

MERCY MATTERS

MARCH 2021

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Friends Of Mercy

Making a real difference for those we care for and their families

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Scruff's Story

Mercy Hospice's "Invisible" Patients

Scruff was a gentleman who said his home address was Grey Lynn Park.

Scruff was an ex-roadie with a wicked sense of humour and a desire to die under a specific tree in Grey Lynn Park.

With no proper address, no GP and no family to care for him, Scruff was invisible, particularly to the health services. Our hospice nurses could sometimes find him in the park, but not always.

One of our nurses went to check on him and they were lucky enough to find him. That day Scruff was in a lot of pain and very ill. Our nurse felt he was in the last days of his life. Scruff was incredibly strong and independent but he was so unwell that day that he

agreed to be admitted to our inpatient unit. During Scruff's time at Mercy Hospice he was provided with the care he needed to settle his pain, in a way that was acceptable to him.

Scruff was a straight talker and he told us, in his colourful way, how much it had meant to him to have been treated with kindness and respect. He died 4 days after admission to Mercy with hospice nurses at his bedside.

Scruff didn't get his wish to die under that tree in Grey Lynn park but he came close. If Scruff had stayed in the park he would have remained invisible and he would have died in pain and alone.

And that's not ok.

Instead Scruff's story has shown how important it is that Mercy Hospice services are available to all. He was provided the opportunity to die with dignity and respect. Thank you for helping to care for Scruff.



Amy Smit

Volunteer's Story

Hi, I'm Amy Smit, I'm in my final year of medical school and have been volunteering at Mercy Hospice since 2019 doing the tea and drinks trolley. I started volunteering over my summer holidays and loved it so much I haven't stopped since! It's been a privilege to have served the hospice community over this time and I feel so lucky to be part of a welcoming and supportive community.

I decided to volunteer at the hospice as I know the pain and heartache that comes with losing a friend or family member and wanted to do my part to ease the grief in those

final moments. I chose Mercy Hospice specifically because of their selfless work in delivering palliative care as well as their dedication and passion for what they do.

I could never foretell that volunteering at the hospice would return to me so much more happiness and meaning than I could ever put in. Through volunteering and getting to know people at hospice I've learnt more about myself and the compassion of others than anywhere else in my life. It's really been a special experience that has helped me grow as a doctor and a person.



Second Time Lucky

After much finger-crossing by the Friends of Mercy (FOM) team, Sunday February 14th dawned fine and slightly overcast. It was the perfect day for the staging of FOM's Alfresco Party in the Garden, an event originally planned for March 22, 2020 and postponed with the advent of Covid 19 Lockdown to Valentine's day 2021.

The stunning gardens so generously provided by Jeff and Chrissy Douglas, were the perfect backdrop for an afternoon of mingling, chatting, eating the delicious grazing table and platters of canapes and enjoying bubbles, fine wines and thirst-quenching brews. All these factors helped FOM achieve their stated objective - raising funds for the heart of Mercy. Guest comments reflected this.

"Such a beautiful place with excellent hosting, made you want to relax and give to the charity and many wonderful donations from many people made the day a success."

"To you and your wonderful committee, congratulations on having such a successful afternoon. My friends and I really enjoyed everything about it..."

Vigorous bidding for the main auction items as well as the highly contested silent auction, raffles and donations all contributed to the gross return of \$160,000 for Mercy Hospice, the net result of which will go directly to patient care, as per the FOM Deed of Trust.

A big vote of thanks must go to FOM's generous sponsors - Douglas Pharmaceuticals, Guardian Group and Mondiale, Giving Time, the Jackson Family Trust and Ray White Epsom - as well as all those too numerous to mention here, who willingly donated goods even in these tougher times.

Of course the day only reached its tremendous results thanks to all the wonderfully supportive guests, whose deep pockets helped achieve this incredible result; to the Hon Judith Collins who made a brief visit in spite of behind-the-scenes news that led to Lockdown Level 2 halfway through the afternoon. Thanks also to MC Paula Bennett who kept the day moving along and Jeff Tubman, the hard-working auctioneer.

