

MERCY MATTERS

AUGUST 2019

Family Support

An important pillar of care

WHAT'S HAPPENING

Hospice Cuppa

Embrace our heritage & help hospice

COMING UP

Another Year of Mercy Hospice

at New Zealand Fashion Week 2019



40th Anniversary
EDITION



As they say, winter is coming, GOT has finished, the now familiar pre World Cup injury scares have started for our mighty All Blacks, our Ellerslie furniture store has sold out of electric heaters and the other retail stores are going gangbusters with puffer jackets apparently being the big seller right now.

It is also a really busy time right now all across our Hospice operation. Through close teamwork and collaboration with the community, we are working hard to build on the services we supply. The number of visits and people needing our care is ever growing, and we are finally seeing the delivery of some of the new tools our staff have been desperately in need of.

We also find ourselves having a really busy time in both retail and fundraising, with our new retail store opening on the 20th of June in Remuera. In fundraising, Ten, our premiere fundraising event happened recently - well done to everyone involved. This, along with several recently completed events, all contributed to the \$4M we must raise this year.

It is very fitting this year that we celebrate the 40th Anniversary of Mercy Hospice as there are many thoughts and discussions occurring about the next 40 years; the challenges and changes happening in our city; the ever-growing need; the reflection of the incredible work achieved over the last 40 years, and the amazing work the staff and volunteers have made in that time.

Regardless of anyone's thought, what is evident is the need for our services are growing dramatically.

Reflecting on the past, Mercy Hospice has been one of the enduring cornerstones of our community, both in philosophy and action, dating back to 1979, and more recently as Auckland city's specialist hospice.

While the challenges over the last 40 years have been different from those we see for Auckland now and into the future, the constant is our mission, and the needs of people living in our city. As always, our staff, volunteers, and importantly our sponsors and supporters, allow this vital work to continue. Without our supporters and the work they do, and allow us to do, Auckland city would be a very different and much poorer place.

With your support, last year we cared, supported and walked with 300 patients at any one time, their families, friends, and by association, we reached a significantly larger number of people throughout Auckland.

Our gratitude report tells a story of every one of those people, whom in some way we have shown the compassion and care you all have made possible.

Over the last 40 years, your contributions have allowed us to not only deliver the needs of the present, but to build for the future. We look forward to sharing our plans with you, hearing your ideas, and building on the foundations already laid, ensuring Mercy Hospice will be able to provide that incredible cloak of care in the Mercy Hospice way, over the next 40 years.

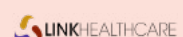
Paul Couper
CEO, Mercy Hospice

Thank you!

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



Auckland City BMW





***Thank you for 40 years
every gift you have donated
every hour you have volunteered
every event you have attended
has made a difference to
thousands of patients and their families***



Why Family Support is So Important in a Patient's Journey:

Looking to the Past, Present and Future of Family Support

WORDS Pippa van Paauwe, Social and Community Services Manager, Mercy Hospice

Depending on your outlook, confronting one's own mortality could be considered the first suffering of a palliative condition. The emotional and social effects extend beyond the patient to the carer, family, whānau and friends - at time of diagnosis, through the journey, nearing end of life and when those are left bereaved. It is challenging and confronting. We all know logically, that death is the only certainty in life, but its advent can create 'anything but' in its process.

A diagnosis may bring - for the vast majority - complete

shock. People report experiences of being 'frozen in time' at the point of initial diagnosis. If we consider the ripple effect following a palliative diagnosis, we grasp the hopes, fears, achievements and challenges of all those connected to the patient. By placing importance on this rippling effect and its impact, we have the best chance to supporting our patients and their whānau to thrive in the palliative journey.

Family Support - Looking to our Past

The modern hospice

movement founded by Dame Cecily Saunders in the 1960s was based on the principle that people required expert pain and symptom relief delivered through holistic care that addressed the physical, social, psychological and spiritual needs of patients, their whānau and friends. Saunders trained initially as a nurse, then social worker before moving into medicine. It's no surprise that the resulting approach and establishment of hospice was an amalgamation of her professional and academic achievements combined with her personal experience of grief and loss. Saunders model of 'total pain' - the holistic all-encompassing view of pain - promoted for a more person-centered approach where equal importance is given to all dimensions of suffering.

