

ANUAL REPORT 2021



Volunteer Department.

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WELCOME MESSAGE



2021 has been one of those years that has left its mark. The Volunteers Department tried to adapt to the new normality after the pandemic, even with many of the prevention measures still setting the pace of the activities we carry out.

It is often said that we grow from adversity and that the most important lessons are learned from the most complex situations, and I believe that this year has offered many opportunities to review where we can improve and from which path to choose to do so. Once again, the volunteers have helped us a lot in this. Listening to them, sharing time with them to learn about their experiences, their concerns, made us review and continue to focus on them as individuals, beyond their role as Cudeca volunteers.

Joan Hunt, made this great project a reality and our volunteers are the basis and essence of Cudeca. She was our first volunteer; leading the way for all of you who carry on her legacy today. INFINITE THANKS for this.

Inmaculada Ruiz Torreras

VOLUNTEER COORDINATOR

THE NUMBERS

861

VOLUNTEERS

2021 closed with 861 volunteers helping Cudeca Hospice. This number is an increase compared to the previous year, when 824 people volunteered.

The Charity Shops is the programme in which the most volunteers participate, followed by the care programmes.

Thank you for making this possible!

Numerous campaigns were carried out to recruit volunteers for the different volunteer programmes (collection tins, charity shops, home care, etc.).

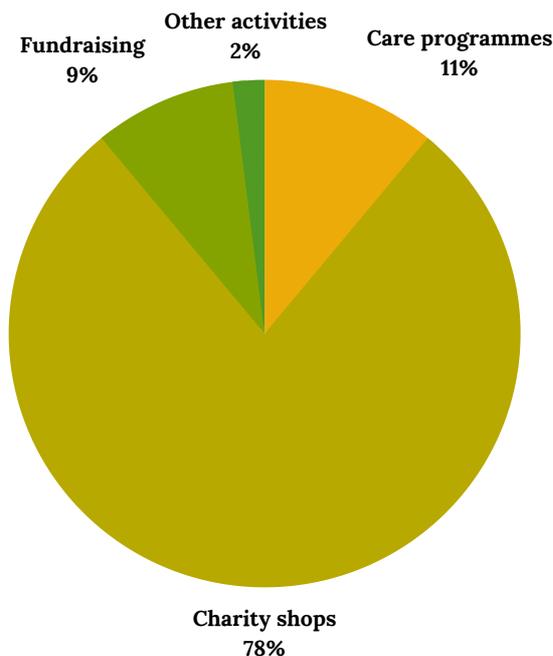
The summer campaign focused on the Charity Shops, as this is when there is the greatest need. As a result of this campaign, 130 people started to volunteer in some of our shops.



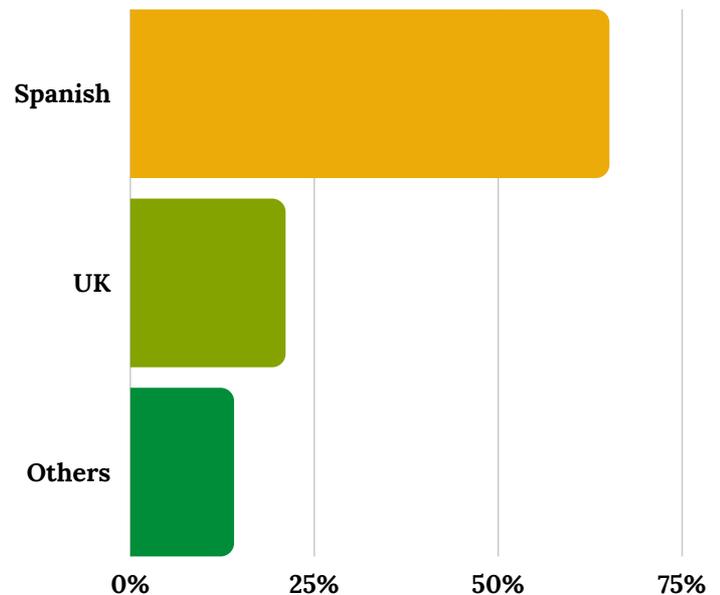
THE NUMBERS

78% of the 861 people who make up Cudeca Foundation's large team of volunteers, work in the Charity Shops. In addition, last year, with the opening of new shops in the Vialia Shopping Centre (Malaga), La Cala de Mijas and the transfer of the shop in Estepona, specific recruitment campaigns were carried out in these municipalities in order to recruit new volunteers.

In addition, the opening of the new online shop (JoanbyCudeca) meant that a new profile of volunteers had to be incorporated, with specific knowledge to be able to photograph the garments and upload them to the website. This new shop added to the summer campaign and also resulted in a decrease in the average age of our volunteers and now more and more Spaniards are collaborating with us.



Volunteer Programmes



Volunteer's nationality.

