

MERCY MATTERS

DECEMBER 2019

Farmers Trees of Remembrance

Treats and a whole lot more
with Mercy Hospice

WHAT'S HAPPENING

Palliative Care

A new direction for Education and Training

VOLUNTEER VOICES

What's happening with Volunteering at Mercy

PROJECT WIDOWS

Help wanted





A very warm welcome and a heartfelt thank you to everyone who has supported

Mercy Hospice throughout this year. With Christmas fast approaching, the team here continues to provide exceptional care right across Auckland.

Our Community Nursing team has made over 3,600 visits to our patients since April, providing essential care to them in their homes. Our Family Support team has also provided exceptional support and care with over 500 family visits this year.

Overall, Mercy Hospice has received over 650 referrals to our service in that same period, showing the demand and need for our specialist care is growing rapidly.

Supporting us in all areas of our service, has been a fantastic Volunteer team, who collectively have given over 26,000 hours so far this year in supporting our patients, staff and retail shops. We have invested in recruiting a new Volunteer Manager, specifically for Retail and Fundraising, to work alongside Nix Johnson who manages the Volunteers for patient support. Also, they will be using a brand-new database tool to help with managing the 600+ volunteers we are so very grateful to have working for us. In 2020 we will be providing better communication to our volunteers using a new website and newsletter service, this will be available very soon.

In everything we are doing at present, we are working towards our goal of providing more access to Specialist Palliative care across Auckland, especially to those most in

need and the vulnerable. Significant progress is being made with initiatives to further develop our services, and there is always more we could do.

The most incredible part of my job is meeting people who express their thanks and share stories about what it has meant to them, their families and loved ones, to have Mercy Hospice alongside them. Meeting and talking allows our community to be closer together, and our staff all wish to thank each and every one of you for sharing your stories with us. I often walk around our Hospice and ask how they are going. Mostly, a humble response saying, "we are busy... and ok". Well, I know 'busy and ok' often comes with a heavy burden on their shoulders, but one that is lifted by the support and those kind messages you all give us, and for that I want to thank you all.

I am delighted to introduce the newly appointed Chairman of the Mercy Hospice board, Dr Arthur Morris. Arthur succeeds Denis Wood who served as Chair for the past 15 years and recently retired from the board. We had the pleasure of honouring and thanking Denis at our 40th Ruby anniversary celebration.

Arthur has been a member of the Mercy Hospice board for the past 4 years. He is a fellow of the Royal College of Pathologists of Australasia, the former CEO of Diagnostic Medlab and currently an independent director of Southern Cross Hospitals. As you may know, all our board positions are voluntary.

Paul Couper
CEO, Mercy Hospice



I am pleased to thank all readers of Mercy Matters for your ongoing support for Mercy Hospice. Without your help, whatever form it takes, we could not provide the necessary services for our patients and their families. I and other members of the board are continually amazed by the generosity of so many people and organisations who give their time as volunteers, donate goods to our shops and donate hundreds of thousands of dollars every year. Together this ensures we can continue offering a first class palliative care service for those who need us.

Our congratulations to the recently elected Nga Whaea Atawhai o Aotearoa Sisters of Mercy NZ leadership team. Our best wishes to Sr Sue France, Congregation Leader, Sr Raylene Dwyer, Sr Judith Moroney, Sr Tina Vaeatangitau and Sr Mary Wood. We look forward to working with them as part of the Mercy family in New Zealand.

As we approach the festive season, I wish all of you a blessed Christmas and thank you again for your friendship and support for Mercy Hospice.

Arthur Morris
Chairman of the board of Mercy Hospice

Mercy Hospice Shops

maintain their high standards!

WORDS Michelle Flatz, Retail Co-Ordinator, Mercy Hospice

What a fabulous year we've had in retail with.....

- ✚ The grand opening of our Remuera store on the 20th June at 320 Remuera Road.
- ✚ Head to Toe in Hospice - on the Runway at NZ Fashion Week.
- ✚ Pop-up-Shop at NZ Fashion Week.

Recycling at its best!!!

Our 9 Shops continue to deliver.....

