

Living Every Moment



hospice

mid-northland

Winter 2015 Issue

INSIDE

**General Manager and
Chairman's corner**



New board member

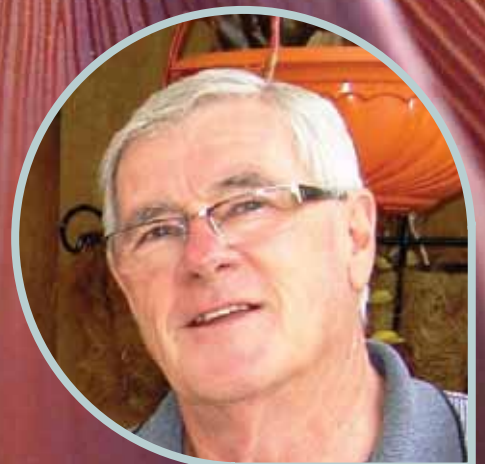
Life members

Power Up Hospice



Our staff

**Volunteers and
Patient stories**



Supporters

www.hospicemn.org.nz

General Manager

BERNIE



Bernie

Kia ora and greetings

It has been a little while since our last newsletter and I can't believe we are almost half way through the year. The last 12 months have been both challenging and rewarding. After moving into the new property at 464 Kerikeri Rd in July last year I turned my attention to reviewing our organisation. Making sure we run our services in the most efficient way, that we have enough donated funds and ongoing donated goods for our second hand shop network, that we receive continued support from government through the renewal of our annual DHB contract and that we remain positively supported by our community at all levels.... all this keeps me fully occupied. As mentioned in our Board Chair's comments we have had to make some important decisions about how we are structured. We have worked closely with our NDHB contracts managers, our team, our volunteers, our health partners and the NZNO in

order to ensure a thorough consultation process informed our decisions. Change brings uncertainty and thanks go to all those involved in the consultation and feedback processes. Our new structure came into effect on 1 April. We have reduced and re-scaled roles across the organisation, ensuring resources are where they need to be in order to ensure quality services for our patients and family/whānau.

A lot of the really hard work has been done. Now is the time to consolidate and 'bed in' new ways of doing things. We need to all be pulling together to ensure our future is viable. In May we welcomed our new Retail Operations Manager, Shirley Carruthers. Having one manager with operational 'end to end' line of sight and responsibility for the retail network is great. You can read more about Shirley later in this newsletter and all the exciting things underway. Already our shop and the shop volunteers are zooming along with renewed energy and gusto. Lots more to do but we are off to a flying start thanks to Shirley and all the volunteers supporting her.

We have some exciting new initiatives underway, we are working with NorthTec NZIM students, who are using HMN as a marketing case study; we are exploring a youth ambassador programme through schools, regular giving and bequests/bequeaths programmes are being developed; we have a wonderful volunteer Peter Scahill who is leading the charge for us with online national Trade Me Sales and our Farming for Hospice programme continues to go from strength to strength

through Bill King's expert leadership.

Our next year will continue to challenge us, we have set a very conservative budget. We have introduced new cost centre and budget management controls and we await confirmation from the NDHB as to Hospice Mid-Northland's allocation of increased funds for hospice services outlined in Minister Bill English's recent budget announcements.

Everything we do at Hospice Mid-Northland is to improve the time remaining for patients living with a life limiting condition. Our kaupapa is that if we can assist at this precious time of life, in whatever small way, then our staff and volunteers will try to make this happen. Our service is valued not just by patients and whānau but also our health partners "The team provide an extremely valuable service. They are committed to high quality care. Your support enables those living with a palliative diagnosis to be where they want be at home and a part of their community.

We can't do this work alone. We know we will continue to face challenges. As I read the articles in this newsletter there is a theme of creativity, be it new solar power for our office, creative crafts, re-vamping our retail processes, working in new ways with our health partners, all building on the great work that has gone before. My door is always open for suggestions and ideas. On behalf of our patients and their families, may I convey heartfelt thanks to all our volunteers, donors, local community groups and businesses; we really couldn't do our work without you

Waiho i te toipoto, kaua i te toiroa, let us keep close together not far apart

Chairman's Corner

I cannot believe how quickly time has passed since I contributed to our last newsletter. When I wrote last October I talked mostly about the move to our new premises at 464 Kerikeri Road, our 25th birthday celebrations and that the major focus of our Board was on our financial situation. Happily now I can tell you that the major focus of our Board is back on the reason we (and that includes our staff, volunteers, donors and our Board) are all involved in Hospice Mid-Northland; looking after our patients and their whānau/family at a critical time in their life journey. Our focus now is ensuring our model of care meets the requirements of the Northland DHB and the Ministry of Health, and the positive feedback we continue to receive from patients and their whānau/families about the service we are providing reassures us we are on track.

