

## Chit Chat

Dover Park Hospice Volunteer Newsletter  
January- March 2023 Issue

### Never Too Young to Start Volunteering

*In this issue, discover more about Dover Park Hospice's team of volunteers, including a group of young enthusiastic volunteers who are passionate to contribute in the palliative care community. Find out more by reading some of their stories below!*

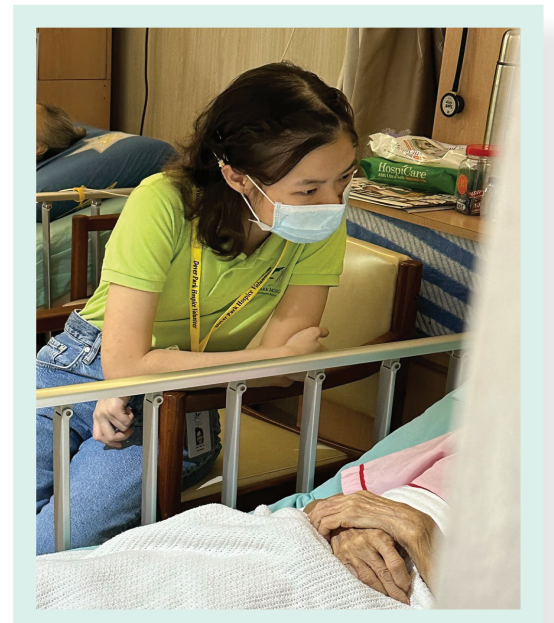
#### What made you decide to join Dover Park Hospice as a volunteer?

##### Chloe Wong – Age 17

Apart from my own personal beliefs, what really encouraged me to volunteer was during the orientation when I watched a clip about outstanding women in palliative care and realised exactly how impactful it can be. It showed such a variety of experiences, of young and old, spanning across geographical borders and reaching to different cultures, and yet they all resonate the same — to provide these patients with a hand to hold and a restful heart at their end. It showed me the universality of death, but also the life behind it, and really made me more committed to contributing however I could, even doing as little as playing a little music or talking to them for a morning, just to ease their journey.

##### Ryan Pang – Age 19

I decided to join Dover Park Hospice due to a desire to spend my time outside of National Service meaningfully. Having been fascinated by the ephemeral nature of life, I hoped to hear the stories of others and understand what “a good life” meant to them. Although I have just started volunteering, the process has been deeply rewarding. It has highlighted the importance of social interaction and gratitude for everyone and everything we have in our lives. I strive to apply these lessons in my daily life and maintain consistency in volunteering. I believe that caring for others is best shown not in singular grand gestures, but continuous simple acts of love. After all, every moment matters.



Volunteer Goh Dai Lin

Activity	Volunteer/ Group	Schedule
On Piano	Ms Yuko Arai	Monthly, 1st Tuesday, 10am-11am
	Ms Teo Suey Sung	Thrice-monthly, Tuesday, 10.30am – 11.30am
	Ms Shannon Choo	Weekly, Wednesday, 11am – 12pm
	Dr Bonnie Jane Smart	Weekly, Thursday, 10.30am – 11.30am
	Mr Patrick Foo	Weekly, Friday, 4.30pm – 5.30pm
	Mr Lin Xuzheng	Bi Monthly, Saturday, 3pm – 4pm
Happy Hour	DPH Volunteers	Bi Monthly, 1st & 3rd Monday, 4pm – 5pm
Hair-Cutting	Sunstone	Weekly, Tuesday, 8.30am – 10.30am
Soup for Patients	Pearl	Monthly, 3rd Wednesday, 11.30am
Patients' Outing	Emerald	Weekly, Thursday, 8.30am – 12pm
Lim Kopi for Patients	DPH Volunteers	Weekly, Friday, 9.30am – 10.30am
Virtual Pet Befriending	Ruby	Monthly, Saturday, 9.45am – 10.45am
Pet Befriending	Ruby	Monthly, Saturday, 10am – 11am
Gardening	Topaz	Weekly, Saturday, 10am -11am
Popular evergreen songs for patients	Charis Amethyst	Bi Monthly, 2nd & 4th Saturday, 11am – 12pm
Sales of Merchandise	DPH Volunteers	Monthly, 1st Saturday, 10am - 12pm
Birthday Celebrations* *Activities on Adapted Mode	Diamond	Monthly, 1st Saturday, 3pm
Massaging Patients	Opal	Weekly, Saturday, 3.30pm - 5.30pm
Kopi and Roti Session	Soka	Bi Monthly, 2nd & 3rd Sunday, 10am - 12pm

**For more information on Dover Park Hospice programmes, please contact:**  
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## Goh Dai Lin – Age 22

After completing Secondary 4, I wanted to explore long-term volunteering options in healthcare institutions. Palliative care was new to me, but I liked how it focuses on bringing comfort and joy to patients' lives, even in their last moments. Dover Park Hospice provided several volunteering options, so I signed up together with my mother and we have since been volunteering for five years.

### Can you share with us your experience during one or two recent volunteer activities and how you felt about them?



Volunteer Chloe Wong

**Chloe:** On the regular, I befriend patients and chat with them in the morning. At first, I was really apprehensive because I was afraid if I would say something offensive or be too shy to engage, but I have found that it is not the case! I realised that some patients are very willing to share their

experiences and I have learnt a lot from their wisdom. Although they are staying in a hospice, they have stories to share and it is interesting to be brought into their worlds for just a moment.

