

Your Hospice matters

february | hui-tanguru 2022



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harbour
hospice



Kia ora

The last six months have been tough for our Harbour Hospice community, with most of it spent in another Covid-19 lockdown. We've had to change the way our services are delivered, and this has impacted patients and their families/whānau as well as staff and volunteers.

Lockdown also affected the opportunities you had to support us with the temporary closures of our shops and postponement of fundraising events.

Even with the Government wage subsidy and generosity of our landlords (most of whom didn't charge our shops rent during Auckland's 107-day lockdown), our net income reduced by around \$50,000 a week.

To provide our community with specialist palliative care, free of charge, we must raise around \$6.5 million (net) every year. We counted ourselves lucky that our 24th Vintners' Brunch annual fundraiser was still able to go ahead (just a week before lockdown), raising more than \$300,000 – as well as the national Farmers Trees of Remembrance campaign and local Coastal Challenge. And we were humbled by the determination of people like Theo Simeonidis and the Rotary Club of Orewa-Millwater, who ran their Greek Extravaganza as an online auction, instead.

Despite the stress and worry the pandemic is causing we still have much to be grateful for. Our clinical staff has continued to provide patients and their whānau with the highest level of compassionate and professional care, in the most extraordinary of circumstances. On the opposite page community nurse Lupe Williams and Inpatient Unit team leader Sue Smith open up about the challenges they faced during lockdown, which they say only reinforced for them that they were in "the right job." Most of our non-clinical staff, fundraisers and retail team continued working from home, and our volunteers waited patiently to return to their roles.

We now face the latest Omicron challenge and a return to more restrictions. We appreciate more than ever your support and generosity - from your donations of money and/or time and skills, to your Gifts In Will, your fundraising efforts, and your engagement with our shops in the gifting of goods and spending in them. Without you, we wouldn't exist.

This is your hospice.

Ngā mihi nui,



Jan Nichols, Harbour Hospice Chief Executive



“To provide our community with specialist palliative care, free of charge, we must raise around \$6.5 million every year. We have been hurt by Covid-19; our fundraising targets are well behind budget.”

1 in 3
people who
died in our
community were cared
for by Harbour Hospice



10,577
home visits by our
medical, nursing
and family
support
teams



19,657
phone calls made
to connect
patients and
whānau with
nurses, doctors
and support teams



Ref: Impact Report 1 July 2020 - 30 June 2021

When Auckland went back into lockdown last August Harbour Hospice clinical teams rolled up their sleeves and went into battle. For the next 107 days they waged war at our frontline, continuing to provide the highest level of care for our patients, in the most extraordinary of circumstances.

“If there's one thing that Covid-19 has taught us it's that we're resilient.”



Some of the nursing team with Sue Smith, far right

extraordinary care in extraordinary circumstances

Working in a climate of heightened anxiety in hot and heavy PPE gear became their norm. And making critical decisions in a constantly evolving national health crisis became their day-to-day. But both CPC Registered Nurse Lupe Williams, from our community nursing team, and IPU Team Leader Sue Smith say lockdown only reinforced for them that they're in "the right job".

Nurse Lupe Williams



“A lot of us get into hospice because we want to take a bit of the load off patients and their families,” says Lupe. “We know that this is one of the hardest times that people will experience in their lives and if we can make things a little easier for them then that's gratification for us.”

That didn't mean caring for patients and their families during lockdown wasn't challenging. Both the community and IPU teams found they were caring for a greater number of patients with extremely complex symptoms. Due to patients being fearful of going to their local hospital or GP, many tolerated symptoms for longer than they usually would have and received late diagnoses, explains Lupe. “We were seeing some pretty unwell people. And that meant we sometimes had to be the bearer of bad news, that time left for them was short.”

Some families chose not to bring their loved one into the IPU because visitor numbers had to be restricted to one

family member, and this increased the workload for the community nurses. And for IPU staff, it presented different sorts of challenges.

“Our care is very much of a holistic nature, where we're not only caring for the patient but also their family, extended family and friends,” explains Sue. “Having to be gatekeeper and limit who could come in was very, very difficult, and that was probably the single biggest thing that affected staff.”

