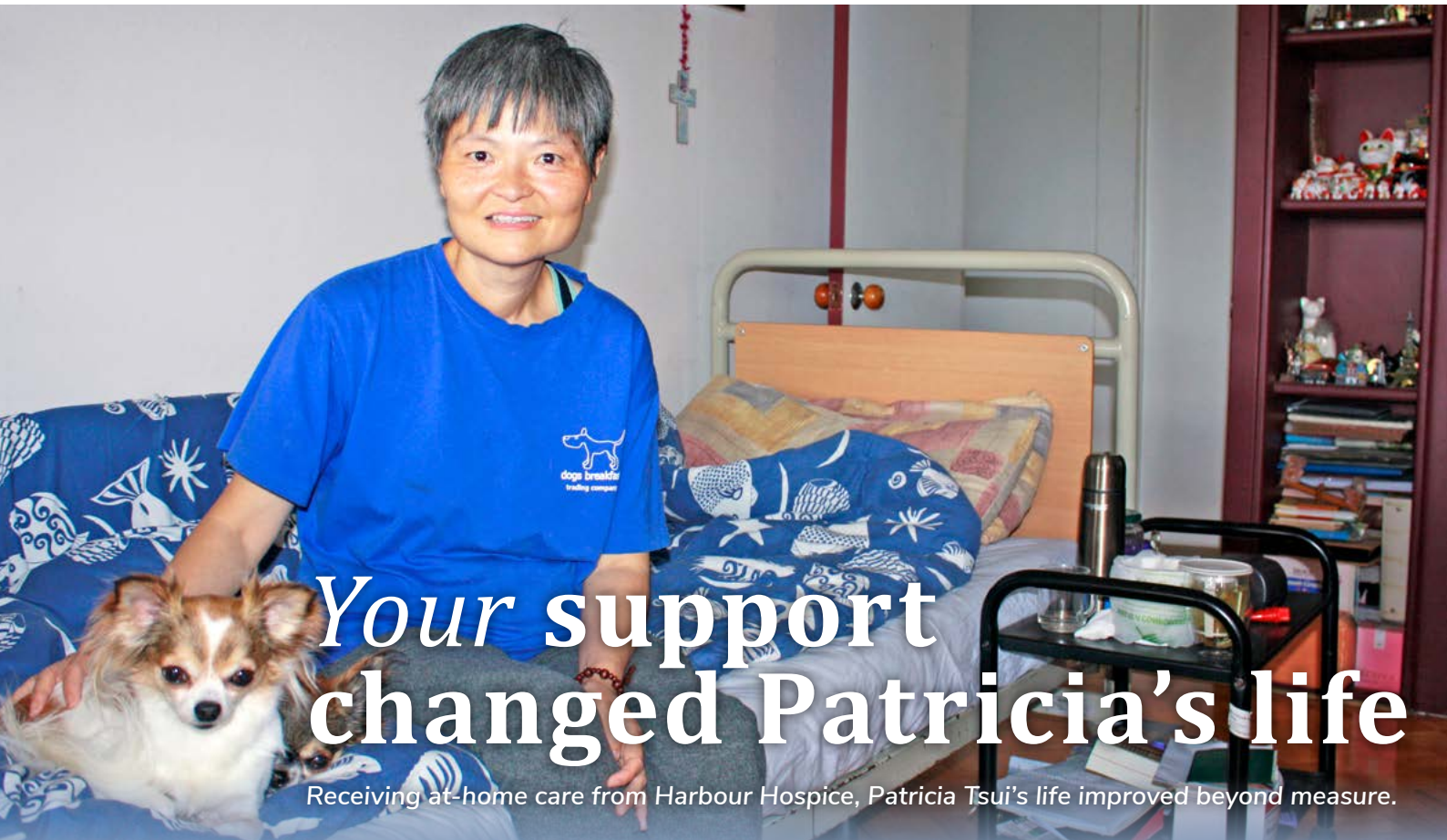


Your Hospice

MATTERS



Your support changed Patricia's life

Receiving at-home care from Harbour Hospice, Patricia Tsui's life improved beyond measure.

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North Shore redevelopment



Six months ago, Patricia was on oxygen full time and couldn't walk from her bed to the door. After living with final-stage lung cancer for two and a half years, her oncologist recommended a pain pump to keep her comfortable.

