

Hospice News

August 2016

Otago Community Hospice Newsletter

CEO Message

I have reflected on our last newsletter where I reported that patient numbers on our Hospice programme had increased. Over the last 12 months there were a total of 600 patients on our programme, we also supported their families which took the total number of people on the Hospice programme to over 1000. 74% of patients were supported by our team of Community Care Coordinators who received 1832 visits in their own homes.

Many people think of hospice services as just a building, when in fact it is a philosophy of care. We opened our doors to our community on Saturday 21 May and a number of people from our community joined Hospice staff for coffee, cake and conversation to hear about what Hospice is all about. While it's true that most hospice services in NZ have inpatient facilities, did you know that only 26% of people under hospice care ever require an admission to an inpatient unit. This means they are supported by our team of dedicated doctors, nurses, social workers, counsellors and spiritual care workers, wherever they choose to be, and for most that is in their own home. The other thing you may not be aware of is that 30% of people using hospice services had a non-cancer diagnosis – it's not all about cancer. NZ like many countries has an ageing population and what this means for Hospice is an increase of people who are dying reliant on specialist palliative care services. 1 in 3 people who die in NZ are touched by Hospice services.

In May we celebrated Hospice Awareness Week. We were delighted to get Otago Polytechnic professor in fashion at the School of Design, Dr Margo Barton together with her polytechnic fashion team to hit our Hospice Shops to pull together pieces of donated garments creating fabulous outfits on a budget. A collection of these looks were showcased at our Darnell 16 Fashion Show at the Golden Centre in collaboration with Charlotte Smith, curator of an extensive collection of exquisite vintage clothing and accessories. The high-fashion fundraiser was compared by TV personality Megan Martin and eleven models took to the catwalk including Dunedin celebrities Barbara Brinsley, Judith Cullen and Lyn Joseph. The show was our main social event during Hospice Awareness Week and \$8500 was raised. The Golden Centre is a long term supporter of Hospice and once again I am humbled by the generosity of our local businesses, education partners and our community.

From time to time we receive cards and letters from patients and families expressing their gratitude for the support they have received on the Hospice Programme. I am proud to share two letters with you, one from a patient and the other from a daughter of a loved one who have been on our programme. These stories help us convey to people the breadth of the service we offer.

They both highlight the excellent specialised care that we deliver right through Otago. Thank you Jane and Anne for sharing your personal experiences with us. I have always said that what makes the concept of hospice special, is the people. The people we care for, the people that do the caring and the people that support the carers. Each person contributes in very special ways.

We have more than 300 volunteers working across the organisation. Together, our volunteer workforce contributes more than 3,000 hours of service each month – that's 36,000 hours per year! If we had to pay staff in these roles, even at a minimum wage, this would add an additional \$540,000 to our annual costs! Having to find an additional half a million dollars each year would potentially make some of our services unsustainable. Without the involvement and commitment of our volunteers, we could not do the work we do and we certainly could not offer our services to all who need them free of charge. And, perhaps most importantly this group of people bring such fantastic skills and experience to the organisation, which ultimately benefit our patients and families.

We head into the financial year 2016/2017 having to raise \$2.1m to cover the shortfall in our district health board funding. This means our Marketing and Fundraising team has another big year ahead as they strive to bridge the gap ensuring our services are delivered throughout the Otago community.

I am so grateful to the community of Otago, our tireless volunteers, supporters and funding partners who continue to support our specialist palliative care service.

Ginny



otago
community
hospice
Living Every Moment

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Reap what you sow...



Photo courtesy of Heather Forss.

Heather's father Wilfred Matthews in his army uniform.

This is one of life's philosophies that inspire philanthropist Heather Forss. Heather first came to the Otago Community Hospice as a Volunteer and worked in the kitchen over 12 years ago. In recent times after a stint in the Hospice Shop in Bond Street she has taken a back step from physical volunteer work but that hasn't stopped her philanthropic nature. Not only is Heather a major donor, she is an active member of the Hospice Bequest Programme 'The Monarch Club' and set up 'The Wilfred Matthews Memorial Scholarship' for Otago Community Hospice staff to take up further professional development opportunities to support their roles.

