

MERCY MATTERS

AUGUST 2020

Moving forward

after COVID-19

WHAT'S HAPPENING

The Manson family
are helping us 'Care for the
Carers'... Can you?

GRATITUDE

Thank you
Barfoot & Thompson
UNITE 2020 was a great
success

VOLUNTEER VOICES

Thank you to all our
volunteers



Moving forward after COVID-19



Welcome to our first newsletter to you all after what has been a very challenging time for not only Mercy Hospice, but every person in New Zealand and around the world.

I am very proud to be representing our incredible team who, despite massive challenges, continued delivery of all care throughout the entire lockdown in both the community and our inpatient unit.

From the outset, enacting our emergency plan, our leadership team provided confident and robust communication of every decision. This ensured the safety of both our staff and volunteers while continuing to meet the needs of our most vulnerable patients.

Importantly, thanks to a sound long term financial strategy and solid investment in our business plan, we could provide confidence to our staff through the evolving crisis. We also relied on tools, systems and processes developed over the last 2 years to enable our staff to safely work through this period.

Of course, with the Level 4 lockdown, our income plummeted in both the Fundraising and Retail areas. These are the two areas that cover the significant \$4 million shortfall between Government funding and the cost of running Mercy Hospice. This income loss has been devastating in the short term.

Mercy Hospice was significantly helped by incredible donations both financial and in other support from our wonderful Mercy family over the lockdown period. Our income loss was nevertheless impacted by just over 41% which sadly, can never be recovered. Mercy Hospice was able to apply for a Government wage subsidy for some of our staff. Coupled with the amazing donations, and the virtual events we could run, we ensured that we could retain all of our employees, with their exceptional and rare skills, and continue delivery of our care in Auckland.

I relayed to the staff however, that our recovery plan is robust and I have extreme confidence that we will continue delivering our essential

service to Auckland. I am assured that with some significant work, we can retain all our staff, and that Mercy Hospice is now looking to the future.

We have solid support from our sponsors and donors in resuming our events and, with shops now once again trading at their pre-lockdown levels, we can begin to solidify our recovery.

Our mission and our future is certain. We have recommitted to our essential role in delivering our care, in a new world with new challenges. Our costs are being reduced, we are concentrating on efficiency, and we are exploring new ways of working. This year we will have a \$1.5 million shortfall, a direct impact from the COVID-19 crisis. We also are preparing for a recession that is almost certain, and doing everything to ensure we can, not only continue, but in fact expand our care into those communities who inevitably will be hurt by this crisis long term.

The financial cost of doing this is high; the human cost of not doing this, is unthinkable.

We need your help more now, than ever before in the history of Mercy Hospice. Not just to survive, but to ensure we can do more, for more people, when our community needs us the most.

A handwritten signature in black ink, appearing to read "Paul Couper".

Paul Couper
CEO, Mercy Hospice





UNITE *Mercy walks with everyone*

WORDS Tim Smith, Events & Corporate Coordinator, Mercy Hospice

February the 2nd turned on an absolute belter of a day for Mercy Hospice to host its second ever UNITE Walk in the Auckland Domain. A crowd of over 450 turned up on the day to walk together in celebration of Auckland's diverse heritage, with representatives from all around the world proudly displaying their culture on personalised Mercy T-Shirts.

The walk was a 6km, family-friendly stroll around the Domain that took participants down leafy pathways, up a jungle track and over bird-filled ponds. There was something for everyone along the way, with musical ensembles from different cultures scattered along the route, keeping all the walkers entertained. Kids were busy rushing to find clues along the track as a world map unfolded before them on their children's pack.

Crossing the finish line, walkers were greeted with a stacked goody bag from our smiling volunteers, before facing the tough decision of which ethnic cuisine to dive into, as food trucks from all over Auckland were waiting to serve up their delicacies. Families and friends then parked up on the beanbags with their treats and played giant boardgames until the sun began to set.