Every friend who came to visit left in tears because Patricia was saying goodbye.

"Look at me now. I can walk, I can breathe, I can cook dinner. I'm still alive because of Hospice."

Hospice began supporting Patricia in July 2019 with care, support and advocacy from our

community nurses, social worker, counsellor, nutritionist, massage therapist and volunteer services – all provided in Patricia's home.

A turning point came when a Hospice nurse explained in detail what all the medications were for and when to take each one to improve effectiveness and reduce side-effects.

"From that point the chemo became easier," Patricia says.

"I didn't understand what all the meds were doing and, for example, that some pills can make you constipated, which can make you nauseous.

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You help us achieve so much

Hospice goes about its work quietly in the community while making a huge difference to hundreds of people's lives every year. People are often shocked to learn that one third of all people who die in our local Harbour Hospice communities receive hospice care. And right now, 384 people are receiving Harbour Hospice care.

The numbers that make up that one third grow year on year. Travelling throughout the Harbour Hospice region, from Te Hana in the north to Devonport in the south, it is plain to see that our population is rapidly expanding.

“With every new development comes a need for more service and we are focused on being able to meet that need, not just now, but also in the future.

The early weeks of the year are a great time to refocus and plan ahead. Eighteen months on from the merger of local hospices into Harbour Hospice, we continue to focus on directing more resources into clinical services and to care for more people. We are so fortunate to be supported in this endeavour by our 'army' of almost 1,400 volunteers. Collectively they contributed 190,000 hours of unpaid work in the last year. At the minimum wage, this equates to \$3.3 million, which is phenomenal. We would not be the service we are without our volunteers and we are proud to share some of their wonderful stories with you.

You will also hear about our latest exciting building project. Having commissioned, built and opened Tui House in late 2018 then developing unused spaces and grounds at Hibiscus House in 2019, we are focused in 2020 on final plans for the recladding and



refurbishment of the buildings at the North Shore site to ensure we have a safe, patient and family-centred building to serve local people for many decades. We have embarked on a targeted fundraising campaign and look forward to keeping you up to date with this project in the coming months.

We are ever mindful that we could not fund our current services without the support of a very generous and compassionate community. We are extremely grateful to you and to all who contribute precious funds, time and services to help us meet the 48% operating deficit we face after WDHB funding. Thank you for your caring commitment to people in your community.

Jan Nichols
Harbour Hospice CEO

DIARY DATES

For more details and bookings, please visit harbourhospice.org.nz/our-events

22 February

Coastal Challenge

Run, walk, wade, and rock-hop along the extraordinary North Shore coastline. Choose from the 6km Beach Hopper to the 33km Full Monty. All events finish at Windsor Reserve in Devonport, with fun, festivities and a sausage sizzle.

6, 12 & 21 March

Charity Golf Days

Your summer of golf is sorted with three golf tournaments taking place at the Helensville, North Shore and Omaha Beach Golf Clubs. Enter individually or as a team and enjoy treats and challenges, excellent food and drink, fantastic prizes, raffles and auctions.

3 May

Taste of Italy Long Lunch McHughs of Cheltenham

Jo Seagar and Harbour Hospice cook up a sensory treat. Sponsored by our friends at Tohu Wines, Jo will take your tastebuds on a tour of Italy while you enjoy spectacular views of Rangitoto and the Waitemata Harbour.

SAVE THE DATE

Sunday 2 August
Vintners' Brunch
Cordis Hotel

18-24 May 2020
Hospice Awareness Week

Please contact us to register your interest as volunteer, sponsor, supplier or guest for any of our events.

Your priceless gifts

Last November we shared the story of long-time volunteer Earline Muir, who now needs hospice's help. We asked you to help us support patients like Earline as they faced Christmas with a life-limiting illness.

You responded with generosity and compassion, donating an incredible \$72,173.

Thanks to so many warm-hearted people like you, we were able to help Earline - and more than 300 other hospice patients - enjoy priceless Christmas gifts such as precious time with family, peace of mind and relief from troubling symptoms. Thank you!

Local shoppers open hearts and wallets

More than \$56,000 was donated to Harbour Hospice at Farmers department stores before Christmas.

Shoppers donated whole-heartedly to Farmers' Trees of Remembrance and bought the iconic Hospice baubles in the North Shore and Silverdale Farmers' stores.