The thirteen strong FOM team who made the event happen in the first place were overjoyed with the day. Not surprisingly they all breathed a sigh of relief that Lockdown hadn't happened earlier in the day, postponing this event for a second time!

To find out more about Friends of Mercy visit www.friendsofmercy.co.nz.



The Friends of Mercy team

In to r -

Penny Clydesdale,
Karen Beard-Greer,
Jackie Bott,
Sharon Nightingale,
Kate Shaw,
Stephanie
Tattersfield,
Margo Stewart,
Di Goldsworthy,
Michele Whitecliffe,
Cheryl Whiting,
Chrissy Douglas.

Absent from the photo -

Krissy Jackson,
Maria Ryder





Introducing our *Butterfly House*

Over the past 10 years, we have given our patients' families the opportunity to leave a legacy at Mercy Hospice. We have provided this in numerous ways, with the most poignant way being our Past, Present and Future Memorial Tile Wall Courtyard project.

With the assistance of Steiner Ceramics, Mercy Hospice developed a series of tiled art works displayed in the courtyard. Each tile represents the memory of a someone and the purchase of a tile provides a tangible connection for family members at a place where their loved one spent their final days.

Our families are welcome to visit their memorial

tiles any time they wish but are also invited to attend our remembrance services held once a year. During these services they join other families who are in the same position and celebrate the love and loss of each individual person cared for by Mercy Hospice.

Our front gardens were inaccessible for our patients and we have undergone a huge project to change this as when patients are at Mercy Hospice they enjoy spending time outside with their family and loved ones. We had plans designed to add in paths for patient beds, wheelchair access and walkways. The plans include a beautiful butterfly house and a remembrance wall that will have tiles available



for families once all of the tiles in our current courtyard are full. These tiles will have a QR code installed in them to scan and take them into a virtual time capsule where they can share photographs and memories with each other regardless of where they are in the world.

This was only made possible from the generous donations of individuals and the China Chamber of Commerce in New Zealand.



The China Chamber of Commerce in New Zealand (CCCNZ) Chinese New Year Charity Gala is the highlight of the social calendar for business and civic leaders to celebrate the lunar new year. 2021 welcomes the Year of the Ox to bring strength and hope.

CCCNZ is proud to be associated with the Butterfly House project along with a range of specialist community palliative care and services for people facing life limiting illnesses. We trust the Butterfly House will bring joy to patients and loved ones. CCCNZ and the wider Chinese community are proud to support the good works of Mercy Hospice.

China Chamber of Commerce in New Zealand was founded in 2002 as an organisation committed to providing a broad range of support, services, and resources to its members in an effort to foster the mutual understanding, trust and trade between China and New Zealand. The Chamber is actively

involved as corporate citizens participating in the annual Charity Gala raising over \$200,000 the past five years to actively undertake social responsibilities through various projects.

In 2020
\$2.4m
was donated to Mercy Hospice by
our amazing supporters

Thank you so much to the Mt Wellington Foundation for their continued support of Mercy Hospice and for the \$10k granted to us in February.





Tennis For Mercy

Friday the 13th may be unlucky for some, but not for the 78 people who participated in the annual Tennis for Mercy tournament last November!

The sun was shining, the nets were tight, the food delicious, and the wine flowing. Pompallier Tennis Club and the Herne Bay Rackets Club donated the use of their gorgeous courts again and Dawsons Catering put on a delicious feast for lunch back at Mercy Hospice.

Davis Funerals not only sponsored Tennis for Mercy but the General Manager, Nardus Oelofse, did a brilliant job at MC-ing!

Bronny Gunn and her incredible team themed the day and the always popular bake sale packed full of goodies from generous cafes, volunteers and staff members.

In total, Tennis for Mercy raised over \$20,000, an absolutely wonderful result! Thank you so much to all those who attended the event, supported the event through donations and

baking and the wonderful volunteers who helped on the day.

We are so looking forward to what Tennis for Mercy 2021 brings! If you wish to attend or support this event then please contact getinvolved@mh.org.nz.



Trees Of Remembrance

The annual Trees of Remembrance campaign ran throughout the month of December last year and raised, in total, just over an incredible \$60,000 to go directly into patient care here at Mercy Hospice.

