

# Hospice News

August 2017

## Otago Community Hospice Newsletter

### CEO Message

Welcome to our August newsletter! As you already know, we celebrated Hospice Awareness Week in May and I wanted to take a moment to thank everyone who was involved for their support. Despite the atrocious weather, we still raised an amazing \$35,000 – which represents a remarkable amount of small change going into our collection buckets. I would particularly like to make a special thank you to the Masonic Lodges throughout Otago, who for many years now have coordinated our street appeal and the 200 plus volunteers who gave up their time to collect for us on the day.

During Hospice Awareness Week, we also launched a unique limited edition craft beer 'Ginja Ninja' through collaboration with Otago Polytechnic and Senior Nursing Lecturer Vicki Yarker-Jones. The brew was named Ginja Ninja in a nod to gingers therapeutic properties and was launched at the 'Hops for Hospice' event in the Polytechnic Hub.

As we enter into the new financial year, financial security is as always critical to the overall sustainability of the Otago Community Hospice and our ability to deliver specialist palliative care services to patients and families free of charge.

One of our strategic goals is to increase the sales revenue of our retail shops. To help us achieve this we identified that we need to bring our Point of Sales System (POS) into the 21st century. Over the last two years a lot of product research has gone into ensuring we make the best possible product choice. One that adds value to our reporting capability, product management and stream lining our processes, it had to be affordable and user friendly, particularly for the end users, our volunteers and shop managers. I'm so excited to share that in April we were able to make our dreams a reality. With the support of two separate grants, from Bendigo Valley Sports & Charity Foundation and The Otago Community Trust we were able to purchase a new POS system. Our George Street shop was the first shop to receive the upgrade, followed by our Bond Street shop. As I write, the rollout is being implemented in our rural areas, saving our Oamaru Hospice shop until they move into their new premises later this year. It has been

a huge project and I'm very grateful to our dedicated team of volunteers and Shop Managers for their resilience to change and to our Hospice shoppers for their patience.

Thank you for your continuing support which ensures we can continue to deliver excellent palliative care throughout Otago.



*Ginny*

### Hospice Awareness week



Geneva Healthcare – Renee Hodge (Regional Manager) pictured with Barbara Guile and Lyn Chapman, delivering second hand quality goods to our George St Hospice shop through a nationwide staff initiative.



Beverley Judd, business owner of Oak Villa Beauty Spa, Oamaru, grew her hair for a whole year specifically to shave it off and raise money for Hospice! Here are her before and after photos.



Team Firebrand



Michael Woodhouse outside The Meridian



Hospice Shop Supervisor Barbara with puppy pug Frankie

otago  
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**hospice**  
Living Every Moment

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# Hospice News

## Introducing new staff

We are delighted to introduce three new staff members to our Community Service Team.



### Fiona Panirau Community Service Team

Fiona Panirau is a new graduate Social Worker and comes with a wealth of experience working in the mental health sector. Over the last 3½ years she has worked for District Nursing whilst studying for her degree, where she was drawn to working in palliative care.



### Heike Pomare Community Service Team

Heike Pomare is a new graduate Nurse and is based in both our Community Care Team and In-Patient Unit. Having spent her adult life helping others, studying nursing was a natural progression when her youngest child started school.



### Jill Smith Community Service Team, South Otago

Jill Smith comes from a nursing background and originally hails from Scotland. She is an integral part of the Community Care Team, she is based in our Balclutha office, delivering specialist palliative care in South Otago.

## A friend's Hospice experience

Toward the end of February a close family friend, for the second and final time was admitted to the Otago Community Hospice. I was privileged to be asked by family to stay with her through this time while they visited each day. I was surprised to have a bed pushed into her room for me to sleep over which I did for the next week. I was delighted with the nursing care, so complete yet so gently done, and how she was kept free from pain.

