



*“It doesn't
get much
better
than that”*

It takes just five minutes of talking to Janet on the telephone to realise what a beautiful person she is. As our conversation unfolds over the next hour that instinct is confirmed.

At just 41 years of age Janet's endured far more than her fair share of hospital visits, pain, operations and treatment but she doesn't want to dwell on this. Instead she passes her guiding rule on to me.

“Everyone has their problems and whether they are big or small is actually irrelevant. They are important to that person and they deserve to be listened to.”

While some would argue Janet's problems should take priority, she won't have a bar of that. In fact when the rare tear is shed, she gets annoyed at herself as she feels it's a waste of time and energy.

“I don't want to spend my time being upset, I've too much to do. Life is for living.”

And that is exactly what Janet is doing; she is living every moment.

Janet has been under the care of Mercy Hospice Auckland for almost 12 months and despite her initial

thoughts of doom and gloom, she's never looked back.

“I have to be honest. When I was told I was being referred to hospice care I thought it was a slippery slope from here. I realised having never been in contact with hospice at any time in my life previously, my perception of hospice was actually totally incorrect.”

Like so many, Janet thought a hospice is a place where people, particularly elderly people with cancer, went to die.

“My life changed when hospice became involved. Being experts in pain management, they helped me become pain free. I am mostly cared for at home with regular visits from nurses and sometimes I am cared for at Mercy Hospice Auckland's new facility on College Hill.”

Janet says all of the staff and volunteers deserve medals.

“I cannot believe how caring and

interested everyone is. Cleaners, doctors, kitchen staff, the volunteers, the Opening Doors staff and the nurses - everyone makes you feel so special, like a queen.”

Janet says with hospice support she is truly able to channel her energy into living every moment.

“When I became ill I sat down and wrote a list of the positives and the negatives. Would you believe the positives outweighed the negatives? Well, they did.”

A couple of the positives at the top of the list include her vivacious and lively nine year old daughter, Chantelle and her loving, caring, husband and rock, Bruce.

“I'm incredibly lucky to have them. I've never taken them for granted, not ever, but now spending time with them, regardless of what we do - just sitting and talking, maybe drawing, making pikelets, being on the beach and seeing them playing together in the water having fun, is such a gift.”

Having been a busy person with a driven personality, Janet admits she never seemed to have the time to notice the little things in the past.

“Now I notice colours, how beautiful flowers are or a tree moving in the breeze, the sound of the waves, oh and my favourite, the touch of my daughter's skin.”

Janet says if she could teach people one thing it would be to treasure the simple things.

“It really is true; the best things in life are free. When I sit and stroke my daughter's neck or massage her back and she looks up at me and smiles.”

Janet is silent for a while and then she says, *“It doesn't get much better than that.”*

Celebrating The People

Absolutely the best part about working at Mercy Hospice Auckland for me is the people. The amazing staff, volunteers, supporters and of course the patients and families we meet on a regular basis. There are few days that pass without an inspiring example of people 'living every moment'.

Denis Wood (Chairman of Mercy Hospice Auckland Board of Directors), Jan Nichols and Prime Minister John Key



Perhaps that is why so many staff have made hospice work a long term career choice. It is a similar story for many of our 360 volunteers. Each year on December 12 we join Mercy people and organisations internationally in celebrating Foundation Day, the day on which the Mercy order was founded in Dublin in 1831. Last December we acknowledged 33 volunteers with 5, 10 and 15 year service medals along with seven staff. And in true Mercy character 'a very comfortable cup of tea' was offered to all.

It is fitting then that 'hospitality' and 'cup of tea moments' are the themes for our Annual Awareness Week which starts on Monday 11 May and that a Remembrance afternoon tea is being held this Mother's Day. It is also fitting that Dilmah are offering free teabags to Awareness Week participants. Each year Dilmah donate all the tea consumed at Mercy Hospice Auckland.

Believe me that is thousands of cups.

Hospitality has been a theme at the hospice these past few weeks. The long summer and mild autumn has meant that many patients and families have been able to make the most of the hospice's beautiful grounds and facilities. There have been many family gatherings and barbeques in the courtyard. An inpatient admission often gives the impetus for people coming together to reminisce, support one another and to celebrate life. Our Opening Doors attendees have also enjoyed the lounge and outdoor spaces and all they offer.

