



Dover Park Hospice Volunteer Newsletter
January - March 2021 Issue

Weekly	Activity	Time	Group
Monday	On Piano - Ms Ng Bie Tin	4:00pm – 5:00pm	Sapphire (Musicians)
Tuesday	Hair-cutting	8:30am - 10:30 am	Sunstone
Thursday	Patients' Outing	8:30am - 12:00pm	Emerald
Friday	Happy Hour	4:15pm - 5:15pm	Sapphire
	On Piano - Mr Patrick Foo	12:30pm - 1:30pm	Sapphire (Musicians)
Saturday	Gardening	10:00 am - 1:00 pm	Topaz Sunshine
	On Piano - Mr Lin Xu Zheng - Dr Lai Kok Fung	3:00 pm - 4:00 pm 4:00 pm - 5:30 pm	Sapphire (Musicians)
	Massaging Patients	3.30pm - 5.30pm	Opal

Monthly	Activity	Time	Group
Monday 11 January 2021 8 February 2021 8 March 2021	Pet-Assisted Therapy (2nd Monday of the month)	3:00 pm – 4:00pm	Ruby
Wednesday 20 January 2021 17 February 2021 17 March 2021	Soup for Patients (3rd Wednesday of the month)	12:00pm - 1:30pm	Pearlie's Angel's
13 January 2021 10 February 2021 10 March 2021	On Piano - Ms Yuko Arai	10:30am-11:30am	Sapphire (Musicians)
Saturday 2 January 2021 6 February 2021 6 March 2021	Birthdays	3:00 pm - 5:00pm	Diamond
2 January 2021 6 February 2021 6 March 2021	Ukulele performance for patients by Moulmein Cairnhill Ukulele Interest Group	3:00pm – 4:00pm	Aquamarine
9 & 23 January 2021 13 & 27 February 2021 13 & 27 March 2021	Popular evergreen songs for patients	11:00am - 12:00pm	Charis Amethyst
9 & 23 January 2021 13 & 27 February 2021 13 & 27 March 2021	Saturday Afternoon Sing-Along	3:00pm - 5:00pm	Blue Sapphire
23 January 2021 27 February 2021 27 March 2021	Pet-Assisted Therapy	10:00 am - 11:00 am	Ruby
2 & 16 January 2021 6 & 20 February 2021 6 & 20 March 2021	Arts & Craft	2:00pm – 5:00pm	Crystal
Sunday 10 & 17 January 2021 14 & 21 February 2021 14 & 21 March 2021	Kopi & Roti Session	10:00 am - 12:00pm	Soka

For more information on DPH programmes, please contact:
Tok Shou Wee at Tel: 6500 6275 / HP: 9048 9174 or email shouwee_tok@doverpark.sg

In this first issue of Chit-Chat in 2021, our Resident Physician, Dr Martin Lee and Nurse Clinician, Lydia Quah shared their thoughts as the recipients of Healthcare Humanity Awards 2020 and Community Care Excellence Awards 2020 (Gold) respectively and what it takes to work in palliative care.

Recipient of Healthcare Humanity Awards 2020: Dr Martin Lee Resident Physician, Dover Park Hospice



Dr Martin Lee was also a recipient of the Community Care Excellence Awards 2020 (Silver) organised by the Agency of Integrated Care that recognises individuals who have displayed excellent service standards within and outside their organisations.

1. What motivated you to work in palliative care?

Care is more than just medicine in palliative care. It encompasses the psychosocial, emotional and spiritual aspect in addition to helping patient to manage symptoms and pain. I started working in palliative care when I joined Dover Park Hospice in October 2015 as a Medical Officer for three months. During this short stint, I have learnt that providing good hospice care was more than helping people to die with dignity. It was also helping patients to live their last days with meaning and love and in some instances, fulfil their last wishes or find closures with their past or strained relationships. This spurred me to join the hospice as a Resident Physician in 2016.