- ✚ Different donations daily
- ✚ Affordable prices
- ✚ An array of exciting merchandise
- ✚ Brand new items
- ✚ Something for everyone



CHRISTMAS IS COMING.....

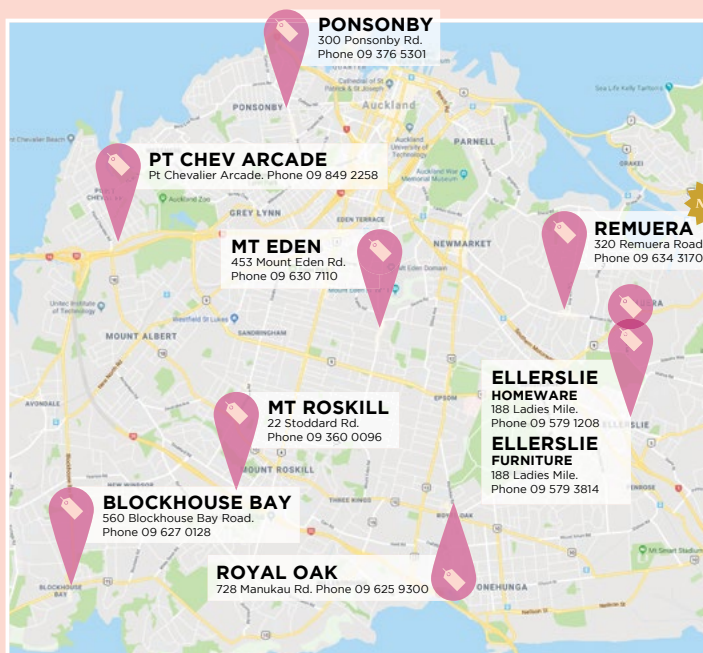
Our friendly Store Managers and Volunteers can help you tick off your to-do list!!

- ✚ Homeware - to freshen up your décor
- ✚ Stylish fashion - to re-vamp your wardrobe
- ✚ Books for the summer break
- ✚ Puzzles for the family bach
- ✚ Music for a dance and sing-along
- ✚ Sporting goods for family fun
- ✚ Christmas decorations for the table
- ✚ Stocking fillers

And much, much more

On behalf of the Retail shops: We wish you all a very Merry Christmas, Happy New Year and safe holiday break with lots of family fun.

Thank you to our wonderful Volunteers, Donors and Customers!!



Mercy Hospice Shops

Visit one of the Mercy Hospice shops at one of **9 locations** or online at www.trademe.co.nz search **mercyhospiceak** on Trade Me members

For large furniture and whiteware pick ups, contact the Ellerslie Furniture Shop 09 579 3814

MERCY HOSPICE SHOPS CHRISTMAS HOURS

CLOSE
1pm
24th December
2019

RE-OPEN
10am
6th January
2020



Volunteering at Mercy

WORDS Nix Johnson & Sue Campin, Volunteer Co-Ordinator, Mercy Hospice

Dear Volunteers,
We are delighted to be able to tell you all that: we have now appointed a permanent role of Volunteer Co-Ordinator - Patient Care Services Ratonga Atawhai Tūrora - Nix Johnstone who has been covering the role for the past 5 months has accepted the offer of employment. We would also like to share with you that the Volunteer Co-Ordinator role has been divided into two, the other half of the position being Volunteer Co-Ordinator - Retail & Fundraising, this position has been taken up by Sue Campin. Sue was previously the volunteer co-ordinator at Age Concern and we are delighted to have her with us.

Earlier in the year we held our Ruby Revelry extravaganza at the Grand Millennium where we honoured some of our volunteers. For those of you who were unable to make it there, here are the awards and the names of the well-deserved recipients:

- **The Buzz Lightyear Award** for the Mercy Hospice Volunteer who has gone to infinity and beyond in their role: Rosemary King and Geraldine Northey
- **Best Volunteer Group Award:** Alma Sax, Natalie Newton, Margo Stewart, Penny Clydesdale, Luna Cameron, Krissy Jackson, Gemma Stone, Cheryl Whiting.

Some of you have helped at events such as Ten, many of you collected during Hospice Awareness Week or Before I Die. Thank you to each one of you, we couldn't continue to support our patients and their families in the way that we do without your continued support.

