

Hospice NEWS

Sharing Gail's thoughts...

Recently, Gail Hickman generously shared her thoughts about Hospice care with us for Hospice Awareness Week and she has kindly agreed to do so again, here in our newsletter. Those who have experienced Hospice care or who have had some involvement with the service, will know first-hand about the support Hospice provides - it's not only about caring for patients, but supporting family/whanau as well. This is Gail's experience...

Over the last several years, not only Gail's mum, but her daughter Josie, have both received care and support from Hospice at a critical time in their lives. Both of these beautiful women have since passed away. Today, Gail is a Hospice patient.

Gail says that as a patient, she first came up to the inpatient unit for respite care... "You should have heard the reaction when I told my kids!" she says. "They were really upset, thinking that you only go to Hospice to die! Even though I told them I was only going up there for rest and relaxation, they thought 'that was it' for me too!" Given that her mum and daughter had both been patients at Hospice, it's understandable that the family's first response to Gail 'going into Hospice' was one of shock.

"There are so many people who have misconceptions about Hospice" Gail says. "Since I went for that first time for respite care, I have been up several times. I have been in to stay so the nurses could manage my symptoms. I have called in so they can organise my meds, and then I come home again. They have also organised equipment for me to have at home too, including a special bed, which is great."

Many people don't realise that the Hospice itself is a place that patients can come and go from, getting the help that they need and then returning home to be with loved ones and to get on with their life.

"They are not only great clinicians" Gail says, "but they are also welcoming and warm. They make you so comfortable. They are great with my children. It's a friendly place, not cold or clinical. The nurses wear bright colours and you can have a laugh with the staff. It's not an unhappy or gloomy place and I really like

that. I feel cocooned there."

"My mum was there at Hospice for a week and my daughter Josie was there too. My mum died at Hospice, but Josie came home to be with us. When we were at Hospice it felt natural and comfortable, like you belonged there. I stayed up there, slept in Josie's room. They cared for her and nurtured her – there were moments that she didn't need me, but she needed what the nurses gave her."



Gail says the one thing she feels strongly about is that the experiences she's had have given her a greater acceptance of death. "I found that really helpful. I felt it was a natural progression and that it was 'ok'. Acceptable."

For the way Hospice cared for her mum and her daughter, with respect and acceptance, Gail says she is so grateful. "When Josie came home, the nurses would call in to visit and kept in touch by phone. It just made it easier, you know. Everything is different when it's your kids."

"And for me, they phone every week or so, or just pop in, and I know I can call them if I need anything. It gives me a feeling of normality."

"They cared for her and nurtured her – there were moments that she didn't need me, but she needed what the nurses gave her."

Karen's comment

Greetings from the Team at Hospice Whanganui.

Another six months has passed and we continue to be very busy. The number of patients we are providing care for each day exceeds 100. The clinical team report that not only are our numbers increasing, the complexity of our patients is as well. It is testament to the skill and commitment of our team that we are able to rise to these challenges and continue to provide an outstanding service. Our clinical team constantly strive for excellence with many having completed or working towards post graduate qualifications in palliative care.

To accommodate the increasing need of our community we have increased

our medical team. We now have two Doctors on duty each day, as well as our after hours cover. This has meant we are able to increase this support to our patients in the community. We are hoping to increase this support in the community even further in the times ahead.

We have been very fortunate and are extremely grateful to have been the recipient of a significant bequest from the Estates of Fleur and Alan Erson. This money is currently invested, through the expertise of our advisers in the Hospice Whanganui Foundation, while the Board of Trustees consider the wisest way for us to utilise it as we head into the future.

As I mentioned in our last newsletter we have begun implementation of our five year strategic plan. This continues as we develop new ways to increase our support to our patients living in

aged residential care and to other health professionals also providing palliative care.

On behalf of the Team at Hospice Whanganui thank you to all of you who continue to provide support to us, financially and in so many other ways. It is truly appreciated and we are very aware that we could not continue with out it.

Kindest regards,

Karen Anderson
CEO



In the last few months we've welcomed some new faces...

Bee Dolman - RN, Rochelle Palmer - RN,
Nicky Pearce - RN, Barb Cornor - Clinical Services Manager,
Rowena Kui - Board of Trustees



Fabulous fundraisers!