UNITE 2020 was a fantastic way to embrace the unique demographic that makes up our Auckland community, all while raising vital funds and awareness for our special hospice. None of it could have been possible without the amazing support Mercy receives from our sponsor, Barfoot & Thompson. By sponsoring UNITE, the team at Barfoot & Thompson ensured that all money raised on the day went

straight into caring for our patients in need of specialist palliative care. Having such a great partnership with their team is vital to the functioning of our hospice and we look forward to working closely together on our upcoming events for 2020 and beyond.

Another big thank you must go to our incredible volunteers who helped out on the day with all sorts of tasks that made sure the event ran as smoothly as it did. Thanks to the Auckland Council for letting us use such a great location, and of course a huge thank you to everyone who came along on the day in support of Mercy Hospice.

Building on the success of UNITE 2020, a third instalment is planned for early 2021, so keep an eye out for more details soon!





Thank you to all our volunteers

WORDS Sue Campin and Nix Johnson, Volunteer Coordinators, Mercy Hospice

Mercy Hospice relies heavily on the commitment and time of our amazing volunteers. Every little bit helps! As a charity, Mercy Hospice is in constant need of more assistance to deliver our services. We value every commitment of time a volunteer can give to our organisation – we would struggle without your support.

Volunteering is a win-win when you join the amazing team of volunteers at Mercy Hospice. Your time helps so many Aucklanders who are confronted by the pressures of a life-limiting illness. Mercy Hospice provides a loving and safe environment for end of life care, all at no cost to the individual or family. As a

volunteer, your life will be enhanced with new connections and friendships whilst supporting a very worthy cause.

If you would like to offer your spare time to Mercy Hospice, our volunteer coordinators would love to hear from you, either by email (volunteer@mh.org.nz) or ring Sue (09 376 7574) or Nix (09 376 7567).

June 21-27 was National Volunteer Week and we took this opportunity to thank all volunteers who gave their time to Mercy Hospice. As a token of our gratitude, all volunteers were invited to a wine and cheese evening on Thursday 25 June, either at their retail shop or at the Hospice.

Volunteer stories



Lim Lim
*Retail volunteer at
the Remuera and
Mt Roskill shops*



Daphne Jouning
*Driver and Patient
Companion*

How long have you been volunteering at Mercy?
Four years.

Why did you start volunteering for Mercy?

Because I was bored at home and I wasn't doing anything. I live in New Zealand and I go back to Malaysia for holidays, but I like to be busy while I'm here in Auckland.

What are the benefits you have found from being a volunteer?

I meet a lot of nice people from various ethnic groups which I enjoy. I make friends with a lot of them. I like to smile and interact with customers and I like to make them happy. I've also had lots of lovely experiences working in the Remuera and Mt Roskill shops. Like last week, a senior guy dressed in a bright yellow nautical brand jacket came into the shop and told me that Mercy Hospice needs money, so he took out two \$50 notes and gave them to me at the counter. I thanked him but wished I could have put a thank you sticker on his jacket like we do at the street appeal.

One day a woman came into the shop and she looked sad. I could feel her sadness so I just quietly asked her how her grandchildren were. She told me her son had passed away. After we had talked for a while, she hugged me and when she came into the shop again a week later, she said I had made her feel much better.

Would you encourage other people to sign up to volunteer with Mercy?

Of course, of course! Just to help and do something rather than sit around and watch television!

How long have you been volunteering at Mercy?
23 years.

Why did you start volunteering for Mercy?

I wanted to do something worthwhile, so I started as a volunteer receptionist at St Joseph's, now Mercy, and then went on to become a driver and a patient companion.

What are the benefits you have found from being a volunteer?

I have met wonderful people with wonderful stories. I wish I had written down at the time the stories I heard which I found very touching. When I'm in the car and not face to face with a patient, I find they talk a lot more and that is when the interesting stories come out.