THE TRAINING

It is important that the volunteers who join this great family, and also those who have been with us for a long time, receive the necessary training to be able to carry out their work. During 2021, the Volunteers Department has given numerous training courses:

- Cudeca Hospice: How was this special kind of caring born? This training aimed at new volunteers, both English and Spanish, explains what Cudeca Hospice is and makes them aware of the organisation's mission and how they contribute to it.
- Sunflower Space: regular sessions are held in which different topics related to Palliative Care are taught including end of life care, or topics related to the organisation and of general interest will be discussed in order to raise awareness among volunteers. During the year 2021, sessions have been given on music therapy, clarifying concepts related to Palliative Care and the Sustainable Development Goals (SDGs).
- Death Café Online. Within the Sunflower Space, an Online Death Café was also conducted by one of our volunteers. The experience was so enriching for all attendees that it has been planned to continue this activity in 2022.



THE TRAINING



FUNDACIÓN cudeca
CUIDADOS DEL CÁNCER / CANCER CARE HOSPICE

CURSO DE VOLUNTARIADO ASISTENCIAL DE CUIDADOS PALIATIVOS

FECHAS: 23, 28, 30 DE SEPTIEMBRE Y 5, 7, 14 DE OCTUBRE
HORARIO: DE 16:30 A 19:00
SESIONES PRESENCIALES Y ONLINE

INSCRÍBETE 

CONTACTO DPTO. VOLUNTARIADO: VOLUNTARIADO@CUDECA.ORG - 671 048 304

Although training is important for all Cudeca volunteers, those who collaborate in the care programme and have direct contact with patients have to receive specific training in communication, complicated situations, self-care, etc.

In October, a new care volunteer course was held for those who wanted to collaborate in this programme for the first time. It was the first to be held after the pandemic had ceased, and therefore included specific sessions on non-presence accompaniment.

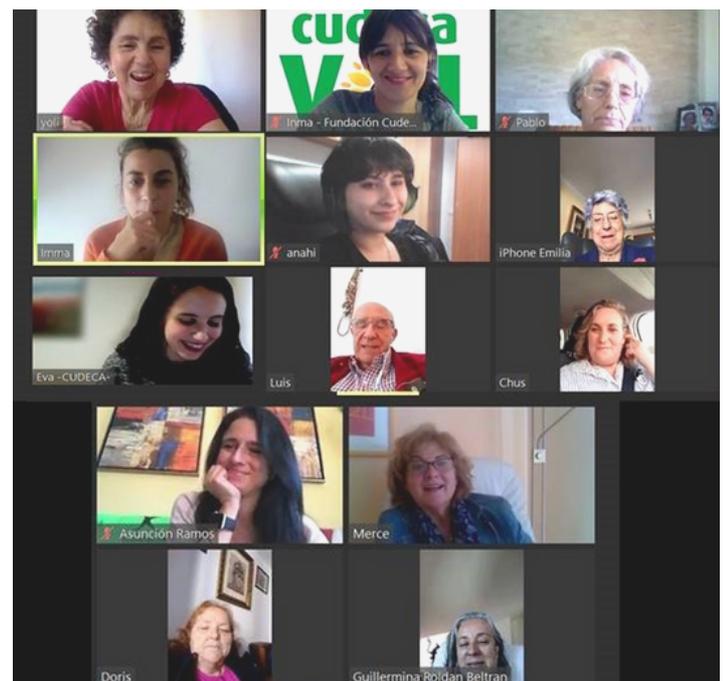
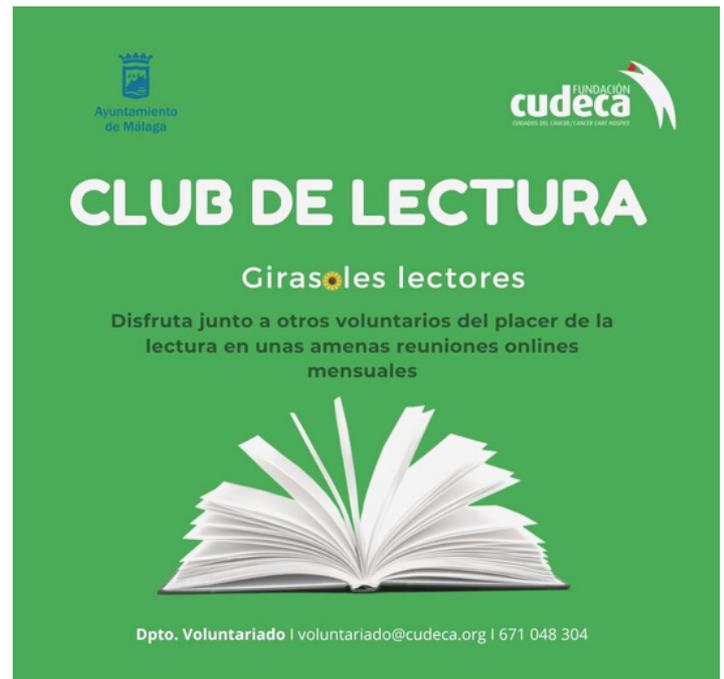
Before this course for integrating new volunteers, another course was held for senior volunteers focusing on accompaniment with new technologies. During the months of June and July 2021, and even with the restrictions in place to be able to provide accompaniment in person, this course was held with our most experienced volunteers, to tackle different techniques and use tools to be able to continue to maintain a special form of care but from a distance.

