

Your Hospice matters

september | mahuru 2022



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This newsletter is dedicated to **Terry Dunleavy**
(23 November 1928 – 14 March 2022),
who served on our Board for more than 20 years
and produced our very first newsletter.

See his tribute, page 12.



Kia ora

I recently celebrated my 10th anniversary with Harbour Hospice at a ceremony attended by many like-minded staff and volunteers – one of whom was recognised for 30 years of service. These events are such happy occasions and I always come away feeling reinvigorated by the dedication of the hundreds of people who turn up to give their time to hospice each day, month and year to ensure that people live well, grieve with hope and die with dignity while receiving end-of-life care in our local community.

Whether you're a volunteer, part of our clinical, retail and wider team - or a supporter who donates so generously, we're all in it with the same goal in mind, to deliver a high standard of care. And that has been no mean feat in the past two Covid-19-ravaged years.

Harbour Hospice started out by providing grassroots volunteer community services nearly 40 years ago and has flourished, thanks largely to the community support we receive. Some highlights of my 10 years are visible: Tui House - the wonderful 100 per cent community-funded building that sits pride of place in Warkworth. The redevelopment of the basement and grounds at Hibiscus House (again funded by a generous community) and the current complete transformation of the Takapuna home of hospice at 7 Shea Terrace.

I am proud that our Boards made a brave decision to merge four years ago and that we work together for common good. But I am most proud of the services we offer, which have evolved and increased over time to ensure we help make a difference not only through direct care, but also through the other healthcare organisations and people we support and train.

My disappointment is that Hospice still does not have sufficient mainstream visibility, acknowledgement and funding. One third of all people who die in our local area receive hospice support, but our government funding covers just over 50 per cent of our total costs. We are working closely with our national body, Hospice New Zealand, to help change that, but it will take time.

In the meantime, we are ever grateful for your loyal support. Times are tough right now for many New Zealanders and we thank you more than ever for keeping us top of mind with your charitable support.

Ngā mihi nui,

Jan Nichols, Harbour Hospice Chief Executive

“ I love the idea
that I can carry
on making an
impact long after
I'm gone.”

Sally Tetro



Leaving a lasting legacy

People leave a gift in their Will to hospice for all sorts of reasons. For Sally Tetro, it's about honouring the elderly and the grandparents she didn't have.

At 85 years old Sally Tetro is the proud grandmother of eight grandchildren. They all live near her, so she hosts 'cousins evenings', where the kids, who range in age from 17 to 29, come over and she puts on pizza and pavlova for them.

“They love it,” she says. “Then I just literally sit in the corner and listen, and the chatter is fabulous. They're all great fun.”

Before Sally became a grandmother she had little understanding of what that wonderful relationship between grandparent and grandchild can be. “I never had any grandparents and until I met my late husband, and he had grandparents, I didn't know how to deal with older people.”

Sally realised that being an older person didn't equate to “shawls and rocking chairs”. Then later her own grandchildren taught her that being around them “kept me young”.

That spurred her into thinking, “Here are these people in the community who are coming to the ends of their lives, and whatever situation they're in, hospice can do so much for them.” So Sally decided to leave a gift in her Will to

Harbour Hospice, and her four children and wider family are completely on board with it.

The impact of Gifts In Wills, no matter the size, cannot be underestimated. Government funding makes up only half the amount we need to provide palliative care, free of charge, to the community, so we are dependent on the generosity of our community, and incredibly grateful to Sally for her kindness.

And for Sally, she says, “I love the idea that I can carry on making an impact long after I'm gone.”

Every December Sally gets the grandkids together for a photo and there's “quite a bit of competition” to be at the end of the line as the tallest, she says.

“For a long time, it was the oldest then as the others have grown bigger it's become a great battle. Sometimes they come out with their hair gelled up or with shoes that give them an extra fraction of an inch. One day, as my second son watched on, he said, ‘Here's your wealth in life.’

“He was absolutely right.”

To discuss how you can make a difference with a Gift In Will like Sally, please contact Partnerships Manager Milly Whitefoot on 021 783 437 or at Milly.Whitefoot@harbourhospice.org.nz



the heart of hospice

Gary's stay was not what the couple had expected - to their surprise hospice was "so full of love. There was kindness and laughter – and fantastic food," Ann says.

For 53 years Ann and Gary Sims celebrated every wedding anniversary with a meal and nice bottle of wine. And on their 50th anniversary Gary pulled out all the stops and surprised Ann with a round-the-world trip.

