



## Message from Ginny



### A Big Year

The team here heaved a sigh of relief on the 30th of June when we realised we had reached our highest fundraising target yet.

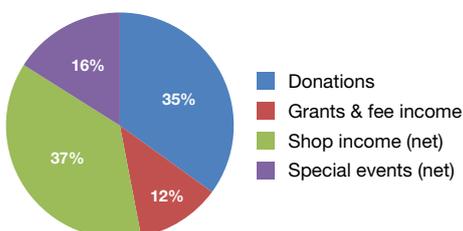
This financial year we needed to raise \$2m before 30 June 2015. This is a huge amount to ask of our community, but we did it and once again we are humbled by this amazing level of support.

We are so grateful to the community of Otago – grateful to our volunteers, our supporters and our funding partners.

A combination of the steady support of donors, our street day appeal, Hospice shop activity, some big corporate donations and our *Otago Daily Times* campaign helped us get across the line. Every contribution is much appreciated and has contributed to our ongoing sustainability.

To help highlight just where our fundraising support comes from I've included the following chart:

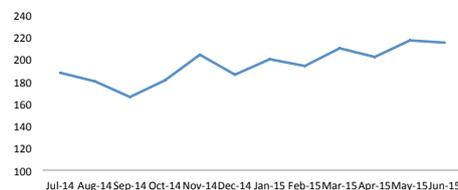
### Fundraised income: Jul 14-Jun 15



### Patients and families

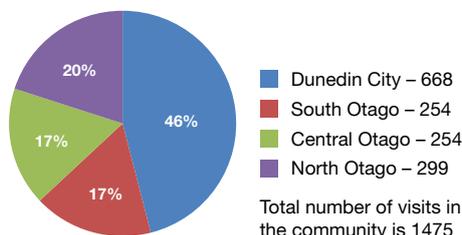
Otago Community Hospice provides care and support for people and their families who are dying, completely free of charge. Importantly we support our patients and their families wherever they want to be, and for most them, that's at home. Through the year the team have made close to 1500 visits in the community, with an average of nearly 200 on OCH programmes at any one time across Otago!

### Number on OCH programme: Jul 14-Jun 15



Average on programme at any given time is 195.  
Average length of stay at OCH is 7.7 days.

### OCH visits in community: Jul 14-Jun 15



### Volunteers

Our success is reliant on the enormous contribution volunteers make to Hospice, we have about 300! Without this amazing and dedicated workforce we simply wouldn't be able to do what we do. The dollar value of our volunteer workforce

exceeds \$500,000 per year, but it is so much more than that – the volunteers bring with them a wealth of life and work skills and experiences that enhance the Hospice in so many ways.

### Looking Forward

This year we need \$5m to run the Hospice. However we do head into the 2015/2016 financial year feeling slightly more secure financially than this time last year. The national government pledged \$13m additional funding for Hospices during their election campaign. We now also receive an additional \$500,000 per year via our contract with the Southern District Health Board (DHB). However, as with most DHB contract holders, we also sustained a 5% cut to our base funding.

This funding addresses some of the growth in demand and the increases in costs we have experienced over the last six years. It is very welcomed – it has help enable us to appoint some additional staff to accommodate the increase in demand we are experiencing.

We will always need community support, to enable us to continue to deliver our services free of charge and everyone at Hospice is truly grateful to everyone that contributes. Thank you Otago.

**Ginny Green**  
Otago Community Hospice CEO

# MILTON FUND-RAISER



*Lorraine with her daughter Tracey Stephens*

When Milton woman Loraine Gordon-Glassford organised a fund-raiser for the Otago Community Hospice she hoped she might raise \$400.

But those who knew and loved her late husband Len had bigger ideas, turning out in force to Loraine's special May memorial morning tea for him.

The event raised about \$2,200, something which Loraine says would have made Len "very very proud".

Len (73) was well known in the Milton area. His time there included work as a farmer and a dairy owner and he had also delivered rural mail for 21 years.

Lorraine describes him as a soft and gentle person who went out of his way to help people in need without making a fuss about it. Even she did not always know the extent of his generosity to others, she discovered after he had died.