Hospice staff member, Natalie Franklin one of our Counsellor and Community Care Coordinators was the original recipient and completed her first year passing with flying colours. Natalie is now in her second year of study. Shireen Tresslor, another of our Community Care Coordinators is a recipient of Heather's scholarship for 2016. Both Natalie and Shireen are working towards a Postgraduate Certificate in Palliative Care and have received top grades. They are most appreciative of Heather's interest in their studies and enjoy the relationship that has formed by this opportunity.

'Quote from Shireen & Natalie'

"It's such an honour to have been chosen to receive this scholarship. It's been more than just having the money to pay our fees as Heather is so interested in what we are doing, and so proud of our achievements. Both Natalie and I know that Heather is right there cheering us on".

Shireen

"Receiving the Wilfred Matthews Scholarship from Heather to complete a PG Cert in palliative care was both an honour and privilege. Heather's passion for learning is infectious and the knowledge I have gained over the last two years has given me tremendous confidence in my work".

Natalie

Heather explains that she was brought up to be caring of others and both parents were examples of that philosophy. "Although they were not in a position to contribute monetarily, along with Dad, getting so much of his time and skills, my mother was a whizz on the treadle sewing machine, making lovely goods for fetes and raffles, particularly for the Royal Melbourne Children's Hospital."

Heather's dad, Wilfred Matthews, was born in Victoria, Australia in 1895 and she remembers him telling her about his appreciation for the wonderful caring from the Salvation Army during the wars, especially WW1, when a canteen was stationed just behind the lines, with a smile, a hot cuppa, a large slice of fruit cake and a pair of warm, dry socks! "His message to me, which has remained with me over the years – 'If you are able to give, top of the list is the Salvos (Sallies).' Now I've been able to add more very worthy causes to that start, and what joy and satisfaction I've been rewarded with! I've met some wonderful, dedicated people I'm now proud to call my friends! These include the folk at the Hospice, especially Lyn (Chapman), Retail & Bequest Coordinator, who keeps in regular touch."

Heather reflected that she had been involved with the Hospice for about 5 years and was invited along to a morning tea where the pianist was playing a few tunes on the old and tired Hospice piano, which was terribly out of tune. Heather tasked herself to source a replacement piano and recalls approaching Beggs (music store) explaining to them that the Hospice could do with a new piano and could they help? And so a replacement piano was sourced!

Heather feels truly blessed and hopes to continue and enjoy a full and happy life for a few more years and expresses her sincere thanks to everyone at the Hospice.

It is through the support of people like Heather in our community that the Hospice is able to deliver specialist palliative care services for the people of Otago. And so Heather, we say a huge heartfelt thanks to you.

If you are planning your will and would like to leave a bequest to enable the future of the Otago Community Hospice, we would love to hear from you. Leaving a bequest to the Otago Community Hospice guarantees you will continue to help improve the lives of people within your community. All enquiries are handled in strict confidence.



Introducing new staff



Donna Davidson Marketing and Fundraising Manager

I was born in Auckland when it was still a small and sleepy city, (hard to believe, but it was!). I've lived in a Dunedin now for 20 years and completed my NZIM qualification at Otago Polytechnic. I come from a strong not-for-profit background, with 7 years experience in fundraising at The Blind Foundation. My job previous to the Hospice was Otago/Regional Manager for CanTeen here in Dunedin for nearly 7 years where I was responsible for both the service delivery and fundraising income.

I'm married to Gary and have a grown-up son and daughter in their mid to late 20's, four step-sons in their 20's and have an honorary 7 year old grandson, who all reside in Dunedin.

I feel honoured to be a part of an organisation that is such a huge part of the Otago Community and I look forward to adding value to this.



Te Hau Moses Kaitakawaenga – Māori Liaison Advisor

Kia tau kia tātou katoa
Te atawhai o Ranginui raua ko Papatuanuku
Me te aroha o to matua
Kia tātou te ira tangata
Kia puta ki te whai ao
Ki te ao marama
Tihei Mauriora!

Ko Tuuhoe me Ngati Maniapoto ōku Iwi
Ko Te Hau Moses taku ingoa
Ko au te Kaitakawaenga ki roto i te whare a
Otago Community Hospice.

Hospice shops

We welcome two new Shop Supervisors to our team, Pauline Groves in our Milton shop and Lesley Turner in Cromwell. Both coming from retail backgrounds and with a high level of experience working in a volunteering capacity, we're very excited to have them on board.