Fundraising is a part of our everyday life at Hospice Whanganui, as it is for Hospices all around New Zealand.



The Farming Friends of Hospice

Like other Hospices, we receive some funding from the government and have to find the remainder of the money we need from a variety of sources including bequests, grants, donations and fundraising activities.

We're so very fortunate to have the support of a wonderful community who lend their time and talents to helping us finding those critical dollars that we need, year upon year.

Groups such as the Farming Friends of Hospice who raise and graze cattle are significant fundraising partners and have been so for more than 10 years. Their contribution to Hospice has included not only financial support but the purchase of vehicles used by our nursing staff and the retail teams.

We celebrate the knitting ladies whose collective contribution to Hospice over the last 10 years or so, has climbed into the tens of thousands of dollars! All of those dollars from a fabulous group of ladies who knit all year 'round and then sell their stock from trading tables to very excited and enthusiastic buyers.

We note the help of businesses like

Mitre 10 MEGA who host a great DIY night out for the girls, Ladies Night. It's a fun event but it also allows us to fly the flag, have a presence, encourage support from those who attend, and create an all-important awareness of the Hospice service.

There are also those who support fundraising initiatives we have such as the School Art Challenge. Local students contributed their work and local businesses Paper Plus, The Warehouse, Mud Ducks Café and MARS generously donated goods with which to generate this event and derive fundraising income from.

There are so many businesses and individuals, who are involved in helping secure our financial future and we thank you all. Whether it's hosting an event for Hospice's benefit, supporting our own events, or making a donation of any kind, we rely on and appreciate that support. It helps us to build a relationship with the community that we care for, and allows the continuation of the delivery of our special kind of care at what is a critical time for families, now, and into the future.

Valda Brechmanis
Public Relations &
Volunteer Services Manager



Hospice volunteers helped host the recent Ladies Night at Mitre 10 MEGA.

Introducing Barb...

Nine months ago I commenced my role here as Clinical Services Manager. I was changing from a full time to a part time position and the idea of this was positive for me. I hoped this too, would work for the organisation.

I had big boots to fill as the previous leader had been with the organisation for a number of years and retired from the position. Also, the nursing model was in the process of change to acknowledge the future needs of Hospice Whanganui. I acknowledged that change may be difficult for some staff and over the initial period of commencing my role I made it a priority to get to know each other.

I was made very welcome, developed relationships and got to know the staff and it didn't take too long to feel comfortable in my new environment. There are some great caring staff in this organisation and each and every one has some special skills and learnings they have shared with me.

Wanganui born and bred, I did my nursing training here at Whanganui Hospital (a long time ago) and completed a Masters Nursing through Massey University in 2003.

I have a background of emergency and primary nursing. There has been a shift in mind-set from acute and busy situations to a specialty practice in palliative care. This includes taking the time to see things through the patient's eyes, acknowledging the strengths and weaknesses of the patient and

their family/whanau and taking the time to understand what is important to them.

I love the serenity of the building and its beautiful gardens that we share with our patients. I look forward to my continued time here, being involved with the staff in the future development of our service, and at the same time continuing to develop my own skills and knowledge in Hospice and palliative care.



Barb Cornor
Clinical Services Manager

an invitation

Visit our online exhibition which is a celebration of the works contributed by students from Wanganui schools in the recent School Art Challenge. The winning works feature in our Christmas Card Collection for this year. Browse the art, buy a set or two of cards, but most of all, enjoy! All proceeds from card sales are returned to Hospice Whanganui.

www.hospicewanganui.org.nz

CHRISTMAS CARD ORDER FORM

I would like to purchase set/s of the Hospice Whanganui Christmas Card Collection at the cost of \$10 for the first set and \$8.00 for each additional set. **Pricing example: 1 set/\$10, 2 sets/\$18, 3 sets/\$26, 4 sets/\$34, 5 sets/\$42 (incl. GST)**

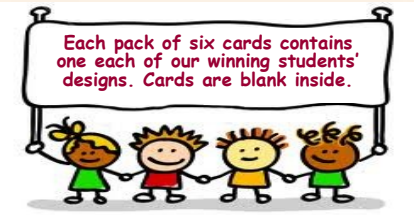
Total for cards \$..... + \$4.50 DX courier = Total cost \$..... (Please ask for a quote on postage for six sets or more)

Name/Company..... Email.....