We have also hosted numerous health professional groups. The hospice is a popular venue for people to receive various types of training and for groups to meet to network and collaborate.

We were delighted to entertain a group of supporters as we launched Past, Present and Future, our Courtyard

memorial Tile Project last month. We were fortunate to be joined by Prime Minister John Key who spent the majority of his visit meeting our patients. His hospitality really added to the end of life experience for these people and validated their worth. In the words of Dame Cicely Saunders, the founder of the modern day hospice movement.

"You matter because you are you, and you matter to the end of your life.

We will do all we can not only to help you die peacefully, but also to live until you die."

Cicely Saunders

I hope that you have the opportunity to pause and enjoy a 'cup of tea moment' and reflect over the next few weeks.



Prime Minister John Key with Dale Hern, a Mercy Auxiliary Volunteer and 15 year Mercy Hospice Auckland Volunteer. Dale purchased the first courtyard tile in memory of her husband Devon Hern.

Jan Nichols

Past, Present and Future

The Past, Present and Future wall art garden project designed by Bob Steiner Ceramics was launched by the Prime Minister John Key on the 26th March.

It was a fabulous warm autumn afternoon when Mr Key visited the Hospice for the first time. We felt honoured that he could join us and share what was a very special moment for patients, staff and friends of Hospice. Mr Key began his visit with

a tour of our building including the Inpatient Unit where he stopped and took time to chat to patients and their close family members.

After formalities, the Prime Minister unveiled the tile wall assisted by ceramic artist/designer Bob Steiner and his wife, Alison.

Bob's work is now a permanent fixture in the Mercy Hospice Auckland courtyard. Guests were treated to a superb afternoon including music

given by solo guitarist Chris Reed and fabulous wine kindly donated by Yealands Estate.

Many tiles have already been sold and represent the memory of a particular person, or the contribution made by individuals, families, companies and other organisations to the future services of Mercy Hospice Auckland.

If you are interested in purchasing a tile or want more information regarding our Tile Project please contact Sandy McGregor on 361 5966 or email sandy.mcgregor@mercyhospice.org.nz



Alison Steiner, Prime Minister John Key and Bob Steiner unveil the tiles



Bob Steiner with Denis Wood

Round the Bays

Maggie Barry, Hospice NZ patron, our CEO Jan Nichols and a team of over 40 staff and hospice supporters participated in the HSBC Round the Bays for hospice on Sunday 15th March. This was a fantastic opportunity to raise awareness of hospice and a great time was had by all - runners, walkers and House of Travel who sponsored the post run function at Madill's Farm. Thank you to everyone who sponsored our team - we exceeded our target and raised over \$3,500.

All this running has inspired some of the Mercy Hospice Auckland Team to try for even greater challenges. Viv James our Day Unit Coordinator is a long time marathon enthusiast. Spurred on by Viv's fitness and zest for life, Jan Nichols mooted the idea of a team taking themselves to the 2009 New York Marathon and supporting Mercy Hospice Auckland's 30th birthday along the way. If you run just one marathon in your life, New York is said to be the one. The team has now grown to 12, including two staff and two volunteers together with family, friends and supporters. The team will do all the hard work; pay their own way, train for and complete

this event, but they really need your help to make a difference. Their aim is to raise money for our fantastic organisation with an ambitious target of \$50,000. Please sponsor the team by visiting



www.fundraiseonline.co.nz/TeamMercyNY



Team Mercy NY on a practice run



30th Birthday - our continuing story

The success of Mercy Hospice Auckland (originally St Joseph's Hospice) which opened in August 1979 gave impetus for more hospices to be established in the Auckland region, particularly during the 1980s. By 1993 the catchment for St Joseph's Hospice patients had reduced from the total Auckland region to people living in Auckland City and West Auckland who needed inpatient care. By now there was also a clamouring from the community about the need for a community-based service.

