

# Your Hospice

## MATTERS

# Hospice was *our* anchor

For nearly four years, Harbour Hospice was Marian Kidd's anchor. From day programmes to inpatient care, hospice was there to give Marian and her family strength and security at every stage of her illness.

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Your help enables us to innovate for the future



Marian enjoyed empathy and connection through our day programmes, and stress relief through massage therapy. As her cancer progressed, she spent time in the Inpatient Unit so her medications could be reviewed and adjusted, boosting her strength and spirits.

and, in the end, all she wanted was "to be somewhere that's full of love – at home, in Terry's arms."

Marian's family simply wanted her to be able to die with dignity and were full of gratitude for the extraordinary level of care that Hospice provided – for the whole family.

Your support for Hospice brings stability, joy and hope to families in your community. When we say thank you, it is on behalf of people like Marian, her husband Terry and daughters Lyndsay and Angela, who called Hospice their comfort zone.

Husband Terry was able to share his worries with a hospice counsellor and gain the emotional strength to be there for Marian towards the end.

At first, Marian was adamant that she didn't want to die at home because she wanted to spare her family. But she changed her mind

In the last week, when the family's physical, mental and emotional fitness was at its lowest, the support of Hospice's nursing and counselling teams helped them through.

In Lyndsay's words, "Hospice might be end of life care, but they are also life savers."



We are always pleased to share the progress we're making at Harbour Hospice, and the incredible impact of your enduring support within our community.

With the amount of Government funding we receive sitting at around 54% of our operating costs, your contribution to care in your community is priceless. Thank you.

We have cared for over 1,240 patients and their families in the past year. This figure includes an additional 80 people who accessed Harbour Hospice community services.

We know we need to reach out to

## Your support takes many forms

more people with illnesses other than cancer. To do this well, our team is learning new skills in areas such as dementia care.

About three years ago Mervyn Crocker, a past Hibiscus Hospice Board Chairman, gifted funds from which interest is used annually to support the Ngaire and Mervyn Crocker Scholarship which ensures that our nurses can develop knowledge about illnesses other than cancer. We are so proud and grateful for their legacy and hope you enjoy reading about the latest recipients of this award and how they are making a difference.

In June, we celebrated National Volunteer Week and held Volunteer and Staff Long Service awards across our three sites. We heard amazing stories of dedication and contribution which were incredibly inspiring. Unfortunately, we can't share all of these stories but are pleased to share some on page 6.

Wilf Marley, our longest serving trustee, can remember back to a time when hospice was a very new and little known and understood concept. He had to look the word up in a dictionary to find out what it was. There were a small number of referrals in the first years. Thirty-six years later Harbour Hospice cares for around one third of all people who die in our local area. Little did he know the impact his gift of time and skill would have.

Once again, thank you for enabling Harbour Hospice to continue supporting people in our communities so they can make the most of every day in the face of life-limiting illness.

**Jan Nichols**  
Harbour Hospice CEO

## DIARY DATES

For more details and bookings, please visit [harbourhospice.org.nz/our-events](http://harbourhospice.org.nz/our-events)

**20 October**

**Auckland Marathon  
Auckland City**

The Harbour Hospice team is in training to run or walk various distances and we'd love you to join us. Be part of our team and ask friends and family to support your efforts. Go to Everyday Hero and search 'Runners for Harbour Hospice'.

**2 November**

**FrontUP for Hospice  
Smales Farm, Takapuna**

An 'Amazing Race' style charity event with groups competing to raise the most funds for hospice and then, in fancy dress, compete in secret challenges across the North Shore. Thanks to event partner Harcourts Cooper & Co.

**30 November**

**Greek Extravaganza  
Orewa Events Centre**

Bring a friend or a group to this fabulous 1930s and 40s rembetiko evening (the Greek 'blues'), with fantastic food and a spectacular floor show. Contact us to reserve a table. Thanks to our platinum sponsor New World Whangaparaoa.

