

Showing appreciation for all our volunteers



Sheffield's Hospice

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Dear friend,

As we approach Christmas once again, I'm delighted to share this newsletter with you – Sheffield's Finest!

Christmas and New Year bring so many different emotions for each individual – and for those of all faiths, this time of year can bring different celebrations and opportunities for reflection. Whether we have a faith or not, the dark nights and winter months can be a very evocative time.

Here at St Luke's we try to ensure that everyone we care for has the chance to experience this special time of year as they wish. Some of our inpatients manage to go home to be with family at Christmas; many share time with their families here at Little Common Lane. Those we care for in their own homes know that, even on Christmas Day itself, our community team are there to help them make the most of the time they have with families and loved ones.

Everything that you do as a volunteer – whatever your role – helps this happen. Thank you so much for your wonderful contribution.

2016 has seen St Luke's help more patients and families than ever before, in many new ways. Nothing gets easier, but thanks to you we're able to keep caring for those who really need it. The effort you give, together with that of other volunteers, our supporters and employees, is a gift from you to those who need it this Christmas. Now, that is a really special present!

Thank you and I hope that Christmas and the New Year bring you all that you wish for.

Yours,

Peter Hartland
Chief Executive, St Luke's



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Kitting out Clifford House



We have now received Clifford House back from the builders (who have been converting it for us) – a little later than we expected but it is a complicated job and they are working to high standards. We'll now start kitting it out with furniture and equipment and hope to start a series of pilot services in spring, before commencing programmed services in summer 2017.

I'm sure that you're excited to see what this new addition to St Luke's looks like, and what the services are about. Well, look out for dates in the New Year when we'll be inviting you to take a look. Our plans are for Clifford House to help us support patients, families and carers in the community at an earlier stage in their terminal illness – something that we find hard to do at present owing to Little Common Lane being full!

There will be new volunteering opportunities for Clifford House in 2017, so if this might be of interest to you, please watch our website or call Joy Wigfield on 0114 235 7542 or email j.wigfield@hospicesheffield.co.uk.



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SAVE THE DATE
9 MARCH 2017

One of the most important dates in the St Luke's calendar is always our Volunteer Long Service Awards presentation.

This year we are delighted to be able to announce that the 2017 ceremony will be held at Sheffield Town Hall on Thursday 9 March.

Presenting the awards will be the Lord Mayor of Sheffield, Councillor Denise Fox, a keen St Luke's supporter who has already chosen us as one of the charities she is supporting throughout her year of office.

VOLUNTEERS WILL BE RECEIVING AWARDS FOR ANYTHING BETWEEN 5 AND 45 YEARS OF SERVICE.

Around 200 volunteers will be receiving awards for anything between five and 45 years of service – a remarkable achievement and one of which we are extremely proud.

Also present to pass on their congratulations will be our Chief Executive, Peter Hartland, and our President, Lady Neill.

Letters of invitation will be going out very soon to those who will be receiving awards – so look out for that special envelope.



Share your story...

There are so many ways to get involved with volunteering at St Luke's and every volunteer has a great story to tell. We'd love you to share your stories of volunteering for us, whether you help in our shops or in the wider community.

If you'd like to share your story or experiences, please call Joy Wigfield on 0114 235 7542 or email j.wigfield@hospicesheffield.co.uk

**OPENING
SOON**

More great news for our Retail team... we're about to open our 14th shop!

As ever, that means we have a full range of volunteer opportunities available for anybody who fancies gaining some retail experience.

The new shop is on City Road, at busy Manor Top and is right next door to Poundland in an extremely popular location.

"It's a big unit, something like 3,000 square feet, and we are going to be selling furniture and electrical items, as well as the whole usual range of clothing, bric-a-brac, household items, books, DVDs and CDs," says Area Retail Manager Marie Egerton.

"We'll be looking for at least 40 people who want to spare some time to work in areas such as customer service, stock procedures and till operation, with training available in all areas."

Please call our Volunteer Coordinator, Joy Wigfield on 0114 235 7542 if you think this could be the volunteering opportunity for you.



Items were sold in our shops raising £2,144,539

Hillsborough needs you



It's one of our most popular shops... and also one that needs plenty of volunteer support.