I also play the violin. Although it does not involve much patient interaction, it is a hobby of mine that contributes to my volunteering. I play with volunteer pianist, Suey Sang, and I just love how my hobby can bring joy to others at the same time!

**Ryan:** One of the most memorable moments in Dover Park Hospice for me was taking a patient out for a walk. What struck me the most was her happy-go-lucky attitude. I was extremely touched by how she managed to stay positive despite her illness. It is difficult to imagine how it feels like to be a terminally-ill patient, and yet there is something so beautiful in being brave in great uncertainty. I hope that I was able to bring her more joy, no matter how little, through the time I spent with her. Having known the rewarding feeling of having spent meaningful time with patients, I will never cease in trying to befriend them to the best of my ability.

**Dai Lin:** Through befriend patients at Dover Park Hospice, I interacted with a few patients who left indelible marks on my heart. One of them had no family and felt very lonely at the hospice. Once, she poured her heart out to me and all I did was provide a listening ear and gave her tight reassuring hugs. It taught me that caring for patients does not require big actions such as bringing them outdoors or always having the right things to say. Sometimes, simply being present is more than enough.

## Making Moments Matter at Work

*Working at a hospice presents invaluable opportunities for one to gain in-depth understanding of palliative care and how terminally-ill patients are cared for. At Dover Park Hospice, our holistic approach to end-of-life care includes regular “Lim Kopi” and “Happy Hour” sessions helmed by volunteers that deliver beverages and snacks to patients and staff around the hospice for a tasty perk-me-up. Recently, staff were also invited to be part of these activities alongside volunteers. In this article, we speak with our colleagues, Ella Lynn and Joshua Lai, who recently volunteered at “Happy Hour” and “Lim Kopi” respectively to find out more about their experience.*

### What made you decide to choose and volunteer in these hospice activities?

**Ella:** As I am from the administration team, I have always wanted to experience more interaction with our patients and our front liners. I felt that helping out in these activities would be a great way to learn what our organisation does and the kind of care and facilities that are provided to patients.

**Joshua:** I was informed about the Lim Kopi session through a HR newcomer induction programme. Prior to volunteering, I have heard about the various volunteering programmes in the hospice from different colleagues and felt that it will be a very meaningful way to spend my time. However, the thought eventually faded into the recesses of my mind. Therefore, I am really glad that I was given the opportunity to volunteer. “Lim Kopi”, in particular, struck me as meaningful. As a research assistant, my interaction with patients are primarily through files and data and “Lim Kopi” gives me the chance to observe the innerworkings of the wards and interact with patients on a personal level.

### What did you help out with and how was the experience like?

**Ella:** I am proud to say that I have helped out at “Happy Hour” for three times within my one year of joining Dover Park Hospice! I treasure the experience as “Happy Hour” is a great way to bring happiness and joy to patients and staff alike. Going around distributing snacks and refreshments gave me the chance not just to interact but to serve people.

During Happy Hour, we offer a variety of drinks and snacks from a push cart and it was a pleasure to see patients and staff being excited over which drink to choose. It was also a heart-warming experience for me to see how passionate and supportive our volunteers are.

**Joshua:** In “Lim Kopi”, I was assigned to take and deliver drink and breakfast orders to patients. The first part of the role required me to ask my “customers” what they wish to eat or drink. As I am from Hong Kong and am also a non-avid drinker of tea or coffee, I was not very familiar with the local terms and variants of drinks. This anxiety coupled with the fact that it was my first time seeing the patients in the wards and learning about

their conditions, left a very deep impression on me. Fortunately, my colleagues and fellow volunteers were extremely helpful in guiding me through the process. It was heart-warming to see the joys on the patients’ faces when the food and drinks were delivered. Their simple “thank yous” and nods really made my day.

Additionally, a bonus perk of participating in “Lim Kopi” was the interaction with other colleagues from different departments. Often, I am stationed in a secluded corner of the training room thus I seldom have the opportunity to make friends across departments. Through this experience, I managed to work and befriend colleagues that I have not met and that is something I will treasure.



Right Photo: Joshua delivering breakfast to inpatients during “Lim Kopi” session



Left Photo: Ella at “Happy Hour” distributing snacks and drinks from a push cart

### Was there a memorable interaction or exchange with a patient, caregiver, colleague or volunteer?

**Ella:** Every time I helped out in these activities, it gave me great satisfaction and pleasure.

During my third “Happy Hour”, I had a chat with one of the volunteers and he shared with me how he used to bring his own dog for the pet-assisted activity here where the patients get to interact with volunteer pet dogs and bunnies. I really respect and appreciate the gesture of love the volunteers pour out to our patients.

The volunteer activities have taught me to be a more giving person and this is one of the most valuable

lessons I have learned. I am glad that I have helped out and will continue to do so in the future.

**Joshua:** In particular, I remember there was a patient who was initially not keen on any drinks or food for “Lim Kopi”. Subsequently, through observing his interactions with the clinicians, I discovered that he was able to speak Cantonese. Therefore, I attempted to share the menu with him again but this time in my native tongue, Cantonese. I realised that he hesitated with the orders as he was not sure of some items on the menu. The added sense of familiarity and connectedness from the use of Cantonese allowed him to open up and check with me regarding the food items. Eventually, he ordered tea and a slice of toast. I can still remember the smile on his face when the items were delivered!