Throughout the three Harbour Hospice communities, shoppers donated a further \$30,575 at our Trees of Remembrance in malls and shopping centres.

This is the sixth year that Farmers has raised funds for hospice nationwide. To date they have generated more than \$4.2m to help keep hospice services free of charge. The Farmers team also worked as ambassadors for our services, helping the community better understand the work we do.

Harbour Hospice Chief Executive Jan Nichols says, "The enthusiasm and commitment from all staff and the people within each of our communities has contributed to this amazing result, thank you so much."



Harbour Hospice Clinical Services Manager Bev Platt, Dr Wendy Duggleby, Harbour Hospice Medical Officer Heidi Conway and Professor Rod McLeod at the Nav-CARE Symposium.

Finding new ways to support seniors

Hospice has started a public discussion about training volunteers to support adults who are unwell but not ready for specialist palliative care.

supported by a nurse navigator coach, a volunteer coordinator and a local health care provider.

Harbour Hospice Education Team Leader Jo Harris says

Some people with chronic conditions could benefit from more social support but, as they do not need palliative care, they fall outside the scope of Hospice

When we heard of a Canadian programme that was tackling this issue, we invited its founder to come to New Zealand to share her experience.

With generous support from the Ralph and Eve Seelye Trust, we organised a public symposium where Dr Wendy Duggleby shared insights from the successful Canadian programme, Nav-CARE. She also led a discussion about how such a programme might work in New Zealand.

Nav-CARE trains volunteer navigators to advocate for those needing support, coordinate access to services and promote connections and activity. Volunteers are

people from Hospices, aged residential care and health boards attended the discussion and many were interested in looking at next steps. These could include a pilot programme in one of the Harbour Hospice communities, as an extension of our existing volunteer training programme.

Wendy Duggleby and Barbara Pesut developed Nav-CARE after research found people living at home, aged 65-plus, often did not receive the support they needed, especially in the transition between chronic illness and specialist palliative care. This was because seniors were less aware of how to connect with the support and resources available to them.

YOUR SUPPORT

changed Patricia's life

from page 1

"For four and a half months the only places I went were the clinic and hospital. I'm so grateful now that I can walk my dogs, go to the supermarket and meet with friends."



Patricia has never been a smoker or drinker, so she was shocked as well as devastated to learn she had lung cancer in 2016. It was a particularly cruel blow for someone who left Christchurch seven years ago to escape the stress of living in an earthquake zone.

Patricia moved in with her long-time friend Annabelle, who says her life has also improved with ongoing support from Hospice. At one stage she couldn't leave Patricia alone even for 10 minutes and relied on visitors to stay long enough for her to leave the house. Hospice organised a volunteer to be with Patricia at regular times so Annabelle could plan appointments and shopping trips.

Patricia's priorities and goals have completely changed since becoming ill. A Hospice counsellor helped her better understand her reactions and feelings and encouraged her to think differently.

"Before this my whole life was work, but now I realise I have to enjoy life and the priority is people," Patricia says. "I've got this window and I want to make the most of it. I'm trying to make myself exercise, eat well and keep positive, think of the good things and keep in touch with all my friends who love me.

"I'm unlucky I've got cancer but if I didn't have cancer, I wouldn't know what great friends I have. I have lost a few friends, but I've gained even more."

With all she has been through, Patricia still has some anxiety and every time she coughs, she wonders if her illness is getting worse. "I'm still trying to learn to take one day at a time and I know the Hospice nurses will make me comfortable."

"My goal now is to fill my life with love and gratitude."

EMOTIONAL & SPIRITUAL CARE

help couple cope with the long haul

In the last few weeks of his life, Colin Burridge was more concerned about his wife's welfare than his own, even though he was living with the burden of reduced mobility, breakthrough pain and loss of bowel control.

Every day brought a new complication for Colin and Gaye to deal with, and they were thankful they could call Harbour Hospice for help at any time.

"For me the hardest part is trying to make it easier for Gaye," Colin said. "I want her to still go and do her things – golf, mah jong and the Hospice Shop. She needs to keep her head in shape because it's a long haul.

"I just don't want the load to be too great on her. Hospice makes sure it's not, because I can pick up the phone and get help."