The teams also found that wearing masks and PPE gear proved a barrier to navigating sensitive conversations. “Verbal communication is such a tiny part of how people interact,” says Sue. “The rest is in facial expressions and body language, so trying to communicate with people, assess how a person is really feeling, was a challenge we had to overcome.”

The teams were acutely aware of bringing Covid-19 into the IPU or patients' homes - or into their own homes - so were hypervigilant about limiting their movements. “Even as restrictions eased, we still limited what we did and where we went,” Lupe says. And this meant that their worlds often felt very small.

“One thing that helped was that we've been through this before, so we were able to adapt quickly,” says Lupe. Agrees Sue, “If there's one thing that Covid has taught us it's that we're resilient.”



major milestone reached with North Shore's re-opening



Top: Patient room with ceiling hoist
Above: Nurse Doerthe Jaeckel in the treatment room

We've achieved a major milestone in the vital redevelopment of our North Shore facility, with phase one of construction now complete.

Nine months after starting the project, our Inpatient Unit (IPU) is open again, with staff returning to 7 Shea Terrace in January 2022 to welcome back patients and their families.

The reopening of the IPU has been highly anticipated, with the redesign offering modern fit-for-purpose spaces and lighter, brighter patient rooms. The clinical team is delighted with its new workstation which includes a treatment room fitted out with state-of-the-art equipment gifted by local medical supply company, Endoventure.

Five of the patient rooms feature ceiling hoists – three supported by the Hugo Charitable Trust and one by a generous couple. The hoists allow for improved manoeuvrability and greater independence for patients who will be able to operate the controls once they've been helped into position. They also mean reduced physical strain for staff.

In addition to the completion of the clinical area, our new dedicated whānau space is well underway. This special area will give families their own dedicated space while their loved one is being cared for in the IPU.

The top floor of the building is complete, housing a non-clinical / administration area (including its Volunteer Services team), meeting room and staff facilities - although, for now most staff members continue to work primarily from home due to the fast-moving nature of Covid-19 variants, Delta and Omicron. Fit-out of the office area has been generously supported by Grassroots Trust.



“To all the individuals, Trusts, organisations and community groups whose generosity has made North Shore's redevelopment a reality, we are incredibly grateful.”

Jan Nichols

It's due to the thoughtful people who remembered Harbour Hospice in their Will that the North Shore project was first made viable. Their Gifts In Will have grown the Harbour Hospice Development Foundation, a reserve fund built up over past decades, and it was the Foundation which provided the first crucial \$10 million towards the project. To date, our wonderful community has donated a further \$8.9 million.

“With the first stage of our redevelopment behind us we'd like to say a huge thank you to all of our supporters who have made this possible,” Harbour Hospice Chief Executive Jan Nichols says. “To all the individuals, Trusts, organisations and community groups whose generosity has made North Shore's redevelopment a reality, we are incredibly grateful.”

“We still have a long way to go to complete the rest of the project which includes dedicated community and training spaces, but we look forward to celebrating that very special milestone in early 2023 with everyone in our community.”

To find out how you can help, or more about the project, visit harbourhospice.org.nz/shore-project or email Capital Campaign Manager, Kate Thompson at Kate.Thompson@harbourhospice.org.nz

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

Top: Nurse Venne Niu & Healthcare Assistant Liz Harris in the new nurses work station
Bottom: Top floor & IPU corridor

what's happening at our other sites

Tui House

Improvements have been made to make the space more comfortable for patients, staff and community users. A new meeting space has been created, furniture updated and a portable keyboard purchased for Open Doors programme patients.

Outdoors, visitors can enjoy resting outside without baking in the hot sun thanks to a new permanent gazebo and shade cloth. A new irrigation system will mean the garden will stay beautiful to lift patients' spirits.

All the outdoor improvements were thanks to a special grant from an anonymous donor.

Hibiscus House

Patients will soon be able to adjust the temperature in their individual room with a new air conditioning system that has been purchased and is ready to install, thanks to a grant from the Kelliher Trust.

