

## Volunteer Schedule January to February

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 – 12pm	Sapphire
Thursday	Patients' Outing On Piano – Ms Yuko Arai	8.30am – 12pm 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 Hwang	11.00am – 12pm 5.30pm – 6.30pm	Sapphire (Musicians)

Monthly	Activity	Time	Group
<b>Monday</b> 8 Jan & 12 Feb	Pet-Assisted Therapy	2.30pm – 3.30pm	Ruby
<b>Wednesday</b> 17 Jan & 21 Feb	Soup for Patients	12pm – 1.30pm	Pearlie's Angels
<b>Saturday</b> 6 Jan & 3 Feb	Birthdays	3.00pm – 5.00pm	Diamond
6 Jan & 3 Feb	Ukulele performance for patients by Moulmein Cairnhill Ukulele Interest Group	3.00pm – 4.00pm	Aquamarine
6 & 20 Jan 3 Feb	On Piano – Ms Mikaela Low	10.30am – 11.30am	Sapphire (Musicians)
13 & 27 Jan 10 & 24 Feb	Popular evergreen songs for patients	11.00am – 12.00pm	Charis Amethyst
13 & 27 Jan 10 & 24 Feb	Saturday Afternoon Sing-Along	3.00pm – 5.00pm	Blue Sapphire
27 Jan 24 Feb	Pet-Assisted Therapy	10.00am – 11.00am	Ruby
<b>Sunday</b> 14 & 21 Jan 11 Feb	Kopi & Roti Session	10.00am – 12pm	SOKA

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](mailto:shouwee_tok@doverpark.org.sg)

# Chitchat



DOVER PARK HOSPICE  
Every Moment Matters

Newsletter for Dover Park Hospice Volunteers • Thank you for Volunteering

Jan – Feb 2018

## Creating moments of strength in times of despair

Medical Social Workers Sally Gui and Dawn Khoo are no strangers to volunteers – especially the newer ones! They are also our Basic Palliative Care Course for Volunteers II trainers, focusing on Communication. In this interview we dig a little deeper into their experiences with DPH patients and their families.

### What is the most challenging and rewarding thing about your role as a Medical Social Worker?

#### Dawn

The most challenging part of my role would be witnessing our patients and family members struggling with the deterioration and eventual passing of the patient. On one hand, I see the suffering finally come to an end when they pass away peacefully, and on the other I also experience the heaviness of parting with them. After all, I have journeyed with them through many dark valleys and seen them exhibiting extraordinary resilience.

The most rewarding thing as a Palliative Care Medical Social Worker is the privilege of providing a listening ear to patients and their family members, as I help to address concerns that come with the many challenges they face.





**Sally**

It is very exciting for me personally during each training session. I observe that the volunteers from different walks of life, are mostly very keen to learn about the "dos and don'ts" while befriending our patients. Their caring and sincere attitude in their approach towards volunteerism has always been very heart-warming for me.

**Do you have any advice for new volunteers?**

**Dawn**

Each patient and family member has their unique set of challenges. Not every issue can be resolved. Not everyone wants closure. Hence, I cannot overemphasise the importance of not being caught up in problem-solving or taking on a "saviour" mindset.

**Sally**

Self-care is a very important element in volunteerism to prevent one from burnout. Self-care strategies include being able to acknowledge one's limitations in providing care to needy patients and their family members.

**What kind of value can volunteers add to the quality of life of our patients?**

**Dawn**

The compassion and passion of our volunteers, might not take away the fear of the daunting journey towards the final moments entirely, but it can certainly make patients and family members feel supported through it.

**Sally**

There is a difference between a "human being" and "being human". We do not have a solution for every problem. However, being human hopefully makes us a less judgemental and more compassionate person who can identify with our patients' experience in their journey towards the end of their life.

Very often, I get to facilitate meaningful and significant conversations. It is a very profound and unique experience. I feel indebted to them for the level of trust they place in our team.

**Sally**

The most challenging part of my role is the emotional side of things. At times, my heart feels heavy after talking to the family members of patients knowing that they struggled to reconcile with the impending death of their loved ones. I can also feel very helpless myself during the process.

The most rewarding part of my role would be the times when I know that the patients' family members have somehow benefited from my involvement. For example, when they are getting their life back on track after I have referred them to other service providers to ensure they receive long-term support.

**How have you found training DPH volunteers?**

**Dawn**

I find it very rewarding, both for my professional development and personal growth. It is a good platform for me to connect with DPH's dedicated volunteers, who are so willing to learn and share. It also provides many opportunities for me to re-learn some clinical skills – in particular, communication skills. Personally, I think I have gained more confidence in public speaking, though there is definitely room for improvement.

## A dazzling celebration of dedication

"Those who bring sunshine to the lives of others cannot keep it from themselves," wrote J. M. Barrie, the creator of Peter Pan. This was evident at our most recent Staff & Volunteers Nite, held at the Peninsula Excelsior Hotel on Friday the 3<sup>rd</sup> of November. Staff and volunteers filled the ballroom, dressed in bright, cheery colours, drawn in by the beat of D'Imperfection's catchy tunes. The organising committee ensured that the night was packed with plenty of awards, performances, photo-taking, games, delicious dishes and last but not least, who could forget the mind-blowing Lip Sync Battle that stole the show?



### AWARD ANNOUNCEMENT:

**DPH Rookie of the Year Award**

Maggie Mui

**DPH Outstanding Volunteer of the Year Award**

Khoo Chwee Tin

**DPH Outstanding Volunteer Group Award**

Sunstone Group



## DPH wins the President's Volunteerism and Philanthropy Award in the Non-Profit Organisation Category

Dover Park Hospice is honoured to be the recipient of the President's Award for Volunteerism and Philanthropy, Non-Profit Category. We see this award as recognition for the 25 years of service that our volunteers have put in. We want to highlight the commitment, generosity and love they pour out each year for our patients, alongside our caregivers and staff. Their resilience, strength and selflessness in times of despair give us the best encouragement to continue doing what we do.