Their 54th anniversary was different, because that was the day - 18 March 2021 - that Gary was admitted to Harbour Hospice's Inpatient Unit with advanced prostate cancer. Staff and volunteers still made this difficult day special by decorating Gary's room with a huge Happy Anniversary sign, and the family cracked open a bottle of bubbly. Ann says they were touched to have such a warm welcome. "I didn't even know how they knew it was our anniversary."

Gary's stay was not what the couple had expected - to their surprise hospice was "so full of love. There was kindness and laughter – and fantastic food," Ann says.

Gary, who had volunteered for hospice as a community visitor, loved the nurses. And the

family was delighted that they were even able to bring their sister-in-law's dog Tilly in, who gave Gary a big lick on his face.

At 75 years old, Gary was as trim as the day Ann had met him (at a nightclub in Auckland where they'd locked eyes across a crowded room. Ann was 18 and Gary, 21). And he still had a ravenous appetite, despite being at a stage in his illness where others can lose interest in food.

"On his first morning at hospice the lovely cook, Jocelyn, came down and asked Gary what he'd like for breakfast. He asked for bacon, sausages, eggs, mushrooms, tomatoes and hashbrowns - then ordered it again for lunch! Gary had always enjoyed his food," Ann laughs.

Gary had the same breakfast every morning and Ann says the cooks absolutely loved cooking for him. Just like the kitchen is the heart of the home, it's also the heart of hospice, where our cooks, with the support of volunteers, take real

pleasure in providing nutritious bespoke meals for patients and their families. Not everyone maintains a hearty appetite like Gary, so their approach to providing meals is unique.

Harbour Hospice Household Manager Cathie Jack explains, "At Hospice, enjoying a meal can be more about reliving a special memory. An aroma might take a patient back to happy afternoons in their grandmother's kitchen. The look of a meal, to the place where they met their husband or wife. So, it's all about the senses. Sometimes it's about simply holding the food to their lips so they can relish that taste again."

On Gary's seventh morning he couldn't stomach a big breakfast and Ann knew something was amiss. But she still expected to take her husband home the next day because he'd been doing so well, and his pain levels were being managed beautifully.

Overnight, though, he deteriorated, and Ann received a phone call telling her to come in. She got there with five minutes to spare before he died peacefully, with her hand in his. She remembers feeling grateful to see that a nurse had sat with him until she arrived.

Eighteen months on, Ann feels lost without her "best mate" - who she remembers as a loving dad and grandfather and larger-than-life character - positive, fun, friendly and able to excel at whatever he did.

She speaks through tears as she remembers Gary's last day at hospice. "All the nurses and doctors lined up as Gary's body was carried from the room, to say goodbye. I was just so moved by that.

"And then I found out afterwards that one of the cooks, Lil, had gone home for the day but drove all the way back in when she found out Gary had died, especially to make the family lunch."

Ann counts herself as a private person, who wouldn't normally say yes to being interviewed for a story like this.

"But everyone at hospice was so caring. May they all be blessed for Gary's wonderful care."

“ He asked for bacon, sausages, eggs, mushrooms, tomatoes and hashbrowns - then ordered it again for lunch! ” Ann Sims



Top - Gary and left with Ann and their grandchildren.

By becoming a Hospice Heart you can give a moment of delight with the gift of a delicious meal, fresh baking and even bright flowers. Sign up with your regular monthly gift and be part of making these moments happen.

hospice
Hearts

harbourhospice.org.nz/donate/hospice-hearts

what's on

For more information and to buy tickets visit harbourhospice.org.nz/our-events or email events@harbourhospice.org.nz to receive our events e-newsletter.

17 September
Country on the Coast
Orewa Arts & Event Centre



29 October
Greek Extravaganza
Orewa Arts & Event Centre

30 October
Rock the Hithe
Dairy Flat Community Hall

30 October
Run for Hospice – Auckland Marathon
Devonport to Victoria Park

4 November
Devonport Homes Tour
Devonport Community

11 November
Charity Golf Tournament
North Shore Golf Club

11 November
Omaha Golf Tournament & Gala Dinner
Omaha Beach Golf Club

19 November
Asian Food & Cultural Festival
Moana Reserve, Orewa

19 November 2022
Kensington Park Market
1 Parkside Drive, Orewa

19-22 January 2023
mARTakana
952 Matakana Road, Matakana



your support

This year has proven to be another turbulent year, yet individuals, businesses and groups found creative and heartfelt ways to raise funds to support people who need hospice care. Thank you to everyone who chose to enrich the lives of others through fundraising.