The nurses' station and Inpatient Unit feature new fire-rated windows, and a commercial air conditioning unit has been installed in the kitchen.

The security system has been upgraded, and plans are in place to erect permanent gazebos on the grounds so that families have shaded areas to gather outside (in line with Covid-19 restrictions).

To learn more about ongoing projects and how you can contribute, contact Grants Coordinator Lesley Cranston on 027 476 5287 or Lesley.Cranston@harbourhospice.org.nz

We are constantly humbled by your generosity, and the many and varied ways you fund the service. Here is a snapshot of just some of the ways you've raised money for Harbour Hospice in the past six months.

there for you

When Mike Dawson needed to call on hospice three years ago he already knew he was in good hands. The retired North Shore businessman and his wife Peggy have been involved with us for more than 30 years, from Mike fundraising with a group of proactive businessmen during North Shore Hospice's early years to Peggy providing massage training for our staff and the couple becoming Friends of Hospice members to give regular donations.

The couple say, "We relate to the cause very well." But it was Mike's personal experience in 2018 that reinforced for them that their years of dedication had been rightly directed.

Mike became unwell with stage four lymphoma and was "in the departure lounge" by Christmas Eve that year, Peggy explains. "Two nurses came to care for me and they were very sincere in what they were doing," Mike says. "They took their time, they didn't rush things and they listened. That's a really big thing." The couple thought Mike's days in hospice care would be his last but his health took a miraculous turn for the better and he was able to be discharged.

While Mike's story might be unusual it's not unheard of – some of our patients do move in and out of our care. The couple attribute prayer and the support of their church to Mike's recovery; they also know that when Mike does need to go back into hospice care "the love and support we receive will be beautiful".

This year Harbour Hospice draws close to celebrating 40 years of caring for the community. The couple remember the days when the North Shore service had only one nurse and one car! They've been delighted to see Harbour Hospice grow to the multi-disciplined service it is today. "Everybody needs hospice," Peggy smiles. "It's a magnificent, beautiful service."

If you'd like to join Friends of Hospice and donate regularly like Peggy and Mike, please contact Partnerships Manager Milly Whitefoot on 021 783 437 or Milly.Whitefoot@harbourhospice.org.nz

Trust support spans 25 years

Not all Harbour Hospice patients are religious but many find themselves turning to spiritual advisors when they face the end of life, and they're able to do that thanks to supporters like Lister Presbyterian Health Trust.

Harbour Hospice spiritual advisor Vincent Maire says, "Many patients become reflective and I often see people who have thought there's nothing after death begin to believe that perhaps there is. It is not unusual for people to say they can't wait to be reunited with the person they loved the most in this life. And sometimes people say, 'Where's God in all of this?'"

"I'm someone who is a steady presence, who walks with someone who is nearing the end of their life. With comfort and gentleness I can help that person explore what's going on for them in terms of their spiritual orientation, whatever that might be."

Lister Presbyterian Health Trust aims to improve the physical or mental health, or spiritual welfare of people, and helping to fund Harbour Hospice's two spiritual advisors is the perfect fit.

Over the past 25 years the trust has generously donated more than \$450,000 to support spiritual care for patients and other significant projects.

Trust secretary Gabriel Pyc says, "Harbour Hospice is a charity very close to our hearts, and always has been."

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

Aaron Carter



This year's **Cargo Plus Coastal Challenge**, on Feb 19, featured an inaugural 50km race to raise \$50,000 for Harbour Hospice. The annual event has already raised more than \$230,000 since its director, Aaron Carter, chose Harbour Hospice as charity partner in 2012. But this year Aaron wanted to do something extra special because he turns 50 and his mum, Sandy, who was in our care in 2003, was 50 when she died.

Sandy was hugely supportive when Aaron launched Coastal Challenge 20 years ago and he knows she would have been very proud to see him and the other athletes who joined him complete this gruelling race in her memory, on the event's 20th anniversary. Keep an eye out on our Facebook page to see if they meet their bold target!