ONE OF THE
GREATEST GIFTS
YOU CAN GIVE IS
YOUR TIME

VOLUNTEER



From Left: Sue Campin, Nix Johnson

New Volunteer Opportunities

We would like to train and use volunteer leaders to support the two Volunteer Co-Ordinators in their new roles. This is a wonderful opportunity for a couple of volunteers to work alongside and help develop new ways of working with other volunteers. It is envisaged that responsibilities within volunteer management can be cascaded, and that the volunteer leaders will be able to support and cover for each other, and the Volunteer Co-Ordinators, for urgent or unplanned activities.

More In-Depth Training for Volunteers

Many of you have mentioned that in the past you completed a six-week training programme in the basics of palliative care. The Volunteer Co-Ordinators are in the process of working with our Clinical Education Team, the Community Patient Care Nurses, the Family Support Team, and Geraldine Northey, our volunteer representative on the Health & Safety Committee, to put together a more comprehensive training programme for those volunteers involved with direct patient contact.

Volunteer Opportunities

Retail – 9 shops

- o Ponsonby
- o Point Chevalier
- o Mt Eden
- o Ellerslie Homeware
- o Ellerslie Furniture
- o Mt Roskill
- o Royal Oak
- o Blockhouse Bay
- o Remuera

Join our several hundred retail volunteers who talk of how much pleasure they find in working in our nine shops, where they enjoy a terrific sense of camaraderie and make life-long friends.

Fundraising – a chance to become involved with our fresh, fun, and innovative Fundraising Team. They always surprise with their imaginative ideas for raising the ever-needed funds to run Mercy Hospice.

Reception – these volunteers are the Face of Mercy Hospice. This is an area where volunteers come into daily contact with staff, patients' families and friends, and all visitors to Mercy Hospice.

In Patient Unit – tea and drinks trolleys twice daily, flowers, aromatherapy and massage.

Volunteering in the In Patient Unit are the most sought after roles, once a volunteer has a permanent shift, is very unwilling to give it up, sometimes for many years. One volunteer has been doing the flowers for 25 years!

Community – companionship. A very rewarding role where a volunteer can make a real difference to a patient's life by taking them out shopping or for coffee, just sitting with them or reading to them, or to give respite to a tired caregiver. The variations are endless but offer a bright light to many patients.

Transport – a very much needed role in the day to day lives of our community patients, where they are driven to and collected from their appointments which may range from anything such as chemotherapy or a hair appointment.

Manaaki – an opportunity to transport patients and or their caregivers into the Hospice for Manaaki Active, a weekly gentle exercise programme, or to the Manaaki Programme which is a social, educational programme for patients and carers where they are provided with information and support

and have the opportunity to meet with others having similar experiences. The programme is offered over a 13-week period and is repeated during the year.

Life Reviews – a specialised and very rewarding area of volunteering that requires attendance of a day-long workshop run by our head Life Reviewer, where volunteers are trained on how to record and transcribe a patient's life story. The ability to "listen" is a great skill for this role.

Baking/Catering – a Hospice speciality. Nothing happens at Mercy without a good cup of tea and a piece of home-made baking, especially scones! We welcome home cooking for many of our functions, so this is a great opportunity to show off your baking and decorating skills!

Hairdressing, manicures/pedicures, makeup – help give a patient dignity by making them feel better about themselves and their personal appearance.

We welcome the offer of any skills that volunteers think may be of service at Mercy. You tell us what you shine at and we will endeavour to use your talents.

We look forward to working with you all again next year.

Love. Sue & Nix

Volunteer Stats



61,476
HOURS DONATED

- 4766 In the hospice
- 1808 Patient support
- 520 Manaaki Day Programme
- 1560 Writing biographies
- 3070 Fundraising
- 49752 Retail



Mercy Hospice

has been so good to my family



K *With how long have you been supporting Mercy Hospice?*

My family and I have always known about the hospice as we lived in Herne Bay but it was 10 years ago when my late wife Aldyth was not well that we really became aware of the wonderful care that Mercy provides.

We came in to see one of the doctors and were very impressed with the way we were treated. Aldyth was cared for at home by hospice nurses and because of this, was able to die where she wanted to.