**20 September  
Gift in Will offer  
Harbour Hospice,  
all communities**

From now till 20 September, our local solicitors are volunteering their expertise to update your Will free of charge when you include a gift (bequest) for Harbour Hospice. See back page for full details.

## Hospice Shop opens in Te Hana

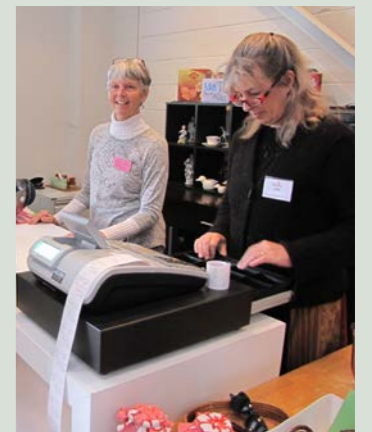
On 1st August we opened our 17th Hospice Shop on the northern edge of the Harbour Hospice community.

The Te Hana store specialises in quality pre-loved furniture, household items, books, and bulk clothing for \$10 per jumbo bag.

Te Hana was chosen for the new store for several reasons, including availability of a suitable storefront, local demand for affordable furniture and a generous pool of donors to the existing hospice shops.

Every item bought from this store will enable us to continue to extend hospice services to our local community.

The Te Hana Hospice Shop is open for sales and donations from 9am to 4pm, Thursday to Sunday. For more information please phone 0800 555 407 or visit [harbourhospice.org.nz](http://harbourhospice.org.nz)



## Our Warkworth hub

Tui House is providing much-needed meeting space in Warkworth and helping demystify hospice in the community. When not being used by Harbour Hospice for day programmes, volunteer events and education, the Korowai Rooms and kitchen can be hired for meetings, workshops, business events and small functions. The rooms are provided free of charge for groups with a strong health focus, such as Cancer Support and Better Blokes. The arrangement not only provides a small income stream but is also helping change attitudes towards hospice by encouraging more people to experience the welcoming environment of Tui House.

## Garden project at Hibiscus House

Growing demand for hospice services has prompted a redevelopment at Hibiscus House, which is now the administration hub for Harbour Hospice.

A landscaping project, completed in July with support from local businesses, includes new planting and more accessible boardwalks that encourage patients and visitors to meander through the garden. The walkway has been extended and beautified with flowering shrubs to complement the existing natives. This has provided more space along the remembrance walk, where families may have an attractive ceramic tile, tree or seat installed in memory of a loved one.

An extension of the staff carpark behind the building has freed more parking for patients and families on the entry level. A second driveway provides a safer exit that avoids the busy intersection of John Dee Crescent and Whangaparaoa Road.

Inside Hibiscus House we are currently laying new vinyl in the Inpatient Unit and will be updating the curtains, carpet and furniture in the coming months. The next phase will provide more space for nursing and family support staff and day patients.

We are grateful to the companies who have so generously supported the redevelopment: Amstar Construction, Atlas Concrete, C&R Surveyors, Central Landscape Supplies, Coastline Markers, Firth Concrete, Fulton Hogan, Gideon Contractors Limited, Hibiscus Contractors, Hiway Stabilizers, Hutchinson Consulting Engineers, Hynds Pipe Systems, ICB Retaining & Construction, Kings Plant Barn, OfficeMax, Opie Contractors, Plumbing World, St Michel Industries.

## YOU HELPED PROVIDE wrap-around care for Gloria's family

When a husband and wife both need palliative care, how do they cope? Gloria Wharawhara cared for her husband after he had a stroke, until she herself became terminally ill at just 48 years old.



Gloria was able to reach out to Harbour Hospice, not only for care for herself, but also to support her husband Campbell and their three teenage and young adult children.

She was able to do this because you, and others in our community, give so generously to sustain every aspect of Harbour Hospice's work.

Your support enabled our community nurses, pou whakapakari (cultural adviser), social worker and inpatient staff to wrap their care around the whole family. They helped relieve Gloria's pain, provided respite care and worked with the family to fulfil Gloria's deepest wish - finding a warm new home to rent, where Campbell and their children could carry on with their lives.

