

Your Hospice

MATTERS

Hospice gives Lorraine *hope for the future*

In the early days of their relationship, Lorraine and Kevin Walker spent 10 days travelling in the Coromandel, pitching their tent under 'No Camping' signs and making memories that still make them smile.

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They've revisited many of those places in the 33 years since, and Lorraine and Kevin are planning another trip in summer. They can look forward to travelling because you and others in our community support the Hospice services that help Lorraine manage her illness.

Lorraine was diagnosed with secondary breast cancer in January last year, and the outlook was so serious that she started contacting local funeral homes. The following months were a rollercoaster of stable periods interspersed with frequent 'crashes' and a steady decline in mobility.

This time last year it was pretty grim," Lorraine says. "The family were expecting me to drop dead at any minute and dealing with the emotional fallout of that."

During a stay in hospital, Lorraine was referred to Harbour Hospice and transferred by ambulance to the North Shore Inpatient Unit.

Hospice's medical team reviewed her medications, adjusted dosages to stabilise her condition, and swapped syringes for pills, making it easier to take.

With her health remaining stable and even improving over the last seven months, Lorraine was able to cope through the Level 4 lockdown with regular phone calls from Hospice's community nurses.

Lorraine regained some energy and appetite – helped by delicious and nourishing meals from the hospice kitchen – and returned home with a brighter outlook.

She welcomed Level 2 though, because it meant she could return to the Open Doors programme at Tui House in Warkworth. With most of her friends working, the Tuesday groups give Lorraine

(continued on pg3)

Managing through a *pandemic*



How different our lives have become since we were in touch with you earlier this year. On March 25, Harbour Hospice became part of the community of 5 million New Zealanders who entered Level 4 Covid-19 Lockdown for four weeks. At the time of writing, we are halfway through a two-week return to Level 3, following the reappearance of community transmission in Auckland.

Delivering care

As an essential service we continued to provide most of our care at Alert Levels 3 and 4, with adjustments to prioritise the wellbeing and safety of patients, families, staff and volunteers. In accordance with Ministry of Health policies, most community visits became 'telephone or telehealth' assessments. Our nurses, family support staff and doctors continued to make urgent visits wearing appropriate personal protective equipment.

Both our inpatient units remained open, with a great deal of care to keep people safe within. Non-clinical staff worked from home, ensuring the only staff who

entered these vulnerable sites were those who had to be there.

Our teams quickly transitioned to this new way of working, but we cannot underestimate how difficult it was for patients, families, whānau and staff. Patients at home were dealing with self-isolation and a limited 'bubble of support'. Family were unable to travel to be with their loved ones, and national restrictions meant we had to limit the number of visitors in our Inpatient Units.

Our hearts go out to all those receiving hospice care during this time, and especially to those whose family members died during lockdown when funerals and tangihanga could not be held.

Loss of income

A few days before Level 4 Lockdown we had an inkling of the potential financial impact on hospice, when we asked many of our volunteers to stay home and stay safe. We are lucky that so many choose to support us in their retirement years, and when they were no longer working with us, we quickly saw how vital their contribution is. Our shops remained closed for six weeks from March to May and we were hugely relieved when they reopened and essential funds began to flow in again.

Many fundraising events were cancelled or postponed, and Auckland's recent return to Level 3 has highlighted the challenge in rescheduling these. We are

Thank you for your support and for rallying around Harbour Hospice through these challenging times.

looking at new and innovative ways to run some events and are hopeful for their return in the near future.

Our new normal

We are fortunate that New Zealand continues to experience relatively low numbers of Covid-19 infections, but recent events have shown us how fragile our situation is. Nothing is quite the same and we are taking a great deal of care to protect all our people.

We are also aware that the world economic situation is precarious and have made adjustments to our non-clinical staffing and other forms of expenditure in anticipation of a difficult 12 months ahead.

Now, more than ever, your kind and generous support is truly making a difference, helping people in our communities to live well until they die.

Thank you.