Warkworth Toastmasters, led by Murray Chapman, pulled a crowd of 300 to its Great Debate in July and raised \$5800. Living up to its fun reputation, this year's topics were 'Should Warkworth be renamed Matakana South?' and 'Do married men live longer?'. Toastmasters won the first debate, the second was taken out by a celebrity panel made up of local identities Beth Haulbrook and Darryl Soljan along with reality TV couple Art and Matilda Green.

What started as a small fundraiser for hospice to help its members gain confidence speaking in public has now become one of Warkworth's social highlights. Having run its 10th debate, this incredible community group has raised more than \$40,000 to help patients in the Warkworth/Wellsford community to live every moment.



Wonderful volunteers and 93 artists made the 16th annual **Art Exhibition & Sale** on Queen's Birthday Weekend a huge success through the sale of 170 pieces of art. They raised around \$34,000 to ensure quality palliative care reaches families on the Hibiscus Coast.

Brave Day Insurance Advisors has been running its business fundraiser for 10 years now, raising more than \$15,000 in that time. Each new insurance policy they receive results in a donation to help people on the North Shore get the hospice care they need.

Chapters from Takapuna up to Warkworth of **BNI (Business Networking International)** have given over \$15,000 to enrich lives through patient care across the Harbour Hospice region. We're proud to be partnered nationally with this special group.

Feeling inspired to start your own community event? Talk to our Fundraising team by emailing events@harbourhospice.org.nz or visit harbourhospice.org.nz/fundraising-toolkit for ideas to get you started.

an innovative solution

Our latest fundraising appeal highlighted our urgent need for more specialist community nurses, and the innovative solution our nursing team came up with: to recruit and train nurses from other parts of the healthcare system to join our community team.

With your support that training is happening. A six-week community nursing programme, piloted in 2021, is in place as part of our clinical development offering.

Thanks to your generosity, nine nurses have so far completed it. They've come from surgical, oncology, district nursing and aged care disciplines, with one nurse recruited from the United Kingdom.

Community Nurse Team Leader Jarna Standen says the programme has been essential in planning for how we manage the current national shortage of nurses.

"With more skilled nurses on the road we are reaching more people, sooner," she continues. "And through Covid, continuing to recruit these nurses and invest early in their development has been essential in ensuring we are able to continue delivering the service."

Nurse Claudia Samson, who joined the team and underwent the training in February after 10 years of working as an oncology nurse says, "I've never had a job before where you have so much support and such a comprehensive programme to ease you in. "It gave me confidence in my new role, and that support continues."

The biggest learning for Claudia was that specialist palliative community nursing takes a much more holistic approach to patient care. "The conversations and the planning are different; you're working with multi-disciplinary teams; pain management is more specialised and you look at psychological suffering too.

"You take the time to sit down with patients and talk about how they feel, their fears. You really build that rapport and that's very special."

“With more skilled nurses on the road we are reaching more people, sooner”

Jarna Standen



Community Nurse Claudia Samson

Without our volunteers we couldn't provide the level of care that we do for our community. Last year alone their contribution equalled 172,000 hours of unpaid work.

In June we recognised those who have given their time for five years or longer at our annual Long Service Awards. We celebrated more than 160 volunteers and staff members who have supported us for 5, 10, 15, 20, 25 and even 30 years.

We catch up with Heather Schollum, who was recognised for 20 years' service, and board chair Ann Tod who was recognised for five, and made the Queen's Birthday Honours list.



Team player



A lifelong love of netball has seen our Trust Chair Ann Tod receive one of the highest recognitions a New Zealander can attain.

Ann has been made a Member of the New Zealand Order of Merit (MNZM) for her work in governance and finance in international netball, and active support of the sport at grassroots level.

Ann has been a passionate and positive influence on our board for five years and we're incredibly lucky to have her. She shows a genuine care and interest for others, and her MNZM is a reflection of that.

Ann was nominated for the Queen's Birthday Honour by Netball New Zealand and says the recognition came as a "complete surprise". "But the excitement I've felt from the netball community and others has helped me realise that I just need to enjoy the moment."

Ann sits on the World Netball Board as its Finance Director and, with a 40-year auditing career behind her with KPMG, one of her audit partners was Netball New Zealand.

Locally, she's a well-known face at the Netball North Harbour courts, having umpired school to premier-grade netball for more than 20 years.

Ann admits that umpiring comes with a little stick from the sidelines. "But it doesn't faze me, I'm always happy to talk to people. The funniest challenge I had came from a dad from a Year six team where the first words he said were 'look, I don't know all the rules but...' Fortunately, I know the rules."