Gloria had looked after Campbell for four years after he suffered a stroke. Then Campbell's care helper noticed that Gloria wasn't herself and encouraged her to see a doctor. Gloria was diagnosed with pancreatic cancer and given a prognosis of six months.

"I don't think I wanted to believe it, and I couldn't do much to help her," Campbell says.

Through her work with Te Herenga Marae and Women's Refuge, Gloria was aware of Harbour Hospice and asked for help. She was used to being the carer, but now it was her turn to be cared for.

"She had a couple of stays in the hospice Inpatient Unit to get her medications back on track, and when she came right, she would be buzzing around all the other patients and giving her awahi (love and care)," Campbell says.

Campbell recently made a poignant discovery - a journal that Gloria kept as her illness progressed. In it, Gloria noted thoughts and feelings, learnings and words of gratitude.

Gloria wrote: "I feel like (the cancer) is slowly taking over my body but I will try my hardest to fight this extreme pain, by just taking one day at a time and making sure each day is treasured by being with my family, children, relatives, and friends from Hospice."

While the Harbour Hospice nurses focused on keeping Gloria as well as possible, hospice's cultural adviser and social worker worked alongside the family to help with the challenges they faced.

Pou whakapakari Teresa Walker and social worker Brendon Sakey were often on the phone or at the door with emotional and practical support. They also invited Campbell to support groups and chair yoga.

Gloria's greatest concern was to find a more suitable home for the family - warm, dry and more accessible. It was a momentous day when Teresa and Brendon helped Campbell and the children move in to a newly-built unit, not long after Gloria passed away. Teresa's husband, Ngahiwi, blessed the new whare, prompting tears and gratitude in equal measure.

Gloria's gratitude is evident in another of her journal entries, where she writes that the hospice nurses, doctors, health care assistants and volunteers treated her like a queen and made her laugh and feel wonderful.

"[Hospice] treat all their patients the same... and even when you go home, they are still there for you, medically, emotionally, physically, psychologically. They helped me realise what's really important - and that's family, and just to enjoy the rest of my life."

"I am so grateful and thankful that hospice gave Gloria a sense of peace, even though she was so sick," Campbell says. "Knowing that gives me a bit of peace."

By supporting Harbour Hospice, you have made a lasting difference to Campbell and Gloria's family.

Our care did not stop after Gloria died and Teresa and Brendon still see Campbell regularly. Gloria could have been talking to you when she wrote in her journal: "Thanks, you awesome people."



Gloria Wharawhara

## HELPING BARBARA 'live in the now'

By supporting Harbour Hospice, you make life better for patients in ways that might surprise you. The difference you make is sometimes greatest in the early stages of an illness, when hospice can provide counselling to reduce patients' anxiety and help them focus on living every moment.

Ten years ago, Barbara survived breast cancer after a partial mastectomy followed by radiation, and the doctors were confident she was cured. But last year she started feeling under par and an ultrasound revealed cancer in her liver. Struggling to come to terms with the diagnosis, Barbara was overwhelmed with anxiety and unable to sleep. A close friend encouraged her to contact Harbour Hospice for help.

"It was the hardest thing I'd ever done in my life, because I had to admit the condition I'd been diagnosed with was ultimately terminal, be it next year or next week," Barbara says.

But when she walked into Tui House, it felt right, and she knew it was where she needed to be. Hospice helped immediately with counselling for both Barbara and her partner, allowing her to talk through her feelings and learn some coping and communication skills.

"I was in a very dark place when I first came to Hospice, but I've come out of it now," Barbara says.

"The biggest thing I learnt was how to live in the now."

"My life can't be the same as it was three months ago, but I want to get more out of it."

Barbara has attended a few Open Doors sessions that interested her, such as a talk on relaxation and breathing. She says it's a huge comfort to know the day programmes, day respite and other support services are there if she needs them.