Sister Margaret Timms retired in 1992 and Judy Macready was employed as Executive Manager. Previously the General Manager of South Auckland Hospice Judy, together with the Mercy Hospital Management Team, set in place an ambitious development plan. The hours for Claire Elliott, the hospice's Counsellor and Katherine Gibson, Pastoral Care Coordinator were increased. Jan Nichols was employed as Nurse Unit Manager; Dr Alan Farnell was employed as the first fulltime Medical Director; Lesley Dawson was employed as the first Fundraiser; Kerry Reiter-Lynch as Volunteer Coordinator. Julia Thomson joined the team and was instrumental in establishing the Community Palliative Care Nursing Service. The first year or so was particularly challenging for Julia and the community nurses. Just a handful of them shared all the responsibilities (including on-call work) and covered many kilometres each day, as they drove across the city. There was a great deal of networking required with nurses, general

practitioners and other services. And of course there was the need to educate the public about what hospice care had to offer. Many people were (and still are) very afraid of what a referral to hospice may mean.

Our community service has grown to such an extent that it is now central to our programme of care. This week, for example, we are supporting 260 people in Auckland City. (West Auckland now has its own well-established hospice programme). Our counselling and pastoral care team has grown to include 3 Counsellors, 2 Social Workers, a Pastoral Care Coordinator and cultural support from our Kaiatawhai, Pacific and Chinese liaison staff - renamed the Family Support Team. In 2008, our community nurses made 8,400 visits and our Family Support Team made 1,543 community contacts.

The Medical Team has also expanded to include 3 permanent Palliative Medicine Specialists and two Medical Officers. In addition hospice experience forms part of the

Palliative Medicine Registrar Trainee's programme and we have a supportive team of four 'locum' medical officers and palliative medicine specialists.

Obviously the intervening years have not stifled enthusiasm. At the 2008 Long Service Awards Jan Nichols (now CEO), Julia Thomson (now Nurse Leader), Lesley Dawson (Events Manager) and Annie Kelly (Community Palliative Care Nurse) celebrated 15 years service. Dr Bruce Foggo (Medical Team Leader) has received his 10 year acknowledgement as has Julie Reid (Volunteer Coordinator). Joan Gannaway (Inpatient Nurse) and Susie Watkin, another of our community nurses, have been Mercy employees for more than 25 years.

Early Community Palliative Care Nurses - Jo Hathaway, Annie Kelly, Susie Watkin, Louise Hargreaves, Mike McAlister →



Next Edition: Volunteers, Fundraising and another chapter.

Mercy Hospice Auckland
1979/2009

30th
Living every moment

OPENING DOORS
**Thank
You**

The Hilton, Spa Auckland for donating one night's luxury accommodation

Vector Arena, specifically Pauline Eccles, for donating 2 tickets to Billy Connolly

The Edge for providing 25 tickets to My Fair Lady & 2 tickets to Le Grand Cirque

Qantas for upgrading a patient's seat aboard an International flight

Alison Gofton for generously giving her time to come and talk with our patients

An Invitation to Honour and Remember Mothers

On Mother's Day, Mercy Hospice Auckland is holding a special afternoon tea to honour and remember mothers who have died. Jayne Huggard, who works in the staff and family support team at the hospice, says that for many bereaved people, Mother's Day and other anniversaries are difficult days to get through.

"The afternoon tea is our way of both continuing our relationship with bereaved people who have accessed our services in the past, and to offer the community at large a chance to remember and to celebrate mothers who are no longer with us."

Those coming are encouraged to bring a photo of their mother which will be displayed on a table with flowers and candles during the afternoon tea.

There will also be music, stories and poetry readings.

At the end of the afternoon tea there

will be pink balloons (eco friendly) which will be released skyward as a ritual of remembrance.

Coincidentally Mother's Day falls just prior to the National Awareness Week for hospice which aims to raise awareness of what hospice does and also to raise vital funds for hospices around the country.

The Mother's Day Afternoon Tea will begin at 3pm on Sunday 10 May and will be held in the lounge at Mercy Hospice Auckland, 61 College Hill, Ponsonby. There will be some parking in the grounds, as well as in adjacent streets.

