

In this Edition:

National Volunteer Week 2013

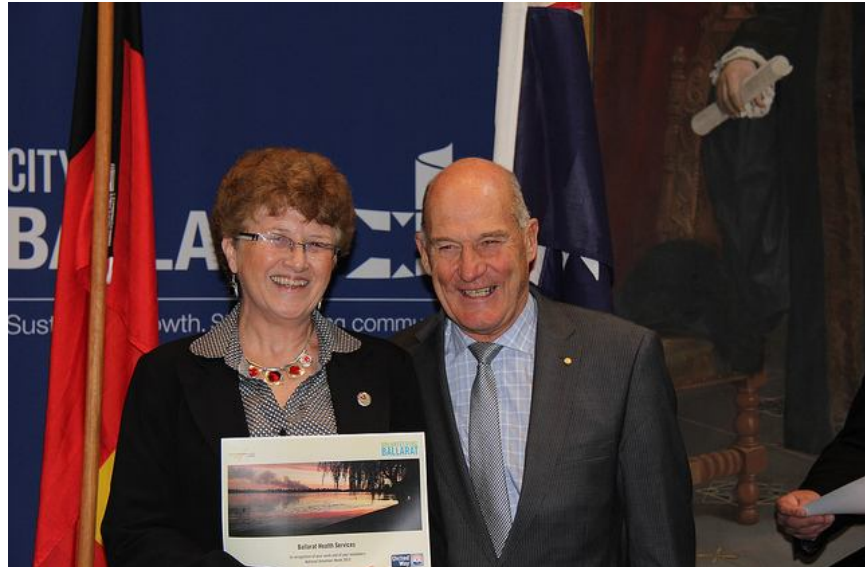
Tips for dealing with people in difficult situations

Official BRICC opening

Welcome to the new Volunteer department staff member

Don't forget to sign in!

Celebrating National Volunteer Week



National Volunteer Week was once again celebrated this year with our involvement in several events. Pictured above with Mayor John Burt, is volunteer Clare Brooks representing BHS at the Annual Flag raising event hosted by Ballarat City Council. *Breast screen* and *Buddy Up* were nominated for the Health Ministers Volunteer Awards, which I attended with *Buddy up* team leader Julee Glenn and staff member Kerryn Featherstone. *Breast screen* was also short listed for the local Ballarat Volunteer awards, which I attended with volunteer Nola Phelan. Sadly we didn't come away from either event with an award, but both events were indeed humbling and heart warming. Volunteers were invited to a morning tea, held in Lederman Hall, where Executive Directors Trevor Olsson and Rowena Clift acknowledged and thanked the volunteers for their tireless and dedicated service to BHS. And to finish the week, I attended a Volunteer Expo held at Stockland Wendouree, giving me a great opportunity to publicly showcase the wonderful work you all do. I look forward to doing it all again next May!



Some lovely faces at the Morning tea in Lederman Hall



Some tips for volunteers dealing with people in difficult situations (From a workshop presented by Kevin Stewart)

Firstly understand that many people we deal with are not thinking rationally, due to illness, dementia, mental health or drug/alcohol related issues or are simply stressed and worried. Your first priority is to keep yourself and others safe. De-escalating the situation will help to mitigate risk. Some ways you can do this are:

- ❖ Distraction- take the focus off what is causing the issue, such as going outside or moving to a quieter area
- ❖ Acknowledge how the person is feeling and find out their perspective. People appreciate being heard. You may pick up clues while listening, such as if they are in pain.
- ❖ Allow them to vent, as long it is not out of control.
- ❖ Explain things to them calmly, if they will listen.
- ❖ Get more information for them.
- ❖ Being well informed about any client issues and potential eventualities can help you to prepare and plan. Take the opportunity to discuss strategies with staff.
- ❖ If the above strategies are not working, move away to a safe place and inform a staff member. Security will be contacted- they are trained in dealing with such issues.
- ❖ Ensure people are removed from the area, and those around stay away from the situation.
- ❖ Take the opportunity to debrief - speak to staff, or call Sue

Official Opening of the BRICC



BHS Board President Andrew Faull, The Premier Denis Napthine, Federal Health Minister Tanya Plibersek, cancer survivor Libby Cornish, Victorian Health Minister David Davis and Member for Ballarat Catherine King officially open the BRICC. The ceremony took place on Friday 19th July, followed by an Open day on Saturday 20th.

And a word from Sue...

Admin Assistant

I am very excited to introduce Gayle Simpson to you all, who is the new Administration Assistant for the Volunteer Department. Some of you will know Gayle from her work as part of the BRICC project team and her assistance with our first round of training.

This position has been created as a result of the need for volunteers in the Cancer Centre, and will be a great asset in terms of recruitment and training for the whole of BHS. I would like to thank and acknowledge BRICC Director Arrin Wislang and the BRICC Volunteer Working Group for supporting this role and assisting in bringing volunteers into the Cancer Centre.

Sign in Sheets

Please remember to sign in and out of each shift, to ensure you are covered by insurance. A dedicated volunteer spends a lot of time tallying and entering hours into a spread sheet. To make it easier for her, please round your total time to the nearest 15 minutes and record the total.

(Eg 2.00- 3.25: 1 ½ hours) And if your shift falls on the last day of the month, it would be great if you could add up the whole month and rule off underneath the total. Thank you.