In November of that year I bought her a Pohutukawa Flower on Mercy's Remembrance Tree in memory of our happy lives together.

A year later I decided to support Mercy Hospice with a monthly donation as well as bequeathing a legacy to Mercy in my Will.

In 2015 my daughter Toni become ill which was extremely sad - her three children were just teenagers. Toni wanted to be cared for at home by the Mercy team and during her illness she made sure she spent special time with each of her children and her husband. When her time came she spoke to each family member individually to say goodbye - she was a very brave woman. On the night that she died she called me back to say good night to me.

Both my wife and my daughter were able to die at home all because of the amazing team at Mercy Hospice.

We would not be able to manage it without them.



The Hospice Care Club is a campaign that supports the care of our patients and their families in the comfort of their own home, surrounded by those they love.

Your monthly gift will help to provide

- **care in the community by our specialist palliative care nurses**
- **it will enable liaison with general practitioners and other health professionals**
- **a 24-hour advice phone line**
- **access to some equipment to help patients stay independent at home**

Please consider supporting the care of our patients in the community with a monthly donation.

For further information please contact
Natalie Macaulay
on 022 191 7977
email nmacaulay@mh.org.nz
or visit our website:
www.mercyhospice.org.nz.

Christmas Cheer



Mercy's points to note before the end of the year!

WORDS Lucy Humphreys, Events Co-Ordinator, Mercy Hospice

Yes, it's that time of year again. The days are longer, the humidity is at an all time high for the year, and work couldn't be more hectic. Must be coming up to Christmas. We all understand that the lead up to Christmas can be at times, stressful and busy. But, not to worry, Mercy is back with its annual Christmas campaign relieve the panic of Christmas shopping while also providing an opportunity to stop and take some time to reflect on the year that has been.

Trees of Remembrance,
Farmers Christmas baubles,
Hospice Christmas angels

and tea towels, as well as our delicious Christmas cakes, are back and better than ever!

Christmas is a season not only of rejoicing, but of reflection.

Winston Churchill

Our Trees of Remembrance campaign begins on 14th of November this year, and it will be running through until the 24th of December. Trees of Remembrance is a chance to make a donation to Hospice while taking a moment to pause and remember those special to us who are not here over the Christmas period. Our local Farmers stores involved

in the campaign this year are located at Queen St, St Lukes mall and the recently open Newmarket mall. Farmers will again be selling the stunning collectable baubles with the full \$10 purchase price being donated back to Mercy.

Mercy locations for the trees are completely manned by volunteers. If you or a friend are interested in donating a couple of hours of your time for either the one day event or the Trees of Remembrance campaign please do not hesitate to get in touch via our facebook page (Mercy Hospice), or phone our Co-Ordinator Nix Johnson on 09 376 7576 or email njohnson@mh.org.nz.

Summerset
Steps up
for Volunteers

We are delighted to announce our new volunteering partnership with Summerset Retirement Villages due to launch in January 2020.

The partnership is formed around a new volunteering programme for residents in the beautiful Summerset Villages. We cannot wait to get started.

A photograph of four people (three women and one man) standing together outdoors in front of a light-colored building with a staircase. They are all smiling and dressed in casual to semi-formal attire.



9125 Days

WORDS Trish Guttenbeil,
Wife of Jason.
Mother to Antonia, Alex, Jaden and Lucas

9125 days is how long I got to spend with my husband. To some of you that seems like a huge number but to me it's nowhere near enough. I wish we could have gotten to 10,000 or even just 9126. I think daily - why couldn't I have had just one more day, but then I suppose one more day would never be enough.

I was 21 when I met Jason, he was and is the love of my life. Our life together was beautiful, we have 4 amazing children and it was probably similar to yours; it consisted of work, family and getting on with living, or so we thought.

Jason was 45 when he was diagnosed with terminal cancer. We went into an appointment thinking it would be nothing and came out with 10 months to live. It hit us like a sledgehammer.

Shock. Disbelief. Horror. No words can describe that feeling. Everything went into a blur and all I remember thinking was not us, not my strong, fit, young, healthy, doesn't-even-visit-the-doctor husband but the reality was

that it was us and it was Jason. This was now our reality.

