

Hello!

Who and What is a Volunteer? It could be an adult, child, student, pensioner, widow, spouse, parent... it may well be anyone!

So what makes a volunteer so different? There is no particular method to describe a volunteer. However, one virtue stands out most. "Selflessness", its definition is - **thinking of others first, putting other people's need, interests, or wishes before your own.** A volunteer gives of his/her own time, energy and 'self', while expecting nothing in return. A volunteer is capable of adapting to different surroundings, situations, personalities and tasks. A good volunteer knows how to listen, empathise and respect privacy and confidentiality.

A great difference is that volunteers are not paid for their service, but by a feeling of satisfaction and fulfilment. Many times receiving more than they give.

We are all volunteers in one way or another, at various stages in our lives.

I personally admire our VolServ volunteers for their dedication and service. I am proud to be a part of it all. Thank you!

Keep up the good work!

Pat

The Server

Issue No. 4 – June 2015



Let's Meet! by Margaret Andrews

Thursday 16th April, VolServ held its annual get-together for all its volunteers. This event was held at the Landmark in Qormi and about sixty VolServ members attended the occasion.

After coffee and cakes, Maria Grech Debono – Assistant Psychologist, gave a presentation entitled: "Who moved my cheese", which was a psychological exercise to explore how we would all tackle change. Everyone joined in. Ms Grech Debono mentioned that the Clinical Psychology Department is available to all members of VolServ if ever it is needed.

After more eats, Pat was presented with a bouquet of flowers for all the hard work she put in to organize the event.

These get-togethers are held to give members the opportunity to get to know each other, something which is not easy to do at Mater Dei. To those who joined us, we say thank you for coming and to those who could not make it, we say, hope to see you next year!



Now Recruiting – Join VolServ Today!



**Dak kollu li l-moħħ
jista' jimmagina u jemmen fiħ,
dak int tista' tagħmlu!**
Napoleon Hill

**Diffikultajiet fil-ħajja ma jonqsu qatt,
nies diffiċli ssib kemm trid!**
Robert Schuller

Feedback Support Group

On Wednesday the 25th March a meeting was held at Mater Dei and was led by Krista Caruana, Director Client Relations. This meeting was called the Feedback Support Group.

Initially there was a period of meditation led by Catherine Caligari and **TIME** was the main issue here.

Krista Caruana deals with claims and suggestions and VolServ falls under her jurisdiction. Those attending put forward a number of suggestions including the possibility of a "Help Desk" to help visitors find their way around and to answer queries. The use of wheelchairs was discussed as was the eventual consideration of a shelter when transporting patients from ambulances into the hospital.

The meeting went on for about an hour. These meetings are held to pick the brains of all involved at Mater Dei and to show solidarity towards staff, visitors, patients and volunteers.

Cheers to all...

To date, four issues of the Newsletter have been issued and this was done thanks to the endeavours of a handful of VolServ members. Since its inauguration, the Newsletter Team have lost two of their group: Ron Johnston and Josephine Sammut, hence a very small group got even smaller. We would like to ask if there is anyone out there who feels he/she could contribute to our efforts.

We meet at St. Venera once a fortnight and put all our ideas forward. We desperately need a person who can write in Maltese. Any interested party can call Pat at SOS Malta on 21244123.

Looking forward to hearing from you!!!
Newsletter Team

NEWSLETTER RECRUITMENT

The Server Team: Margaret Andrews, Joseph Micallef, Mary Tanti and Mary Anne Tolu.

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My experience as a VolServ Volunteer by Frank Galea

It has been over four years now that I was accepted by SOS Malta to carry out voluntary work at Mater Dei Hospital as a VolServ volunteer.

Apart from two brief stints at the Operating Theatres and Booking Office, I have always carried out my duty at Medical Out Patients 1 (MOP 1) at the reception where the patients are registered and staggered to different clinics operating on that particular day. I usually attend on Wednesdays in the morning when we normally have between five and six clinics operating simultaneously.

Honestly it is my pleasure to work with the regular staff who, although young in age, are very mature in their approach with the public. It is always a very busy morning with both telephone sets ringing incessantly with calls from patients airing their difficulties and seeking a word of comfort. We at reception always try our best to satisfy their needs.

Occasionally I also go to different sections within the hospital to bring files which are required by our consultants on that particular day. When handling the patients' files, one has to be very meticulous because apart from the very large number, one has to ascertain that the files are forwarded to the right consultant!

I also help to refer incoming mail to its correct destination, including vetting and referring investigations to their respective consultant.

Although it is quite a handful to work at the reception of this very busy section, I am very happy because I have optimal relationship with the regular staff who treat me as one of them and my effort is appreciated by the nurses in charge.