For more information on The Mother's Day Afternoon Tea go to www.mercyhospice.org.nz

To RSVP please telephone reception at 361 5966, or email

jayne.huggard@mercyhospice.org.nz

This is important for catering purposes.



Family Support Team

Air New Zealand for 2 return airfares to Wellington

The Museum Hotel for a VIP room for the weekend

Te Papa for 2 tickets to the Monet Exhibition and a motorised scooter

The Hippopotamus Restaurant for dinner for two and **The Breeze** radio station for making the dinner happen

Diary Dates:

EVERY TUESDAY at 10.30am - Bereavement Team Walking Group

Please telephone the Hospice reception on 361 5966 if you are interested.

OPENING DOORS

**EVERY TUESDAY - 10am to 2pm
WEDNESDAY - 10am to midday**

Our Day Stay programme at the Hospice, 61 College Hill, Ponsonby. Contact Viv James for more information on 361 5966.

CANDLE LIGHTING SERVICE

*Every Wednesday at Midday
Held in the chapel at the Hospice, 61 College Hill, Ponsonby.*

MAY

Sunday 3rd.

Sunday Club Bereavement Support Group
St Peter's Anglican Church, cnr Church St & Onehunga Mall between 3.00pm and 4.30pm. Please phone the Hospice reception for more information on 361 5966.

Sunday 10th.

Mother's Day Remembrance Service
(see article)

HOSPICE AWARENESS WEEK

Monday 11 May - Friday 17 May

BMW BONNETS VIEWING

Clayton Lane Gallery, 10B Clayton Street, Newmarket. Thursday May 14th 11 am - 7pm, Friday 15th May 11am-4pm.

JUNE

Sunday 7th.

10 - A Celebration of tastes

Only a few tables left - Secure your seat by contacting Lesley Dawson on 376 7571.

Sunday Club Bereavement Support Group

St Peter's Anglican Church, cnr Church St & Onehunga Mall between 3.00pm and 4.30pm. Please phone the Hospice reception for more information on 361 5966.

Wish List:

- Bodum Coffee Plunger (8 or 10 Cup)
 - Boxes of Tissues
 - Beer
- Plain water glasses
 - Teaspoons
 - Daffodil bulbs
 - Red Wine, particularly Pinot Noir & Merlot

560 BLOCKHOUSE BAY

A BIG THANK YOU to all the supporters of Mercy Hospice Auckland for your dedication, donation (of time, goods and services) but most of all for your support.

On 17 March, we opened our sixth shop at 560 Blockhouse Bay Road. Everyone present was delighted by the impressive fitout that had been achieved for the store.

Sarah Perry, Project Manager, was very mindful that only a few months prior to this opening she had contacted companies for her Wish List in the fit-out of our fifth new shop - 728 on Manukau. She works closely with Maria Baird, Group Retail Manager and Ponsonby Shop Manager, who is responsible for the overall look and layout of our shops.

Sarah was once again overwhelmed by the fantastic response from those organisations and people who provided support for the 728 on Manukau shop

and from the local Blockhouse Bay business community. Everyone she contacted wanted to help and were either able to donate their product or service (sometimes both) or generously offered a discount on items needed for the shop.

Patrick Moyne from Shears & Mac4 Shopfitters & Interiors particularly went the extra mile to help. Shears & Mac4 were incredibly supportive with our Royal Oak shop fit-out and once again, when Sarah phoned Patrick, he willingly responded and was delighted to help - donating and supplying heavily discounted product and workmen to install clothing racks and shelving units.

Sarah said it was a privilege working with Patrick and what marvellous luck it was when she cold-called him from the phone book! A number of Shears & Mac4 contacts were also happy to support the fit-out.

