



I need to stay alive as long as I can for the ones I love, that's my main pain.

Around the middle of August 2015 I lifted a heavy box and heard and felt my back twist and crack three times.

I went to see an osteopath for manipulation once a week. I did this for about two months, each time expecting some relief but every time - nothing. So I decided to go to my GP.

He gave me painkillers and they relieved the pain a little, but the pain always came back to the point where I found general chores almost impossible. Finally I begged him to send me for an x-ray, which he did.

The next day, I was at home watching TV and he called and asked if I was sitting down. He said the radiographer, who had done my x-ray, had told him the pain in my back looked very much like cancer.

I freaked out.

I went to the doctor and he explained that I was suffering from metastasised breast cancer. Apparently the pain in my back was bone cancer and it was incurable. There was no way it could be operated on as we need our bones.

Liz Minter, with Finch, was devastated at age 48 to be diagnosed with bone cancer. She spent three weeks at Mercy Hospice's Inpatient Unit for pain & symptom control.

All he could tell me was his sister-in-law had gone through the same thing and she had stayed at Mercy Hospice for pain control four times before she died.

As soon as he said the word Mercy I freaked out. I had only heard of hospice as a place where people went before they died.

I had contact from so many nurses from Mercy Hospice, it was unbelievable, and they all spoke of Mercy in such a highly praising way.

I knew it was my only option to come here.

Story continued on back page



HELLO FROM PETER

In January of this year we celebrated the 10th anniversary of moving to this beautiful facility on College Hill, gifted to Mercy Hospice by the Sisters of Mercy. Although there have been many changes and developments over the ten years, the core of Mercy Hospice's purpose - caring for people with a life-limiting illness - remains steadfast and true to the vision of the Sisters. The hospice is now entering a new phase of development, being integral to the implementation of ADHB's adult palliative care strategy. Generally, this means working more closely with GPs, rest homes and private hospitals across the area to provide greater support and advice for the care of their patients and residents. As the year progresses we will share more of these developments with you.

Reading this newsletter, you may notice as I did, the diversity of people who work, volunteer or support Mercy Hospice in its care for people from all sectors of our community. I could not help noticing the smiles, the companionship of pets and a serenity in the photographs and stories. Your donations help to provide the people in our care with a life as pain-free as possible - pain is not just physical but may also be emotional or spiritual as well. Mercy Hospice's team of doctors, nurses, social workers and counsellors work together to address each person's pain.

Thank you for your help in making this possible.

I am delighted to introduce Paul Couper as newly appointed CEO of Mercy Hospice from February. Paul will tell you a bit more about himself in our next newsletter. I am reverting to my former role as CEO of Mercy Healthcare. I have truly enjoyed being directly involved with Mercy Hospice for the past year or so and for the opportunity to have met some of you at various functions.

With best wishes

Peter Buckland
CEO, Mercy Hospice



Thank you

Thank you for all of your support last year - without it, we could not have made 11,356 community visits and cared for 1014 patients. From all of the nurses in the Community Palliative Care, a massive thank you!

Thanks to your donations \$80,294 was raised for the Tree of Remembrance campaign last December.

A huge thank you for supporting our 2016 Christmas merchandise appeal - you helped raise \$62,289 which goes towards caring for our patients with life-limiting illnesses.

Thanks to those who attended the 'Have Yourself a Merry Little Christmas' event last year which raised \$2,379. We'd also like to thank Tim Beveridge for organising a fabulous evening, and talented performers Frankie Stevens, Tizane McEvoy and Cappella.

Thank you to the following foundations that have generously donated to Mercy Hospice Auckland in the past quarter:

- NZ Lottery Grants Board for contributing towards our Volunteer programme
- Grass Roots Trust and Elsie Steele Charitable Trust for purchasing a specialised patient bath
- Ted & Mollie Car Endowment Fund for contributing towards the Ponsonby Hospice Shop lease
- Rotary Westhaven for purchasing a Data projector and Courtyard umbrella shades
- Dragon Community Trust for covering the cost to produce a Chinese information pamphlet
- Sir John Logan Campbell Residuary Estate for contributing towards the hire of equipment
- The Jogia Charitable Trust for contributing towards essential operating costs
- The Trusts Community Foundation for covering three months of the hospice's cleaning costs



Frances Reuben wished her funeral to be uplifting, not miserable

Help with funeral painful yet necessary

At 73, Frances Reuben died of cancer. A few weeks before, she posted a Facebook post - this photograph of herself and a 'thank you for the good times' to her family and friends.