The **Greek Extravaganza** dinner-dance, which has been a local calendar highlight since 2017, couldn't go ahead due to lockdown, so organisers Theo Simeonidis and the Rotary Club of Orewa-Millwater ran the extravaganza's auction online to raise \$14,545.

Partnering with **Farmers** at Christmas raised \$58,467 through sales of a 'hospice bauble' and erecting Trees of Remembrance for customers to leave messages in remembrance of their loved ones.

The **East Coast Bays Bridge Club** has raised over \$60,000 for Harbour Hospice in the last 20 years. Last year they raised more than \$4,000 through their annual bridge tournament and in-club library of books and puzzles. They got their tournament in just before lockdown. We think the bridge gods must have been smiling down on them!

The **mARTakana art exhibition** and sale raised over \$21,000 just hours before our nation moved to the Red traffic light setting. Art lovers were still able to enjoy a variety of mediums from dozens of talented artists over three days, and in the nick of time!

Whether you're an individual, group, or running an event or a business, you can fundraise for Harbour Hospice to help provide care to patients and families. Go to harbourhospice.org.nz/fundraising-toolkit or call your local Harbour Hospice site to get started.

events calendar

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.

1 APRIL Hibiscus Golf Tournament Helensville Golf Club

Gather your friends and colleagues to enjoy an amazing day on the Green.

9 APRIL Catwalk Arts Mahurangi College Auditorium

Be amazed by innovative designs at this long-running wearable arts competition. Hurry to buy your ticket!

SUBJECT TO COVID-19 RESTRICTIONS



1 MAY High Tea for Hospice Vodafone, Smales Farm 2pm

Sip on tea from mismatched vintage tea sets and indulge in dainty canapés and sweet treats. \$86 a ticket.



2-6 JUNE Art Exhibition Estuary Arts Centre Preview & auction night 2 June, 7-9pm Public exhibition: 3-5 June, 9am-4pm 6 June, 9am-2pm

Get a sneak peek of dazzling artworks at the ticketed preview and auction night or enter by donation throughout Queens Birthday weekend.



21 AUGUST Vintners' Brunch Spark Arena 11am

Taste and judge exquisite food from top Auckland restaurants, matched with world-class New Zealand wines. Celebrating its 25th serving!

11 NOVEMBER North Shore Golf Tournament North Shore Golf Club

Now at a new time of year, enjoy a professionally run tournament possible in partnership with PaR.n.z Golfing Holidays.

harbour people

With their stand-out bright pink branding our hospice shops are well-known and loved. More than places of trade, they provide a connection back to the care we provide, and a social hub for volunteers and the community.

They're also integral to our fundraising efforts, bringing in just over a third of our funding needs each year. Last year, customer spending/revenue increased by a phenomenal 35 per cent, but Auckland's recent extended lockdown hit our shops hard and we've begun the new year behind budget. Harbour Hospice Retail Services Manager Maria Baird is grateful to the community for getting in behind the shops now that they're back up and running.

“There are so many people involved in the day of a hospice shop and what we do would not be possible without each and every one of them,” Maria says.

“For our retail managers and volunteers, this work holds such a place in their hearts, in their lives and in their routines. And for our community, they knew we'd be hurt so they're gifting goods, they're spending again, they're fronting up.”



“It would break my heart if ever we had to ask a family for money for our care.”

why we do what we do



Maria & Rita

Many of our supporters have been personally touched by hospice, and this is their 'why' for backing us the way they do. It's Maria's why as well. She was only 22 when her mother Rita died from cancer, aged 49, in hospice care.

Rita was cared for by the Sisters of Mercy at St Joseph's Hospice (now known as Mercy Hospice) 34 years ago for an unusually long time – 15 months - and Maria was so impacted by the way she and her mother were held by the sisters she has made it her life's work to give back.

“The love we were shown. It was about compassion and care, and as far as the sisters were concerned Rita was absolutely in the right place,” Maria says.

Maria would visit Rita every afternoon and stay till that quiet time after dinner, the hours marked by cups of tea and comings and goings of nurses.

