

MERCY MATTERS

NOVEMBER 2020

A Christmas

Message From Paul Couper, CEO

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Defying Odds And
Celebrating Success

TEN 2020

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REFLECTION

We Can Touch His Tile
And Spend Time To Feel His Presence

A Christmas Message

From Paul



To everyone reading our Christmas newsletter, I want to thank you all for your ongoing support for Mercy Hospice and to convey our best wishes to you and your family as we head into summer and the Christmas season.

2020 has been a rollercoaster year for the world, and here in Auckland we have faced some unique challenges. While thankfully the impact of Covid-19 was somewhat limited compared to other countries, there has been both human and financial impact that has profoundly affected our patients, families, and our hospice.

Mercy Hospice continued all services throughout the entire crisis, providing essential support and care to the 1,100 patients who have been in our care this year. While every patient who needed our care had access, it cannot be emphasised enough how much impact this time had on them and their families.

The restrictions placed on our community, the challenges accessing some services and the impact on care givers cannot be understated. It is with great hope that our decision makers learn and adapt from these experiences, however I am proud to represent Mercy Hospice who, throughout, adapted and continued our service, and the essential support of the organisation.

The financial toll of the continued lockdowns is great. All of our retail stores were severely disrupted and our fundraising events cancelled. We also took the position to provide support and assurance of job security to our entire staff through the crisis.

Our clinical teams adapted, utilising some new tools and technology that were implemented over the last year. It cannot be emphasised enough how much this has disrupted and affected our front-line staff, and I want to take a moment to recognise them all.

With your support and the amazing donations we have received, Mercy Hospice is strongly placed to continue growing our care services. The need is great, our financial situation directly resulting from this crisis has doubled our funding gap next year, and while we have resilience plans in place, our future goals to care for more people and continue to provide our exceptional services relies on your continued support.

As we approach the festive season, I wish you all a very happy Christmas and summer ahead.

Paul Couper
CEO, Mercy Hospice

Thank you!

To all of Mercy Hospice's supporters and sponsors

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TEN 2020

Defying Odds And Celebrating Success

WORDS Lucy Humphreys, Events Coordinator, Mercy Hospice



A team of five million worked and supported each other to get NZ in a position that allowed Mercy Hospice to go ahead with our annual flagship event, TEN. A team of 430 worked and supported Mercy on Sunday 18th October to ensure the charity can continue to provide care to those who need it in our community. This year, TEN set out to celebrate all things Kiwiana and the team at Mercy could not be prouder to be New Zealanders with the kindness and generosity we received at the event.

Although the event faced its challenges as we slid in and out of lockdowns, the event went without a hitch. The enthusiasm and support we received from our sponsors and businesses in our community with their donations was just spectacular and we cannot thank each and every one of you enough.

The incredible Annabelle White and Simon Goult led our guests through the day with many laughs, and Tony Loughran provided amazing entertainment as he took the room through the live auction. The food on offer was in a league of its own this year, with Sails, Ice Cream Social, The Caker, Eight, Little Wolf and Dawsons going above and beyond to produce a spectacular array of dishes. Eurovintage supplied the wine, and rest assured, there were no complaints on that front either!

Overall TEN 2020 raised a staggering amount of money for the hospice, all of which will be going directly into caring for our patients, their families and their friends.

Thank you to everyone who was involved in TEN this year, we couldn't have done it without you!



Mercy Hospice

2020 Christmas Goodies

Any queries please contact
Kristina on 09 953 5722
kparaha@mh.org.nz



Sampler Christmas Cake
500g \$24



Classic Christmas Cake
1kg \$35



Christmas Ring Cake
1.5kg \$45



Deluxe Christmas Cake
2kg \$52

Christmas Cakes

Our delicious Christmas cakes are made from ingredients you would find in your own pantry - these cakes are just like Nana used to make. Best quality fruit soaked in port, real New Zealand butter and eggs make these cakes truly a tradition to be savoured. Lovingly glazed in the finest real cherries and the freshest almonds. These cakes are a hospice tradition...why not make it a family tradition of your own!

Christmas Cakes Ingredients: Raisins, sultanas, red cherries, mixed peel, currants, green cherries, flour, brown sugar, butter, eggs, spices, baking soda, port, golden syrup and almonds.



Christmas Pudding \$38

For the perfect ending to your festive meal, and presented in a traditional porcelain mason bowl with cotton cover. This pudding is soaked in brandy for an utterly decadent and moist dessert.

Pudding Ingredients: Raisins, sultanas, mixed peel, currants, flour, brown sugar, butter, brandy, eggs, spices, baking soda, port, golden syrup.