Trees of Remembrance is a national campaign taking place in our communities and Farmers Department stores throughout New Zealand. In total, Farmers stores have raised over a staggering \$5 million for Hospices across the country in the past 7 years of the campaign. The amazing figure raised for the hospice is just wonderful and Mercy would like to extend a massive thank to the wonderful teams at Farmers St Lukes, Farmers Sylvia Park, Farmers Newmarket and Farmers Queen St who worked hard to raise over \$40,000 in 2020 for Mercy and crucial awareness for the work Hospice does.

Our community trees that were placed in Eastridge Shopping Centre and New World Victoria Park raised over \$20,000 thanks to the efforts of a remarkable volunteer team manning the trees in the build up to Christmas.

2020 welcomed Watercare who also hosted a tree making a significant contribution to the final figures.

To everyone who was involved in the Trees of Remembrance campaign whether it be Farmers staff, Mercy volunteers or a member of the community who donated, thank you.

Without your hard work, generosity and help, the campaign would not have been the success it was. We understand how difficult it is to donate time and hard work over the busiest period of the year and we could not be more grateful to you for supporting Mercy Hospice.

This year we are seeking corporate partners to volunteer their time - if you are interested please contact getinvolved@mh.org.nz or visit mercyhospice.org.nz/supportmercy/volunteer.



56,162
Hours donated
by our volunteers

April 2019 - March 2020 data

4,638
1,780
470
1,530
1,203
46,540

Hospice
Patient support
Manaaki day programme
Writing biographies
Fundraising
Retail



Mafana Mai

Pacific Peoples Social Support

In memory of Luisa Falanitule, Social Worker and Pasifika Liaison at Mercy Hospice 2011-2020

Some might think with our day-to-day exposure of caring for those that are dying and grieving, it might better prepare us for when we are personally faced with the experience. But as no two lives are the same, nor is it the same with grief and we re-learned this first-hand following the death of a much loved member of our Mercy Hospice fanau (whānau), Luisa Falanitule.

Luisa held the role of Social Worker and Pasifika Liaison Support and had been part of our Mercy fanau since 2011, and we were so fortunate to have her leave more than an impression. She brought and maintained a strong sense of social justice particularly for her Pacific communities as a proud Niuean woman. Privileged to have worked alongside her, we remember her as humble, of great intellect, eclectic, a natural on camera (see image), generous and supportive. She went above and beyond for her patient fanau and selflessly gave so much to the same values we hold at Mercy. She is a dearly missed member of our fanau.

We find strength in the legacy that Luisa started, and has left for us to continue. Luisa was approached as an 'expert' by her Niuean community when they too were facing what lay

ahead and needed support. We know that 'Hospice' is not a term that typically resonates within Pacific cultures, as well as the various reasons why. Luisa had described that for her Pacific communities - it is not well understood. "What is that?" "That means nothing to me" she would hear - Palliative Care is not a term with a direct translation in Pacific languages - it is a palagi (western) concept. Although caring for one's own, is central to many Pacific cultures, the initiative of 'Mafana Mai' began, to offer her Niuean community a space that was for Pacific, by Pacific to safely and openly explore caring, dying and grieving.

Mafana Mai - a Niuean term for embracing with warmth and comfort is the concept of the group, supported and co-facilitated by Luisa's long-time friend Reverend Pennie Vaione Togatama-Otto. The group has ebbed and flowed over the years, but by popular demand from her community, Luisa sought to restart this again, but in a more purposeful and sustained way. Unfortunately, Luisa was only able to host one more session before passing away in mid-2020.

In honour of Luisa, Reverend Pennie Vaione Togatama-Otto has partnered with our Family Support Team to uphold the kaupapa (purpose) of

what Luisa started and we are pleased to announce that we relaunched Mafana Mai in February of this year, continuing a community approach of being led by fanau - culturally & spiritually - in their needs around caring, dying and grieving. It is our hope that this group will inform an approach with other Pacific communities, and we look forward to hosting this group on site in due course.