Our Mosgiel Hospice Shop has had a paint makeover in recent weeks. Tina Tunster our Shop Manager and her team in Mosgiel are getting a lot of compliments from shoppers and parochial folk on the Taieri these days! We're very grateful to our friends Gavin Mead at Linwood Holdings for painting the three shop frontages for us.



Thank you to the team at Mitre 10 Mega for supplying light fittings for our George Street shop. It has made a significant difference to the shop lighting. Shop Manager Lesley reports that the upgrade has made a significant difference to the ambience of the shop.

Paul the electrician (pictured left) installing the donated light fittings at our George St shop.

Our freshly painted Mosgiel shop frontages, courtesy of Linwood Holdings.



Do check out our other shops around the Otago region, located in Thames St, Oamaru and Bond Street, Dunedin. There's always a bargain to be found, from designer quality clothing to bric-a-brac. Don't forget we're always looking for quality donated clothing and household goods to sell in our shops. Please be mindful when sorting your donations to distribute the goods in boxes and bags so that they can be managed and lifted easily by our volunteers. We have a pick-up service too.

One person's trash is another person's treasure!

Jane Watson-Taylor: This is my story...

The Otago Community Hospice Fundraiser; my way of raising public awareness of an amazing organisation and saying a huge thank you to a wonderful team of people who provide free end of life care. Jane Watson-Taylor: This is my story...

Towards the end of 2014 my mother was diagnosed with motor neuron disease. She and Dad, at the time, lived in Ashburton. As a family, we decided that moving to Wanaka and building a purpose built cottage on our land at Hawea Flat was going to be the best way to handle the situation. Life for Mum and Dad was not going to get any easier. Being together would ease the load and be very special. We could spend valuable time together and make the most of however many years Mum had left.

In May 2015 Mum and Dad moved into their new cottage. Mum was so happy. Her wheel chair could go everywhere – inside and outside. She had independence once again. With the assistance of Individualised funding, I was able to employ a team of ladies who helped me care for Mum. Everything was going smoothly. It was at this stage that I made contact with the (Otago Community) Hospice team and registered Mum into their programme, as I knew at some stage I would need their help and guidance; in my head this was going to be quite some time away. But life has its own set of rules, and within a month of moving into her own home Mum's condition took a turn for the worse. It was at this stage that I decided to take leave from my teaching position at Mount Aspiring College and become my mother's full time carer. I contacted the Hospice team to let them know and within a week Natalie and the doctor on duty called to visit. I can remember it as if it were yesterday. The care, the love, the concern was amazing. Time was not a problem; an hour and a half later they left. Mum could not believe the assistance that was being provided and all at no cost.

As the months progressed Mum's condition worsened, but the Hospice team were always there – for Mum and for me. It wouldn't matter what time I phoned, 3pm or 3am, I would get advice and reassurance.

Together: The Hospice team, the ladies I employed through individualised funding – Christine, Amanda, Emily, Belinda, Joey and Paula, plus the support from our wonderful Medical Centre, Doctors Andrew and Lynda, the District Nurses and the team at Cromwell Hospital – nurses, doctors, Claire the Speech Therapist, Kim the Occupational Therapist and Trevor our beloved wheel chair adjuster, we gave Mum what she wanted. She wanted to spend her life with her family and if possible die at home.

And that is what happened. The last week of Mum's life was traumatic. I could not have managed without the advice and reassurance from the Hospice's 24 – hour service. All of Mum's family was at home with her; it was so special. Mum passed away in my arms with Dad at her side on January 12, 2016. It is because of the love, care and support that Mum received on her final journey that I want to create my own journey. A journey of staging a variety of fundraising ventures to say thank you. My journey started on January 12 2016 and will end on January 12 2017. If you can contribute in any way; I know the Otago Community Hospice would be very grateful – and so too would Mum.

With many thanks,

Jane Watson-Taylor xxx



“It is because of the love, care and support that Mum received on her final journey that I want to create my own journey.”

Letters of Gratitude

Middlemarch, 6 June 2016

Dear Everyone,

I have just spent a week in respite care in the caring hands of the wonderful staff at the Hospice. This was my fourth visit and I really looked forward to it. It's hard to say what exactly I looked forward to, but here I want to try.

I think the physical surroundings are really important. The appearance of lightness in the architecture and choice of materials, high ceilings, many windows, small nooks where you can sit, and the lack of two straight lines along the patients' corridor, are all aspects that have a positive impact on me. The family room in the centre is tastefully designed and furnished. I like sometimes to sit and talk with visitors in that setting.