“It became a spiritual place of love,” Maria recalls. “We were just in the present, and it was very peaceful.” The pair would listen to Rita's classical music and talk about books, Rita's past, the everyday.

“That time was as much about me as it was about Rita and I am very grateful for it,” Maria says.

A few years after Rita died Maria, a fashion designer, moved to California to work for Rita's sister - her Aunt Judy - in her art gallery. This was a special time for both, especially as Judy had also lost her and Rita's mother to cancer.

On returning to NZ Maria spied an ad in her local paper for a retail manager to open Mercy Hospice's first shop. “I just knew that was my job,” she says. She applied, and in the process was reunited with one of the sisters who had cared for Rita.

After nine years with Mercy, Maria made the switch to Harbour Hospice to build its retail division.

In the seven years that Maria has been with Harbour Hospice she has grown its stable of shops from eight to 17. She has strengthened its brand so “you definitely know when you're in a hospice shop”. And her goal is to continue growing its retail reach and fundraising capacity. “In a way I feel like this is what I was put here to do because of the experience I had with Rita and the sisters,” she says.

“It would break my heart if ever we had to ask a family for money for our care. We know it costs but we find that money so that our patients never have to be burdened with a bill.”

te ao Māori



Harbour Hospice staff at Te Herenga Waka o Orewa Marae

Harbour Hospice gains second Kaiāwhina



Barb O'Loughlin

In 2021 we were joined by our second Kaiāwhina, Barb O'Loughlin. Barb works directly with Māori patients and their whānau to help them navigate their end-of-life journey in a context that feels comfortable to them.

“You can never assume that if a patient is Māori, they have been totally immersed in their culture. It's important when meeting a patient that it is done with caution and respect. It's about establishing some common understanding and then looking for connections,” she says. In Barb's first week she met a Māori patient who told her he wanted nothing to do with hospice. “Now he's our biggest fan,” she says. “I was also recently referred by one of our nurses to a non-Māori patient who asked to see me as she has a special relationship with Te Ao Māori. I think that truly captures our commitment to inclusivity and tikanga.”

Kotahitanga brings unity

We've introduced Kotahitanga, a one-day cultural immersion experience for staff.

Kotahitanga (which means unity, togetherness, solidarity, collective action) is an important part of our strategy because through these learning experiences we develop a deeper understanding of Māori and enhance the way we work with Māori whānau. We're also ensuring that more people gain equitable access to specialist palliative care at Harbour Hospice.

While lockdown forced the postponement of some of our sessions we were able to get our first two off the ground, at Te Herenga Waka o Orewa Marae. Each individual had the opportunity to introduce themselves through pepeha and mihi then listen to kōrero from staff and kaumatua Kereama Nathan.

Kai prepared by Harbour Hospice chef Lil Natana and her whānau was enjoyed, and the manaakitanga (hospitality) of the marae whānau was evident.

Many found the experience meaningful and we're looking forward to returning to the marae this year.

“We open and close every meeting with a whakatauākī and karakia, and we use karakia and tikanga in our day-to-day care of Māori patients and their whānau. As a nurse it's very rewarding because you feel that extra connection with patients. It reinforces for us the holistic nature of hospice – having that connection with our patients and giving them total care.”

IPU Team Leader Fiona Moore

Blessing bowl gifted

A blessing bowl was kindly gifted to Tui House by Harbour Hospice Kaiāwhina Terehia Walker and her husband Ngahiwi Walker.

Blessings are regularly performed at our North Shore and Hibiscus Coast sites as part of our commitment to honouring tikanga. Blessings are performed to cleanse a room after a patient has died, or to rid an object of negative energy. Now Tui House has its own blessing bowl too.



Pictured, Kaiāwhina Terehia Walker blessing the bowl at Tui House before it is used.



we need volunteers to help keep our shops open! please talk to a shop manager or scan for more info

Louisa Christian



NZ-first Harbour Hospice introduces Nav-CARE

connecting advocating resourcing engaging

In a move that will see Harbour Hospice leading the way in New Zealand, we have introduced a new volunteer-based programme that will enrich patients' hospice experience. We're the first hospice in New Zealand to offer Nav-CARE, a programme where trained hospice volunteers take on advocacy roles to become health navigators, helping identify patient needs and connect them with resources in the community that can help.