Because I was with her so much, when family came to visit, I gave them privacy by going to the "Family Room". This was a large, pleasant lounge with books, DVDs, TV, dining table and fridges to keep our own food in. This was next to a small kitchen where cups of tea and coffee could be had at any time. I spent most of my days sitting in the lounge knitting. Here also we and other families met together, drank tea and shared, encouraging one another and being encouraged in turn. For those who stayed over-night, provision of a shower and facilities to wash and dry clothes was wonderful and, for me from Christchurch with a limited set of clothes, made life easier.

I need to talk of the staff. Before retirement I was a nurse/midwife. The patients I cared for were all expected to recover and go home. I asked how they coped and still remained so cheerful. They said they were carefully screened for the work and supported one another. They not only cared for the patient but also for their families and I was moved by the way they listened, gave wise encouragements and lots of hugs. To observe them all, including ancillary and office staff, it was a joy and a privilege to be involved so closely and to be with our dear J when she left – such a peaceful leaving. There was never any sign of rush or pressure to 'get things done'.

I'll share one time of fun. Our J was frail and didn't talk much but knew what was being said. One day her nurse brought in bright green nail polish and painted J's fingernails and toenails to match her nightie, with lots of comments and laughing. When it was done I said, "Careful, she'll be getting ideas above her station" and J, with a small smile lifted up one arm and gave us a queenly wave. This was topped the next day when Cook came in and showed off her nails which were painted black with silver tips.

My stay at the Hospice was filled with joy and sadness, laughter and tears, listening and being listened to, and among all the families and staff, lots of healing hugs. Thank you everyone, for such a priceless, precious time with you and our dear one.

**Heather Heyworth**  
Avonhead | Christchurch



# Volunteer role all about people

Up to 340 people voluntarily give up their own time all over Otago to help us provide care and support for people who are dying and their families. Approximately two thirds help out in our seven Retail Shops and the rest help us in our North Road facility in Dunedin. We are always looking for volunteers to help in the kitchen, gardens, reception and providing companionship to patients.

The Valley Voice recently interviewed one of our valued volunteers, Rhonda Callender:

## How did you get involved with the hospice?

I have had a lot of personal experience with family members dying of cancer and the Hospice does such an amazing job looking after patients with life limiting conditions and their families.

## What is your role at the hospice?

I help out in the kitchen every fortnight. We set up meal trays, deliver meals to patients, do dishes, and help out with food preparation and anything else that might be needed. One of the great things about volunteering here is you can do as few or as many shifts as you would like.

## What do you enjoy about volunteering at the hospice?

I love the people I work with. You are always meeting different people – the staff, other volunteers, patients and families. The meals they serve here are beautiful and I love seeing the joy on patients' faces when we deliver them and the comments we get back from people.

## What do you wish other people knew about the hospice?

That it's not a scary place. Lots of people say 'Oh isn't it awful, how can you be amongst people who are dying?', but the moment people walk in here it has got a lovely peaceful feel.

## What do you like to do when you are not volunteering?

I'm looking after grandkids and I love reading and following sport.



*Rhonda serving a patients meal*

## Are you a valley local?

In some ways. I live in Mosgiel, but I grew up on Baldwin Street so I know the valley pretty well.

## What would you say to someone thinking about getting involved?

Don't just think about it, give it a go. If it's not for you that's fine, but I'm sure most people would enjoy it.

If you would like further information about volunteering for the Hospice – please contact:

Rebecca Shaw | Coordinator of Volunteers  
Ph 473 6005 | email: [reception@otagohospice.co.nz](mailto:reception@otagohospice.co.nz)

## Fundamentals of Palliative Care Delivered in Wanaka

Our Central Otago team and Education team recently fulfilled a request from Aspiring Enliven Care Centre to provide some palliative care education in Wanaka for their carers and other health professionals in the area. The Fundamentals of Palliative Care Programme has been delivered over five fortnightly sessions throughout May, June and July, with each session covering two topics. This education packages provides caregivers with more confidence in caring for their residents who are dying.

Special thanks to The Upper Clutha Hospice Trust for their contribution towards travel, publishing, catering and venue hire and Pam Simpson at Wanaka View Hotels for providing our out of town Hospice staff with accommodation.

