

Volunteer Newsletter

SPRING 2020

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Director's Welcome



I'll start by saying that I hope you are all healthy and happy. This is a very interesting time to be writing my first Director's welcome to you. Our new

world of confinement has without doubt changed many things, but I hope that, like me, you are managing to get to grips with the technology, enjoying special (albeit virtual time) with your family and friends and that you are raring to get back to LOROS – we miss you.

So, what's been happening since you've been gone? Let me start by letting you know that we are doing our best to at least wiggle our little toes into your shoes – they are far too large to fill but I am sure you will feel reassured to know that our patients continue to receive the very best care.

Like many other health care providers, COVID-19 has become a focus of our day to day work and continues to influence our plans for the future. As the pandemic moves on and we pay tribute to all of those who have sadly died, I wonder if in years to come we will remember this as a period that led to a world which is more kind, more forgiving and more community-spirited.

With community spirit and celebration in mind, I am looking forward to recognising all of your hard work during Volunteers' Week 2020 which falls between the 1st and 7th June. Details of how we'll be going about this can be found on the hospice intranet pages (see the keeping in touch section for how to access this) – and while you're there, don't forget to have a look at the video message our Chief Executive John Knight has recorded just for you!

Thank you for your continued support, Liz

Fundraising: CCU Collecting Volunteers

At the end of March, LOROS bid a virtual fond farewell to Bernadette Fenn as CCU Coordinator. Over the last 20 years, Bernadette has supported the CCU collectors in raising huge amounts of money for LOROS. The good news is that Bernadette will be returning as a CCU volunteer collector, while Jo Elliott takes on the coordination role.

To date (end of Feb) CCUs have raised just over an incredible £50,000. "Thank-you" to our 39 CCU volunteers. Watch this space for the final year-end figure. Anyone who would like to join this team of committed volunteers would be very welcome.



A BIG THANK YOU TO ALL OUR VOLUNTEERS

Spotlight on

Hospice Volunteers

Lynda Bizley, Day Therapy Volunteer, currently safe at home with her family, tells us a little bit about her volunteering experience.

Why did you choose to volunteer for LOROS?

I enjoy trying out different art and craft activities and when I reduced my working hours, I wanted to find something helpful and interesting to do.

What's a typical LOROS volunteering session like?

I work with Celia, the Creative Facilitator, to provide a variety of arts and crafts activities, including painting, printing, card making and themed activities for seasonal holidays. Sometimes my remit is to ensure patients have what they need for the activity they're undertaking and at other times, I work with them on a one-to-one basis.

Whatever it is, the patients are nearly always surprised and proud of their achievements - there's lots of conversation and laughter too.

What do you enjoy the most?

I really enjoy making connections with the patients, finding out about them, things they like and are interested in. I enjoy encouraging patients to 'have a go' at an activity and seeing the sense of pride at their finished pieces.

What is the first thing you'll do when you can come back to volunteer?

The first thing I'll do when I can come back as a volunteer is to hug everyone, whether they like it or not! I am missing everyone and hoping that they are all staying safe.



LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Registered Charity No: 506120

Being there for *you*
and *your family*

Health and wellbeing



A message from Cindy West, Chair of Volunteer Voices, and Lottery Collecting Volunteer

I hope you are all coping well at this difficult time. Like many of you, I miss my volunteer activities at LOROS and am looking forward to getting back to working with this wonderful organisation.

For me, this has been a time to catch up with the many jobs around the house and garden - those that have been in need of my attention for some time! It has also been an opportunity to reconnect - all be it - remotely, with family and friends. It's hard not seeing loved ones but I know this is the only way to stay safe and well.

I know we all need to take time out to ensure our own wellbeing and LOROS has a number of activities that can help with this via their staff webpage. I have used - and been very impressed with - the guided mindfulness meditation recordings produced by Angela Baxter (loros.co.uk/staff/health-and-wellbeing/). They have given me the opportunity and impetus to withdraw from the stress and concerns this difficult time throws at us and focus on relaxing and clearing my mind in a calm and restful way. I recommend them to you whether you have done anything like this before or not.

Volunteer Voices are there to help in any way we can

Very best wishes to you all. Cindy West

A message from the Lottery team:

As we adjust, adapt and evolve, we realise just how resilient we are.

We never imagined anything like this, but somehow we are subsisting.

Not every day is easy, but some days we look up at the sky and smile.

That big deep breath in and out today may set us up for a better tomorrow.

We crave for normal, and yesterday and 'as we were'.

But now that 'normal' feels more special than ever before.

We will come back from this stronger, wiser and may be more humble.

So lose yourself in the small things, they may just be the big things'.

We would like to say a big heartfelt thank you to all of our lottery and raffle supporters.

We're overwhelmed by the kindness and generosity of our volunteers, friends colleagues and our wonderful community. If you haven't yet got round to purchasing your raffle tickets, **spring into action** today at loros.co.uk/raffle

Spotlight on

Home Visiting and Shop Volunteering

Mark has been a Home Visiting Volunteer for four years and a volunteer for three years at Spiral Scratch, LOROS' vinyl record shop.

Why did you choose to volunteer for LOROS

I always had the aim of volunteering with LOROS, which struck me as a really positive, forward thinking and vital local resource. This view has certainly been reinforced over time and no more so than in the present health crisis.

What do you enjoy the most?

Most definitely the face to face contact with service users and members of the public who visit the record store. In terms of home visiting, the consistent sense of appreciation from service users and their carers is incredibly rewarding. Sometimes I feel I get back far more than I give.

I understand as a home visiting volunteer you are currently keeping contact on the phone instead. How has that been for you and for the people you're supporting?

I am currently in contact with two people on a weekly basis. One is the wife of a LOROS patient, which offers her someone else to talk and offload to. The other is a patient who has advanced cancer. To be honest, I was a little sceptical as to how useful a call would be compared to face to face contact, but wanted to offer something during the lockdown. However, it has all gone really well and again, both of my clients have openly expressed how much they enjoy having a chat.

What is the first LOROS-related thing you'll do post-pandemic?

Either meet up with the people I have been in telephone contact with, start back volunteering, or spending loads of money at the LOROS record store!

KEEPING UP TO DATE

For all the latest updates on LOROS check out the LOROS staff page – there is a section for volunteers.

loros.co.uk/staff/important-information

Other useful contacts:

Suzann Chantrill - suzannchantrill@loros.co.uk
(for Hospice Volunteers)

Jo Elliott - joelliott@loros.co.uk or call/text 07392 312491
(Shops, Fundraising and Lotteries)

Cindy West - volunteervoices@loros.co.uk 07711 729830

Keep safe and do get in touch if you need help, support or just want to talk. We would love to hear from you.