## VOLUNTEERS GIVE 1,000 YEARS TO HOSPICE

Each year we honour the wonderful volunteers who have reached 5, 10, 15 and up to 30-year milestones in their service to hospice.

Recently we held three community celebrations – in North Shore, Hibiscus Coast and Warkworth/Wellsford – to recognise this year’s group, who have collectively been volunteering for more than 1,000 years! Here we feature snapshots of some of our 1,500 hospice volunteers, to give you a taste of the work these amazing people do.



**Jordan Ellin** started volunteering in the Browns Bay Hospice Shop four years ago, when his mother Vanessa was being cared for by Harbour Hospice.

Vanessa encouraged her mother, **Pauline Higgins**, to volunteer for hospice too, and Pauline acted on her daughter’s suggestion 18 months ago, a month after Vanessa passed away.

Nana and grandson are now valued members of the shop team and they sum up their volunteer experience as social, rewarding and exciting. As a university student, Jordan is a rare breed among hospice volunteers, but there is no doubting his motivation and commitment.

“I was at school and wasn’t doing much for anyone but myself and thought I should do something,” Jordan says. “I started volunteering for Alzheimer’s and SPCA at the same

time as hospice, but this was the one that stuck.”

Jordan’s Saturdays at the shop often involve hilarity, like the time when someone donated a box of body parts (belonging to porcelain dolls), and when a missing item was found, after much searching, dangling from a hook in the ceiling. There are touching moments too, such as last Christmas when the raffle was won by a customer who had just been widowed.

Pauline appreciates being among people, hearing their stories and feeling good about helping her community.

We are constantly amazed, and always grateful, for the time, energy, skill and personality our volunteers bring to their various roles. We thank them all.



Did you know that many of our Harbour Hospice staff are also volunteers? **Christine Fromont** recently joined our education team but continues to volunteer in the Hibiscus House Inpatient Unit once a week. She knows what it’s like to be unwell and reliant on the kindness of strangers, and loves knowing her contribution helps others live their lives as well as they possibly can.

Volunteering for Hospice can be contagious, and family members are most likely to catch the bug. **Richard Bank** started volunteering last year in the Warkworth Garage Sale and as a patient driver, a month later his wife **Carmel** joined him as a gardener at Tui House. Both are teachers who have spent 14 years overseas and say volunteering is helping them feel more attached to their community.



**Paul and Ben Hopley** are another family package and both volunteer in the Birkenhead Hospice Bookshop; Paul has been part of our team for nine years, son Ben for two. Paul looks after the stamps, DVDs and CDs, while Ben sorts games and puzzles, a great way to mix it up with his usual work at Abilities.

## PREPARING FOR the coming wave of dementia

Your support allows us to help patients and families every day, but did you know they also enable our clinical teams to upskill and innovate for the future?

In the next 10 years dementia will become as common as cancer, and we need to get ready now. That’s the takeaway message that Claire May, Toni Hancock and Mike de la Fuente brought home from Belfast recently, after attending an International conference on Palliative and Dementia Care, hosted by Northern Ireland Hospice.

With help from the Ngaire and Mervyn Crocker Scholarship (developed from a major gift), these nursing team members spent a week listening to palliative care specialists, talking to members of the public and learning how we might prepare for the coming wave of dementia sufferers.

Mike says, “It’s so important that everyone in healthcare has the knowledge to relate to, and better understand, people with dementia. For example; there are some corners in the mind of a person with dementia that can still be accessed with the proper tools. Then this becomes a new avenue for that person to reconnect with the world around him.”

The trio are keen to apply some of their learnings to our own hospice service. These include designing spaces to be dementia-friendly (not by having locked doors), providing music therapy and working with other groups, such as universities, to evaluate programmes, undertake research and offer customised training programmes.

Northern Ireland Hospice runs Dementia Wellbeing days that include nurse and doctor clinics, complementary therapies and peer support. They

provide stimulating activities for patients and information for carers, such as signposting what to expect with dementia. The programme is funded by partnerships with affected groups, including the rugby union. Northern Ireland is a big rugby-playing nation and it’s now accepted that rugby players are at higher risk of developing dementia.