It was a shock for Loraine and their family of five when he was diagnosed with a brain tumour (astrocytoma) about two and a half years before he died in May last year.

After his condition developed to the stage where he became wheelchair-dependent

Len spent a week at the Hospice in Dunedin to allow Loraine some respite. The Hospice organised regular visits and helped co-ordinate services to allow Len to spend his remaining months at home – "they set him up with a bed and got all that under control".

It was almost like having their own "private hospital" in their home.

"It was fantastic. I can't thank them enough. They looked after the whole family really."

Lorraine knew she wanted to do something special to mark the first anniversary of Len's death, settling on the idea of a fund-raising morning tea for the Hospice.

She and some family members began making jams and pickles to go on a sales table and she decided she would do the baking herself, and would offer tea and coffee with a muffin for \$5.

It was to be a sales table with a difference, however. Nothing would have a price on it. It would be up to those buying to decide what they wanted to give.

Originally, she thought she would hold it at

home, but "suddenly realised" it was going to be bigger than that so she booked the Milton Bowling Club where she and Len had both been members.

As word spread about the event, goods began to roll in from far and wide. A donation of five ceramic dolls was a pleasant surprise, a friend in Temuka sent down a banana box full of hand-crafted goods including baby knitwear and wooden bird houses, and people donated vegetables, jigsaw puzzles, and other items, to fill five sales tables.



*Just some of the goodies on offer*

Before the event began, with Len's photo in pride of place (accompanied by a candle), Loraine admits to getting "a bit panicky" wondering if it would work, but it "went like topsy". About 150 people attended, making short work of the eight varieties of muffins Loraine baked, as well as Afghan biscuits and shortbread.

Lorraine said some of the people there she didn't know, or only knew by sight. She was overwhelmed at the response and thinks Len would have been thrilled too.

"I know he would have been so proud of it."

As she puts it, it was a beautiful warm and crisp day filled by people with "warm hearts". "It was great."



*Lorraine with Lyn Chapman from OCH*

# VOLUNTEERS UPDATE

## Introducing Rebecca Shaw

Rebecca Shaw has been delighted to find attracting new volunteers for Hospice work is a breeze.

As the new co-ordinator of about 300 volunteers who are part of the Hospice community she has found there is a steady stream of people coming forward offering their volunteering services.

She puts this down to the high regard for Hospice services in the community and the good reputation the Hospice has for valuing its volunteers. Often volunteers also have personal experience of Hospice care of family or friends which can prompt them to offer help.

“Great people are attracted to it – people who have a heart for the community. Volunteers here are really valued and so they should be – they’re absolutely fantastic.”

Those volunteering range from students and those looking for work, to retired people.

Rebecca is no stranger to volunteer work herself, including stints with Literacy Aotearoa, Playcentre, Youthline Otago, the Home Birth Association and La Leche League (where she holds the position of administrator of communication skills at national level).

“I love volunteer and community work,” she says.

Before joining the Hospice team Rebecca had a role supporting families at SF Otago (previously known as the Schizophrenia Fellowship).

Since she took over from Raewyn Webster her work has included updating the database of volunteers. At the moment work undertaken by volunteers includes some administration tasks, some reception cover, kitchen duties, work in the Hospice shops, gardening, and those involved with the recording of biographies for Hospice patients. (The biography service has just been extended to Central Otago.)

New services involving volunteers are being developed, including massage therapy and Reiki. The organisation is looking at developing a companion service for the in-patient unit (if wanted, the companion would sit and talk with patients, read them the newspaper, play cards etc.). This will be a non clinical role and will support the patients and their families.

It’s estimated the volunteer workforce contributes more than 3000 hours of service monthly, saving the Hospice about \$540,000 a year. Without volunteers it is likely some services would be unsustainable.

Are you interesting in volunteering with us? Contact Rebecca on 03 473 6005 for more information.

## Celebrating Volunteers

One of the amazing things about volunteers at the Hospice is the length of service many of them give. At a recent volunteer dinner we celebrated this long service, with Rosemary McGregor celebrating 25 years of service in the Hospice Kitchen.