Petite Gift Tower \$49

Includes - 500g Sampler Christmas Cake / 16 approx - Real butter shortbread / Delicious Mackintosh's toffee deluxe selection. Packed full of Christmas goodies, this tower is a great present for you and your loved ones.



Medium Gift Tower \$69

Packed full of Christmas goodies, this tower is a great present for you and your loved ones. Includes - Shortbread, 1kg Christmas cake and mince tarts.



Mercy Christmas Angel \$10

Be part of the Mercy Hospice tradition by collecting our very popular Hospice Angel. This year's 2020 beautiful edition will make a great stocking filler or be a very special addition to your Christmas tree.

Christmas Wrapping Paper 3 for \$5, 5 for \$8

We have a range of Christmas wrapping paper available.

Christmas Crackers \$20

Luxurious Christmas crackers available.

Get in quick, as there is limited stock.

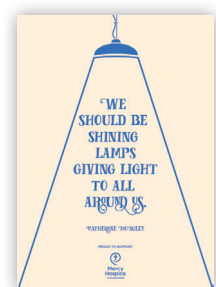


Mercy Christmas Cards \$5 or \$12

We have two amazing sets of Christmas cards this year. The first pack is lovingly designed and created with delicate Christmas prints to show you care. The second pack is our take on a child's Christmas card, where they can colour in the pictures to send to loved ones. Five cards and envelopes per pack.

Mercy Tea Towel \$10

Tea towels make perfect gifts, are easily mailed, long lasting and a daily reminder of the great work Mercy Hospice does for hundreds of people every day.



Christmas? Already?!

WORDS Lucy Humphreys, Events Coordinator, Mercy Hospice

We can barely believe it, but yes, Christmas really is just around the corner. Here at Mercy Hospice, Christmas goes hand in hand with our annual Trees of Remembrance Christmas campaign. Trees of Remembrance is the only national fundraising campaign for hospices around New Zealand as well as Farmers Departments stores across the country.

Hospice Angels as well as Mercy tea towels, Christmas cards, present wrapping and Christmas cakes are all available again this year so be sure to visit one of our community tree locations for some Christmas shopping in support of Mercy Hospice! At all locations you will receive a Christmas bauble to write on and hang on the tree in remembrance of a loved one.

The incredible staff at Farmers St Lukes, Queen St, Newmarket and Sylvia Park will be supporting Mercy Hospice once again this year. Their campaign will be held from the 19th November through until the 24th December. As always, Farmers have released a beautiful, limited-edition Christmas bauble to buy for \$10 and 100% of the purchase price will be donated directly to Mercy. There will also be Trees of

Remembrance in store to hang a paper bauble on.

This year has been tough on Kiwi charities and Mercy Hospice is no exception. Your continued support is appreciated by so many and we cannot thank you enough.

Keen to Volunteer for Trees of Remembrance and gift-wrapping station?

Mercy Hospice requires a large number of committed volunteers to crew the Remembrance Trees and gift-wrapping stations.

You will need to commit to a two hour spot on a roster. It is a good opportunity to engage with the community, hear the stories of connection with Mercy Hospice and to enlighten others about what Mercy Hospice does. Not to mention embracing the festive season!

Please get in touch with **Sue Campin** on **09 376 7574** or email **scampin@mh.org.nz** to talk about a time that suits you!

Eastridge Shopping Centre - 7th December - 24th December

New World Victoria Park - 14th December - 24th December





Mercy Learning Zone

WORDS Frances Burke, Learning and Development Manager, Mercy Hospice

Mercy Hospice is continually evolving to meet the needs of the communities we serve. We are therefore proud to announce our latest innovative development - our very own Learning platform. Never has there been a greater need for online learning than now, with the global pandemic restricting education activities across all care settings. Whilst we appreciate nothing can replace the richness of the face to face learning environment, the virtual space can enable more equitable access to palliative care knowledge and skills. This empowers those delivering palliative care within our community.

On this platform you can

book interactive blended learning plans. This allows you to experience bespoke E-learning and attend face to face workshops. We host a range of learning and development opportunities to meet a variety of learning needs; clinical and non-clinical. The current suite of workshops consists of communication skills, personal impact, HNZ syringe driver competency programme and the HNZ fundamentals of palliative care.

For more information regarding other learning needs, price packages or to discuss a tailor made workshop, please contact the Learning & Development team via learning@mh.org.nz

Communication Skills and Personal Impact

Personal Impact and Communication are the newest learning plans on Mercy Learning Zone. The E-learning gives you the theory whilst the face to face workshop allows you the opportunity to practice your communication skills and explore your



preferred communication style in a safe and supportive environment. Both learning plans are an introduction to those challenging conversations with patients, whānau and your colleagues.