Jan Nichols
Harbour Hospice Chief Executive

Project planning through the Covid-19 crisis

Harbour Hospice is planning a \$20 million project to refit and refurbish Hospice on the North Shore, where facilities urgently need upgrading to meet an unprecedented growth in demand for palliative care services.

Your redeveloped local Hospice will be a stunning, serene space where patients, caregivers and families will benefit from world-class services and the very best specialist support that Hospice is renowned for.

With construction planned to begin later this year, the Covid-19 pandemic could have been a major disruption to the build. Fortunately, project planning, design and consultation were able to continue and the proposed start date remains unchanged. Ann Tod (pictured below), a partner in accounting firm KPMG, was recently appointed to chair the Harbour Hospice Trust Board, which is overseeing the project.

Follow progress of this project at harbourhospice.org.nz/future-hospice

"I look forward to having working spaces that are much better suited to teams being able to collaborate and having a good workflow, which leads to efficiency of care."



Hospice gives Lorraine hope for the future (continued from pg 1)

welcome social contact while also giving Kevin a break – which he often spends fossicking in the Hospice Garage Sale downstairs.

"At the day group, you get to talk to people with all sorts of ailments on an equal basis," Lorraine says. "They're all open and friendly and ready to make suggestions about what you can do to improve things."

Open Doors is run by a Hospice staff member and trained volunteers, and provides a safe place for patients to express thoughts and concerns they may feel reluctant to share with others. Lorraine adds that "sometimes people don't want to talk about the hard stuff" and that's when they most appreciate the talks and activities such as relaxation

techniques, flax flower making and manicures.

Lorraine and Kevin have also benefited from sessions with a Hospice counsellor, a social worker helped them apply for a Community Services Card, and Lorraine was delighted when she could resume her regular massages with a hospice therapist.

Lorraine says it's comforting to know that Hospice will be there for her and Kevin when her illness progresses. For now, though, she is looking forward to being part of a Harbour Hospice group at the annual Race4Life Track Day at Hampton Downs in September – and of course, a nostalgia trip with Kevin to their number one holiday destination.

DIARY DATES



Mon 7 – Sun 13 September Vintners' Virtual Brunch 7-day auction

Our iconic Vintners' Brunch is moving online with a unique auction experience that everyone can enjoy. Across seven days more than 100 desirable items will go under the virtual hammer, including those enviable experiences and items that Vintners' Brunch is known for.

Register now at

app.galabid.com/vintners20/register

Fri 16 October

Wine Tasting with Hospice at Gulf Harbour Country Club

A fun evening blind tasting old and new world wines, learning as you taste. Tickets \$65 each or book a table of 10. Includes tapas and tasting. Wine Auction and Raffle. For more information 09 421 9180.

POSTPONED

Sat 5 September, 6pm

Country on the Coast Orewa Arts and Events Centre

Think country music, line dancing and all things country & western, with vocalist Karen Davy as our very own Dolly Parton and a guest appearance by Ken Strong as Kenny Rogers. Nibbles, cash bar and BBQ. Tickets \$40 each or two for \$70.

Due to the changeable nature of Alert Levels and restrictions on public gatherings, some of our events may be subject to change. For the latest updates, registration details and tickets head to harbourhospice.org.nz/our-events

Fundraising in a new world

Due to strict rules around large gatherings over recent months, the fundraising team created fun events for people to get involved in from the safety of their bubbles.

Tour de Backyard raised more than \$15,000 with family teams, furry friends and individuals dashing around their neighbourhood, farm or village while raising funds for patient care. A standout was Ryan Berry (right), who raised \$803 by running 100km in a polyester Pink Panther suit. That's what we call doing the hard yards!



Our Lockdown Baking Battle with Jo Seagar raised more than \$2,500 and saw hundreds of inspiring entries from families grateful for an opportunity to take part in a fun lockdown activity.