*Rosemary McGreger with Ginny Green*



*(L to R) Lesley Taylor (5 years), Rosemary McGregor (25 years), Judith O’Sullivan (5 years), Ginny Green, Wendy Hellyer (10 years), Rebecca Shaw, Rosemary Harris (5 years) - absent Marj Wright (5 years), Jane Wayte (10 years) and Ann Taylor (10 years).*

## Lynne Elsom

Kitchen volunteer Lynne Elsom takes pride in the small comfort the simple offering of a cup of tea and a freshly baked muffin may bring to families visiting loved ones at the Hospice.

She also wants what she is offering patients and families to be well presented.

Extra touches, such as flowers on the tray, might “brighten up the day in some way” for those receiving the food.

Her reward is the sense of fulfilment she gets from having “helped in some way”.

Lynne, who has had experience of the service offered by the Hospice through family and friends, says it is not until people get involved with the Hospice that they realise how good it is.

Often when a patient first heard the word Hospice they were frightened because they associated it with death, and were not aware that so many people came into the Hospice for respite care and “don’t necessarily go out in a coffin”.

Like many volunteers, she wanted to mark her appreciation of the service by giving something back and has been doing kitchen duties, usually once a week, for about five years.

She enjoys the “family environment” at the Hospice and the contact with volunteers from a broad socio-economic spectrum whose services are valued by the Hospice.

Lynne’s husband John has also been involved with the Hospice through his work with Craigs Investment Partners. The firm’s input has included supporting the refurbishment of a house for the use of out of town visitors with loved ones in Hospice care. Lynne also helps out at the house which is known as Craigs Hospice Foundation House.

# MARKETING & FUNDRAISING UPDATE



Stanley Hebden (left) at OCH with the great team from Mitre 10 Mega Dunedin and the OCH marketing and funding team

## Introducing Stanley Hebden

New marketing and funding manager Stanley Hebden says his family is still in a honeymoon phase with Dunedin's weather.

It snowed shortly after they arrived from Auckland and they are still finding the weather "a novelty" Stanley said on the first day of his new job recently.

He and his family had been thinking about the move south for quite a long time and he says now they have made the move, friends back in Auckland are envious.

It's so nice that now instead of spending an hour going to and from work it takes him five minutes each way.

Fantastic is a word Stanley uses often when describing aspects of the move south. Pluses of the shift include an improved work/life balance for him and his wife, his five year old son being able to walk to school, and the opportunity to explore the many mountain biking tracks in Otago.

As well as a change in temperature, the move has meant a change in work focus for Stanley, whose previous experience was in the corporate world, including positions as marketing manager at Bunnings, marketing director at Les Mills and head of marketing for the Avis/Budget group.

In such roles the businesses were the ones donating money to worthy organisations, but now he will be involved in seeking such

money. He considers his earlier work gives him some insight into what works and what doesn't.

As he says, raising money is never easy, the key is always to make people aware of what you do and what the funding will help support.

He is not rushing in to change the things which are working well, but says he will be spending time getting his "head around what Hospice is about" and how marketing can best support the services provided.

The move south was an opportunity to find work which was about more than just reaching sales targets, he says.

It's a challenge he is looking forward to.

## Have you thought of a Bequest?

### What is a bequest?

A bequest is a method of making a lasting gift to a cause or issue that you feel strongly about. It can make your caring last for future generations.

In order to ensure that your gift has lasting value it is important to structure the gift well. The following are points to think about when making a bequest.

### Immediate or long term benefit?

Bequests can either be for immediate spending on operating costs for the

Otago Community Hospice or can be put in the Otago Hospice Foundation Trust, a fund that will enable income to benefit long term.

### Think about your dependants

Bequests can be overturned by those who believe that they have a right to be provided for in your will. Discuss your wishes so no one is surprised by what you wish.

### Take advice

Your lawyer or trustee company will show you how to structure a bequest to ensure that your wishes are honoured.

### The Monarch Club

When you let us know that you have left a bequest in your will to the Otago Community Hospice you will be invited to join "The Monarch Club". There are currently two functions a year you will be invited to.

Please be assured your membership and bequest is kept completely confidential.