Recently I have spent some time at our Wednesday "Special Time", talking with patients,

their whānau and our nurses and volunteers, and I was struck by the peaceful and welcoming atmosphere at our cottage "Te Rangimarie". When I think back to the Fairway Drive premises with little privacy, couriers stepping around patients to deliver parcels, telephones ringing, I am reassured that the commitment we took on to buy 464 Kerikeri Road, was a justifiable (and brave) decision. The key now is to identify a philanthropist, or group of philanthropists to help us clear our debt.

The period from our last newsletter until mid-March was a time of great uncertainty for everyone associated with Hospice Mid-Northland. In April last year it became very clear that our financial situation had significantly deteriorated. Like many NGO/Volunteer organisations across New Zealand, we were being badly affected by a slowdown in donations and major reductions in grants. We were living beyond our means and the only solution was for us to undertake a full review of our organisation. After exhaustive discussion with staff and volunteers and extensive information gathering from similar Hospices, we adopted a new structure. Regrettably, this meant the disestablishment of two positions and a reduction in hours employed for some other positions. However the changes to our

structure and the streamlining of many of our processes has allowed us to establish a much leaner operating budget and we are confident that Hospice Mid-Northland now has a sustainable base for the future. The review process was a challenging and stressful time for everyone associated with our Hospice and I sincerely thank you all for ensuring our service to our patients and their whānau/families was maintained at the very highest levels.

In closing I'd like to welcome our newest Board Member, Adele Maraki who was elected at our recent AGM. It was great to see so many people attending as it confirmed how passionate people are to see Hospice Mid-Northland continue to serve our community over the next decade and beyond. As an Accountant and business woman, Adele brings a skill set which ensures we have in place a solid succession plan. Also being from Kaikohe, she brings a welcome new geographic perspective and I know she will add strength and knowledge to our Board.

To everyone associated with our organisation in whatever capacity, I offer my sincere thanks for your contribution and commitment to Hospice Mid-Northland. You are making a real difference to our community.



Chris Burrows



L-R Bernie Burrell, GM, Val and Henry Driver, long time supporters of Hospice Mid-Northland, Rt Hon Mr Peters, Chris Burrows, Hospice Mid-Northland Chairman.

Life memberships awarded

At the recent AGM Life Memberships were awarded to Caroline Tweedy, Christina Knox and Sue Wooldridge [in absentia]. These three women were founding members of Hospice Bay of Islands and each played a very significant role in how the organisation has evolved over the years. Sue Wooldridge has provided legal counsel and advice, Christina and Caroline were founding members and through their efforts as part of the original Hospice Bay of Islands team we have the hospice service we have today. Both Caroline and Christina continue to volunteer in the Distribution Centre. Congratulations to our new Life Members, their contribution has been profound.



L-R Christina Knox, Caroline Tweedy and Deputy Chair Yvonne Sharp

'PowerUp' Hospice Mid-Northland

SOLAR STAGE 1

There was standing room only on July 16 when over 60 supporters, donors, volunteers and local businesses attended the launch of 'Power Up Hospice' Stage 1 with Rt. Hon. Winston Peters 'switching on' solar for the main office. Approximately 12 months ago, Roy Maddox of SolarKing approached Hospice with a plan to place solar power on the main office roof in order to reduce power costs. The system was to be funded by donations from the public and Hospice supporters as well as a significant contribution towards the cost of panels and free installation from SolarKing. Thanks to Far North Fuels, Kerikeri Golf Club, Rotary BOI, Rotary Waipapa, David Scoffham, Rex Faithfull, In memory of Lynn McCulloch donation, Kakapo consultant's Kaeo, A & D Automotive Kaikohe, Renton Motors Kaikohe and Radius Care we can announce that we now have a 20 panel, 5 KW system installed and we are aiming to save around \$2,500 per year.