THE ACTIVITIES

The Volunteers Department also believes that it is essential for our volunteers to create social relationships, to feel part of a big family and to enjoy different activities. For this reason, in April we started the "Sunflower Readers" Reading Club, in which volunteers and employees of the Cudeca Foundation meet monthly via video call to discuss a book on a different theme each month.

And who are Cudeca's best ambassadors? Indeed! It's our volunteers.

That is why some of them participate in different events to raise awareness in the community and contribute their grain of sand, such as the volunteers week at Hospital Quirón with information tables, the Sunflower Effect and One in a Million campaigns with different activities and awareness-raising talks in schools and colleges.



EL VOLUNTARIADO Y LA INVESTIGACIÓN

Why is research in volunteering important?

Social psychology is the branch of psychology that studies human behaviour in society, interpersonal relationships and how these influence behaviour. One of its areas of study is the action of volunteers. Therefore, research in this area is a necessity in order to be able to draw conclusions, models and theories with scientific rigour that allow us to know in greater depth how volunteering affects the people who collaborate in our organisation, to carry out the best interventions to increase their motivation, satisfaction and feeling of belonging to the organisation and to be able to keep up to date with all the new developments in this field that appear in high impact scientific journals.

In this sense, three main projects have been carried out this year:

Ilive: within this European research project there is a part focused on volunteering. This project consists of implementing a new volunteer service in the palliative care ward of a public hospital. Due to health restrictions and the impossibility of starting the service, progress continued to be made on other management tasks.

ITVPal: a project subsidised by Caixa in which the preference of patients, relatives, professionals and volunteers for a volunteer who uses new technologies will be compared with one who does not. During the year, volunteers have been trained in the use of new technologies, their preferences and needs have been explored and the service has been launched.

RevolPal: a project subsidised by Caixa in which a senior volunteer will begin to collaborate in his or her municipality through telephone calls. This new role of volunteer sentinel will be a support to pay attention to all the families in that municipality with continuous follow-up calls. If these families request a specific need, the volunteer will refer them to the team for assessment.



Among the different tasks that have been carried out in the research projects, we would like to highlight the following in which the Volunteers Department has collaborated:

- During the beginning of the year, in-depth interviews were conducted with patients and relatives and focus groups with professionals and volunteers to detect their needs and experiences in volunteering and how they saw the incorporation of accompaniment via telephone or tablet.
- "Let's Talk about Death" survey. Within the European iLIVE project, different awareness-raising activities are carried out. A survey was launched through our social media channels in which we asked people to reflect on whether they thought the end of life was a taboo subject, whether they had planned for it, etc. On different days we divided the questions and an average of 200 people answered them.
- European Researchers' Night. Every year, the different universities in Europe organise an event with researchers to raise awareness of the different research projects that exist and to bring science closer to everyone. Our colleague from the Department, Eva Víbora, participated in an interview in which she explained the iLIVE project.

JOAN HUNT AND OUR VOLUNTEERS

24th of June was a difficult day for all of us. Sadly, our founder Joan Hunt OBE passed away and it came as a shock to all of us. She left a very clear message for all of us though:

- "Don't be sad, celebrate my life, not my death".
- "Take care of Cudeca"
- "Remember me with joy. To be remembered means that I once lived and will be at peace".

For that reason and although with great regret, we have had to keep working day by day so that Cudeca continues to care and the work she founded 30 years ago continues to add more and more life to the days of patients and their families.

All of Cudeca's workers, friends, volunteers and society in general poured out their affection and, convinced to continue remembering and celebrating her life, there were numerous tributes to her in which many volunteers collaborated.

In addition, many of the volunteers sent their testimonies, memories, poems or photographs to remember Joan and everything they experienced with her.



THANK YOU FOR MAKING IT POSSIBLE

International Volunteers Day is commemorated every year on 5th December.

It is a date marked for all of us in the Volunteering Department because we always want to reflect on this day how important you are to us and we will never tire of saying THANK YOU. International Volunteers Day is really 365 days a year because you deserve everything, as you are the foundation that supports this organisation.

This year 2021, our video had to be a tribute to Cudeca Foundation's first volunteer, who had the vision to promote change and unite so many thousands of people in her journey. Thanks to all of you who participated in it and told us what she meant to all of you, even to those who did not know her, because in one way or another, she has touched the hearts of so many people.

It is a tribute by Cudeca volunteers to its first volunteer, Joan Hunt O.B.E., a woman who always knew that volunteering is fundamental to lead the Cudeca project. She was also a great advocate of the importance of involving all citizens. In this moving video, many of them remember her, some with personal anecdotes and other more recent volunteers who were not able to meet her personally relate what Joan means to anyone in the Malaga community.

Here is our volunteers' tribute to Cudeca's first volunteer on this special day:

THANK YOU: <https://www.youtube.com/watch?v=SdwFaJUpU-E>



THANK YOU FOR MAKING IT POSSIBLE