Our generous community

In April, we appealed for funds to help close the income gap caused by the closure of our 17 Hospice Shops and disruption of fundraising events over Level 4 lockdown. **You responded with incredible generosity, donating more than \$130,000.**

Just a month later, we released our Hospice Awareness Week appeal featuring a video of hospice staff reading a touching poem by patient David Eastwood. We received some lovely feedback and raised more than \$25,000 – a heart-warming result so soon after our Covid-19 appeal. Your compassion and kindness enabled our clinical and family support teams to continue supporting patients and families through the uncertain and isolating weeks of lockdown, and to reinstate face-to-face clinics and support groups as we moved down the alert levels.

Lockdown creates new wave of hospice shoppers

A 'phenomenal' surge of interest in sustainable shopping has helped reduce the financial impact of the Covid-19 lockdown on Harbour Hospice's 17 shops, although the future is far from assured. After New Zealand entered Level Three and retailers re-opened in May, all of our shops experienced an influx of new customers and turnover exceeded budget well into July, despite operating at reduced hours.

Retail Manager Maria Baird says the shops took a financial hit, but it could have been worse. "It seems that during lockdown, people have considered how they want to shop, and are choosing to shop more sustainably and support local business and charities," Maria says.

Opening the doors after weeks in the shelter of our bubbles was daunting for the shop managers, who were suddenly responsible for the safety of their volunteers and customers. They faced a volunteer shortage, new health and safety rules, mountains of donated items needing quarantine and customers lining up to be served.

"We must thank the volunteers who helped until the over-70s could return," Maria says. "We have lots of new volunteers too, and not just people who have lost their jobs – some are saying they have hours to spare and they want to help." Maria expects both donations and purchases may go down and the true impact of Covid-19 on Hospice's shops will be felt in the coming months.



IPU upgrade

An upgrade of the Hibiscus House Inpatient Unit is creating a more dementia-friendly environment using contrasts in décor colours and signage, and equipment such as high-contrast clock-calendars that help keep dementia patients oriented and in the present.

This work has been generously supported by funding from BlueSky Community Trust and funds raised by the Greek Extravaganza, a highly successful fundraiser established by local insurance adviser Theo Simeonidis and run by Rotary Satellite Club of Orewa-Millwater.



Our new Facebook community

Last month we merged our three separate Harbour Hospice Facebook pages into one.

By bringing them together you'll learn more about what's happening both at a local level and right across our Harbour Hospice region. You'll have better access to events and fundraising opportunities from Devonport to Warkworth and join a growing community of loyal and passionate Hospice supporters.

Find us at facebook.com/HarbourHospiceNZ

Entertainment Books have gone digital

The popular Entertainment Book has gone fully digital this year, which means there is no physical book to buy.



You can purchase your Entertainment membership at harbourhospice.org.nz/entertainment

You can still choose which Harbour Hospice community you want to support while gaining access to hundreds of discounts and offers right from your phone.

Hospice expertise supports *palliative care* in the community

Harbour Hospice is fortunate to have a depth of professional skill and experience in our clinical team at a time when palliative care experts are in short supply.

Medical Officer Heidi Conway leads our Palliative Outcomes Initiative (Poi) team alongside her duties as a Hospice Doctor. Before joining us in 2017, she worked in general practice and as a medical officer in community geriatric care. She developed a passion for palliative care while working as a house surgeon in Auckland Hospital's orthopaedics department in 1997.



"I realised a lot of our time was spent caring for people in their last months of life and, in fact, some patients had sustained injury because they were near the end of life," Heidi says. "In medical school there was a lot of focus on cure and rehabilitation, and sometimes quality of life wasn't put at the forefront."

The Poi team addresses this issue by partnering with health carers in the community to ensure everyone receives the best possible end of life care, whether they're a hospice patient or not.

Our Poi team works with doctors' surgeries and aged-care. They support nurses, doctors and carers to identify patients who are in the last 6-12 months of life and develop strategies to improve quality of life.

This is ideal for patients with chronic illnesses who don't need specialist care or feel they're not ready for Hospice, because it's not a formal admission to our service. "Palliative care is beautifully provided in primary care; we're just supporting each other to do the best job."

One GP noticed a significant improvement in the identification of palliative care needs, which meant they could work with those patients and their families to put appropriate care in place.

