

Volunteer Schedule March to April

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 On Piano – Ms Donna Samuel	10.00am – 12noon 4.00pm – 5.00pm	Sapphire Sapphire (Musicians)
Thursday	Patients' Outing On Piano – Ms Yuko Arai	8.30am – 12noon 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 Arts & Craft On Piano – Mr Lin Xu Zheng – Dr Lai Kok Fung Massaging Patients	10.00am – 1.00pm 1.00pm – 3.00pm 3.00pm – 4.00pm 4.00pm – 5.30pm 4.00pm – 6.00pm	Topaz, Sunshine Crystal Sapphire (Musicians) Opal
Sunday	On Piano – Mr Kelvin Hwang	5.30pm – 6.30pm	Sapphire (Musicians)

Monthly	Activity	Time	Group
Monday 13 Mar & 10 Apr	Pet-Assisted Therapy	2.30pm – 3.30pm	Ruby
Wednesday 15 Mar & 19 Apr	Soup for Patients	12.00noon – 1.30pm	Pearlie's Angels
Saturday 4 Mar & 1 Apr	Birthdays Ukulele performance for patients by Moulmein CCC	3.00pm – 5.00pm 3.00pm – 4.00pm	Diamond Aquamarine
4 & 18 Mar 1, 15 & 29 Apr	On Piano – Ms Mikaela Low	10.30am – 11.30am	Sapphire (Musicians)
11 & 25 Mar 8 & 22 Apr	Popular evergreen songs for patients Saturday Afternoon Matinee	11.00am – 12.00noon 3.00pm – 5.00pm	Charis Amethyst Blue Sapphire
25 Mar & 22 Apr	Pet-Assisted Therapy	10.00am – 11.00am	Ruby
Sunday 12 & 19 Mar 9 & 16 Apr	Kopi & Roti Session	10.00am – 12.00noon	Soka

Training Courses	Date	Time	Venue
<i>Courses are conducted in English</i>			
Orientation for New Volunteers	4 Mar	8.30am – 1.00pm	Resource Room
Basic Palliative Care Part 1	18 Mar	9.00am – 4.00pm	Resource Room
Basic Palliative Care Part 2 – Session 1	1 Apr	9.00am – 4.30pm	Resource Room
Basic Palliative Care Part 2 – Session 2	8 Apr	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.sg



Newsletter for Dover Park Hospice Volunteers • Thank you for Volunteering

Mar – Apr 2017

Pharmaceutical Management – DPH's Lifeline



MR WU TUCK SENG,
*DPH Pharmacist Volunteer Service and
Group Coordinator of Pharmaceutical
Society of Singapore (PSS)*

Tuck Seng has been a Volunteer of the DPH Pharmacist Volunteer Service for 19 years! He shared that he began volunteering at DPH when he started the DPH Pharmacist Volunteer Service way back in 1998.

Since 1998, Tuck Seng and his Group "have moved from a cramped room to a more spacious one which had proper shelves, medicine containers, and also a decent pharmaceutical refrigerator."

"Besides packing medicines for inpatient DPH use," he shared, "We now have to pack more medicines for DPH's Home Care Service, which started in 2011."

The Group also typically spends up to two hours every Saturday to recycle medications donated by patients' families. It is estimated that Tuck Seng and his Group of Pharmacist Volunteers helped "save DPH an average of \$55,000 per year on medicine cost through the recycling efforts."

Savings aside, the Group also drafted guidelines for DPH Medicine Store to provide guidance for storage, management, distribution, and disposal of medicines at DPH. Fast forward 12 years to 2000, these Pharmacist Volunteers began running a Basic Pharmaceutical Course for Palliative Care Nurses. "The Course was to familiarise Palliative Nurses with drugs, dispensing, and symptom management," Tuck Seng explained. The Course ran once every two years, with the last one conducted in 2016, which saw 70 Nurses participating."

To be a Pharmacist Volunteer, commitment and dedication are imperative. "The ability to perform as a Pharmacist and willingness to help

others, to share and learn, are crucial," Tuck Seng elaborated. "Everyone has to be committed enough to do this on a regular basis and make time on their rostered weekend to do the volunteer work; not on an ad hoc basis. Every member must be able to work in a team and be able to communicate with DPH nurses and doctors, so as to understand their needs and how recycling of medicines can be optimised."

For those who are interested to become Pharmacist Volunteers, Tuck Seng said that there won't be any formal training per se. However, there is work orientation. Typically, new Volunteers will understudy the regular Pharmacist Volunteers for a couple of sessions and then decide "if this is what they can handle and wish to do." Thereafter, they will "be able to start their duty, and communicate with the Pharmacist Volunteer Coordinator if there are work related issues."

Tuck Seng enjoys his Volunteer work as "it is a service to others and that I am able to help fulfil their needs." He added that the professional satisfaction is difficult to describe, except one of joy and meaningful purpose - an extension of altruism of a healthcare professional, he mused. "This is meaningful and worthy."

MS. IRENE QUAH *Volunteer with the DPH Pharmacist Volunteer Service*

Irene, another long-time veteran with the DPH Pharmacist Volunteer Service, has been with the Hospice for 18 years, since she graduated as a Pharmacist, in 1998.



"I prefer to render my time volunteering in areas where I can most value add, using my professional expertise," she said. "I understand that DPH did not have the resource to employ a full-time Pharmacist then," she recalled. "They really needed a Pharmacist's expertise to help them with the management of medication use, advice on medication labelling/storage, controlled drugs requirement, and professional input on drug administration and drug formulary up-keeping."

Irene works in KK Women's and Children's Hospital, where she manages the entire Pharmacy Department. "On a daily basis, my key role is focused on improving operation efficiency, improving patient safety, planning and focusing on staff training and development," she revealed. "Compared to being a DPH Pharmacist Volunteer, my role is to contribute my professional knowledge in nursing teaching, through our Basic Pharmaceutical Course, and helping to sort out donated medications

suitable for patient use or conduct medication pre-packing during our scheduled duty sessions," she added.

Irene gets "great satisfaction" when she is able to do her part to help others in need. "Everyone is busy, balancing work with family," she pointed out. "Especially when I have four young children who still require a lot of time

and attention. However, I feel that it is a matter of making it a priority to make time for things that you strongly believe in.

"For me, I am very convinced that my volunteering is adding value to DPH so that they can provide better care for their patients and medication management issues are taken care of with our involvement," she said. "The sense of happiness that I have gained by helping others always overwhelms me after each volunteering session, and that gives me the energy to spur me on."

"Often, I will bring one or two of my older children along to see mummy 'in action,'" Irene muses. "It is very important that we take the time and opportunity to teach them why it is so important for us to give back to society, and to help those in need. I believe that our role modelling with pave the path for our next generation so that we make the world a more beautiful place to live in!"