Our Hillsborough shop now specialises in clearance bargains, with almost all items on sale for just one pound. And the move has proved so popular with bargain hunters that we need a healthy supply of volunteer enthusiasm to keep the shelves stocked!

"We have a good team at Hillsborough, all of whom are very used to the fast pace," says Area Retail Manager Marie Egerton. "With such fantastic bargains on offer – all our clearance items cost just £1 - it means that you can literally get a whole new outfit for a fiver!"

"But that also means there is a constant need to be restocking and ensuring that our customers find the bargains they are looking for. In any one day we might have to process anything between 250 and 400 items in order to keep our shelves and rails full, so it's a great learning experience for anybody who is interested in developing a career in retail."

Interested? Give Volunteer Coordinator Joy Wigfield a call on 0114 235 7542.

FANCY A CAREER IN RETAIL?

We're delighted to announce that we are now working with Derby College to provide our shop volunteers a BTEC course in customer service.

The new course, which comes with a Diploma in Customer Service as the final qualification, is perfect for anybody interested in using their volunteer experience as a stepping stone to a career in the retail sector.

At the same time we have also been working with the Co-op to offer a new volunteer training scheme.

The Co-op is training all our managers so they can pass on some valuable customer service advice – delivered in just four short sessions to our retail volunteer teams.

And once again that means not only do we provide an even greater experience for our customers, but also that we provide our volunteers with the tools they need to develop their CVs.

Mark and Addi



Mark Stewart has one essential thing that make the working day easier for him... his constant companion Addi.

Mark, who is 26 and is profoundly deaf, uses a combination of speech and sign language to communicate. But making life much easier is hearing dog Addi, his constant companion in all walks of life.

Mark graduated from Sheffield Hallam University with a BSc Hons Product Design 2.1 (Engineering) degree, a four year course that saw him spend his work placement year at Reckitt Benckiser in Hull.

Mark is looking to start his own business, but in the meantime he is volunteering one morning a week at St Luke's, updating training records, analysing feedback from course evaluations, creating PowerPoint presentations and producing reports including formatting documents.

"I have a British Sign Language Interpreter only for important meetings because my colleagues are two lovely ladies who speak clearly for me to read their lips," Mark explains.

"My mentor Wendy always has paperwork on the desk prepared with sticky notes to let me know what I need to do. As well, when I am alone in the room and a member of staff comes in and asks for my colleagues, I have a message pad for them to complete, so I can then pass on the detailed message – it's all helping to develop great working practices I can use in any future jobs.

"I'm the first deaf person to volunteer at St Luke's and I am really enjoying it. The people here are very kind, warm, friendly and very helpful. I do enjoy meeting new people and having a chat!"

An essential part of every day is Addi, who is with Mark wherever he goes, providing valuable support in all situations.

"At work, he alerts me if the fire alarm goes off by tapping my leg with his nose and when I repeatedly ask him 'What is it?' he lays down on the floor and I know this means the fire alarm is going off," Mark says.

"Usually he lays next to the desk on his mat, and most of the time looks like he is sleeping! Everyone knows Addi is working too, so they know not to make a fuss of him as this is very important."

Night Strider volunteers

If you took part in our recent Night Strider event, chances are you'll have both seen and heard our volunteer Sarah Cole as you crossed the finish line in Tudor Square.

Sarah from Crosspool, was one of our cheerer volunteers, called in to give our walkers a special hero's welcome.

Sarah volunteers for us after seeing first-hand what difference our care can make.

"In March this year, my best friend passed away in St Luke's and I saw how she benefitted from their work." She says. "Both my parents died of cancer too – one of them in a hospice

– so I know the massive difference that care makes.

"I've always done bits and pieces of volunteering but having that experience made me want to do even more."

So she signed up to help out at our Night Strider finish line, from 9pm until well after midnight.

"Just seeing everybody coming across the line and being happy to have finished was great and it was lovely to be able to welcome them with a cheer and a smile.

"The good thing is that you don't need any special skills, you just need to be able to smile and make a cheerful noise, but it really does make a difference to those people who are crossing the line."

Having enjoyed the atmosphere of the evening so much, Sarah is now thinking of signing up to be a Night Strider herself in 2017. "Knowing me though, I'd probably finish and then stay at the finish line to cheer everybody else on!"