Jason beat the 10 months, but it came to a point we were told hospice care was the next step and what can I say...

Mercy Hospice, from the moment we arrived it was a home away from home - you felt protected and looked after...like a ring of fire had been put around you and that fire was all the team from Hospice saying 'we've got you'.

Jason died on the 26th March 2018 surrounded by his family and looked after in a way I could never have dreamed of. The care and compassion these people give to the patients and their entire family is unbelievable and 18 months down the line they are still here still supporting us in this journey none of us wanted to go on. I cannot thank them enough.

However, I know its more than just the team at Mercy. I know that it's because of people like you who donate or attend events that Mercy can

continue to keep their doors open. I am only too aware that Mercy Hospice needs to raise \$4 million each year and I want to help.

I would like to set up a group called 'Project Widows/Widowers' and ask anyone who has had a loved one cared for at Mercy to join me.

My vision for 'Project Widows' is to not only raise much needed funds for our hospice but to create a support network of people who have shared experiences and eventually help others who are going to embark on the same journey.

I would love to get a group of people together to set up this initiative, if this is something you think you may be interested in then please email me at projectwidows@mercyhospice.org.nz

Kind Regards

Trish Guttenbeil
Wife of Jason.
Mother to Antonia, Alex, Jaden and Lucas

Palliative Care

A new direction for Education and Training

WORDS Frances Burke, Learning and Development Manager, Mercy Hospice

Learning and Development is important to support our clinical colleagues. It is vital that they have ongoing and regular training to ensure they are fully equipped with the knowledge and skills to provide palliative care either here at hospice or in the community.

Our Learning and Development team here at Mercy hospice offer a wide range of education courses throughout the year from Fundamentals of palliative care to syringe driver practical sessions. These courses are available to our staff at hospice as well as external professionals from age residential care facilities, and even pharmacists!

As we can all appreciate, clinical work isn't 9-5, so attending education and training can sometimes be difficult for our doctors, nurses and health care assistants. We want to ensure that people can easily access education and training at a time that is convenient for them, therefore we are going to be moving into the E-Learning space! We want to offer a blend of learning that supports not only our clinical colleagues but patients and their families too.

We recognise that there is a strong need for training, particularly in the wider community, and whilst we would love to reach everyone

face to face we know it isn't feasible, so by taking advantage of online tools we can enable people to learn and educate themselves at their own pace and at a time that is suitable for them.

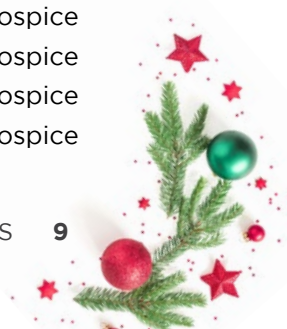
Course dates 2020

Fundamentals of Palliative care (2 day course) for healthcare professionals

6/11/19	St. Columba Centre
26/02/20	Mercy Hospice
24/03/20	St. Columba Centre
23/06/20	St. Columba Centre
25/08/20	St. Columba Centre
17/11/20	St. Columba Centre

Syringe driver competency workshop (half day course) – for healthcare professionals

12/02/20	Mercy Hospice
18/02/20	Mercy Hospice
10/03/20	Mercy Hospice
31/03/20	Mercy Hospice
7/04/20	Mercy Hospice
5/05/20	Mercy Hospice
19/05/20	Mercy Hospice
10/06/20	Mercy Hospice
30/06/20	Mercy Hospice
7/07/20	Mercy Hospice
28/07/20	Mercy Hospice
5/08/20	Mercy Hospice
18/08/20	Mercy Hospice
10/09/20	Mercy Hospice
22/09/20	Mercy Hospice
15/10/20	Mercy Hospice
29/10/20	Mercy Hospice
3/11/20	Mercy Hospice
26/11/20	Mercy Hospice
2/12/20	Mercy Hospice





Humans of Hospice

WORDS Anthony Brennan, Social Media Co-Ordinator, Mercy Hospice

We're not from New Zealand, my husband Zach and I have been here for 8 years now. We came here to start a law firm together, that was exciting because we became life partners and business partners together. We had just had a baby and suddenly he started to become tired. My husband is one of those people who doesn't get tired, he's a can do guy, so for me to hear that he's tired was concerning, but we chalked it up to being geriatric parents. I found out at this point that I was also pregnant again, which meant Zach became protective and

wasn't telling me about his persistent headaches or how tired he was feeling.