2. What challenges do you face in your work?

In the course of my work, it is not uncommon that I have to make difficult decisions such as balancing the practicality of care and honouring patients' wishes and autonomy. For those patients without caregivers, many often grieve for their losses such as estranged relationships with their family or request to be discharged and passed away in their own homes. This is where we do our utmost best to support the patients' wishes as a team including with the help of our volunteers.

3. What advice would you give to someone who wants to work in palliative care?

Caring for patients at the end of life requires patience and dedication as the intensity of symptom relief and care needs often escalate with time. Care also involves supporting the caregivers emotionally but these are what make the job meaningful where we help patients to live their last days with meaning, love and dignity.

Recipient of Community Care Excellence Awards 2020 (Gold) Lydia Quah Nurse Clinician, Dover Park Hospice



1. Why did you choose a career in the community care sector, especially working in a hospice?

Being able to journey with patients during their final stages of life is extremely rewarding. It is an honour to work in hospice care to help the patients approach their final days with comfort, peace, and dignity.

2. What does excellence and care mean to you?

As a nurse, excellence is being committed to striving for personal growth, so as to be a better advocate for the patients and the nursing profession.

And as a palliative nurse, excellence means advocating for a good death for patients and a good closure for their families to move on.

Care to me, is understanding the patients and their family to provide personalised and holistic care to manage their symptoms and provide comfort and peace in their last days.

3. What words of encouragement would you give to those who wish to work in palliative care?

The patient may forget your names, but they will never forget how you made them feel.

Recognising Everyone's Effort in 2020

In this brand new year (2021), we hope to bring some positive vibes after a year of reduced activities due to COVID-19. For this edition of Chit Chat, we bring you a consolidated coverage on our award winners of the Healthcare Humanity Award, Singapore Patient Action Awards, Dover Park Hospice Rookie of the Year, Outstanding Volunteer of the Year and Outstanding Volunteer Group of the Year 2020. We invite the awardees to share with us their journey with Dover Park Hospice and touching moments they may have.



Healthcare Humanity Award 2020:
Mr Muhammad Agus Bin Othman

Recipient of Healthcare Humanity Award 2020: Mr Muhammad Agus Bin Othman

After attending a talk at Dover Park Hospice roadshow at the Singapore Arabic Association in 1995, I felt that there is a need to volunteer with them. Furthermore, during that period of time, palliative care services are relatively new to our Muslim society. From thereon, my wife, Siti Zainah, myself and a group of my friends became volunteers of Dover Park Hospice.

There was an unforgettable incident. The Diamond Group initially known as the Malay Speaking Group, fulfilled a last request for a patient to have her daughter's solemnisation / wedding at the hospice. As a result, the patient's sister also volunteered with the hospice till date.

My experience as a volunteer is that we make the patient feel that they are not alone when they are passing on. It is not easy for the volunteer as we are caring for someone at their end of life. One must be strong so as not to be burnout easily and to be able to detach ourselves emotionally.



DPH Rookie of the Year:
Thomas M. Weinland

DPH Rookie of the Year:
Seow Mein Chou

Dover Park Hospice Rookie of the Year Award: Seow Mein Chou and Thomas M. Weinland

Mein Chou:

The first contact I had with a hospice was the year 2002 when my dad was diagnosed with late stage liver cancer. He requested to pass on at home and was then taken care by the hospice home care team until January 2003. Seeing how the hospice home care team worked delicately, they really inspired me to serve at the hospice when my time allows.

Most of all, the patients that I came across have been very friendly. Thanks to the guidance from the staff and senior volunteers, I have, in fact, gained more than I give. A quote from Mother Teresa "Not all of us can do great thing, but we can do small things with great love".

Thomas:

I volunteer partly because I felt that I have been selfish in my life. I practiced law in the United States for many years. There have been constant requests that lawyers do "pro bono" work or free legal work for those who cannot afford it. For many years, like many of my colleagues, I would say 'Sorry, I do not have the time', as my priority was making money. However, on a leap of faith, I decided to start saying yes to every request I got. It took time and energy to do divorces, orders of protection and other matters. However, the clients were generally very grateful and we became friends. These have been my reward. What I did not expect was that these clients, their relatives and friends would then look me up when they needed a lawyer - often to pursue personal injury claims. The pro bono agency itself once sent me a very good case and it helped drum up good business.

