Aug	Saturday Afternoon Sing-Along	3.00pm – 5.00pm	Blue Sapphire
22 Jul & 26 Aug	Pet-Assisted Therapy	10.00am – 11.00am	Ruby
<b>Sunday</b>			
9 & 16 Jul 13 & 20 Aug	Kopi & Roti Session	10.00am – 12 noon	SOKA

Training Courses	Date	Time	Venue
<i>Courses are conducted in English</i>			
Orientation for volunteers	1 Jul	9.00am – 1.00pm	Resource Room
Basic Palliative Care Part 1	15 Jul	9.00am – 4.00pm	Resource Room
Basic Palliative Care Part 2 – Session 1	15 Aug	9.00am – 4.30pm	Resource Room
Basic Palliative Care Part 2 – Session 2	22 Aug	9.00am – 4.30pm	Resource Room

For more information on DPH programmes, please contact:  
Tok Shou Wee at Tel: 6500 7265 / HP: 9048 9174 or email shouwee\_tok@doverpark.org.sg

# ChitChat



DOVER PARK HOSPICE  
Every Moment Matters

Newsletter for Dover Park Hospice Volunteers • Thank you for Volunteering

Jul – Aug 2017

## A CUT ABOVE THE REST - PUTTING OTHERS ABOVE SELF

### The Secret to Volunteering and Working Successfully

The Healthcare Humanity Awards (HHA) was initiated by the Courage Fund in 2004 to recognise outstanding healthcare workers who went the extra mile to offer care and comfort to the sick and the infirm.

The awards aim to raise public recognition and respect for the healthcare profession.

The Fund, which was launched in 2003, raised money to help victims of severe acute respiratory syndrome (SARS) and to pay tribute to healthcare workers who risked their lives and fought valiantly against the outbreak of the disease that year.



In 2003, more than 5,500 Courage Awards were given to healthcare workers for their courage and selfless dedication in the fight against SARS.

We took some time to catch up with Pioneer Volunteers; Mrs. Ong Kim Ling, and Ms. Marlene Foo, on winning this year's HHA, and to hear what makes them continue to dedicate themselves, to our patients since the Hospice started operation in 1995.

## Mrs. Ong Kim Ling

Mrs. Ong used to bring patients out in her personal car when the hospice first started operations. Under her leadership over the past 20 years, Volunteers from the Outing Group (also known as the Emerald Group) have developed into a highly efficient team, with various Volunteers in charge of different aspects such as logistics, driving, and accompanying/interacting patients. Even though she is now above 80, Mrs. Ong still brings patients for outings every Thursdays, rain or shine. She also donates generously to the Hospice annually. Always dedicated to bringing joy and comfort to the terminally-ill patients, Mrs. Ong is truly a role model for other volunteers.



to feel and open my mind to understand patients better.

**Q: Why do you think such an Award is important to you, as a Volunteer in the healthcare sector, particularly in a Hospice? What do you think are the impact and/ or benefits of getting one?**

**OKL:** It's an appreciation of the volunteer work one has done. But it does not affect my volunteering work personally, as I was not expecting to be awarded. I will continue to contribute however I can. I am very grateful to DPH for giving me the opportunity to volunteer.

**MF:** It's a National recognition and endorses which acknowledges the charitable work one does.

**Q: Could you recall how and what you felt when you were informed that you were receiving this Award? What flashed through your mind?**

**OKL:** I was totally surprised. I was definitely not expecting to win such an Award.

**MF:** I was in disbelief. I had not want to be nominated in the first place.

**Q: Are there words of encouragement that you can share with your peers/ colleagues about building a career in Healthcare?**

**OKL:** Continue helping others.

**MF:** Follow your heart, your mind and your soul.

## Ms. Marlene Foo

A familiar face at Dover Park Hospice, Ms. Foo is usually at the Hospice at least three times a week since 1995. As Chairperson of Volunteerism, she always puts in the extra effort to ensure that Volunteers feel supported as they go about conducting their volunteering activities. She believes that in doing so, the Hospice would be able to harness the strength and talent of Volunteers; to bring comfort and joy to end-of-life patients. A motherly figure, Ms. Foo always ensures everyone is well cared for and showers Staff and Volunteers with snacks and drinks. She also visits patients with a wide smile and cheer them up with comforting words whenever she is at the Hospice.

**Question: What does the HHA mean to you? How does that reflect upon the Volunteer Work that you have been doing in the past numbers of years?**

**Mrs. Ong (OKL):** I am surprised to be a recipient of the award. At the same time, I think it is a great honour and I am happy to receive it. But my greatest satisfaction in my volunteering with Dover Park Hospice is to be able to witness patients being happy during the weekly outings.

**Ms. Marlene Foo (MF):** Volunteerism has been a natural aspect of my life as I love to help and care for people since young. These rewarding experiences open my heart

In this segment, we also caught up with the Hospice's Head of Nursing Services, Ms. Chin Soh Mun (CSM), about winning the Healthcare Humanities Award (HHA) this year. Read on to see what she had to say ...

**Question: What does the HHA mean to you? How does that reflect upon the many years in nursing care that you have worked for?**

**CSM:** I am very honored and privileged to be conferred this award through DPH. This gave me the recognition for the unconditional care and concern given to our patients and DPH nurses. I think attributes or traits like being compassionate towards patients and family members, to always have the heart for patients and their family members, and to also have the courage to make changes for the nursing staff and support them in any manner during the course of their duty, are the reasons why I was nominated.

**Q: Why do you think such an Award is important to a healthcare professional? What do you think are the impact and/ or benefits of getting one?**

**CSM:** This Award is important to healthcare professional as a recognition of the sincere, good work provided to our clients and to the organization. This is a prestigious award I am likely to receive it only once in my life time in my nursing career. Giving recognition to staff is a good motivating factor and the staff will even excel in his or her work performance and be loyal to the organization. In my previous organization, TTSH have given me a lot of recognition for the outstanding contribution over the years. I was being awarded MPH Nurses' Day Merit award, Nurse of the Year, Serve excellence award & the commendation award during the National Day week. I felt good and proud of myself for the achievements, and that motivated me to want to do more for the profession and organization.

**Q: Could you recall how and what you felt when you were informed that you were receiving this Award? What flashed through your mind?**

**CSM:** I was in disbelief ... I kept wondering who would have nominated me. But, I felt

very felt very happy and very honoured. This is a testament of the good work that I have done and that I am appreciated. When I switched to the ILTC sector, I did not expect to win any award. My mind was set on contributing my knowledge and skillset back to the community, for the nursing profession. Reflecting back, I was also awarded the Silver Excellence Service Award, while working at DPH. My greatest achievement in DPH, so far, was to have introduced service excellence to all grades of staff in the clinical area. Little things like introducing ourselves to our patients/family members, greeting and smiling, addressing patients by their preferred names; no more generic addressing like "Uncle" or "Auntie" are important. This have greatly enhanced the service provided by my nurses, not forgetting the humility towards colleagues.

**Q: How would this Award motivate/ gear you up for contributing more to your profession in nursing care/ healthcare? Continue to do the best for patients, nurses & organization.**

**CSM:** The best thing to always do is to be a good role model - To walk the talk. I also try to identify young nurses, who possess good potential and good work attitude, to be developed and groomed to be the next generation of young nursing leaders. I ensure that I conduct succession planning to help build up our nurses' capabilities, especially when we move to the Integrated Care Hub in 2022.

**Q: Are there words of encouragement that you can share with your peers/ colleagues about building a career in Healthcare?**

**CSM:** One needs to be caring, as well as willing to genuinely care for the sick, and to continue learning on the job.