If you would like to talk about making a bequest please contact Lyn Chapman Bequest Coordinator at the Otago Community Hospice 03 4736832, or email [lyn.chapman@otagohospice.co.nz](mailto:lyn.chapman@otagohospice.co.nz)

## Hospice Shop Flooding

In June our Hospice shop in Bond St had about \$15,000 of stock damaged by floodwater and staff and volunteers had a very busy time cleaning up the “wreckage”.

Hospice shop supervisor Cat Callanan said the 23m by 14m basement, under the store in Crawford St, was full of stock which was set for the shop floor.

In a recent downpour, which was one you would not hope to have in our city again in a hurry, water started seeping through cracks in the basement floor and about 25cm of water flooded the basement.

Everything was wrecked; the damaged goods included beds, clothing, furniture, records, electrical gear, Christmas decorations and even a kitchen sink.

Now the shop needs more stock and we are really looking for donations!

Several volunteers helped move the damaged goods from the basement to the footpath, and Sims Pacific Metals supplied a “massive truck” and driver to transport the damaged stock to the landfill.

The Dunedin City Council did not charge the shop a fee for dumping the stock. ‘It would cost thousands [of dollars] to dump.

Sims Pacific Metals assistant manager Mike Knopp said the scrap metal business volunteered yesterday because the Hospice shop raised money for the Otago Community Hospice to help people and it was time to return the favour.

Sims Pacific Metals 17-tonne truck made three trips to the landfill!



## OTAGO RUGBY FUNDRAISER TICKET



**\$20 GETS YOU 2 TICKETS  
TO ANY OF OTAGO'S  
5 HOME GAMES (USUALLY \$50)  
AND  
\$9 WILL GO TO THE OTAGO  
COMMUNITY HOSPICE**

Otago Rugby and Smiths Sport Shoes have teamed up to help support the Otago Community Hospice.

Smiths Sports Shoes Dunedin, an existing ITM Cup sponsor, has an amazing deal for anyone looking to attend any of Otago's home games this year. Usually tickets cost \$50 for two (\$25 each). In conjunction with the Otago Rugby Football Union we can offer you a 60% discount on the ticket price so you can buy 2 tickets for just \$20. In addition \$9 of the \$20 will be donated to the Otago Community Hospice. You pay \$20 and you can redeem the voucher for 2 tickets to any of the games. The 5 home games are:

- Sat 15th August Canterbury
- Sat 22nd August Hawkes Bay
- Fri 4th September Tasman
- Sat 26th September Southland
- Sunday 11th October Bay of Plenty

**AN AMAZING DEAL!!!**

Tickets available at Smiths Sports Shoes  
59 Great King Street, Dunedin

# EDUCATION UPDATE

Each year there is a lengthy planning process that considers all aspects of care and the appropriate education for each area. Keitha Ross and Glenda Hall coordinate the programme of education which includes offering Hospice NZ's 'Fundamentals of Palliative Care'. These nine workshops cover all aspects of palliative care as follows:

- Essence of Palliative Care
- Pain and Symptom Management
- Palliative Care for people with Chronic Illness
- Palliative Care for People with Dementia
- Communication Skills
- Loss and Grief
- Caring for Ourselves
- Ethical Issues in Palliative Care
- Last Days of Life

## Education highlighted

The Otago Community Hospice, as part of its contract with the Southern District Health Board offers palliative care education to health and social service providers through the Otago region.

A key strength of the Otago Community Hospice's palliative care education programme is its holistic approach, not only in its content, but in its outreach. Education offered by the Hospice throughout Otago reaches a wide variety of health professionals, social workers, doctors, nurses, occupational therapists, families, members of the public and the Hospice's own staff, including volunteers. The education offered is truly interdisciplinary and delivered by appropriate members of the Hospice team. Education provided outside the Hospice is designed to be relevant to the context in which end of life care is being delivered whether that be a residential aged care facility, a GP practice, care in the community or at Hospice. It is also important that workshops are available throughout the region and readily accessible. Most are delivered at no cost to participants.

Palliative care philosophy is based on the principles of holistic or total care which mirrors the Maori health model of Te Whare Tapa Wha which is the framework for patient and family care at Hospice. Both palliative care philosophy and Te Whare Tapa Wha, (put forward by Mason Durie in 1982) recognise the importance of considering the physical, the psychological, the spiritual and the family/whanau aspects of care. The education that is offered also covers all these aspects of care - physical symptomatology; the psychological/emotional impact on patients and their families of living with a life threatening condition and education about spiritual care.