Colin was diagnosed with prostate cancer in April 2018. Ten months later he learned that cancer had invaded his lower spine. His doctor referred him to Harbour Hospice for pain management.

A hospice community nurse called and visited Colin regularly, and Hospice organised daily help with showering. Colin had three stays in the Hospice Inpatient Unit to balance his medications and to give Gaye a chance to relax and restore the energy she needed to continue the care at home.

Thanks to the amazing support of our community, Colin and Gaye were able to



deal with each new challenge because they could pick up the phone and call Harbour Hospice at any time, day or night.

"They help you deal with the reality that's happening now and understand what it's going to be like. They can't stop the illness, but they are always asking what they can do to make things more pleasant for you."

Gaye has volunteered in her local Hospice shops for 19 years and is clear about why she is raising money. Even so, neither she nor Colin fully understood the difference Hospice care could make early in a person's illness. Like many people, they associated Hospice with the very end of life.

"Until you're involved, you don't really know how

Hospice works," Gaye says. "The way they looked after Colin was wonderful and when he was in pain they went the extra mile."

After experiencing the depth of medical, emotional and spiritual support that Hospice offers, Colin chose a new name for the service: The Angels.

Describing himself as a novice patient, he said the most valuable part of Hospice's service was the emotional and spiritual care.

"There were a couple of times when I lost the plot and a nurse would come in to help me. All they did was hold my hand and rub my shoulders, but they lifted me into a better frame of mind.

"Hospice takes you on as if you were a personal relative, they care that much."

Shona's passion for our patients

It's rare to find a Warkworth local who hasn't met, or at least heard of, Shona Pickup (pictured right). She is not the only local to be involved in multiple community causes, but she is undoubtedly the brightest.

With a personality as sunny as the clothes she wears, Shona's ability to enrol people as volunteers and sponsors makes her indispensable to Hospice's fundraising efforts in the Warkworth Wellsford community. In the last 10 years she has helped build and innovate events such as Catwalk Arts, mARTakana and the Homes Tour, as well as supporting one-off and smaller fundraisers.

However, Shona's true Hospice passion is for our patients. One day a week she travels to



Hibiscus House, bringing a ray of sunshine into the Inpatient Unit and brightening patients' rooms and lives. Along with cups of tea and other small luxuries, Shona provides good company, conversation and compassion.

Previously a resident of Howick, Shona volunteered in the IPU at

Totara Hospice. After moving to Warkworth, she was delighted to return to this calling in 2018.

We are blessed to have amazing IPU volunteers like Shona to provide valuable support to our nurses, and give patients the comfort of belonging to a community that cares.

Rewarding roles for shop volunteers

If there is such a thing as an enviable problem, our shops have it. They are so busy that we constantly need more volunteers.

We are looking for people in all our communities who can commit to a few hours on a regular basis, whether monthly, fortnightly or even weekly.

You might be surprised by the range of roles our shop volunteers can choose from. Volunteers may help with collection and delivery, testing electrical items, sorting, pricing, cleaning goods, and working at the counter.

Volunteer Services Manager Vicki Parker says many who give time to hospice discover unexpected

and life-changing rewards.

"As a hospice volunteer you will be part of a busy and vibrant team of people who care about their community," she says. "You will be rewarded not only by fun and friendships, but also by knowing you are making a real difference to the families in our care."

People volunteer at the shops for all sorts of reasons. For some, it's a way of giving back after a loved one has received hospice care. For others, it's a way to make friends or reconnect with their community after living elsewhere. Some are customers who fall in love with the op shop culture and others follow a family tradition.

If you would like to know more about volunteering in our shops, please contact vicki.parker@harbourhospice.org.nz or call in to your local hospice shop.

'The Embrace' at Tui House

Families in the Warkworth Wellsford community can now have a tribute to their loved ones permanently displayed in Tui House, with 'The Embrace' korowai being re-launched as a remembrance project. This adds to the commemorative options we already offer at Hibiscus House and Takapuna.

The stunning Tui House korowai, made from 250 hand-etched stainless-steel feathers, was originally designed to raise funds for the building. About 80 of the feathers were sponsored for \$1,000 each and those donors' names are displayed on an honour board beside the cloak.

A new board will be installed for names of loved ones whose families choose to reserve a feather in their memory. Those who make the \$1,000 donation will be invited to gather with friends and whānau once the board has been inscribed. Families involved in the remembrance project will also be invited to Tui House each year for reflection, connection and refreshments.