STAGE 2

Having achieved this first milestone, Mr Peters also launched Stage 2 'Power Up Hospice' to get Te Rangimarie, our patient cottage, solar with a second 5KW system. This would increase the annual savings to \$5,000+, all of which can be diverted to patient services. The total system cost for Stage 2 is \$15,000 and SolarKing will continue to donate \$100 from every system sale in Northland towards the system. **Even the smallest donation helps. It's easy to help Hospice.** You can donate online at www.hospicemn.org.nz or just call the main office on Ph: 09 407 7799. Schools, clubs, community fundraisers, Christmas present donations... this is a gift that will keep on giving to our nursing team.

Mr Peters meets office volunteer Jenny Wright and Mr Peters with Hospice Kuia Hana Munro



Meet our new team members

SHIRLEY CARRUTHERS

Introducing our new Retail Operations Manager Shirley Carruthers

"Well what a whirlwind it has been since I stepped into the world of Hospice. A big thank you to everyone for making me so welcome. I feel privileged to be part of this wonderful Mid North team".

After three months in the role Shirley has her feet firmly on the ground and is loving her work with hospice. After busy days of introductions, visiting our shops and distribution centre to meet the team Shirley headed south with Carol Price for training. Then it was off to Totara South Hospice shop network for three days with Wendy Stanmore who has a large shop network under her management. This provided a chance to see different shop profiles and styles of merchandising for different markets. Wendy very generously visited Hospice Mid-Northland shop network and provided tips and ideas that would help us build on the work we already do. Then a quick visit to Whangarei hospice shop and time on the truck with our Lifter/shifter/Drivers team followed before really getting stuck in.

Friday May 22nd at 11am saw the start of our Kerikeri Shop makeover. With David Hay behind the counter keeping the till ticking over and taking up the role of a rather bemused site supervisor, it was all on. I thought at one stage we might shut the shop for the afternoon, but decided against it as we shoved and pushed and pulled some of those heavy shelves from one side of the shop to the other, juggling the ladies clothing racks to the front window area as we went – much of this to the amusement of customers who came and went and even helped us at times. We even managed to get Chris Burrows in on our afternoon of madness. What a difference it made by 4pm – we could see where we had been but at the same time were a bit daunted by the task ahead. All very worth it now as we see the shop already looking brighter and welcoming. We have a lot of work ahead in the next stages, but excited we are. So a big thank you to the volunteers, Chrissy, Heather, Tania and Wendy Stanmore on board that day – just amazing. I never thought we would have achieved so much.

We have great men in our team. Special thanks goes to John Latell who moved and replumbed our unit at the back of the shop and the men who assembled those shelves. They are working wonderfully. From now on it will be taking things a bit more slowly. A wall to be removed, the books off to their new 'Book Nook', my office is to become the children's area and I will move back to the TV room area. We have plans to add some much needed shelving/ storage in the DC and to make it safer for our volunteers there. A big thank you to Carol Price who has held the fort there for me, often found buried under a pile of all sorts busy sorting her way through the wonderful donations we receive. I look forward to the months ahead, and if I still have a big smile on my face, then all will be well.

Thanks to all the team of volunteers in Kaikohe, Kawakawa and Kerikeri who warmly welcomed Shirley and got alongside to help with the Kerikeri shop floor revamp, the window styling, the excess clothing working bee in the Distribution Centre and our inaugural garage sale...it was wet and rainy but our volunteer team spirits were high as we tested this new 'garage sale' approach. We are receiving positive feedback across the board. Shirley will be working her way around the shops and Distribution Centre, working with our 'on the ground' volunteer experts on health and safety and floor merchandising improvements. Watch this space as Shirley continues to build on the wonderful work of the retail team to ensure our shop network is bright, happy and a great place for shoppers and volunteers alike.



Shirley Carruthers



Debbie Raphael

Debbie replaced Dianne in the office in December 2014. Debbie works Tuesday to Thursday, doing the accounts, applying for grants, and looking after our suppliers. Debbie lives in Haruru Falls and has an accounting and administration background. When she isn't at work she likes to read, attend Toastmasters, and enjoy Northland's great scenery, walks and cafes.