In recent years there has been increasing interest in understanding spirituality at the end of life, and care related to that. A panel discussion featuring speakers offering different cultural and religious perspectives on life and death and rituals around death and dying is expected to prove popular again this year when it is held in September. The session will include representatives from the Buddhist, Hindu, Muslim, Jewish and Maori communities, as well as the Hospice spiritual care co-ordinator. This year's session will be held in Dunedin on the evening of September 2 and will be relayed by video link to North, South and Central Otago. This year's two volunteer study days also include a session on spirituality and spiritual care.

Over the last two years some education has also been open to members of the public. This year mindfulness training has been on offer in Dunedin, Oamaru, Cromwell and Balclutha, the idea is that such training enhances wellbeing by increasing a person's self-acceptance, thereby decreasing anxiety, stress and depression. Keitha said that studies had shown that teaching mindfulness to nurses, doctors and other caregivers reduced burnout and assisted them to maintain empathy. A general practitioner who attended an earlier course found it had altered their practice significantly '...making a small space in my life to practice regularly has helped me to be more present and less stressed in my busy life'.

This year the Hospice is offering a new series of four master classes - for GPs,

practice nurses, managers of aged care facilities and senior registered nurses. These classes are available in Dunedin, Cromwell, Wanaka, Oamaru, Balclutha and Alexandra and among the topics covered are end-of-life prescribing, issues associated with pain medication, and ethical challenges which can arise around fluid and nutrition intake.

Carers' education needs are not overlooked. A series offering eight hours of training is available to those employed in the aged care sector or delivering care at home, delivered in Dunedin, Oamaru and Cromwell. As well as learning more about palliative care this series is also an opportunity for those staff, who could sometimes feel quite isolated, to reflect on their practice, hear others' ideas and develop networks, Glenda said. Some were so keen to attend they took annual leave to allow this, which showed their dedication to their work.

The Hospice also sets a good example to others with an emphasis on continuing education for its own staff. All clinical staff are supported to continue with post graduate training, and one has begun training to become a nurse practitioner in palliative care. There is a library at the Hospice for staff use, which proves very popular with those doing post grad study.

Over the last year about 45 Otago Community Hospice staff have attended eight hours of education in spiritual care. This professional development resource was developed by Hospice NZ in response to research that suggested Hospice staff nationwide, while delivering spiritual care, felt mostly less than confident in doing so. Topics explored include definitions of spirituality, Maori spirituality/Wairuatanga, spiritual issues at end of life and establishing a safe and therapeutic relationship that supports conversations about spiritual concerns of patients and families/whanau.

\*For full information about what is still available in the 2015 education programme and what costs may apply please contact Glenda Hall at [glenda.hall@otagohospice.co.nz](mailto:glenda.hall@otagohospice.co.nz) or Keitha Ross at [keitha.ross@otagohospice.co.nz](mailto:keitha.ross@otagohospice.co.nz)

# REGION & EVENT UPDATE

## Report of the "CLAAS Winter Crop Competition".

Prepared for Otago Community Hospice by Margaret Munro

The lead sponsor for the event was CLAAS Harvest Centre of Ashburton. The event was planned to assess the quality of winter crops grown in the Waitaki District and to culminate in a prize giving evening and an auction of donated goods, services, vouchers.

Over the months leading up to the event evening on May 15, many meetings were held to co-ordinate the necessary activities. The joint committee put in long hours to obtain data and information that was accurate for future events. Entry forms together with a flyer were printed and distributed. There were 130 entries received from 85 farmers.

All entrants contributed an entry fee for each crop and some entered several crops – 130 in total.

Crops accepted were:

Fodder beet:	wet (irrigated) and dry
Winter Rape:	wet and dry
Turnip:	wet and dry

Kale: wet and dry

Swede: wet and dry

All paddocks were judged over a week or so by members of the Waianakarua and Waiareka Lions Clubs who put in many hours with long driving distances. The Lions members weighed all crops to select the top ten in each category. These were passed on to professional judges who awarded the winners of each class and an overall winner. The crops were judged on weight per square metre and some were very close in weight.