Not long after this I miscarried, from then it was a whirlwind of doctors tests, then travel to the US for treatment with me travelling back and forth to keep the business afloat here in New Zealand. He was diagnosed with an inoperable tumour. I had to provide for our family, work a night job in America from New Zealand on top of keeping up with my clients here. I spoke to my therapist and she said "Ada, you can't do this yourself, you need

help." I didn't know who to contact or how. She told me to talk to my GP and my GP immediately put the call out.

Mercy Hospice reached out to me all of a sudden on Monday, it was like an army of people had showed up through Mercy. The community nurse came, an assisted cooking person came, Zach's injections were being taken care of. It felt like a rescue mission because I was feeling like if something didn't happen, I was going to faint.

If you have a story you would love to share, please reach out to us at media@mh.org.nz





**Bring the Whānau along to
Mercy Hospice's first ever
family fun walk - UNITE.**

Mercy Hospice wants people from all walks of life to join us to celebrate their heritage in this exciting event. This is a 3km walk around the Auckland Domain with music, entertainment and food from around the world.

AUCKLAND DOMAIN
2ND FEBRUARY 2020
4PM - 6PM

TICKETS
\$20 per adult

One child walks free with every paying adult. Register for your tickets and receive event entry, a t-shirt, training plans and a goody bag with so much more!

Visit www.mercyhospice.org.nz/events/ to buy tickets or email community@mh.org.nz for more information



Sponsored by the amazing

BARFOOT & THOMPSON

Thank You to the following Charitable Trusts and Foundations who have recently supported Mercy Hospice. This support ensures hospice services remain free of charge to the people of Auckland.

WORDS Lesley Cranston, Grants & Database Co-Ordinator, Mercy Hospice

ARA Lodge No 348 I.C. Charitable Trust
Perpetual Guardian/Barbara T Lipanovich & Robert Ned Covich Charitable Trust
BlueSky Community Trust Ltd
Blue Waters Community Trust
Dragon Community Trust
Four Winds Foundation
Geoffrey & Nell Erne Adams Charitable Trust
The Jogia Charitable Trust
Lottery Auckland Community
Maurice Paykel Charitable Trust

Mt Wellington Foundation Ltd
North & South Trust Ltd
P H Masfen Charitable Trust
Pub Charity
Public Trust/Louisa and Patrick Emmett Murphy Foundation
Ralph & Eve Seelye Charitable Trust
The Kelliher Charitable Trust
The Michael Jull Trust
The Trusts Community Foundation



2019-2020 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

9th - 24th December

Sunday 2nd February

Thursday 7th May

Friday 15th May

Sunday 14th June

All of August

Farmers Trees of Remembrance

Unite Walk

Ladies Night

Leap for Life

Ten

Hospice Cuppa

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 / 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

A decorative brass bowl with a large, ornate handle and a wide, flared rim featuring intricate geometric patterns. The bowl is made of brass and has a wide, flared rim decorated with a series of raised, diamond-shaped motifs. The handle is a large, circular loop made of brass, attached to the rim. The bowl is set against a light blue background.



Te Korowai Atawhai



Mercy Hospice

2019 Christmas Goodies

Christmas Cakes from \$24

Our delicious Christmas cakes are made from ingredients you would find in your own pantry, these cakes are just like Nana used to make. These cakes are a hospice tradition...why not make it a family tradition of your own!



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.



Mercy Christmas Angel \$10

Be part of the Mercy Hospice tradition by collecting our very popular Hospice Angel. This years' 2019 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.

Decorations \$5

We have a range of Christmas baubles available.

Get in quick, as there is limited stock.

Mercy Hospice Christmas Cards \$5

Lovingly designed and created, these delicate printed Christmas cards will show you care. Six cards and envelopes per pack, with room inside for your festive message to loved ones.



Limited stock



Hospice 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.

Unfortunately we will be unable to post any of our Christmas goodies this year, however they will be available from Mercy Hospice now.