So, I learned that the preachers and others were right whether they called it "the law of attraction" or karma, or "bread upon the waters". Volunteering benefitted me, personally and professionally, my clients, and society in general.

While I am no longer in business, I find time that volunteering is personally rewarding in ways I could not have imagined. I value my relationships with the patients, staff and other volunteers at Dover Park Hospice. It is a totally positive experience. And, if sometimes I might have a positive impact upon others and the world around me, that would also be great.

Dover Park Hospice Outstanding Volunteer Award: Marlene Foo

By nature, I have a deep sense of satisfaction in being able to help someone and make a difference in someone's life. Learning to work with volunteer groups with different set of skills is also one of the best motivations in volunteering.

In 1998, seeing how my mum was taken care by a team of dedicated and caring healthcare professionals, despite their busy schedule, during her last journey at Dover Park Hospice touched me the most. They were never without a smile or words of comfort to calm and soothe my mum. My reflection then was to continue to be a more committed volunteer to give back what my late mum received during her last journey. And I know this is what she still wants of me to be today. Winning this award reflects an everlasting memory of my beloved mum too!



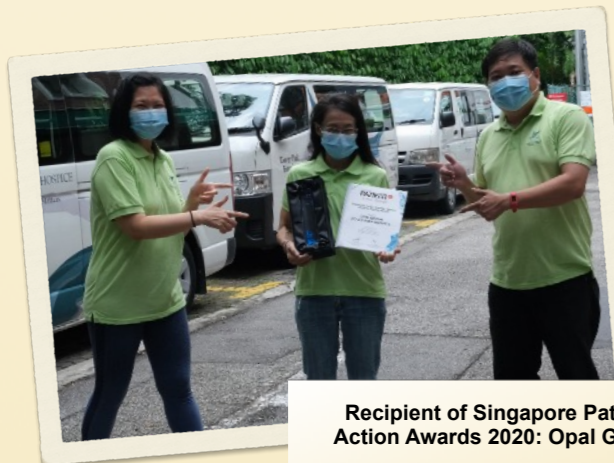
Outstanding Volunteer Group: Topaz

Dover Park Hospice Outstanding Volunteer Group Award: Topaz Group

Yeo Jing Ping (Co-Leader of Topaz Group/Gardening Group):

I first came into contact with the hospice when my late mother was terminally ill and wished that she had the chance to experience the quality hospice care. The motivation that triggers me to volunteer with Dover Park Hospice is to provide patients and families with compassionate care and personal support during the end-of-life journey. I was also motivated by a desire to give my time and resource freely to assist, which led me to volunteer in the Topaz, Garnet and Sapphire groups and Dover Park Hospice's motto "Every Moment Matters" resonated with me. Along with volunteering, I got the opportunity to meet and interact with like-minded people.

During this unprecedented COVID-19 outbreak, it is not possible for all of us to contribute in the same way as before. Since the circuit breaker, the regular volunteering activities have been suspended. However, we are grateful to Dover Park Hospice for the constant engagements. When the Volunteer Programme Manager, Shou Wee shared with us that the Topaz Group is allowed to resume gardening as it is non-patient facing, we are elated! All of us just want to be back at the Hospice to serve! The volunteer award to Topaz group in recognition of our commitment came as a welcoming surprise. As a team, we are extremely honoured and grateful for this recognition, as we are not the only one who want to make a positive impact and want to serve. Nevertheless, it gives us an opportunity to reflect and embrace the spirit of volunteerism and remind us that making a difference to the lives of others is the greatest gift of all to the society. Once again, thank you for the award!



Recipient of Singapore Patient Action Awards 2020: Opal Group