

MERCY MATTERS

FEBRUARY 2020

Thank you for all you do

REFLECTION

The Song of the Soul:
A Ritual of Gratitude.
How we say goodbye to our patients.

GET INVOLVED

Leap for Life
TEN 2020



Welcome to the first Mercy Hospice newsletter of 2020



With summer finally here, it was so great to be a part of our Mercy Hospice Unite walk in the Auckland Domain on a sunny Sunday afternoon recently.

The hundreds of people who joined us all contributed to the huge support our community shows to our services in Auckland.

While so many people from all over Auckland joined us, along with our fantastic sponsors, business and corporate supporters, a large number of our staff were busy working in our community.

So I want to take a moment to thank all our staff and volunteers in this newsletter. Mercy Hospice provides support and care 24/7/365 to our community. Every day we not only have a fully staffed Inpatient Unit, but we have over 300 people being cared for all across Auckland, and we provide this service 24/7 every day of the year at no cost to our patients. Our volunteers likewise work both in our retail stores as well as directly supporting patients, families, fundraising and our medical teams.

As such, it is often our staff don't get to see just

how much support our community shows at every event we run.

So I want to convey the incredible thanks to our staff and volunteers who work each and every day helping the most vulnerable and in need in our city. I would also like to thank all of our supporters who so enthusiastically attend our events, buy Christmas angels, donate goods to our stores, parachute from airplanes, run marathons, swim shark infested waters and so many other things to support our Mercy Hospice. Without you, we simply could not deliver the exceptional care that Mercy Hospice has a proud history of delivering.

Thank you everyone and have a safe and rewarding summer.

Regards,

A handwritten signature in black ink, appearing to be 'Paul Couper', with a long horizontal line extending to the right.

Paul Couper
CEO, Mercy Hospice

Thank you so much for everything you do.
Because every gift you donate,
every hour you volunteer,
every event you attend,
every person who remembers us,
makes a difference.





Ellerslie Hospice Shop “One Stop Shop”

WORDS Michelle Flatz, Retail Co-Ordinator, Mercy Hospice

Ellerslie Hospice Shop has both homeware (upstairs) and furniture (downstairs). This creates a one stop shop for all your retail therapy.

This amazing hospice shop is managed by both Emily Dearsly and Nikki Barrett and supported in a phenomenal way by our fantastic retail shop volunteers.

- 📍 Located in the heart of Ellerslie Village
- 📍 Open 7 days a week 10am-4pm
- 📍 A friendly manager always on site
- 📍 A stones throw from the Ellerslie Train Station
- 📍 Drive in area for pickups and donations
- 📍 Ample local parking available

Allow yourself plenty of time to browse and enjoy the fantastic array of exciting merchandise to suit all budgets and tastes:

HOMEWARE has racks of fashion to suit all ages. It features decorative homeware, kitchenware, arts, crafts, linen and much, much more.

FURNITURE (Entrance via driveway to left of building) has all sorts of art deco, retro, modern and vintage furniture, tested electronics, sporting equipment and loads more.

We are always looking for good quality donations, just drop them off at any of our retail stores during shop hours.

- For larger donations we offer a free pick up service - operating Monday to Friday, 10am-4pm. Feel free to ring and speak to our friendly onsite manager at Ellerslie Furniture on (09) 579 3814
- Affordable delivery costs within Auckland for purchases



LOCATIONS

MT ROSKILL Mon – Sun: 10am – 4pm
22 Stoddard Rd. Phone 09 360 0096

REMUERA Mon – Sat: 10am – 5pm | Sun: 10am – 4pm
320 Remuera Rd. Phone 09 634 3170

PONSONBY Mon – Sun: 10am – 4pm
300 Ponsonby Rd. Phone 09 376 5301

MT EDEN Mon – Sun: 10am – 4pm
453 Mount Eden Rd. Phone 09 630 7110

ROYAL OAK Mon – Sun: 10am – 4pm
728 Manukau Rd. Phone 09 625 9300

PT CHEV ARCADE Mon – Sun: 10am – 4pm
Pt Chevalier Arcade. Phone 09 849 2258

BLOCKHOUSE BAY Mon – Sun: 10am – 4pm
560 Blockhouse Bay Rd. Phone 09 627 0128

ELLERSLIE HOMEWARE Mon – Sun: 10am – 4pm
188 Ladies Mile. Phone 09 579 1208

ELLERSLIE FURNITURE Mon – Sun: 10am – 4pm
188 Ladies Mile. Phone 09 579 3814

Volunteering with Mercy Hospice

Can you help? Do you have spare time to donate to your local charity?