Family Support at Mercy Hospice

The resulting modern, multi-cultural, palliative approach provides 'psychosocial support' to patients and whānau. Mercy Hospice places importance on family/whānau, cultural and spiritual practices, articulated through the roles in our Family



Mercy Hospice Family Support Team

PHOTOGRAPHY Edward Lin

Support Team. We comprise a diverse mix of professional disciplines; counsellors, social workers, cultural liaison, occupational therapy and spiritual care coordination.

Based on theoretical knowledge particularly in grief and loss, counsellors provide therapeutic support and guidance on how to navigate the palliative care journey. Through this professional relationship patients and their whānau emotionally explore their experiences and responses to death and dying.

With a client-focused approach, our social workers ensure equity of service for our community. Social workers locate individuals within cultural, social and familial contexts drawing on existing resources to benefit the patient when faced with challenges. The role is typically defined through assessment, liaison, education and advocacy with the patient and/or whānau.

In response to our commitment to Te Tiriti and to serve from our values, we recognise the importance of culturally appropriate palliative care for our Māori, Pacific and Chinese patients and their whānau. Given the diverse range of ethnic and cultural groups in Auckland, end-of-life care needs to reflect a variety of attitudes, personal values and beliefs around death and dying.

Our Kaiatawhai provides Tikanga Māori cultural leadership, guidance and spiritual support, upholding the practices and beliefs of Māori. As well as supporting staff in their delivery of care, our Kaiatawhai also meets

with Māori to provide a 'Te Ao Māori' (the Māori world) perspective to palliative care, through advocacy and support.

Our Pacific and Chinese Cultural Liaison roles provide leadership for the coordination and provision of care for our Pacific and Chinese patients and their fanau (family). Their roles provide additional support, mentoring and education to our organisation and the community.

Our Spiritual Care Coordinator incorporates how people make connection, whether it be with oneself, others, nature and/or realms inside and outside of the context of religion. Spirituality is often a more prominent consideration when facing the end of life or coping with palliative care. Spiritual care can assist our patients and their families in

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their search for meaning and purpose, their experiences of the 'transcendent' and allows them to achieve a sense of control while preparing for death.

Providing Occupational Therapy (OT) and the Manaaki Programme is another way we meet holistic needs for patients, delivered thorough patient and whānau group participation in meaningful activities and education programmes, through assessment and intervention. The programme promotes adaptation and coping with challenges associated to living with a palliative diagnosis; reframing goals, expectations

and supporting individual's capacity to attend to affairs and finding purpose, meaning and legacy.

The Future of Family Support

The need for psychosocial care has become crucial in recent years because of the convergence of multiple factors. The conditions in which people are born, grow, live, work, play and age have a major role in shaping outcomes and these 'social determinants' are showing greater disparity.

Health systems and palliative care are beginning to pay more attention to the importance of social determinants and culture, and working multi-culturally involves challenging the traditional ways we work. While global, local and multi-sectoral strategies are

needed, the ripple effect of social determinants means we are currently faced with patients whose needs are more complex. Research indicates the need to expand the

practice of psychosocial care in response, but resource will always fall short of demand if we are not addressing social determinants.

The development of models that promote integration and the inclusion of mental health services into palliative care teams is starting to occur internationally. The advance draws from Saunders' concept that to effectively address 'total pain' a team of specialists practicing inter-disciplinary, is required to provide comprehensive holistic care. What we do know is that psychosocial care can enhance current model of care.

Ten-Another Great Success

WORDS Lucy Humphreys, Events Coordinator, Mercy Hospice

On Sunday 23rd June at 11am, 430 excited guests entered the Ballroom of the Grand Millennium Hotel with empty stomachs and a thirst for fine wine. Ten 2019 had begun.

Last year Mercy Hospice saw the largest Ten on record with over 600 guests. But, with a desire to create a more bespoke, intimate atmosphere Ten 2019 was smaller...but by no means less successful.

Over \$420,000 was raised. This is an unbelievable achievement and one the Team here at Mercy Hospice is still glowing about. The unbelievable figure was helped along through a series of surprise live auctions including a Mural painting donated by Laken Whitecliffe, an at home Wine and Cheese tasting experience donated by Ben Longhurst of Eurovintage, and Ian Gibson of Auckland City BMW donating a brand new MINI to be auctioned.

The generosity of our amazing sponsors and supporters means so much to so many. We could not have done this event without each

and every one of you.

Sails Restaurant went away with the best dish this year, a Tuna Crudo with Jalapeño dressing, pickled tomato, puffed rice, and watermelon radish. They also took out best pair with Lawson's Dry Hills Reserve Chardonnay. The top winery was taken out by Te Mata and their beautiful Syrah.