*Pictured below are Hospice staff members and staff from a variety of healthcare providers at the Fundamentals of Palliative Care Programme in Wanaka.*



# Hospice News

## Wish List:

### Inpatient Unit

- Pure Essential Oils – lavender, marjoram, rosemary, clary sage, cypress and ginger
- Batteries – all sizes

### General

- Garden & petrol vouchers of any value
- Fellowes Neptune A3 Laminator

### Kitchen

- Cream style sweetcorn
- Supermarket vouchers
- Coffee
- Cocoa
- Beetroot - tinned
- Sugar –white, brown & icing
- Flour
- Packets of biscuits
- Crackers
- Mini cans of coke, coke zero, lemonade, ginger beer & ginger ale
- Cereal, porridge
- Oils – cooking, olive & rice bran
- Cheeses

### Hospice shops

We have over 200 volunteers supporting the 7 shops over Otago. These volunteers contribute 30,000+ hours per year to ensure the shops are able to function. Please help us to say thank you to them by ensuring we can offer them morning or afternoon tea whilst they are on a shift.

- Biscuits
- Coffee
- Good quality household appliances and furniture
- Any unused toiletries,
- Bric-a-brac
- Smaller gift items
- Toilet paper
- Chalk paint
- Flowing soap
- Dishwasher tablets

### Library:

- University Book Shop vouchers
- *Things That Matter – stories of life and death* Dr David Galler
- *Doorways into Dying: Innovative teachings for the of Life* Ingrid Rose and Kay Ryan
- *Let My Colors Out* – Courtney Fillgenzi
- *Death's Summer Coat* – Brandy Schillace

## We would like to thank

Lion Foundation	Cromwell Lions Club Charitable Trust
Rotary Club Dunedin North	BNI Exchange
Dunedin Casino Charitable Trust	Lions Club Mosgiel
ANZ Staff Foundation	International Freight Logistics NZ Ltd
Otago Community Trust	Forbury Park Bowling Club (Inc)
Bendigo Valley Sports & Charity Foundation	Nidd Realty
Rotary Club Dunedin South	PACT
Otago Masonic Charitable Trust	Audiology South
City Forests	BNI Octagon
John McGlashan College	Skye Hamilton Charitable Trust
Lions Club of Milton	Waitaki Hospice Care Trust
Mitre 10 Mega Dunedin	BNI Latitude 45
Lions Club Balmacewen	Fresh Choice Community Fund
Youngs Properties Mosgiel Limited	Otago Girls High School
Otago Master Painters	Rural Women NZ
Cutlers MREINZ	Lions Club of Cromwell
Property Scouts	L J Hooker Oamaru
Taieri Bridge Club	Inner Wheel Club of Dunedin South
Otago Polytechnic	BNI Larnach
United Lodge of Otago No.448	Mediaworks Otago
Blueskin Trust	

## The Hospice Shops

The Hospice Shops throughout Otago are continuing to make a huge impact on the fundraising target for this financial year. Thanks to the generosity of the Otago community the shops are full to the brim with donated goodies so there is a treasure and bargain for everyone. Staff and volunteers work tirelessly day after day to have the shops looking great and displayed well for customers.



*Pictured from left are Lyn – Retail Manager, introducing the newest member of staff Miyo – Bond St, Pauline – Milton Shop, Cat & Lisa – Bond St, Lesley – Cromwell, Gitty – Alexandra and Lesley – George St. Absent: Tina and Trudi – Mosgiel, Jeni – Oamaru, Darlene – Bond St and Barbara – George St.*

In March we successfully launched our exclusive Dinner Club, proudly sponsored by Nidd Realty. It was held at Glenfalloch where we got the opportunity to taste a five course degustation menu created by the amazing chef Hannes Bareiter. The next Dinner Club is scheduled at the beginning of August at Emerson's Brewery Restaurant. Pictured with Tessa from our fundraising team is Liz Nidd.