Please call Tui House on 09 425 9535 to find out more.



Redeveloping our North Shore facilities

Demand for palliative care across the Harbour Hospice region is expected to grow by 50% in the next 15 years, and 90% in the next 40 years, meaning we will need to support at least another 300 more patients and their families by 2034.

We are already feeling the impact of this unprecedented population growth and aging in our community, with our premises at Shea Terrace in Takapuna lacking the room and accessibility we need to meet the growing need for palliative care services. Additionally, our North Shore Inpatient Unit has weather tightness issues and needs to be reclad within three years if we are to continue providing this vital community service.

After thorough consultation and careful consideration, the Harbour Hospice Board has decided to redesign and upgrade the existing buildings and reclad the Inpatient Unit, rather than build a completely new facility.

By repurposing a range of existing spaces, we can accommodate all the services that would have been provided in a new building, while saving significant costs. This project will be funded through a capital campaign and a multi million dollar contribution from our Development Foundation.

We have already received some major gifts from extremely generous donors and expect to have an updated cost estimate and developed design plans in the second quarter of this year.

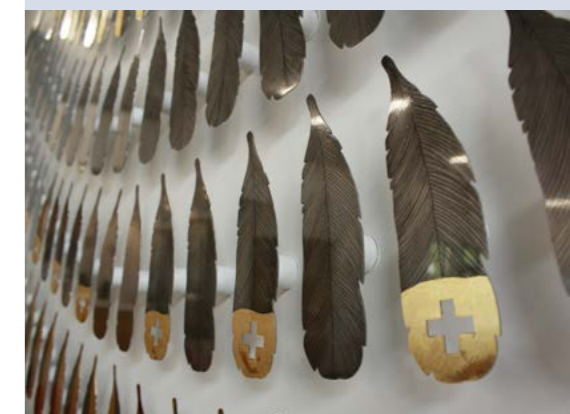
If you would like to know more about this project, please email kate.thompson@harbourhospice.org.nz or call Kate on 021 581 090.

10-year refresh for Hibiscus House

New furniture, floor coverings and drapes have been installed in the Hibiscus House Inpatient Unit as part of a much-needed refurbishment after 10 years of use.

Palliative Care Nurse Mike de la Fuente is helping guide the upgrade with special attention to the needs of patients with dementia, a condition expected to become as common as cancer within 10 years. Contrasts in décor colours and signage will help create an environment that is safer and more welcoming for patients experiencing dementia or delirium, Mike says.

"By making Hospice dementia-friendly, we make it any-illness friendly."



JOAN'S LASTING LEGACY

Joan McIntosh says she chose to remember Hospice in her Will because the organisation aligns so well with her own values.

Joan's generous gift will continue to make a difference well beyond her lifetime.

Throughout her working life, initially as a nurse and later as a hospital chaplain, Joan has had a holistic view of healthcare – responding to the emotional, spiritual and social impact of illness along with physical care.

More recently she has been working at Harbour Hospice as a part-time locum chaplain, a role she says is a good fit for her.

"When I updated my Will several years ago, I wanted to ensure that a worthy cause in line with my values would benefit from whatever remained of my estate when I died, as I have no children or other dependants."

"It made sense to name Harbour Hospice/Hibiscus House as a major beneficiary."



TRUSTS PROVIDE VITAL SUPPORT

We are grateful to the many trusts and foundations that consistently support Hospice's work in the community with grants to cover a wide range of medical, operational and capital costs.

In the last six months, grants have helped us pay for clinical education, recliner chairs, a patient hoist, ride-on mower, vehicles and staff salaries. Many thanks to the following organisations which have recently donated funds:

Jogia Charitable Trust

Charles Rupert Stead Charitable Trust

Pub Charity Limited

Lister Presbyterian Health Trust

Lottery Community Fund

Grassroots Trust

NZ Community Post

Star of Melrose

Hospice NZ Grants Programme, proudly supported by the Harcourts Foundation

Four Winds Foundation

The Ralph & Eve Seelye Charitable Trust

The Lake Memorial Charitable Trust

J A Redwood Charitable Trust

HUGO Charitable Trust

* All received from August 31st 2019

I wish to support Harbour Hospice patients with a donation today

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