The patients' rooms are really lovely with lots of windows for light to stream in with rhododendrons and natives to look out on. The en-suite is superb and I always sleep well on the fabulous Spenco mattress.

The food! What can I Say? Always home made, fresh and appetising with staff and volunteers attentive to every little personal wish. I love the way I am asked in person if I would like whatever is on the menu.

I have mentioned nurses last, but they are really the face of the Hospice for me and play a most important part of my visit. Nothing ever seems too much trouble. I have yet to meet a nurse who is not kind, a good listener and doing everything to make my stay the best possible. Every nurse brings a different perspective and I have received much help and good information about managing my situation.

I haven't forgotten the other staff members, who pop in from time to time during a stay, for example Annette, the Spiritual Care Worker. On my most recent visit I was able to discuss ideas about arranging my funeral with her. I felt understood and my ideas affirmed.

I know look forward to a home visit from one of the Community Care Coordinators or talking on the phone with one, as I am experiencing some issues just now. Great to know they are there!

Thanks for having me and making my stay such a treat!

Best,

Anne Elliot

Volunteers News

We are very fortunate in having 300+ volunteers who assist us in a variety of roles, including:

- Kitchen Assistants
- Retail Assistants
- Receptionists
- Patient Biographers
- Gardeners

These dedicated volunteers undertake approximately 25,000 hours per year (which equates to \$500,000). Without the dedication of these fantastic people we would not be able to provide the service that we do. Many of our volunteers make a huge time commitment and stay here for many years. We are very excited to be able to celebrate the long service of the following people:

25 Years

Marie Hansen (Kitchen)
Heather Hore (Gardening)

15 Years (actually 16.5 years!)

Joan Dickinson (Reception)

10 Years

Ann McIntosh (Kitchen)
Ian Bartlett (Fundraising)

5 Years

Daphne Hughes (Mosgiel Shop)
Lorraine Swindells (Oamaru Shop)
Pamela Ellwood (Biography Service)
Janet Smith (Hanover/George Street Shop)
Linda McLachlan (Hanover/George Street Shop)
Andrea Knight (Hanover/George Street Shop)

We are always needing new volunteers, especially in the kitchen, so if you have some time to spare and would be interested in volunteering with us please contact our Coordinator of Volunteers, Rebecca Shaw (473 6005).

We are having an Information Session for Potential Volunteers on Tuesday 13 September 5:30-7pm. Come along and find out some more information about volunteering with us. By attending this session you are not making a commitment to volunteer with us, it is an opportunity to find out more about the Hospice and the volunteer roles available.

We would also like to thank the Edgar Centre for their generous subsidy towards the Volunteer Mid-Winter Dinner (held in their Port Otago Lounge). We really appreciate the support of such a lovely venue to say thank you to our volunteers.

Volunteers mid-winter dinner



Volunteer Award Dinner Recipients from left to right: Ian Bartlett (Fundraising), Ginny Green (CEO), Judy Oats (George St), Ann McIntosh (Kitchen), Heather Hore (Garden), Marie Hansen (Kitchen), Rebecca Shaw (Coordinator of Volunteers).



Volunteers around the table at our Mid-Winter Dinner held at the Edgar Centre.



Mosgiel Shop Volunteer Phyllis with her raffle prize while fellow Shop Volunteer Colleen in the background looks on.

We would like to thank

Some of our recent supporters and funders:

Bendigo Valley Sports & Charity Foundation
 Blueskin Trust
 BNI Latitude 45
 Criterion Sports and Culture Club
 Cutlers MREINZ
 Eastern Otago Federation of Women's Institutes
 Erban Spa
 Fairfield School
 Fencing South
 Forbury Park Bowling Club (Inc)
 Golden Centre
 Inner Wheel Club of Queenstown
 Kaan's Catering Supplies
 Kerrick
 Lion Foundation
 Lions Club of Cromwell
 Lions Club of Dunedin Central
 Lions Club of Lawrence
 Lions Club of Waiareka Valley
 Mitre 10 Alexandra
 Mitre 10 Mega Dunedin
 Mornington Health Centre
 Mosgiel Pakeke Club
 Otago Boys' High School
 Otago Polytechnic
 Otago Third Age Trust
 Rotary Club of Taieri
 Silverstream Meat Workers Union
 Summerset at Bishopscourt Craft Group
 Taieri Bridge Club
 Tuapeka West Community Trust
 Wharf Hotel