Right: front of shop

Far right: Teresa Graham (Manager Blockhouse Bay, Saturdays) and Mary Crosby (Manager Blockhouse Bay)

Below right: Back left to right - Helen Brabazon, Maria Baird, Amanda Killick. Front left to right - Helen Ravlich, Mary Crosby, Jacquie Birch, Sarah Perry

Below: Sarah Perry with Patrick Moyne of Shears & Mac4



Mercy Hospice Auckland thanks the following organisations and people for their outstanding generosity and support:

Patrick Moyne - Shears & Mac4 Shopfitters & Interiors
Joel Tetro - Sign of the Times
Derek Jones - Painting Contractors
Peter Ross - Metroglasstech
Gary Walden - National Glass
Merv Wardell - McSweeney O'Connell Plumbing
Pat Coll - Coll Electrical
Mike Fokkens - Dexion New Zealand
Wayne Newton - Carpet Laying & Repairs
Nathan Takau - Aluminium Security Doors & Screens
Karen Valder - Commercial Office Equipment
Reg Dick - Clive Dick's Vacuum Cleaner Specialist
Glen Wilken-Holland - Purfex Mannequins
Brett Webster - Fire Control Services
Grant Chester - Chesters Plumbing & Bathroom Centre
Patrick Girvan - Bowe Garment Care Systems NZ
Leonard St James Van der Vlis - Ullrich Aluminium
Shaun Bartlett - Godfrey Hirst Carpets
Dan Spears - Impact Refrigeration
Rob Mountford - Resene Paints
James Harknes - Harkness & Young
Brent Page - Connect NZ
Don Tilley - AE Tilley
Andy Kelly - The Hanger Company
Richard Beechey - Rose's Alterations
Marc Hill - Able Locksmiths
Andrew Flint - Surplus Traders
Phil Southgate - Charles Parsons Technical
David Perry - Buddle Findlay Solicitors

THANK YOU

Benjamin and Jane Murray Trust for their contribution towards producing and distributing informative and promotional literature

David Levene Foundation for their commitment to our services with a grant towards operating expenditure

Lion Foundation for a substantial contribution towards salaries of two of our Doctors and three of our Nurses

The David & Genevieve Becroft Foundation for their continued support of our services with funding towards operating costs

The Southern Trust who have made a contribution towards the salaries for two senior Community Palliative Care Nurses

Corporate & Community Thank You

BNI High Flyers for raising \$1,100 by donating their breakfast money over the Christmas holidays

Travel Plan (part of House of Travel) for sponsoring our post Round the Bays function on 15th March

Ruth Fuller & Olwen Shieff for nominating us to receive donations in lieu of birthday presents. *What a great idea!*

Awareness Week

It's not too late to get involved!

Did you know that Mercy Hospice Auckland provides all of its services free of charge to people with a life-limiting illness, including their families? To do this we need your help. **How?**

1. Shake buckets for street collection

Our street collection takes place on Friday 15th and Saturday 16th May. We urgently need volunteers to shake buckets at various sites across Auckland City. Can you spare 2 hours?



2. Organise a Hospice Cup of Tea Moment

The 'comfortable cup of tea' is a recognised tradition in hospice care and the community. How about organising a Hospice Cup of Tea Moment at your workplace, or with a group of friends and family? We'll supply you with a pack including

a poster, collection box and complimentary Dilmah tea - just ask participants to make a gold coin donation on the day. Dilmah are proud supporters of the event.



NEW WORLD

Victoria Park

Panmure

Eastridge

3. Add A Dollar when you shop at New World Victoria Park, Panmure and Eastridge. These three New World stores will ask customers to 'Add A Dollar' to their grocery bill during Awareness Week 11 - 17 May. Please show your support by shopping at these New World stores.

4. Raise awareness

It's all about raising greater awareness of hospice and its services, so please tell your friends, family and colleagues about what we're doing and how they can support Hospice Awareness Week.

Look out for our billboards and community notice boards across Auckland City advertising Mercy Hospice Auckland. We're also running ads on Newstalk ZB, Coast FM and Triangle TV, plus look out for stories in the local Newspapers, Ponsonby News, The Big Little City and Flat White magazines.

If you would like to get involved, please contact Verity on 361 5966 or email verity.leesang@mercyhospice.org.nz



Hospice Awareness Week 11 - 17 May

"Now I notice colours, how beautiful flowers are or a tree moving in the breeze, the sound of the waves and my favourite, the touch of my daughter's skin."