All this is very positive but most important of all is the fact that I am giving my utmost to help the patients in their particular needs.

UPCOMING VOLSERV EVENTS

Basic Training for New Recruits

7th – 10th July

Support / Feedback Groups

Tuesday 14th July – 10.30 - 12.30

Development Training

Self Care

Friday, 29th May – 11.00 - 13.00
at the Ground Floor,
Renal Unit,
Lecture Room

Basic First Aid

June (Date to be announced)
July (Date to be announced)

EASY YOGURT CAKE



Always use a yogurt cup for measure.

Ingredients:

- 1 cup yogurt peach
- 1 cup sugar
- 1 cup vegetable oil
- 3 cups self raising flour
- 2 large eggs
- 1 tin or sliced peaches cut in small pieces (drained from liquid)
- Some vanilla

Method:

- Mix eggs, sugar and yogurt with electric or hand mixer and then add the oil, flour and vanilla.
- Add the chopped peaches, mixing slowly by hand
- Pour the mixture into a spring form cake tin lined with baking parchment.
- Bake in oven Gas mark 4.

You may substitute peaches with strawberry yogurt and/or chopped strawberries.

HU HSIEB IL-ĠILDA TIEGHEK

Li thares tajjeb tal-ġilda tiegħek, flimkien ma għażliet ta' stil ta' hajja b'saħħita jistgħu jittardjaw il proċess t'anzjanita naturali u jharske minn haġna problemi tal-ġilda. Dawn li ġejjin huma biss idejat:

- Billi tuża krema tax-xemx li għandha fattur qawwi ta' protezzjoni, dak li jissejjaħ SPF bl-Ingliż, ta' fattur 15 jew numri ikbar. Għażla oħra ta' krema li jissejjaħ 'b'spettru wisgħa' li jiproteġi l-ġilda mir-raġġi 'ultra violet' A u B.
- Billi tuża krema tax-xofftejn ta' fattur (SPF) 15 jew numri ikbar biex thares xofftejk milli jinharqu bix-xemx jew li jżviluppawlek il-ħżiża.

Tesponix Ruħek Għax-Xemx

L-aħjar mod li tiffirka li tinħaraq mix-xemx huwa li ma tesponix ruħek għax-xemx. Dawn li ġejjin huma fit idejat:

- Toħroġ fix-xemx bejn l-għaxra ta' filgħodu u l-erbgha ta' wara nofsinhar meta x-xemx tkun l-aktar qawwija. Jekk ikollok bżonn toħroġ, fittex id-dell!
- Ilbies ta' hwejjeġ protettiv bħal:
 - Kpiepel bil-pizz ta' mhux inqas minn 10 centimetri biex jgħattlek għonqok, widnejk, għajnejk u 'l-qurrieha ta' rasek.
 - Nuċċali tax-xemx b'UV qawwi biex iharrislek għajnejk mill-ħsara li tista' twassal għall-katarretti.
 - Hwejjeġ wisgħa biex tagħti jdek u saqajk.
 - Hwejjeġ magħmulin minn drapp apposta li jiproteġi mix-xemx.
- Dawn ikollhom tabella li tispjegalek kif dan id-drapp jiproteġik.



PROTECTING YOUR SKIN

Good skin care and healthy lifestyle choices can help delay the natural aging process and prevent various skin problems. The following are just suggestions:

- Use a sunscreen that has a sun protection factor (SPF) of at least 15 or higher, says "broad-spectrum" that protects the skin from ultraviolet A and B (UVA and UVB) rays.
- Use lip balm or cream that has SPF of 15 or higher to protect your lips from getting sunburned or developing cold sores.

Avoid Sun Exposure

The best way to prevent sunburn is to avoid sun exposure. The following are a few suggestions:

- Stay out of the midday sun (from 10 in the morning to 4 in the afternoon), which is the strongest sunlight. Find shade if you need to be outdoors.
- Other ways to protect yourself from the sun include wearing protective clothing, such as:
 - Hats with wide 4 in. (10 cm) brims that cover your neck, ears, eyes, and scalp.
 - Sunglasses with UV ray protection, to prevent eye damage that may lead to cataracts.
 - Loose-fitting, tightly woven clothing that covers your arms and legs.
 - Clothing made with sun protective fabric. These clothes have a special label that tells you how effective they are in protecting your skin from ultraviolet rays.



Now Recruiting – Join VolServ Today!

VolServ is an SOS Malta service in partnership with the Ministry of Health. VolServ aims at developing and organising voluntary health services to support patients and relatives in the main general hospital. The project was set-up in April 2007 when a service agreement was signed by the two parties.

Telephone: 2124 4123 • Email: volservnet@sosmalta.org • Web: www.sosmalta.org

**Mission
Statement**