What's next.....?

The current clinical and non-clinical learning opportunities are only the beginning!

What more can you expect in 2021?

E-learning modules for Last Days of Life including: recognising dying, grief, loss and bereavement, pain & symptom management, palliative care and intimacy, cultural awareness, spirituality and much more..!

Workshop dates for 2021 will be available to book via our Learning platform in due course however remember that our E-learning is available 24 hours a day 365 days a year!

Testimonials

HNZ Fundamentals of Palliative Care:

- The whole training was meaningful, informative and allowed us to actively participate and give feedback
- Learnt a lot about different cultures and how they perceive death and dying

HNZ Syringe Driver Competency Programme

- Has improved my confidence and understanding
- Well presented, easy to understand, interactive

Online support for undergraduate students at University provided during Level 4 Lockdown by our L & D team:

The online learning has helped me to establish the principles of which palliative care is based. It used a simple system which allowed me to understand the appropriate methods of communication with patients and their families.

Introduction to Palliative Care lecture delivered to paramedicine students

I used to believe palliative care was a place of fear, where individuals “go to die”. However, the staff which lead the palliative care discussion (for paramedic students) made me realise it is much more than a place where someone may have their final moments. The professionals who lead this discussion enabled us to challenge our misconceptions on palliative care and the role of hospice. This was achieved through their willingness to answer our questions (no matter how crazy or philosophical) and provide interactive activities. Some of the greatest learning I took away from their discussion involved the understanding that hospice is about comfort for the patient and their family. Thank you for helping me, as a student, to understand that palliative care is much more than what I thought it was. I will be an advocate for these individuals because of your influence.





Become A Corporate Partner

WORDS Tim Smith, Events & Corporate Fundraiser, Mercy Hospice

A corporate partnership with Mercy Hospice will ensure that your company touches the lives of those we care for. Our corporate sponsors, ranging from small, local businesses to large, commercial organisations, are essential to keeping our care at Mercy completely free of charge to all of our patients. Without them, we could not deliver our services to all of those in need of specialist palliative care in the Central Auckland community. Here at Mercy, we have a range of corporate options that businesses and their employees can choose as their method of donating.

Payroll Giving

Payroll Giving allows employees to donate to Mercy Hospice directly from their pay whilst also receiving immediate tax benefits that reduce their PAYE. Employees can give once or set up regular payments that come out of their salary automatically. It's a simple, hands-free approach to donating that ensures you get up to date tax rebates that you are entitled to. For

those that are interested, get in touch with your Finance Manager or HR Representative at work now to set up your payment.

Charity of Choice

By partnering a branch, office or store with Mercy Hospice, companies can provide their employees with the opportunity to fundraise and volunteer in their very own communities. They will be able to see exactly what their fundraising efforts are contributing towards and how the support for their community hospice can make a huge difference. This transparency provides great motivation for the employees to do all they can for their local charity.



Pay for a Day

Giftng a day of care is a unique opportunity for companies to choose their very own day of the year to change the lives of one of our patients. Companies can choose a day that is of special significance to them, and that day will then provide a patient, their family, and loved ones with precious memories by helping make every day lived a special one.

Mercy Hospice understands that the day chosen will be meaningful for all involved, and we want to recognise a company's contribution by celebrating it with them. Any company that donates a day of care will be:

- **Acknowledged by Mercy on their chosen day**
- **Published in Mercy Hospice's media releases**
- **Honoured on a display in the Mercy Hospice reception area**
- **Provided with Mercy branding for the company to use in acknowledgement of their gift.**



Mercy Hospice needs a donation of \$1,500 per day to support one patient, which is the amount that we ask businesses to raise. We welcome any type of fundraising to provide this and are willing to help at any stage along the way.

For any more information on our Pay for a Day programme, or other corporate partnerships, please email getinvolved@mh.org.nz.

Raising Funds For The Heart Of Mercy

Friends of Mercy, an independent charitable trust raising funds for Mercy Hospice, has presented \$105,000 for the care of our patients. Chrissy Douglas and friends Cheryl Whiting and Margo Stewart gathered together other like-minded women all eager to help and established Friends of Mercy in 2019.

These Friends bring a wealth of fundraising experience, a wide range of business skills and networking capabilities, and a desire to raise funds to directly assist the unique, dignified and compassionate patient care which makes Mercy Hospice so very special. In fact, their trust deed stipulates that all funds raised must go directly to patient care.

Having had to cancel AIFresco in the Garden when Covid struck, "Palette to Palate – where fine art and fine food meet" was held at Sails Restaurant during September. Even with numbers limited to 100, they still managed to achieve a very satisfactory result and were able to give Mercy Hospice \$80,000 for patient care.