Frances, a former Waiheke resident, also wished her funeral to be uplifting, not miserable. She wanted people to go away feeling, "that was nice, that was different."

Talking about death and funeral plans came easily to Frances. She put it down to her experience as a family counsellor for 15 years - it "helps immensely", she said.

A diagnosis with breast cancer three years ago put Frances and her husband in a complete state of shock. The doctors found a tumour and lymph nodes, and she underwent a radical mastectomy within the week.

"It's like being on a train to Auschwitz and you don't know which stop you're going to get off. You have no idea what's happening, and you just do as you're told," Frances said.

A few weeks later "all my organs collapsed so they rushed me to Auckland Hospital and I had stents put in all over the place to hold me up. I nearly died."

Story continued on next page

Frances said one technique that helped her deal with her journey was to “think about the nice things rather than dwelling on the horrible.”

Frances received symptom control and pain management at Mercy Hospice Auckland. Sadly she passed away on October 14, 2016.

Frances’ husband Stuart Reuben says because she knew how her funeral was to be observed “I was eased into the funeral planning of this sadly expected outcome of her disease.”

“Because we have little family here, Frances wished for a simple Judaic service at Beth Shalom in Auckland, which allowed me to approach the management, select the service leader and control eulogies to a few selected friends,” Stuart says.

“Her ashes were scattered off a catamaran in a bay opposite our home in Waiheke. I walk my nine-month-old puppy down to that beach to sit on our favourite rock and focus on the joy that sitting there brought us, as well as appreciating the beauty of nature.”

“Throughout the three plus years of her disease and some horrendous side effects, Frances never moaned or said ‘why is this happening to me’. She was stoical and brave to the end.”

Mercy Hospice Auckland Manaaki Programme Coordinator, Cherie McCaw, says patients, family and caregivers have an opportunity to discuss Practical Funeral Planning at one of the sessions in the 12-week Manaaki Programme, held every Wednesday at Mercy Hospice Auckland.

The Practical Funeral Planning session is designed for people wishing to learn more about the options to consider when planning a funeral.

Cherie says the session gives many patients, family and caregivers a chance to share with others, feel like they have more control, and go away feeling uplifted. “If the family knows what to do they don’t have to guess what the person wanted.”

“Patients are mindful of the fact that they don’t want to make their family upset because they are the ones leaving them, so some things get left unsaid, but the programme helps to bring those difficult questions to the surface in a safe environment.”

Manaaki is a series of 12 two-hour sessions held at Mercy Hospice on Wednesdays from 11am-1pm.

These sessions are free for patients and their family or caregiver.

For more information please contact: Cherie McCaw, Day Programme Co-ordinator: Ph 361 5966 or email admin@mercyhospice.org.nz

Caring for Māori Whānau

John Kanuta, of Ngāpuhi, Ngāti Porou and Te Aitanga-a-Māhaki descent, received care from Mercy Hospice Auckland for two years. Nurses from the hospice Community Palliative Care Team regularly visited John at home, where he was cared for by his wife Hinemoa and their whānau.

When he was well enough, John enjoyed attending the day programme. It gave him an opportunity to participate in a range of activities and meet other patients. For Hinemoa and John, the hospice was a special place and Hinemoa says they both experienced the wairua (the sense of peace) of the hospice.

Hinemoa says that John was really grateful for the care he received from the hospice. Whether it was having someone come to sit with him, having his nails done or just someone simply buying him an ice cream, it was all appreciated. He said to her once, “not only does hospice cater to my every need; they also cater to my whims”.