WORDS Sue Campin, Volunteer Co-Ordinator, Mercy Hospice

Why Volunteer?

Volunteering can give you an immense sense of achievement. You feel connected to your local and wider communities and you get to make fabulous new friendships and relationships that you would not have made normally.

We need you and there are numerous ways you can support the work that Mercy Hospice does. Your time is our most valuable commodity and we cannot do it without you. We encourage our volunteers to have a rich and fulfilling volunteering journey with Mercy Hospice in return for their commitment of time.

Retail (nine shops across the Auckland Central area), **Fundraising Events**, **Inpatient Unit and Community Companionship**, **Transport** for patients to appointments, **Functions**, **Hairdressing**,

Manicures/Pedicures for patients, **Flowers**, **Tea/Drinks**, **Trolleys**, **Baking** for In-House functions and for the **Manaaki Programme** and **Administration support**.

Mercy Hospice is so very grateful to all our wonderful volunteers, many of whom have been with us for a very long time. As you all know we have a new volunteer team - Sue Campin and Nix Johnson - and we are ready to launch into 2020 with renewed energy, an open mind and a willingness to make your volunteering journey with Mercy Hospice fun, rewarding and satisfying.

If you would like more information or to arrange an application to volunteer with Mercy Hospice, please email volunteer@mh.org.nz or ring Sue 09 376 7574 or Nix 09 376 7567.



Volunteers were helping at Unite

Thank you!

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

mansons
TCLM LIMITED

MILLENNIUM
HOTELS AND RESORTS

Summerset

bnz

Auckland City BMW

BARFOOT & THOMPSON

douglas
improving lives

Farmers

LAHOOD
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PASCOES
THE JEWELLERS

EUROVINTAGE

Davis
Funerals

auckland philharmonia orchestra

E-Cell
Electrical Ltd

HOUSE OF TRAVEL

carlton party hire
where all memorable occasions begin
auckland central

I ♥ NZ FASHION WEEKEND

Hospice New Zealand's supporters and sponsors

BNI
www.bni.co.nz

Dilmah
The House of Tea

Rothbury
RESOURCES

CRAIGS
INVESTMENT PARTNERS

LINK HEALTHCARE

The Song of the Soul: A Ritual of Gratitude.

How we say goodbye to our patients

WORDS Kathleen Card, Spiritual Care Co-Ordinator, Mercy Hospice

We gather on a bright, sunny day.
Light breezes waltz through the trees,
birds chitter, bees hum, and monarch butterflies whirl
their weightless dance when the deafening rumble
of a passing truck breaks the tranquil silence.

Unlike this near-perfect day,
when we gather by our New Street gateway
for waiata the weather is not always
as pleasant nor welcoming.

Come rain or shine,
regardless of the time of day or the weather,
we gather with grateful hearts to sing.

After the death of a patient,
conversation with the patient-family and friends
frequently leads to an offer of a staff waiata
upon the departure of their loved one from our Inpatient Unit.

Sometimes we form a guard of honour as we gather,
or scatter about the hospice car park in loose groups.
“Do you think the neighbours can hear us singing?” one asks softly.
“Hear us?” another answers “they’ve heard us so often
they know the song by heart!”

A light chuckle breaks the looming tension,
and with swift but reverent manoeuvres the trolley carrying
the tūpāpaku passes quietly through the hospice doors.

The funeral director nods her head in thanks,
and as the hearse approaches the gateway an exhaled breath pitches
the first note of the Traditional Māori waiata “Te Aroha”.

Taught to us by one of our nurses,
a staff waiata to farewell the tūpāpaku has become a valued
and respected part of our Mercy Hospice tradition.