Poi was developed by the Auckland Specialist Hospices three years ago using special innovations funding from the Ministry of Health. This funding is due to end in June next year and the Hospices are working hard to ensure the programme continues.

"I'm passionate to see Poi reach its full potential and hope we get the opportunity to do this together with our community."

Steven finds *silver linings* in somber forecast



As an engineer, Steven Neville likes problems to be definite and fixable, and living with cancer presents a special kind of challenge.

One of the things he appreciates about Harbour Hospice's nurses is that they tell him what to expect as his illness progresses – although even their plainest descriptions aren't quite blunt enough for his analytical taste.

"They're not overbearing, they're very in tune with what I need, and I know they're always available to me."

Steven is no stranger to health care, having suffered a stroke 12 years ago followed by two years of paralysis on his dominant left side. There was a silver lining – seeking a wheelchair-friendly property led Steven and his wife Michelle to a stunning location in Sandspit. Steven joined the local Stroke Club, which offers priceless friendship and support.

Sadly, the after-effects of Steven's stroke masked the onset of prostate cancer, which was eventually diagnosed in April 2018. "The doctor told me I'd be dead in three months," he says.

Six months later he contacted Hospice, a tough decision given his belief that it was a place people

went to die. "I had to take a deep breath, as it takes a bit of getting used to the fact that you're running out of life."

Like many who accept Hospice care, Steven has been surprised by the range of services available to him and Michelle.

"Hospice gives you an awareness of what your journey will be like, and then eases the journey for you," Steven says.

Harbour Hospice's nurses and medical specialist Ssu-An work closely with Michelle and Steven's GP to balance his medications and manage symptoms at each stage of his illness.

"They're very in tune with what I need, and they involve whoever they think will help; the doctor and nurses for the physical and Kerry (counsellor) for the emotional.

With Ssu-An's help, Michelle has become adept at interpreting my moods – when I'm grumpy she knows I might be in pain and need extra relief."

Before lockdown, Steven enjoyed a 'leave period' in the Inpatient Unit at Takapuna, providing a rest

for him and a break for Michelle. The Carers Support Group at Tui House gives Michelle a safe place to share concerns and receive advice.

Steven is philosophical about his illness and feels lucky to have time for the important things, including seeing his children settled, handing the reins of his business to his son, and completing a passion project. He's thankful for insurance that allowed him to help his son and daughter buy their own homes and indulge in a new Porsche for himself. It's the contemporary twin of Steven's 1954 Porsche 356 convertible, which he bought as a rust bucket and is now ready for a cherry-red paint job.

"I would be disappointed not to see that through. I'm hoping to take it to a car club event in the South Island in September, and there's a car show in February I'd like to get to.

"It's all a happy ending, just sooner than I would have liked."

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James, Marcus and Aiman

Hospice care *wraps* around Radhika's family

BNI Mega is one of more than 100 New Zealand chapters of the business networking organisation that fundraise for their local hospice service - and financial adviser Radhika Beetham has a very personal reason to feel good about that.

Her husband James died in hospice care seven years ago, and Radhika will always be grateful to the staff and volunteers who helped her family through that harrowing time.

"James was in hospital when he broke his collarbone, as the medication he was on had made his bones brittle," Radhika says. "He went into Hospice and we hoped he would get better and come home, but it didn't work out that way."

James enjoyed almost a year of reasonably good health after learning he had incurable cancer, but the last few weeks were extremely tough for him and his family, including Radhika and their two young boys, and his mother who had also been diagnosed with cancer. For the last two weeks of his life, James remained in the compassionate care of the nurses, doctors and therapists at Hospice's North Shore Inpatient Unit. They managed his pain and worked with the family to balance visiting times and everyone's emotional needs.

"Sometimes I would say 'no visitors' and the staff would gently keep people away," Radhika says. "For us it was about his dignity and respect for him; he wanted people to remember him as he was."

A second bed in James's room allowed Radhika to stay overnight and access to a family room meant five-year-old Marcus and three-year-old Aiman could spend time there too. James turned 36 during this time and the family's plans for a birthday celebration at the Parakai hot pools were put aside in favour of a small gathering in the unit and a party at the canoe club next door.