Overall, Ten 2019 has raised a staggering amount of much needed funds for Mercy Hospice, all of which will be going directly into caring for our patients, their families and their friends, thanks to the generosity of our wonderful sponsors who covered all costs surrounding the day.

We can't wait to do it all over again next year on Sunday June 14th at Ten 2020. With over 18 tables now reserved, if you are interested in coming, we suggest you get in quick and contact events@mh.org.nz as soon as possible.

Thank you again to all those involved with Ten 2019, we couldn't be more grateful for the support and kindness shown to us.



PHOTOGRAPHY Edward Lin



PHOTOGRAPHY Chris Moutter

Hello Remuera!

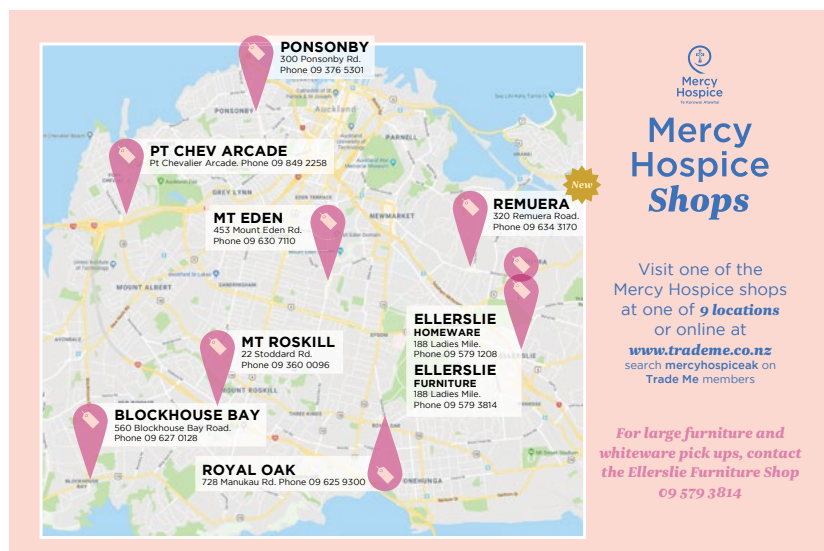
New Mercy Hospice Shop Opens

WORDS Ian Watson, Commercial Services Manager, Mercy Hospice

With the closing of our Retail shop in Onehunga, we are proud to announce an exciting new chapter; the opening of our new premise, 320 Remuera Road which opened on Thursday 20th June. This store is beautiful and enables people to have a truly breathtaking shopping experience.

The shop set up has been incredibly well supported by Natalie and David Newton of the Collaborative Group, whose expertise in shop fit outs and generosity has meant that Mercy Hospice has a shop that we can all be very proud of.

We are delighted to announce Christine Magness, our new Remuera Manager. Christine previously managed the Mt Roskill shop, so knows what it takes to be successful in the op shop world.



With lots of free parking on the roof, the shop will be open seven days a week, Mon-Sat 10am – 5pm and Sunday 10am-4pm.

If you'd like to join Mercy as a volunteer at Remuera, or any of our other eight shops, please phone Nix on 09 376 7567.

We cannot operate without wonderful volunteers and of course your very generous donations, so please keep us in mind as you sort through your wardrobes/décor preparing for the new seasons.

WORDS Lucy Humphreys, Events Coordinator, Mercy Hospice

Hospice Cuppa is back for 2019 and we would absolutely love for you to get involved!

Hospice Cuppa is a chance to get together with friends and family, enjoy a comfortable cuppa together while raising crucial funds for Mercy Hospice.

To register and to download some great materials for your cuppa, please head over to our website at www.mercyhospice.org.nz, or, for more information, please contact community@mh.org.nz.



2019 1 AUG – 31 AUG 

Email community@mh.org.nz for more information



A big Thank You to the following Charitable Trusts and Foundations who have generously supported Mercy Hospice services:

WORDS

Lesley Cranston,
Grants & Database Coordinator,
Mercy Hospice

In the 2018-2019 fundraising year we had a record-breaking year in grant funding, raising an amazing **\$760,000**.

Our sincere appreciation for the wonderful support received from all trusts and foundations. This support ensures a range of specialist community palliative care and hospice services remain **free of charge** to the people of Auckland who are facing a life limiting illness.

No matter how big or small – every gift we receive – makes a difference!!