What has really impressed her about working for Hospice Mid-Northland is how kind and friendly all the staff are, and how much work they achieve, often in their own time. Debbie's personal aims are to ensure that all the systems within our Hospice are in good order; to help Hospice get funding through various sources; and to ensure that Hospice Mid-Northland runs efficiently and well.

Quick Stats

IN 2014 OUR NURSES:

- helped 208 patients
- made 2,887 home visits,
- made 4,153 phone calls to patients and family
- made 3,866 phone calls to health practitioners
- our nurses vehicles travelled over 72,000k's
- our equipment van travelled over 24,000k's
- our volunteers donated over 34,500 hours of support for hospice services in our community.

Giving back

In memory of Imogen Sykes whose 2 year anniversary of her death was on 23 May. Her friends who would meet with her every Friday for their quilting group have created two

quilts out of her fabrics in her memory.

They have donated them to Hospice for use in Te Rangimarie patient cottage. Quilters are Mathea Daunheimer, Suzanne Job, Charlotte Scott, Valerie Blight, Stephanie Bridson



Beautiful park bench for our garden donated in memory of Gabriel Quan.



VIKKI AND HER "CANCER BUDDIES"

Vikki Coxhead has lived in Paihia most of her life, she is of Ngati Kahungunu (Mohaka) and Ngati Maru (Thames) descent.

Her cancer diagnosis four years ago saw her having to pull back from her 28 year career as a chef. Her creative nature, passion for art and desire to use vintage and recycled materials saw her exploring an unfamiliar craft to help her transition on this new journey.

Her "Cancer Buddies" were created. Surprisingly before starting "she had never sewn a stitch in her life" and all Tikis are created using one variation of a stitch. She likes the fact they are portable and she can carry them in her handbag, to work on at opportune times. Cancer in her hips, spine and pelvis mean she can't sit for long periods, therefore she can work on them standing up.

An exhibition of her work, the "Tiki Tour" is in the planning stages, she is working towards creating 49 "buddies" which corresponds to what her age will be on her 5th anniversary of her diagnosis.

After the exhibition they will be passed on to appropriate people.

These Tikis are a part of her spiritual journey. They each have a special meaning and significance. She gains great pleasure and enjoyment and they make her feel good, helping her relax. She likes the humour associated with them. The use of blankets as an art medium portrays to her a warmth and comfort and she feels NZers relate and connect to the history behind the blankets and buttons.

Vikki's connection with hospice commenced when living in Auckland and then continued following her move north last year. She comes along to the hospice weekly "Special Time" on a Wednesday to meet with other like-minded people.

Vikki sees the support offered by hospice assists with all facets of your wellbeing. "People's perception that hospice is there for the average age of 90 or when you're going to "croak it" is far from it. Knowing they can be contacted 24/7 is a comfort and gives you strength. I love hospice and truly believe I would not have the great sense of wellbeing and the realistic positive attitude I have on this cancer journey if I did not have hospice support alongside my family and friends. At all times I have been treated with respect and dignity and encouragement to live in the now.

Thanks hospice, you're the best!"



New Spark sponsorship

Spark supported our recent golf tournament and our Jo Seagar events. Introducing Ami, the new Spark Kerikeri manager. Ami and her team understand the local community and are committed to providing the very best to customers. Ami notes "We are proud to continue our support in helping Hospice with their future projects".



The winning team ..
FNDC

Fundraising

Thank you to Erica Richards; all our fabulous supporters; Bay of Islands Golf Club, NZME and BNZ, for another successful Hospice Mid-Northland Golf Tournament and Charity Auction. We raised over \$18,500, and a great day was had by all.

LOOK OUT FOR THE FOLLOWING EVENTS COMING UP:

- The 2nd Arts and Collectables Auction will be held Friday 16 October at the Turners Centre, save the date folks. Harcourts continues their commitment to this event as primary sponsor. Keep an eye on our website and FaceBook page for regular updates. We will need volunteers to help with the 'pop up' shop and styling the Turner Centre on the night. Let us know if we can count you in. Do you have a piece of art or a collectable you would like to donate? Nikki Simmons is leading this work for us, just give Nikki a call on the main office number ph: 09 407 7799 or drop her an email at Fundraising@hospicemn.org.nz
- It's Garden Safari time soon, so on 31 October and 1 November we are needing help with the annual Kerikeri New World Rotary Garden Safari. Hospice provides refreshments at two garden locations and appreciate the support of Rotary to allow us to fundraise at this event.
- Struggling to think about what to give your loved ones this Christmas when they have everything? We have a personal gift certificate you can purchase for any \$ value in lieu of that unwanted Christmas gift. Easy to post anywhere in the world and it's the gift that will keep on giving. Fiona at the main office is waiting for your call or email, ph: 09 407 7799 Fiona.B@hospicemn.org.nz

Volunteer profile - Peter Scahill

Tell us about how you came to be a volunteer at Hospice?