Nav-CARE was first developed in Canada by Dr Wendy Duggleby and Dr Barbara Pesut. Their research, conducted over a period of seven years, found that older adults living with declining health often don't receive the community support they need – not because support isn't available, but because they're less aware of how to connect with what's available to them.

The programme has now been implemented in 25 sites across Canada. And, as a result of intensive discussions and online training sessions with the programme's creators and some of the Canadian hospices who have integrated it into their model of care, we have been gifted the programme and have adapted it, with the creators' approval, to a New Zealand model. We will begin rolling it out this year, with volunteer training beginning in April.

Harbour Hospice Nav-CARE coordinator Louisa Christian says Nav-CARE will offer a win-win solution for patients, staff and volunteers, as well as extend the level of care we provide. "It picks up the parts that the clinical and family support teams don't have time for and utilises the high levels of skills of our volunteers."

Louisa, a former teacher, has heard stories of Nav-CARE volunteers in Canada helping patients in extraordinary ways, using their local knowledge and skills gained over the course of their career. A patient who struggled to get to the supermarket couldn't use its online click-and-collect service because he didn't have a computer. His volunteer navigator approached all the local supermarkets until they found one that agreed to take the man's order over the phone.

She hypothesises, "Here, you might have an older person who desperately wants to be social and loves knitting. Her volunteer navigator might know of a local knitting group and help to put her in contact."

"This programme enables skilled volunteers to really build and foster relationships with patients so they can advocate for them. It completely embodies the hospice philosophy of enabling patients to live well, and it enriches patients' hospice experience too."

the value of a cuppa

Our volunteers come from a huge range of backgrounds and support us in a huge range of roles. Retired oncology nurse Dora Mak, who began volunteering for Harbour Hospice five years ago, lets us in on what she finds fulfilling about the support she provides in our Hibiscus Coast Inpatient Unit.

How long were you an oncology nurse for, Dora? I was an oncology nurse for 36 years. I also worked in theatre and in hospital emergency departments, and for the last three years of my career I worked in a hospice.

What do you enjoy about volunteering for Harbour Hospice? I love being able to offer the patients and their families a cup of tea. It sounds like a very simple thing to do, but I do believe that having a cup of tea is so therapeutic. When people come to hospice for the first time there is often an element of fear and anxiety because their care setting has changed. It's more than offering a cup of tea, it's an act of soothing, a way of calming people down.

What else does your role involve? It's about providing the little touches that help people to feel nurtured – orientating the family, rearranging flowers, helping staff prepare rooms for new patients, taking patients

for strolls in the hospice grounds. Our families are always surprised that there is a constant stream of home baking coming out of the kitchen from the amazing kitchen team.

Do you find yourself back in 'nurse' mode during your volunteer shifts? I think I understand how the patients and their families feel and I enjoy having the time, as a volunteer, to sit with them and talk. Sometimes their words just flow, and I do relay their worries back to staff. When I take away their meal tray I always pass on whether they ate well or if they didn't. Every little bit of information helps the team to document the patient's journey.

But I also feel that all the volunteers do just as much as I do. Many of them aren't nurses but they've been mothers or they've cared for people and they understand what's important.

There are many rewarding volunteer positions. Apply to support hospice care by contacting Volunteer Services on 027 767 5742 or Volunteer@harbourhospice.org.nz



changing the conversation

One of our over-arching goals is to increase our reach so that a greater number of people in the community have access to specialist palliative care.

We train a number of nursing, medical and paramedic students each year and during 2021 we supported 52 students to experience a valuable introduction to palliative care through their placement.

In addition our Poi (Palliative Outcomes Initiative) team works with GPs and residential care facilities to help staff identify patients in the last 6-12 months of life and develop strategies to improve their overall quality of life. Four years into the programme (which was developed by Auckland Specialist Hospices with funding from the Ministry of Health), an external evaluation* found that the programme is exceeding expectations and making a positive difference to the quality of palliative care delivered across the region. "We consider that Poi has resulted in much greater than anticipated return on investment and significant health system cost savings," the evaluation says.