The Friends have attracted the generous support of a number of wonderful sponsors – Douglas Pharmaceuticals, Guardian Group, Grant Ryder - Mondiale, Ray White EPSOM, the Jackson Family Trust and Giving Time and have a number of fundraising activities in the pipeline for next year including AIFresco revisited (February 2021).

"The board, staff and especially our patients are very grateful to Friends of Mercy for volunteering their time and raising funds to support the care of Mercy Hospice patients. Their desire to support the works of Mercy Hospice, is reflected by the hands in their logo which is inspired by the Claddagh ring. The central motif, the heart, reflects the core essence of Mercy Hospice, the Friend's passion for this cause and their desire to "raise funds for the heart of hospice", namely patient care.

Thank you, Friends of Mercy for your kind and warm-hearted generosity" said Dr Arthur Morris, Board Chair.

If you would like to know more about Friends of Mercy please visit www.friendsofmercy.co.nz.



The Friends of Mercy

Top / to r -
Penny Clydesdale,
Karen Bread-Greer,
Margo Stewart,
Jackie Bott.

Middle / to r -
Maria Ryder,
Chrissy Douglas,
Michele Whitecliffe,
Stephanie
Tattersfield.

Bottom / to r -
Kate Shaw,
Krissy Jackson,
Di Goldsworthy,
Cheryl Whiting.





We Can Touch His Tile And Spend Time To Feel His Presence

WORDS Maureen Redshaw, Volunteer, Mercy Hospice

Tony and I had been happily married for 42 years at the time of his passing. Tony was working as a builder in Sydney and I was there on my OE. When it was time for me to come back to New Zealand he followed and we were married on 18th March 1972. We had two children, Mark and Melissa.

Tony worked as a Production Supervisor within the aluminium and timber joinery industry for most of his career. He was a talented craftsman and known for his perfectionism. In addition to extensive renovations to our family home he loved crafting things out of wood and was always working on something new in his mancave. Before it was trendy he even took to making his own home brewed beer, it often required a bit of Lift soft drink to make it more

palatable but he loved it and it brought him a lot of joy.

Retirement didn't really suit his personality so when he turned 65 he spent much of his time helping out at our son's furniture business, Commercial Traders in Onehunga, Auckland. Nothing brought him more joy than to find a deal at the auctions and using his skills to fix it up.

In 2011 Tony had a melanoma removed from his back. Although he went for regular check-ups it returned unexpectedly in April 2014 as four brain tumours. Radiation was unsuccessful and after a short stay at Auckland Hospital he was transferred to Mercy Hospice where he passed away three days later on the 29 June 2014. He had just celebrated his 70th birthday a few weeks earlier on the 9th June.

For many years I have been a supporter of Mercy and every month I donate as part of the Hospice Care Club. For his funeral I asked in lieu of flowers I would like people to make a donation to Mercy Hospice. Following on from that and my long term commitment to helping at Mercy I was invited to select a tile from the selection shown to me, to be added to the courtyard in Tony's name.

This year our daughter Melissa gave birth to our third granddaughter Zara who arrived on what would have been Tony's 76th birthday. Sadly, Zara never met her granddad and to our family having a tile within the courtyard is an honour and it provides comfort that when we visit the courtyard we can touch his tile and spend time to feel his presence there.



Merry Christmas

From The Mercy Hospice Retail Shops

WORDS Michelle Flatz, Retail Group Manager, Mercy Hospice

On behalf of my team of wonderful shop managers, together we send our heartfelt wishes to all the incredible volunteers, generous donors, and extremely loyal customers. Even through adversity the shops have done incredibly well in 2020, and because of you we continue to raise much needed funds for our patients and their whānau. Enjoy this break with your loved ones: every moment is a fresh beginning. We look

forward to seeing you again in the new year.

Below is a little snippet of what our shops provide: high quality, ever-changing merchandise, all at affordable prices! Be in quick to fill your stockings, maybe even buy a treat for yourself!

Merchandise supplied by our Remuera shop - everything has beauty!

Christmas Hours:

CLOSE

1pm, 24th December 2020

RE-OPEN

10am, 11th January 2021

Please check our website www.mercyhospice.org.nz for information on our 9 locations.



2020-2021 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

Wednesday 9th December

Past, Present and Future

Thursday 10th December

Ladies Night

23rd November - 24th December

Trees of Remembrance

Sunday 7th February 2021

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 and 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:
Mercy Hospice or
- Debit my credit card (circle):
Visa or Mastercard or AMEX
Card number:

Name on card

Signature

Expiry date / CVC

Step 4 My Details

Title First name

Surname

Date of birth

Address

Email

Phone

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