Some believe those who sing, pray twice.
A former inpatient once articulated her love of music
through proclamation: “if music was a religion,
I would choose that.”

Music and waiata are habitually recognised
as the universal language of the soul.
What would seem a simple final gesture of gratitude
for life and the privilege of care,
can become permanently etched
in the memories and hearts of so many.

True to the words we offer in final thanksgiving:
“May love, faith and peace be with us all”
and inspire us to keep singing:

*Te aroha
Te whakapono
Me te rangimarie
Tātou, tātou e*

Leaping into 2020

WORDS Lucy Humphreys, Events Co-Ordinator, Mercy Hospice

Leap for life is back for 2020 and this year we are turning up the heat...and height...

We have bungy jumped off the Harbour Bridge, we have skydived from 13,000ft and the new decade brings a new challenge for Leap for Life...the highest commercial skydive available at a mere 20,000ft up!

The past two years of Leap for Life has been a massive success. Our incredible 'Leap for Lifers' have raised over \$35,000 for Mercy Hospice and have opened doors to new Mercy supporters, especially the younger generation. The campaign also encourages different generations to Leap for Life together, celebrating the foundation of what Mercy represents; family and friends.

Leap for Life is not only an opportunity for people to step outside their comfort zones and

tick something off a bucket list but also is an opportunity to raise crucial funds for the patients we care for and their families.

Here at Mercy we believe that life is for living, so live it! Registration for Leap for Life 2020 is open and costs \$80. Registration includes the skydive costs, a 'Leap for Lifer' pack as well as drinks and lunch on the day. We ask that all those who register aim to raise \$800 through fundraising of their own for Mercy. However, we will be with you every step of the way to help you along your fundraising journey.

2020 is a Leap Year... why not Leap for Life!?

For more information and to register, visit our website at www.mercyhospice.org/events or get in contact directly via email on community@mh.org.nz or give us a call on 09 361 5966.



Thanks to Geoffrey and Nell Erne Adams Charitable Trust's generous donation in memory of Mrs Beryl Brown.



Palliative Care in the 21st Century



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

Mercy Hospice is always striving to make our patient's experience with us more comfortable. This year, with a new IT team on board, they have found a way to do just that. We have now had a major technological upgrade thanks to the generous grant provided by The Kelliher Trust. We have implemented new smart screens into our Inpatient Unit. These are paired with smart speakers that utilise artificial intelligence to help control the smart TVs.

Due to this state-of-the-art upgrade, we have transformed the experience of our patients and their families when they stay with us. When our patients arrive, we can play family photos on their very own smart TV. If patients would like to listen to their favourite song through Spotify and sing along with family, or settle down with their favourite Netflix movie, we can now provide this without patients having to leave their bed. They simply use their voice, and our smart TV and speakers work together for a seamless and enjoyable experience.

Another groundbreaking benefit of our smart speakers is, the ability to do live translations



for over 26 languages. With this, we can reach a broader group of people, break down language barriers and provide a more comfortable experience for all our patients regardless of where they come from or what language they speak.

The Kelliher Trust has blessed us with emerging technologies.

Mercy Hospice thanks The Kelliher Trust for their generous grant and contribution to our growth that future proofs the care of our valued patients.

SATURDAY 28TH MARCH
6.30PM - 9.00PM

The Project Widows want to take you back in time!
Dress as your favourite 80's movie star!
Whether you're Maverick, Iceman or Goose come and enjoy a night of fun.
Maybe you'll come back as the Terminator or go Back to the Future?
The choice is up to you, but boy oh boy it's set to be a cracker!

MINI GARAGE NEWMARKET
TICKETS: \$55
www.mercyhospice.org.nz/events

For more information,
please email events@mh.org.nz

THE CLASS OF '88 PRESENTS

Cocktails & Dreams

Mercy Hospice
Te Kōwhiri Atawhai

2020 DATES TO DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

Saturday **29th Feb**

Masquerade with Mercy

Saturday **28th March**

Cocktail & Dreams

Thursday **7th May**

Ladies Night

Friday **15th May**

Leap for Life

18th-24th May

Hospice Awareness Week

Sunday **14th June**

Ten

All of August

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