Volunteering makes me feel so good and that I am able to make a difference in people's lives, help them, be there for them. Many years ago when I was being a companion to a gentleman patient, I thought I was being helpful throwing out his old glass of water and refreshing it, but I discovered that I had in fact thrown out his vodka!

A lovely woman I used to sit with told me that she loved butterflies and when she died she wanted butterflies all over her coffin. When I was driving to her funeral I stopped at traffic lights and a monarch butterfly flew in my car window. This has never happened before, nor since, and I was so touched by this I bought myself a monarch butterfly which to this day is still stuck on my rear vision mirror.

Would you encourage other people to sign up to volunteer with Mercy?

Yes, definitely, and I have done so.

The Manson family are Caring for the Carers... Can you?

WORDS Natalie Macaulay, Fundraising Team Leader, Mercy Hospice

Mercy Hospice is running 'Who Cares for the Carers?', a campaign brought about in the wake of the COVID-19 lockdown. Lockdown saw our essential workers caring for patients around the clock as we kept our services running for those in need throughout the Auckland community. During this process, we discovered some of our technology was not up to scratch and our nurses needed to be better equipped; this is why we are asking you to help us 'Care for the Carers'.

All funds raised will cover the increased costs faced during lockdown, and fund the new tech equipment needed to allow our staff to work remotely.

The Manson family have said they 'Care for the Carers' and have generously kicked off this campaign by donating \$50,000 to cover the cost of the new mobile phones we realised our nurses needed during COVID-19.

'The Manson family cannot believe that these carers continued to work all through lockdown to help people in need but do not have the most modern equipment needed to do the job in a more efficient way. We have seen first-hand the care that Mercy Hospice gives to families and we're only too happy to help. I would encourage those who can to donate to this campaign.'

- Ted Manson ONZM - Managing Director

We cannot thank the Manson family enough for their overwhelming generosity. Their donation means all of our community nurses and family support teams can get new mobile phones that work properly and are fit for purpose, enabling them to be on the move, doing what they do best - giving the people of Auckland the finest care they can get.

- Natalie Macaulay



Thank you!

Thank you to all of Mercy Hospice's supporters and sponsors

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During COVID-19 LEVEL 4 Lockdown...

COMMUNITY
NURSES
made

424

visits to patients

122
PATIENTS

in our Hospice
Inpatient Unit

Made
1800

phone and
video calls to
patients and their
families

429
REFERRALS

to Family Support

*Remembering those who
lost their lives during
COVID-19.*

2020-2021 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

20th July-2nd August
Thursday 27th August
All August
Wednesday 23rd September
Sunday 18th October
Friday 6th November
Saturday 28th November
23rd November - 24th December
Wednesday 9th December
Sunday 7th February 2021

Who Cares for the Carers?
Ladies Night
Hospice Cuppa
Hospice Care Club Thank You
TEN - A Celebration of Tastes
Tennis with Mercy
Just for Kicks
Trees of Remembrance
Past, Present and Future
UNITE - Mercy Hospice Walks with Everyone

Note

We need you more
than ever.
Get involved.

4 easy ways to donate



1 Mail the coupon to
Mercy Hospice
61 College Hill, Ponsonby
PO Box 47693, Ponsonby



2 Call **09 361 5966**



3 Donate online at
www.mercyhospice.org.nz



4 Internet banking
BNZ 02 0100 0815020 00
Please confirm your gift by email to:
donations@mh.org.nz

Yes! I would like to make a donation so that every patient feels safe & protected by our highly specialised palliative care.

Step 1 My Gift

My choice \$

Step 2 Donation Frequency

One-off
 Join our Hospice Care Club (HCC)

or

Step 3 My Payment

Cheque made out to:
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 Debit my credit card (circle):
Visa or Mastercard or AMEX
Card number:

Name on card

Signature

Expiry date / CVC

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Title First name

Surname

Date of birth

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