Just - aged 41, Mercy Hospice Auckland patient

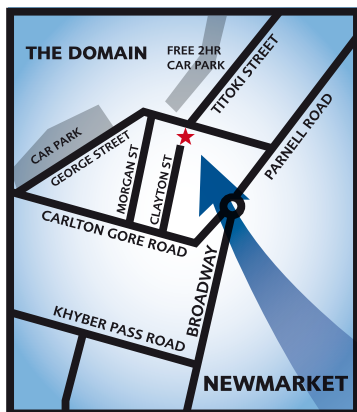
DID YOU KNOW...
Hospice provides all of its services free of charge to anyone with a life limiting illness including their families. To do this we need your help.



Mercy Hospice Auckland

www.mercyhospice.org.nz

Exclusive Viewing - BMW Bonnets 2009



Last year eleven of New Zealand's leading artists were invited to paint BMW bonnets. Ten of these were then very generously donated by Team McMillan BMW to Mercy Hospice Auckland, for us to sell and raise funds.

For two days in May these bonnets can be viewed and purchased at the Clayton Lane Gallery in Newmarket. Bonnets not sold here will be auctioned at '10' in June.

Artists featured: Peter Siddell, Sylvia Siddell, Paul Hartigan, Roy Good, Lyn Berquist, John Reynolds, Anah Dunsheath, Christina Popovici, Justin Boroughs, Mervyn Williams.

Where: Clayton Lane Gallery, 10B Clayton St, Newmarket. Ph 520 4740
Between buildings 37 & 39 George Street (down the service lane)

When: Thursday May 14th 11am - 7pm. Wine served 5pm - 7pm
Friday May 15th 11am - 4pm

No Entry Fee.

For more details contact Lesley Dawson on (09) 376 7571 or 021 633 488



If you no longer wish to receive this newsletter, please let us know:

Mercy Hospice Auckland

Tel: 09 361 5966. Fax: 09 361 5977

email: admin@mercyhospice.org.nz

PO Box 47693 Ponsonby, 1144

61 College Hill, Ponsonby

Auckland

www.mercyhospice.org.nz

Please give generously this Awareness Week



11-17th May 2009 marks National Awareness Week for Hospice, which aims to raise much needed funds for and awareness about the delivery of hospice services in our community.

Janet's attitude to life is one we all admire at Mercy Hospice Auckland. Our staff and volunteers often remark how much they enjoy spending time with Janet and her family. They see her desire to be living every moment which is exactly the role hospice fulfils for patients and their families.

The community's generosity is

crucial in enabling Mercy Hospice Auckland to continue to not only provide specialist palliative care to Janet in her own home or at our facility on College Hill, but also continue to maintain support services for Janet and her family.

Emotional support and counselling is available to people of all ages and cultures as is our Opening Doors programme which is designed to meet the ideas, needs and desires of our patients. It involves social interaction and therapeutic activities to enhance

patients' quality of life. Janet has attended on occasions and remarked that she felt like a queen as she was massaged and had her nails manicured.

Knowing about Janet's love of art and painting, Mercy Hospice Auckland extended an opportunity for Janet's daughter to attend one of our Cloud Workshops which are designed to assist children in the grieving process.

While shy to begin with, Janet says the experience was tremendously beneficial for her daughter.

We are all incredibly passionate about what we do at Mercy Hospice Auckland regardless of what role or programme we are involved with, or whether it is out in the community or at College Hill. Hospice is a concept of how someone with a life limiting illness should be cared for. It is an essential service in the community and with your ongoing support we will continue to deliver professional and compassionate care.

Please give generously this Awareness Week. Thank You.

Please post this donation response to Mercy Hospice Auckland in the envelope provided. Or visit www.mercyhospice.org.nz to donate online.

Name: (circle) Mr Mrs Miss Ms Other

First name _____

Surname _____

Address: Number _____ Street _____

Suburb _____

City _____ Postcode _____

Phone: (09) _____ D.O.B: / /

Email: _____

Value of donation \$ _____

Payment method:

Cheque payable to Mercy Hospice Auckland

Credit Card (circle one) Visa MasterCard Amex Diners

Name of cardholder: _____

Card number: _____

Expiry: / /

Signature: _____

Please send me a receipt

I wish to donate by automatic payment

I wish to make a bequest to the Hospice

} Please send me details