Mafana Atu, Luisa. We reciprocate the warmth and comfort you gave your community and us.



Luisa Falanitule



Last Days of Life E-learning Launch

Mercy Hospice will shortly be launching a one of a kind e-module learning series called Last Days of Life. These modules support health professionals in all care settings who look after people in their last days of life.

We believe this learning series is unique in New Zealand. It embraces New Zealand's framework and standards of care in the last days of life.

Participants will strengthen their skills in acknowledging and recognising dying, whānau support, and ongoing assessment, pre-emptive prescribing and developing individualised plans of care together with the person and their whānau.

All hospice or community care providers will be able to affirm their current practice or develop their confidence and skill with this learning series.

To find out more, email learning@mh.org.nz.

4,580
Education
participants



April 2019 - March 2020 data

21	Family carers
141	Pharmacists
37	Nursing students
44	Medical
187	Allied health
343	Medical students
971	Health care assistants
1,359	Residential nurses/EN
227	Other students
612	Other





“

Just a little thank you for the help & comfort you gave my wife in your loving care!

“

To all of the wonderful, caring, doctors & nurses, All of you are doing incredible work & we thank you! Keep up the fantastic job you are all doing.

“

To all the staff at mercy hospice, thank you so much for the amazing care & support. We are forever grateful.



6,225

Community nurse visits to people in the community



514

People volunteered their time for Mercy Hospice services in 2020



1,619

Family support visits to people in the community



300

Average number of patients cared for at any one time



Thank you!

Thank you to all our Mercy Hospice supporters including our volunteers who give their energy and time, including our Fundraising Committee and Friends of Mercy.

Thank you also to our corporate supporters listed below:



HUGH GREEN FOUNDATION

BARFOOT & THOMPSON

mansons
TCLM LIMITED

bnz

Farmers

Auckland City BMW

Davis
Funerals

EUROVINTAGE

MILLENNIUM
HOTELS AND RESORTS

carltonpartyhire
where all successful functions begin
auckland central

Cell
Electrical Ltd

Summerset

PASCOES
THE JEWELLERS

Hospice New Zealand's
supporters and sponsors

BNI
WWW.BNI.CO.NZ

Dilmah
the green tea

Rothbury
FINANCIAL SERVICES

CRAIGS
INVESTMENT PARTNERS

The reasons to support are all around us.

How you can help.

Volunteer

Become a volunteer and support us through providing your time. Volunteer roles are many and varied. They include transport, companionship, massage, life story services and working in our amazing retail shops.

Leave a gift in your will

After taking care of your family, consider leaving a portion of your estate to Mercy Hospice. Your gift, no matter the size, will ensure all those in our community needing palliative care receive it with utmost professional skill and respect.

Making a financial donation

Donations can be made online at mercyhospice.org.nz or by calling 09 361 5966.

Donating goods

Donations of quality secondhand clothing, furniture and household goods can be made at any of our Mercy Hospice retail stores.

Corporate supporters

There are many ways you and your business can get involved, through sponsorship or attendance at events, funding of critical services and medical equipment, volunteering or payroll giving.

Be part of our online community

Facebook @mercyhospice
Instagram @mercyhospiceauckland
LinkedIn @company/mercyhospice
Website mercyhospice.org.nz

To find out more about how you can support Mercy Hospice visit mercyhospice.org.nz



2021 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

March

Tax Appeal – remember to get your donation in no later than March 31 2021 to be eligible for claiming your tax rebate.

May 17 - 23

Hospice Awareness Week - 2021 / Annual Mercy Hospice Appeal

August 22

TEN - A Celebration of Tastes

September

Ladies Night

November

Tennis for Mercy

December

Trees of Remembrance

You are receiving this newsletter because of your previous support of Mercy Hospice. If you don't want to receive it in the future or you would prefer to receive a digital version, please contact the fundraising team on hello@mh.org.nz to update your preferences.

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

As we come to the end of the financial year, many people choose to donate before 31 March so that they can claim their tax rebate in April. I know that there are many deserving causes out there, but if you can afford to then please consider Te Korowai Atawhai Mercy Hospice. See below in how you can make your donation now!

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

