



The SolarisCare Foundation  
presents for  
**ALL SolarisCare Great Southern Volunteers, ALBANY**  
**Volunteer Training Day**  
**FEBRUARY 23, 2012**

### **Our first HEAR-T (Hear with Tea) Training Day...**

*A patient shared with me... "the thing I love about Solaris is that I can go in at anytime and there is always someone there, who will say 'can I get you a cup of tea' they make it just how I like it and then sit with me saying 'how are things today'. It is the only place in the hospital that I feel heard..."*

This day will include, well at least touch on the following:

#### **9.30am: Introductions to each other & SolarisCare**

- Forms, forms and more forms...why...why...why!

#### **10.30 Morning Break**

#### **11am – 12noon: Communication Skills & Active Listening**

- Barriers to Communication - What hinders – What helps
- Listening Skills
- Recognising the need for professional assistance – when to refer on

#### **12noon – 1.00pm LUNCH (provided by SolarisCare)**

#### **1.00pm – 2.00pm: Short presentations from ALL volunteers**

- Who am I
- What did I do before SolarisCare
- What do I do at SolarisCare

#### **2.00pm – 3.00pm: Compassion Fatigue**

- Re-valuing yourself – recognising hidden strengths
- Self-care – impact of work and boundary issues

*Please wear something PURPLE to this training day...Thank you...*

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