My wife Pam is a volunteer in the Distribution Centre. She was aware of the fact that researching and selling goods on line was a time consuming task for the Manager. Knowing I had an interest in this area she asked if I would be prepared to donate some time to Hospice. I agreed and was introduced to Carol the Volunteer Manager.

What do you do for Hospice?

I sell donated items on Trade Me. The Shop Manager identifies items that might achieve a better price if they were exposed to a wider buying public. She and I then consider the range of listing options and discuss a listing price. I photograph the items, put them on Trade Me, and monitor their progress through to the conclusion of the sale process.

What you like about being a volunteer at Hospice?

I like knowing that I can help an organisation I have a lot of respect for. I also like the fact that I can do a lot of the work from home, which enables me to manage the work in my own time to fit around my other commitments and activities.



WE ARE SHORT ON VOLUNTEERS IN THE FOLLOWING AREAS. ARE YOU ABLE TO HELP?

Even if you want to be on an on-call list, you do not have to commit regularly.

- Drivers - to help deliver and collect our loan equipment using the Hospice Van (beds, commodes, shower chairs etc).
 - Kerikeri Sorting Centre - sorting donated goods ready for resale
 - Hospice Shops - Kerikeri, Kaikohe and Kawakawa – Working in our Retail Stores
- Come on!! Join our wonderful team of Volunteers and make a difference to someone's life.
Contact Carol Price – Manager Volunteer Services ph: 09 407 7799.*

Reflecting and remembering

It has been three months since our mum, May Hona, packed her swag, donned her angel wings slipped on her halo and flew off on to her next journey with such grace and dignity.

Mum had cancer and we had the privilege of caring for her over the last 12 months.

Helping care for mum and her whānau was Hospice Mid-Northland, an organisation that we will be forever grateful to.

We had all heard of Hospice but a true understanding of the level of support they provide through palliative care and care

Wish list

- Stick vacuum cleaner for those quick clean ups in our patient cottage.
- \$15.00 donation for a smart red apron for our shop volunteers. DDGold are logo-ing these as a donation. We have one apron donated but have 14 more to fund...can you help
- Donations of sugar for our Jam Making Volunteer greatly received and need to be dropped off to the Hospice Shops
- Home baking for our patient freezer
- We are always delighted to receive
 - Opuia Ferry vouchers
 - Petrol vouchers
 - Supermarket vouchers
- Cleaning products for our distribution centre to make our donated goods sparkle
 - Brasso
 - Disinfectant
 - Silvo
 - Polish
- We can never have enough tissues at hospice!
- We are making up a wheelbarrow of gardening goodies to raffle at the gardening safari. Can you help with a gardening item or even a wheelbarrow?
- We hope to pave an outdoor area by our patient cottage so we don't have wheelchairs getting all muddy but patients can still enjoy being outside under the trees. So we are seeking donations of matching paving stones.

If you can support hospice with any of the items on our wish list we would be delighted. Feel free to give us a call at the office if you have any questions....every bit helps keeps Hospice services free to our community.

to the lovely ladies that provided endless cups of tea and scrummy eats, the Mirimiri (massages), laughter and shared experiences with mum are unforgettable.

Mum loved the staff at Hospice and looked forward to her and their weekly visits; she gained comfort knowing they were there for her and us.

To our whānau, Hospice is not an organisation; they operate with an ethos that is genuine and caring that resonates with every person that works within Hospice and so by default became our extended whānau.

Whilst we will miss our mother terribly we are comforted and appreciative beyond words to Hospice Mid-Northland for preparing mum and us for the inevitable, for that we will be forever grateful.