Otago Community Hospice
 293 North Road | North East Valley
 PO Box 8002 | Dunedin
 Phone 03 473 6005 | Fax 03 473 6015
 Email reception@otagohospice.co.nz

Wish list

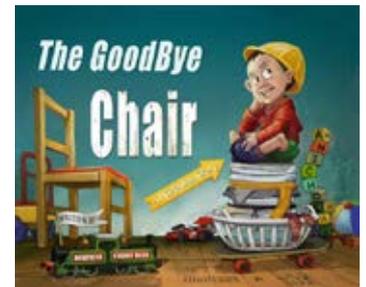
Please contact the Marketing & Fundraising Team first if you wish to purchase anything off the wish list:

- Digital Cameras – to help our hospice shops photograph products for sale.
- Groceries for our kitchen (canned fruit, jellies, jams and/or spreads, sugar, flour, packets of biscuits).
- Garden & petrol vouchers of any value.
- Portable Stereo CD/MP3 Players for our patient rooms.
- Panasonic Micro System – with CD, Bluetooth and NFC compatibility. Model example: SC-HC29GN-K.
- Toaster – 4 slice model.

Otago Community Hospice Fundraiser July – September 2016

The GoodBye Chair Book

This book looks at the serious issue of goodbyes (not death) in a way children love. It is beautifully illustrated with typical New Zealand Scenes. It incorporates Te Reo, NZ Sign Language and a fun counting game. Nicholas knows Nannie is feeling sad to be leaving him, so he comes up with a plan to make Nannie feel happy again.



Age Range: 1yr – 7yr.

Price \$20.00 Plus postage \$3.30 (two books same postage)

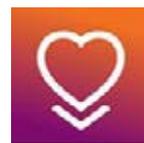
If you wish to pay by cheque please make cheque out to **OCH Fundraiser**

Post with order form to:

OCH Fundraiser, Shed 22, Princes Wharf, 13/147 Quay Street, Auckland 1010

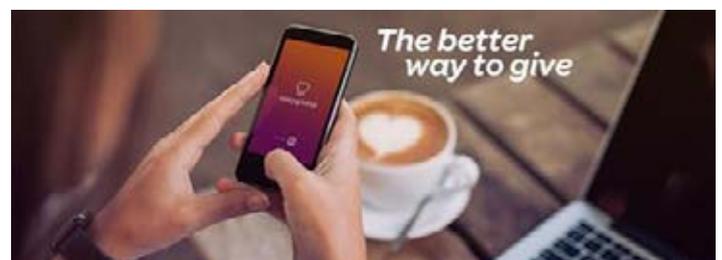
Link to order and pay online: www.ochfundraiser.weebly.com

Email: ochfundraiser@outlook.com



We're excited to introduce an easier way for you to support your Otago Community Hospice. EasyGiving is a new App providing a better way to give! You can track your giving and easily claim donation tax credits. To see how it works, visit to find out more:

www.facebook.com/EasyGivingNZ





Pictured left, are the OBHS Year 9 & 10 Gifted & Talented Group who organised a quiz night on the 9 June. It was led and organised totally by students. 31 teams of 6 took part and along with donated raffle prizes and baking, raised an impressive \$1725.90 for the OCH. The event is about the boys giving something back to their local community.

Angus Henderson, Elliott Alloo, Ayoub Waliyudeen Yip bin Ahmad, Michael Ruske, Peter Crosson, Ethan Lan, Jude Molly. (Year 9 Gifted and Talented Group).



Summerset Craft Group (right) \$1084.10 was raised by the ladies from Summerset Craft Group, who knitted garments and sold them for the Hospice.



Prices Packers & Movers kindly agreed to move a currently surplus hospital bed on loan to a Hospice patient. They supplied a truck and three guys (Zac, Brett and Dan pictured left), who were not only cheerful and accommodating, but worked out how to raise and lower the bed, the bed head and side rails! The bed was very heavy and difficult to manoeuvre but they managed to move it with teamwork and good humour through some pretty narrow doorways. Our patient and Hospice staff are very appreciative of the generous gesture from Prices.



Fairfield School (Multi-Day) Cheque Presentation
Tessa (OCH), Jess Pelvin-Phillips, Ruby-Mae Grellet-Deaker, Jaime Ellwood, Jaymee Meffan, Donna (OCH).