Ann's MNZM also takes into account her other community work. She is involved in no less than six boards including Harbour Hospice, Make A Wish, the JR McKenzie Trust, The Lister Presbyterian Health Trust, Te Tuhi Contemporary Arts Trust and Rotary New Zealand.

Congratulations Ann!

You can't beat farming life with all that fresh air and country living. But it can also be an isolated life, so 20 years ago "farmer's wife" Heather Schollum offered to volunteer for Harbour Hospice – and became one of the Tuesday Girls.

The Tuesday Girls work together every Tuesday at the Warkworth Hospice Shop, and over the years they've become the best of friends.

"We have lots of fun, there's always lots of laughter, and we all know what one another is doing," Heather says.

The Tuesday Girls have been there for one another during the best and worst of times, and so they were there for Heather, too, when her husband of 52 years, well-known local farmer Des Schollum, died in August 2021.

This was around the time that Auckland went into its 107-day Covid-19 lockdown so the Tuesday Girls set up a book club where they'd meet by the riverside with coffee – no books! – giving Heather something to look forward to.

They also set her up on Whatsapp, so they could all easily stay in touch every day. While these precious friendships have kept Heather going back to sort goods at the shop for two decades, the role has also provided some eye-popping moments.

"One day these people came round the corner and dumped these clothes and left. There were suits, all still on coat hangers, and an old trench coat. When I picked up the coat it was so heavy.

Tuesday girl



Our shop manager put her hand in one of the pockets and there was \$1400 cash!"

The money was handed in to police but later returned to Hospice as a donation when the cash was not claimed.

"We're more likely to find old tissues or plane tickets these days," Heather laughs. But the whole charm of a hospice shop is you never know what you'll discover.

If you, or someone you know, would like to join the team at your local hospice shop please pop in and chat to the manager, or contact Mandy Campbell from our Volunteer Services Team at Mandy.Campbell@harbourhospice.org.nz.

we need you!





Left - works progressing on the framing and roofing of the community and multi-disciplinary facilities..

Below - patient room balcony and Jan Nichols walking through the site.



Our North Shore redevelopment project gains momentum as we get close to our fundraising target.

At the beginning of this ambitious project we needed \$10 million to fully fund it. Now there is less than \$600,000 to be raised, and we have some exciting fundraising campaigns in the pipeline to involve the whole community.

Onsite, progress is making great strides. The final two stages have council consent and good headway is being made on the new whānau kitchen and lounge and full commercial kitchen. We are grateful to the Potter Masonic Trust for their contribution towards the fit-out of the whānau and children's lounge, including children's resources and toys.

Desks and computers have been installed in the new office area above the Inpatient Unit and we thank Grassroots Trust for supporting the fit-out. The framing and roof is under construction, thanks to a significant grant from The Trusts Community Foundation. The Inpatient Unit, which re-opened in January, has so far supported 103 patients and their families.

Community space to benefit many

One area of the redevelopment that we are especially excited about is the space that will be used by our multi-disciplinary and community nursing teams.

taking shape

Most patients are cared for at home during their final weeks and months of life and it's these teams who play a huge part in making this happen. They work closely together to provide patients with social work support, counselling, cultural and spiritual care, physiotherapy and occupational therapy, complementary therapy, as well as nursing and medical care in their homes or as outpatient care.

The new space at Shea Terrace will include complementary therapy, consultation and clinical rooms, as well as a training room and rooms for programmes and support groups, and will enable the teams to work together even more seamlessly.

Thank you to the Freemasons Foundation for their substantial grant in support of the fit-out of the day programme room.

To support this vital community project contact Fundraising Manager Sandy McGregor Sandy.McGregor@harbourhospice.org.nz

spotlight on... Mahinga Ngātahi



At Harbour Hospice staff meetings usually begin with karakia. After a Māori patient has died a kono (bowl) of water for cleansing is placed outside the room as part of cultural practice. And only white pillows are used to support the head of a patient, with blue pillows for other parts of the body.

These protocols are a small representation of the drive we began more than a decade ago to embed tikanga Māori into our everyday care of tūroro Māori (Māori patients) and their whānau.

Revised Ngā Paerewa Health and Disability standards that came into effect in February require healthcare providers such as hospices to meet standards of care that are inclusive and accessible. But this is something we have long recognised. Kaumātua and kaiāwhina have played a valuable role in our organisation for more than 10 years, and in 2019 our rōpū, Mahinga Ngātahi, was formed to further address inequity around access of service for tūroro Māori and discuss issues relating to Māori patient care.