ARA Lodge No 348 I.C. Charitable Trust
Bluesky Community Trust Ltd
Blue Waters Community Trust
Dragon Community Trust
E M Arnold Foundation
Four Winds Foundation
The Jogia Charitable Trust
Joyce Fisher Charitable Trust
The June Gray Charitable Trust
The Kelliher Charitable Trust
Kerr Taylor Foundation
Maurice Paykel Charitable Trust
Mike Bakker Charitable Trust
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New Zealand Community Trust
North & South Trust
NZ Lottery Grants Board
Pub Charity
Ralph & Eve Seelye Charitable Trust
Sir John Logan Campbell Residuary Estate
The Lion Foundation
The Trusts Community Foundation
Public Trust in conjunction with The David Ellison Charitable Trust
Perpetual Guardian in conjunction with The Ted & Mollie Carr Endowment Trust, the NR & J H Thomson Charitable Trust and the James Russell Lewis Charitable Trust.

Mercy Hospice is back bigger and better than ever at New Zealand Fashion Week!

WORDS Natalie Macaulay, Fundraising Team Leader, Mercy Hospice

This year we have multiple elements to fashion week:

A crowd favourite of 2018 with their unorthodox, enlightening and empowering debut, this year Mercy Hospice is set to blow the week out of the water yet again with a show not to be missed. Teaming up with the likes of Farmers and other high fashion household names, as well as the Hospice retail opportunity store pieces, Mercy hospice is set to showcase current fashion in a

very contemporary way.

Not only will Mercy take guests on a journey of beautiful clothes, the team will take you through a moving journey of wonderful memories, love, laughter and loss. All models walking are walking in memory of someone they have lost and Mercy Hospice aims to ensure all are remembered and celebrated. As the show falls on Father's Day, the men who have entered and left our lives will be the area of focus. Many men act as both mother

and father, superhero and confidante, and Mercy wants everyone to rejoice these powerful people who have helped mould who we are today.

The Mercy Hospice show for 2019 is set to be one you will not forget and will leave you feeling full and fabulous!

Normal tickets: \$45

Front row: \$65

Buy your tickets at: www.iticket.co.nz/events/2019/sep/nzfw-mercy-hospice



- COMING UP -

Why not grab some friends or your partner and come along to our Hospice Pamper Lounge brought to you by Farmers: Beauty for you.

Whether it's a girls' day out or a couples' experience, we have something for you.

Ladies can enjoy a variety of luxury beauty experiences in our beautiful relaxing lounge – touch up your lip stick or decide a whole new colour, maybe you'd like a smoky eye or some lush lashes, or a straighten or curl of your hair? Maybe a gentle hand massage and 'wow' nails? We have a beauty experience for you.

Or are you a fashion focused man? While your partner is getting pampered, why not relax in our fabulous whiskey room?

This experience is one of a kind and with only 60 spaces, you need to get in quick.

Grab your tickets, come along any time from 1.30pm and enjoy complimentary drinks and nibbles in a VIP experience like no other.



Venue: Grand Millennium Hotel – M Suite (Room 1207) and is located on level 12.

Time: from 1.30pm – 3.30pm

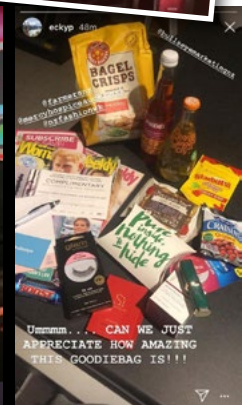
Pamper Lounge: \$140 this is VIP experience and will include a front row seat.

We have 60 spots available.

Last year **'Seven Sharp'** quoted the Hospice Fashion Show as being "the highlight of Fashion Week" and we want to do it again!

The Hospice Show went viral and flooded Instagram and Facebook.

Get involved and make a difference to the people of Auckland today!!



2019 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

All of August

Thursday 15th August

Saturday 31st August

Sunday 1st September

Saturday 21st September

Saturday 12th October

Friday 1st November

9th - 24th December

Hospice Cuppa Month

Heart Speak with Hospice

Swap It Like It's Hot at Auckland Library

Fashion Show

Fabric-a-Brac

Just for Kicks

Tennis for Mercy

Trees of Remembrance

Note for the future
Bank charges are set to increase for hospice when banking cheques in the future. We are working through new ways you are able to donate going forward.

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 on-line 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
☐ Monthly by credit card

or

Step 3 My Payment

- ☐ Cheque made out to: Mercy Hospice Auckland or
☐ Debit my credit card (circle):
Visa or Mastercard or AMEX
Card number:

Name on card

Signature

Expiry date /

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