It also found that Poi patients tend to have fewer inpatient stays and emergency department use than the broader population with palliative care needs.

GPSI (General Practitioner with a Special Interest) Caleb Goh says Poi has helped him better identify and communicate the individual needs of his patients so that their end-of-life care is tailored to them.

"As a doctor, you're trying your best to fix things all the time so when you come across palliative care for the first time it's very confronting. That's what's so valuable about Poi training," Goh said. "You learn how to change the conversation, because it's not that we can no longer do anything, it's just that we need to take a different approach. I've become more empathetic and more creative in the way I work."



“As a doctor, you're trying your best to fix things all the time so when you come across palliative care for the first time it's very confronting. That's what's so valuable about Poi training”

Loving memory carries on giving

It's been 23 years since Reg Gould lost his darling wife Joyce - and Harbour Hospice, one of its volunteer "butterflies". Yet Reg has kept Joyce's memory and very special relationship with hospice alive through his continued dedication to the charity his wife loved.

Reg, 92 is a dedicated fundraising volunteer who can be seen every year helping on the Trees of Remembrance Christmas campaign in Milford. He has also made donations for many, many years, and recently became a Monthly Giver, transferring from using personal cheques to direct debit.

By donating over such a long period of time Reg has relieved the pain and suffering for many people in Hospice's care, and he takes great comfort in giving back to hospice "because of how dear it was to my darling Joyce's heart".

"I was always supportive of everything she did," he says. "And now, the fact that I can perpetuate her memory by carrying on my association with hospice gives me a lot of pleasure."

Joyce, who together with Reg raised three children and also had eight grandchildren, volunteered for Harbour Hospice during the mid-to-late 1990s, before needing the service herself when she was diagnosed with cancer.

She loved working with the patients, so much so that when she found out she was ill she kept the news to herself and continued her volunteer work, caring for others who faced the same plight as herself.

That summed up the kind of person Joyce was, says Reg. And it's why he's so proud to have picked up and carried on what Joyce was unable to continue. "The fact it was so dear to Joyce makes it dear to me."

Just like Reg, you can make an impact every month in memory of your loved one. Complete the coupon below or contact Supporter Care Fundraiser Jenna Tuuta on 020 4043 5577 to set up monthly giving by direct debit.



trusts provide vital support

Many trusts and grants help hospice services reach people in your local community. Funding they provided in the last six months met costs for medical supplies, counselling services, display cabinets, comfort crosses, linen, dementia clocks, educating clinical teams, operating costs, staff salaries and for the redevelopment and fit out of the hospice Inpatient Unit in Takapuna. Many thanks to the following organisations:

BlueSky Community Trust
Akarana Community Trust
Four Winds Foundation Limited
Charles Rupert Stead Charitable Trust, proudly managed by Perpetual Guardian
The Kelliher Trust
Skills4Work
Lister Presbyterian Health Trust
Pub Charity
Maurice Paykel Charitable Trust
Boyd Clarke Foundation
Lottery Community Fund
Louisa & Patrick Emmett Murphy Foundation
Zelda Roberts Charitable Trust
Lake Memorial Charitable Trust
The Wilks Charitable Trust
The J A Redwood Charitable Trust, proudly managed by Perpetual Guardian
A K Franks Charitable Trust, proudly managed by Perpetual Guardian
Dairy Flat Community Trust
The Douglas Charitable Trust
Freemasons Foundation
Norah Hamblin Memorial Trust
Estate of Ernest Hyam Davis & The Ted & Mollie Carr Endowment Trust, proudly managed by Perpetual Guardian
The Ralph & Eve Seelye Charitable Trust
Lottery Community Facilities Fund

Yes, I want to provide extraordinary care to patients in these extraordinary circumstances

Please select which community you would like your donation to support:



Hibiscus House
Whangaparaoa



North Shore
Takapuna



Tui House
Warkworth/Wellsford