Mahinga Ngātahi meets every six weeks and is steered by kaumātua John Marsden and kaiāwhina Barb O'Loughlin. It consists of 12 members and is co-chaired by Family Support Team Leader Jeanne Warmington and Executive Assistant Cass Vos.

Cass says, "The biggest impact we've made has been in helping to open dialogue around what's usually quite a sensitive matter in order to change perspective and awareness around cultural factors. By doing this there is huge capacity for us to become more compassionate, more multicultural and more inclusive to provide equity of access for all."

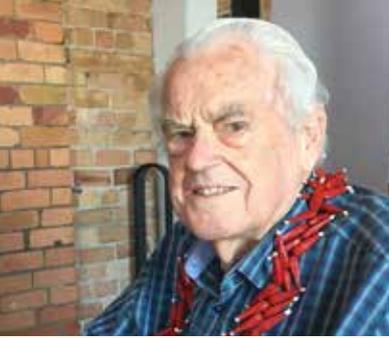
Jeanne explains that this is an ongoing piece of work, with feedback from tūroro Māori and their whānau used to better understand the needs of Māori in hospice care. "It helps inform our Māori care plan which we work from to get care 'culturally right' and meet people's needs individually."

Cass adds, "Being able to talk about experiences and dissect them in this forum allows us to share our lived experience as tāngata Māori, because everyone has their own iwi, hapū and whānau upbringing that adds to their personal experience as Māori."

“ The biggest impact we've made has been in helping to open dialogue around what's usually quite a sensitive matter in order to change perspective and awareness around cultural factors.”
Cas Voss



Jeanne Warmington & Cass Voss



Remembering Terry Dunleavy

Terry Dunleavy was a man who was passionate about community. He was involved in a broad spectrum of commitments from Māori education to rugby to politics, and served as a Justice of the Peace into his 93rd year. In 1990 he was acknowledged with an MBE for his contribution to the New Zealand wine industry, and he and his wife of 71 years, Margaret, absolutely doted on their 11 children, 19 grandchildren and seven great grandchildren.

Terry was also a passionate supporter of Harbour Hospice and served on our Board for an incredible 20 years. He generously supported our largest fundraising event, Vintners Brunch, through donations of wine from the family vineyard, Te Motu Vineyard, and that generosity continues this year.

Terry once said that of all the “committees” he’d been on, Harbour Hospice gave him the “greatest satisfaction”. He intrinsically understood that many families are deeply touched by the service and in the end that proved true of his family too. In 2020 Margaret went into hospice care and was supported until she died on 30 June 2022. Terry died unexpectedly before her on 14 March 2022.

Just a few months before his death Terry said, “We’ve supported the work of hospice for a long time, but it’s not until it affects your own family that you realise the true impact of their work in our community.”

May you rest in peace, Terry and Margaret. We are very grateful to you and your family for all that you have done for hospice and the community.

trusts provide vital support

Thank you to the trusts and foundations that support hospice. In the last six months their grants have contributed towards medical costs, family support and counselling services, education and clinical programmes, our North Shore redevelopment and more. These wonderful organisations are:

Akarana Community Trust
Allan & Louisa Stewart Charitable Trust
Ara Lodge No 348 IC Charitable Trust
BlueSky Community Trust
Constellation Communities Trust
David Levene Foundation
Dorothy Williams Charitable Trust, managed by Public Trust
Dragon Community Trust
Estate of Ernest Hyam Davis and The Ted & Mollie Carr Endowment Trust, proudly managed by Perpetual Guardian
Four Winds Foundation
Freemasons Foundation
Grassroots Trust
Kelliher Trust
Lister Presbyterian Health Trust
Milestone Foundation
Norah Hamblin Memorial Trust
North & South Trust Ltd
NR & JH Thomson Charitable Trust, proudly managed by Perpetual Guardian NZCT
Oxford Sports Trust
Potter Masonic Trust
Pub Charity
Skills4Work
The Douglas Charitable Trust
The Jogia Charitable Trust
The Lion Foundation
The Reed Charitable Trust, managed by Public Trust
The Sealgair NZ Charitable Trust
The Trusts Community Foundation
The Wilks Charitable Trust, managed by Trustee Executors Ltd
W & W A R Fraser Charitable Trust

Your community or family trust can support patient care too. Please contact Grants Manager Lesley Cranston on 027 476 5287 or Lesley.Cranston@harbourhospice.org.nz

Yes, I want to provide joy and delight to patients like Gary

You can select which community you would like your donation to support.

CC #22413 – gifts \$5 and over are tax deductible