“We were excited to learn they have occupational therapists doing palliative rehabilitation,” Claire says. “We always say we want to help people focus on living, not dying, and this is such a great way to demonstrate that.”

Harbour Hospice has made a strong start in preparing for the rise in dementia. Our teams have been working with Dementia Auckland, helping to develop training programmes for groups of people caring for loved ones with dementia. Toni is working within the North Shore Community Palliative Care team with a focus on supporting hospice patients, many of whom have non-cancer illnesses like dementia. Claire works in the Poi Team which is focused on supporting people caring for those in residential and primary care, and many people referred have dementia. And Mike is a key member of the Hibiscus Inpatient Unit team.

“There is more that we can do to make our facilities and services dementia-friendly,” Mike adds. “By doing so, we become any-illness-friendly.”

This vital annual training opportunity for our nurses is only possible through the generosity of Ngaire and Mervyn’s lasting gift.



Mike, Toni and Claire outside the Northern Ireland Hospice

## A LASTING LEGACY

Would you like to make a difference long after your lifetime?

Many people like to leave a gift to charity in their Will. If you have ever wished you were able to be more generous in your lifetime, a gift in your Will is a great way to help secure hospice services for your friends and family and generations to come.

In appreciation of all you do for Hospice, we are pleased to offer you a chance to update your Will free of charge. For a limited time, our local solicitors are kindly volunteering their expertise to make it easier for you to include Harbour Hospice in your Will.

If you wish to include a gift to Harbour Hospice in your Will, your participating solicitor will draw up a simple Will or Memorandum of Wishes (in the case of a Family Trust) or amend your existing Will free of charge.

Making a gift to Hospice in your will is as easy as providing for your family, and the amount can be a little or a lot. Bequests range from a few hundred dollars to a specific item or a percentage of the estate after your family have been looked after.

To receive a voucher for your free simple Will, contact the Planned Giving Coordinator at your local Harbour Hospice site by 20th Sept:

### Hibiscus House

Allie Downing, 09 421 9180  
allie.downing@harbourhospice.org.nz

### North Shore

Jo Eve, 09 486 1688  
jo.eve@harbourhospice.org.nz

### Tui House

Sandy McGregor, 021 808 090  
sandy.mcgregor@harbourhospice.org.nz

### Participating Solicitors

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Vlatkovich and McGowan

Nicolette Bodewes & Nick Kearney  
Schnauer and Co Lawyers

Stephanie Paxton-Penman  
Paxton-Penman et al

## TRUSTS HELP FUND ESSENTIALS OF CARE

We are grateful to the many trusts and foundations that have supported Hospice's work in the community with grants for medical supplies, patient resources, laundry costs, clinical salaries and more.

We wish to offer our thanks to:

Ara Lodge No 348 Irish Constitution  
BlueSky Community Trust  
Constellation Communities Trust  
David Levene Foundation  
Dragon Community Trust  
Four Winds Foundation  
Grassroots Trust  
Hasbro  
Hibiscus and Bays Local Board  
Maurice Paykel Charitable Trust  
New Zealand Community Trust  
North Shore Presbyterian Hospital Trust  
Oxford Sports Trust  
Pelorus Trust  
Pub Charity  
St Aidans Presbyterian Property Trust  
Tairātea Trust Incorporated  
The Reed Charitable Trust

\* All received from March 1st 2019



## I wish to support Harbour Hospice patients with a donation today

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\$
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Address:
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I wish to pay by (✓):  Cheque  Credit Card

Card Number:
Cardholders Name:
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Please select (✓) which community you would like your donation to support:

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Harbour Hospice Hibiscus House  
PO Box 66, Whangaparaoa 0943



Harbour Hospice North Shore  
PO Box 331129, Takapuna 0740



Harbour Hospice Tui House  
PO Box 517, Warkworth 0941