Hospice continued to support the family after James died, with phone calls to see how Radhika was faring, and a session of art therapy for the boys.

Radhika is grateful for the years she had with James, who she met at the age of 19 shortly after he and his family sailed from Scotland to New Zealand. Some of their special moments are captured in a memoir written by a hospice volunteer, who sat down with James and Radhika as they reminisced about their life together. Radhika looks forward to sharing this special booklet with Marcus and Aiman, now aged 12 and 10.

In the meantime, she is happy to support her BNI chapter's fundraising for Harbour Hospice and doesn't hesitate to share her experience to encourage her peers to be generous.

Being far from family inspires contribution to community

Sue Chau immigrated to New Zealand 31 years ago and her father became ill, back in Malaysia, three years later. Sue could not be there to look after him and decided she would one day do something to help care for people in her adopted community.

Sue now organises the Asian Food and Culture Festival, which raises funds for Hospice, and she belongs to two special groups of Harbour Hospice contributors. She is a member of the Hibiscus Advisory Board, which helps inform our Board of Trustees about the needs and wishes of the local community, and she is one of many loyal donors who give regularly, often monthly or annually.



Every person has their own reason for choosing to be a regular giver, but for many it's a convenient way to give back to their community in a meaningful way.

Sue says her monthly donations assure her she's contributing even in months when she doesn't do any volunteer work. She often devotes her free time to helping senior friends with transport and special outings, which provides some consolation for being so far away from her elderly mother in Malaysia.

With most of the major banks either phasing out, or no longer accepting cheques, an automatic payment or direct debit can be one of the easiest ways to make regular donations. You can donate to one of our three community sites or across all Harbour Hospice services. Please consider becoming a regular donor today. You can complete the form below using your credit card, or set it up yourself using online banking. Email fundraising@harbourhospice.org.nz for more information.

TRUSTS PROVIDE VITAL SUPPORT

We are incredibly grateful to the many trusts and foundations that continue to support the work of Harbour Hospice. In the last six months, grants have helped us cover operational and medical costs, clinical education, shop rents, vital equipment and more. Special thanks to the following organisations:

- Milestone Foundation
- Ernest Hyam Davis and The Ted and Mollie Carr Endowment Trust, proudly supported by Perpetual Guardian
- AK Franks Charitable Trust, proudly administered by Perpetual Guardian
- NZCT (NZ Community Trust)
- Dry July
- NR and JH Thomson Charitable Trust, proudly managed by Perpetual Guardian
- Blue Sky Community Trust
- Dragon Community Trust
- Dorothy Williams Charitable Trust
- Elsie Steele Trust
- The Lion Foundation
- Pub Charity Limited
- Constellation Communities Trust
- Oxford Sports Trust Inc.
- The North and South Trust Limited
- Jogia Charitable Trust
- David Levene Foundation
- The Kelliher Trust
- The Ted and Mollie Carr Endowment Trust proudly supported by Perpetual Guardian through the Covid-19 Response Fund
- The Wilfred and Katherine Evers-Swindell Trust
- The Reed Charitable Trust
- Four Winds Foundation Limited
- Lister Presbyterian Health Trust
- Skills4Work

I wish to support Harbour Hospice patients with a donation today

Name

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Phone

Please accept my gift of

\$

Donation frequency

One-off

Monthly by credit card

Card number

Cardholders name

Card expiry

CVC

Cardholders signature

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

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Internet banking*

Which community would you like your donation to support?

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Ref: NEW0820 Code: Your name

Harbour Hospice North Shore

PO Box 331129, Takapuna 0740

Bank a/c: 12-3026-0781961-00

Ref: NEW0820 Code: Your name

Harbour Hospice Tui House

PO Box 517, Warkworth 0941

Bank a/c: 12-3026-0781961-54

Ref: NEW0820 Code: Your name

* Please confirm your Internet banking donation by email to fundraising@harbourhospice.org.nz