In addition to the money raised with the farmer's donations and entry fees, the Lions members circulated through the businesses of North Otago and were donated goods, services, vouchers and cash for the auction at the prize giving evening. Businesses in Oamaru and districts were very generous with their donations. Over \$35,000 retail value was donated!

Farmers and partners gathered in the Waitaki Recreation Hall for food and beverages, which had been donated. Their tickets included the

tasty nibbles and refreshments and a bidding number for the auction. The Lions and some of their wives and other volunteers worked as waiters, food preparers and beverage managers.

Murray Linwood of the Waiareka Lions performed the duties of Master of Ceremonies very efficiently as did the professional auctioneer and his assistant. The whole evening was deemed a great success.

Funds raised will allow over \$40,000 to be split between the Otago Helicopter Rescue Trust and the future North Otago Hospice Hub.

A week or so later, there was a "field-day" at the winner's farm and this was well attended. His crop was duly admired and there were several speakers to advise those attending how the winning crop was planted and raised so successfully.



*Members of the Waianakarua and Waiareka Lions Clubs*

## Jaffa Race



*The annual Jaffa Race on 17 July was a huge success. Enjoying the event were team members from ANZ Dunedin, cooking on the Mitre 10 BBQ to help us raise over \$800!*

## Hospice WISH LIST as at July 2015

Thank you for considering helping us with our wish list items. This is an opportunity to support the Hospice in a very tangible way and we really appreciate any contribution you feel able to make.

Thank you very much.

Many of the items we are looking for are quite specific so please call for details from Lyn on 03 473 6005 [lyn.chapman@otagohospice.co.nz](mailto:lyn.chapman@otagohospice.co.nz) to discuss.

- Digital cameras for Hospice allowing better advertising on Facebook
- Groceries for our kitchen (canned fruit in clear juice, jellies, jams and/or spreads, sugar, flour, packets of biscuits)
- A Soda Stream machine
- Air Mattress
- Petrol-driven water blaster
- Garden & petrol vouchers of any value
- Education books for our library, contact us for specific titles
- A gutter frame and assessment stairs
- A bed leaver
- A meeting table for our Central team's office
- A copy of Psychodynamic Formulation Manual, by Deborah Cabaniss.

## THANK YOU

### Some of our regular supporters

- BNI Aspire
- BNI Larnach
- Kaan's Catering
- Port Chalmers Four Square
- Sizemore's Pharmacy
- SPAN South
- Wharf Hotel

### Some of our recent supporters

- Airport Services Dunedin
- Balclutha Widow and Widowers Club
- Brooklands Village Shop
- Colliers International
- Crowe Horwath
- Fairfield School
- Fencing South
- Forbury Park Bowling Club

- Lawrence Car Club
- Lions Club of Lawrence
- Lions Club of Waiareka Valley
- Mega Connections and the Filipino Community
- Mercy Hospital Dunedin
- Mitre 10
- Mossbrae Healthcare Limited
- NZ Scout and Guide Fellowship
- Property Scouts Limited
- St Hilda's Collegiate School
- Taieri Bridge Club
- Urban Calm Yoga Studio
- Waikouaiti Petanque Club

### Some of our recent funders

- Blueskin Trust
- Jessie Hill Charitable Trust
- Scotlands Te Kiteroa Charitable Trust
- Skye Hamilton Charitable Trust

## Getting Involved

If you would like to get more involved with Otago Community Hospice across the Otago Region, we would love to hear from you. Support could include areas like:

- Volunteering in our shops
- Fundraising
- Biography Services
- Telling us your story to help communicate our services

Please feel free to contact us on [reception@otagohospice.co.nz](mailto:reception@otagohospice.co.nz) or call 03 473 6005.

## Visit our shops...

- 53 Bond Street, Dunedin  
Ph. 03 471 9342
- 14 Hanover Street, Dunedin  
Ph. 03 474 9100
- 178 + 180 Gordon Road, Mosgiel  
Ph. 03 484 7186
- 217 Thames Street, Oamaru  
Ph. 03 434 2135
- 77 Union St, Milton  
Ph. 03 417 8613
- 2A The Mall, Cromwell  
Ph. 03 445 1793