Nga mihi nui ki a koutou katoa

Na Hona Whānau, Kaeo, Northland

May Hona 18.09.1924 to 01.05.2015



SUPPORTERS

Our IT Helpdesk Elves

Thanks to the team at Scottronics for their donation of IT helpdesk support. We often have Craig [pictured with Jenny Coleman, clinical manager], Jaques and Oliver responding to our calls for help!

Craig Botton, Scottronics

I came to be involved in helping Hospice through my work with the team at Scottronic Technologies in Kerikeri.

I really enjoy working with the people at Hospice as they are always so welcoming, friendly, positive and good fun to talk to, it's a real pleasure to be involved and be able to help them.



Introducing

ADELE MARAKI

Adele brings a wealth of skills to the Board from practicing as a Chartered Accountant and Auditor with over 20 years' experience in the industry and as a multiple business owner. Adele has held various Trustee and

committee roles across the community from Okaihau Primary School Board of Trustees to Northland Trail Riding Club and a range of sporting codes including golf, rugby, touch, hockey, In-line hockey and of course trail riding. In Adele's words "I would be privileged to be part of the Board that provides such an important service to the community".

Nau mai haere mai, welcome Adele.



Thanks to Lawrence William Nelson Trust for supporting this newsletter production

I wish to support Hospice Mid-Northland.

And enclose my donation for (please tick) \$25 \$50 \$100 \$250 or other \$ _____

Hospice Mid-Northland Society Incorporated: ASB Bank Ltd, Kaikohe. 12-3091-0091342-00

I would like to;

- Donate \$ towards a solar panel and help with power savings
- Donate \$15.00 for a red apron for our retail network
- Remember Hospice Mid-Northland in my will. Please contact me to discuss this
- Receive further information about the services provided by Hospice
- Become a volunteer (Pickup & Deliveries, Fundraising, Patient Support, Hospice Shop)
- Become a member
- Donate a steer for the Farming for Hospice
- Become a regular giver

**OR DONATE
ONLINE AT**
hospicemn.org.nz

Name: _____

Phone: _____ Email: _____

Address: _____

Your form can be dropped into our offices at 464 Kerikeri Road, Kerikeri or posted to PO Box 141, Kerikeri 0245.
Alternatively, you can contact Fiona on fiona.b@hospicemn.org.nz

We are extremely grateful for support from the following organisations;

FNDC, Whangaroa Community Board, Kaikohe-Hokianga Community Board, Sir John Logan Campbell Trust, Northland Waste, Spark, Catholic Caring Foundation, Different Design, Craig's Investment Partners, Blue Sky Communications Trust, Oxford Sports Trust, Solar King, Pub Charity, NZ Lottery Grants Board, Tiny Mighty, Waste Works, Far North Fuels, Living Nature, Design & Print Kerikeri, Countdown, New World, Harcourts, BOI Rotary Club, Waipapa Rotary Club, Kerikeri Rotary Club, Kerikeri Lions Club, Okaihau Transport, Putts Green Florist, NZME, Bay Signs, SiteWorks Kerikeri, REAL Property, Placemakers, Transfield Services NZ Ltd, Armstrong Lawn Care, Colin & Dawn Armstrong, Green Acres Northland, Charlie & Robyn Ferguson, Rick Noland, Ian Logie Mowing, Leroi Ford Mowing, Crew Cut, Ken Baker, Mike Woodward – Plumbing, ChemWash & Buzzy Bees, Reg Strongman Electrical, Keriland Earthworks Ltd – Mark Klinac, Mahalo Transport, Bay of Islands Garden Club, Driftwood Baches, First for Electrical, Summer Scents/Tastes, Churchills Fine Meats & Deli

The Hospice Mid-Northland Team

- ▶ **Bernie Burrell : General Manager** ▶ **Jenny Coleman : Clinical Manager**
- ▶ **Carol Price : Manager Volunteer Services** ▶ **Shirley Carruthers : Retail Operations manager**
- ▶ **Eunice Freer : Family Support**
- ▶ **Our Nurses : Maureen Kearney, Siran Carter, Cath Toomey, Lisa Puru,**
- ▶ **Debbie Raphael : Office Manager**
- ▶ **Fiona Brodie : Office Assistant** ▶ **Phil Hartley : Equipment Co-ordinator**

STAMP



If unable to deliver please return to:
Hospice Mid-Northland PO Box 141, Kerikeri, 0245