For more information about ‘Caring for Māori Whānau’ at Mercy Hospice Auckland, contact our Kaiatawhai (Te Rarawa/Ngāpuhi), Kingi Davis, Ph: 09 361-5966 Ext:747 or email: Kingi.Davis@mercyhospice.org.nz



John Kanuta
Photo credit: Peter Miller

In death, Lorna could express her appreciation to Mercy Hospice Auckland

“Our Mum was a firm supporter of Mercy Hospice and thoroughly enjoyed attending the morning teas and lunches that were arranged for patients on a Wednesday morning. She loved the company of the volunteers and staff who helped with her various activities and took the time to pick her up and drop her home. She particularly raved about the scones that one of the volunteers made. Mum’s life was severely limited at that stage so these visits to hospice were a real highlight in her week. As a family we are indebted to all the staff and volunteers who brightened up and added to her quality of life.

Unfortunately Mum passed away quite suddenly in February 2016 at Auckland Hospital, but even in her final stages when the doctor had advised her that she was dying, I overheard Mum ask him if she could go to hospice. The doctor, who knew there was no time for Mum to be transferred as it was only a matter of hours after her diagnosis until time of death, displayed beautiful empathy in his reply as he answered, ‘I’ll see what I can do.’

She died peacefully that afternoon surrounded by her family and close friends.

I am sure Mercy Hospice does not need to be reminded of how much difference the work they do makes in the lives of those they treat, but on behalf of our family we are so thankful. I would say on behalf of Mum as well, but her bequest is the nicest way that in death she could express her appreciation” - Wendy Kay, daughter of Lorna.



Lorna McGivern’s bequest is the nicest way in death she could express her appreciation

Planned Giving

Your planned gift, be it large or small, and not forgetting to remember your family first, will have an impact on our patients’ lives far beyond your lifetime.

In 2001 the Mercy Hospice Foundation was established to provide a regular source of income to Mercy Hospice Auckland. When required, the hospice receives a grant from the Foundation, which enables us to care for the increasing number of patients needing our hospice care.

By investing in the Mercy Hospice Foundation your gift will do more good than you ever thought possible.

When the time is right, please consider remembering Mercy Hospice Auckland in your Will.

If you would like further information on how bequests are managed and the impact your planned gift would make, please contact our Planned Giving Officer, Anne Wright on 09 376 7578 or fill out blue box.

A gift in your will

Most bequests are made by people like Lorna who want to help patients with life-limiting illnesses. These gifts are vital to our ongoing palliative care service, ensuring future generations of Aucklanders will have access to quality hospice services.

Name: _____

Address: _____

Please send me more information about leaving a gift to Mercy Hospice in my Will.

Hospice community

"I have been working with Mercy Hospice for two years. I started as a volunteer at Onehunga and now I am working in the Royal Oak Shop as Relief Manager. I am really happy to be working with an organisation that is doing a great job. I feel proud I am part of Mercy Hospice,"
Neha Rathod.

Are you interested in volunteering?

To find a hospice shop near you, visit:
www.hospiceshops.org.nz



Neha Rathod, Royal Oak Relief Manager

"I started knitting for hospice over three years ago. The All Black booties are the most popular ones. Then I got venturous & knitted the little girl booties with flowers. I've done over 300 pairs for the hospice shop. Pt Chev can't get enough & they are always asking for them. Knitting these booties is my way of helping hospice to fundraise. They are \$10 a pair, so that's over \$3,000 they have had through me."

Our hospice shops are always looking for quality craft items like Colleen's creative booties. Do you have a crafty skill that could help us with donations?

To find a hospice shop near you, visit:
www.hospiceshops.org.nz



Colleen Sinclair

Our hospice shops are always looking for quality craft items and volunteers. If you have a crafty skill that could help us with donations, or wish to volunteer, please get in touch on 09 361 5966.

Opening garden to help patients

When passionate One Tree Hill gardeners, Kay Anderson and Joanna Mason, were approached by organisers of the Heroic Garden Festival, they were pleased to open their garden for a worthy cause.

"We have both had friends that needed the service of hospice," Joanna says.

"Seeing how much good they do when people go through such a difficult time, we are happy to open our garden to raise funds for Mercy Hospice Auckland."

The mother and daughter duo share a passion for plants. With only a 320-square-metre section they have utilised the space well and made it into a functioning organic garden.

"There is nothing better than walking out after a day's work and being able to pick all your own veggies and make them into dinner," says Joanna.



Joanna Mason and Kay Anderson are happy to open their garden to raise funds for Mercy Hospice Auckland

Event: Heroic Garden Festival **When:** 18-19 February
Where: Auckland region **Time:** 10am-5pm
Cost: \$50 for a weekend pass or Adult: \$10 and Child: \$5 for individual garden entry. (Children under 12, where permitted)

To purchase tickets visit:
www.heroicgardens.org.nz or contact
kahu.burns@mercyhospice.org.nz
 Ph: 09 376 7579

dates
to
diary



EMERALD

Don your best and join Mercy Hospice Auckland and the St Patrick's Festival Trust Auckland to celebrate St Patrick's Day and all things Irish for a fabulous evening that also raises funds for the great work Mercy Hospice Auckland does to care for patients with a life-limiting illness.

When: 7pm, Friday 10 March 2017

Where: Pullman Hotel, Corner Princes Street and Waterloo Quadrant, Auckland

Cost: \$195 per head (Tables of 10 available)

Book your tickets today! Call Mercy Hospice Auckland on 09 361 5966 or visit www.mercyhospice.org.nz



Awareness Week - Volunteers needed

During May, we need your help for Awareness Week. You can help with bucket collection, fundraising at your school or in any way you'd like.

When: 15-21 May 2017

For more information contact
kahu.burns@mercyhospice.org.nz
 Ph: 09 376 7579



Ninth Hospice Shop Opened in Mt Roskill

Mercy Hospice Auckland is pleased to announce the opening of its ninth hospice shop at Mt Roskill's bustling retail centre on 22 Stoddard Road.

The Mt Roskill Hospice Shop, which opened in January 2017, offers a variety of good quality clothing, homeware and selected furniture items.

As soon as my son learned I had cancer he bought me a cat. A tiny Ragdoll kitten called Finch. At first I thought this was the last thing I needed. I didn't want a lovely little kitten that one day would think 'where did that nice lady who loved me so much go?'

But when I am looking after Finch nothing else matters, and being able to have him at Mercy Hospice with me made me oblivious to everything else - the pain, the fear of dying at such an early age, and the loved ones I would be leaving behind, but I need to stay alive as long as I can for the ones I love, and that's my main pain.

I can't say enough to praise the staff at Mercy and the way they work. They made me feel like a person and not a number.

Mercy Hospice took the pressure out of my hands, they took everything off my plate, they took the weight off my shoulders and they made everything happen for me. They made it so easy.

They just want to see you have the best quality of life possible. I have never known anyone to be so in tune with me and it's made such a difference. The gratitude felt in this place is enormous.



4 easy ways to donate

61 College Hill, Ponsonby, PO Box 47693, Ponsonby
Ph 09 361 5966 | www.mercyhospice.org.nz



1
Mail the coupon below to
Mercy Hospice Auckland



2
Call (09) 361 5966



3
Donate Online
www.mercyhospice.org.nz



4
Internet Banking
BNZ 02 0100 0815020 00
Please confirm your gift by email to:
lesley.cranston@mercyhospice.org.nz

YES! I wish to donate to help patients manage their pain until the day they die.

STEP 1: MY GIFT

My choice \$

STEP 2: DONATION FREQUENCY

Monthly by credit card One-off

STEP 3: MY PAYMENT

Cheque made out to: Mercy Hospice Auckland

Debit my credit card (please circle)

VISA MasterCard AMEX Diners

Card number

Name on card

Signature

Expiry date: ___/___

STEP 4: MY DETAILS

Title First name

Surname

Address

.....

Email

Phone

Please send me information about:

Monthly giving by direct debit

Including Mercy Hospice in my will

Donations of \$5 and over are tax deductible and will be receipted.
Charities Commission # CC31621