Street Address..... Postcode.....

Please note - couriers will only deliver to a street address, not PO boxes.

Phone (Home)..... Phone (Business)..... Mobile.....



- Cheque** (payable to Hospice Whanganui)
- Direct Deposit** via internet banking

Direct Deposit: Hospice Whanganui - Westpac Wanganui - 03-0791-0571167-00
Please include the following info when you make your payment.
Particulars: Your name **Code:** Your phone number **Reference:** Cards 2016

Important! Please ensure this form is completed and returned so we can match your order with your payment.

Return by post, email or fax to: Valda Brechmanis, Public Relations Manager for Hospice.

PO Box 4284, Wanganui 4541 **valdab@hospicewanganui.org.nz** **Fax (06) 349-2690**

For all inquiries please contact Valda on (06) 349-2697, or email as above.



Photo DIARY



Well-known and respected Wanganui artists Andre Bronnimann, Tina Drayton and Sheila Pearson pore over the entries in our recent School Art Challenge. The winning art graces our 2016 Christmas card collection.



The knitting ladies do another great trade at their sale at Trafalgar Square. They have four sales every year and make a significant contribution to our fundraising income as a result.



Medical student Rosie Parker spent the morning with Dr Marion Taylor in the inpatient unit to experience first-hand, a day working in palliative care. It's such a special treat for us to support medical students at this early stage of their training, and we've had the pleasure of hosting several students in the last few years.



Gardening volunteers Beryl and Dawn plant our new tree which is the commemorative marker for the Tree of Remembrance cards from last Christmas. The cards are planted alongside the new tree.

What a fabulous sight! A gorgeous March day and the Wanganui city bridge is loaded with tractors! Phil Aish and his team of drivers and supporters passed through Wanganui and stopped off to have an afternoon tea with us up at Hospice. Such a privilege (and a pleasure) to spend some time and get to know these wonderful people who give so much of themselves in support of others, and who are so relaxed about their contribution. Inset: Phil and family friend Lorraine (far right), join us again to present their donation of proceeds from the trek, \$5000!





Volunteers Jocelyn and Mel join George on the forecourt at Z Dublin Street as concierges for the recent 'Z' promotion, "Good in the Hood". We were rapt to be chosen as a recipient of votes again this year.



Hospice nurses Karen, Sharon and Lynley attend the recent Hospice Whanganui-hosted Palliative Care Study Day, along with staff from Wanganui retirement villages and rest homes.



This happy bunch of volunteers recently attended a celebration for their annual service award. We're proud of our volunteers and what they bring to the services Hospice Whanganui delivers to families in our care. This group are a small representation of the more-than 200 volunteers who work with us. This group between them, have clocked up a combined 110 years of giving to Hospice. That's an average of about 7 years each. Multiply that 7 years by 220 and the investment all our volunteers have made in Hospice is very clear. (Loose calculations make that about 1500 years!)

In addition to their regular trading hours, the staff at the Tawa Street Hospice store recently had a late summer garage sale which brought the punters along to enjoy not only the bargains on offer instore, but the interest of an al-fresco shopping experience!



Stu, Lynda and Bill gearing up for our recent Curios and Collectables Auction where more than 450 lots went under the hammer.



Understanding and working with grief

We have recently finished another round of the Surviving Grief course. This is offered to family members between six and twelve months after a bereavement; this is because often at this stage family support has dropped off and life is tough!

The course is designed for use in a small group setting, with no more than six or seven participants. While we discuss different aspects of grief, there is a lot of flexibility to the programme, according to the needs of the group – every group is different!

Surviving Grief is structured around the image of a river journey and uses the 'Tasks of Grief' theory developed by William Worden, who suggested that rather than a passive process (stages that happen to you), grief is something that people can actively work through.

Worden's first task is to accept the reality of the loss. Relating to the river journey, the image we use is that of a life-raft being carried from a tributary by the current into a powerful river that is heading towards a waterfall. You are not going where you wanted to go, and you know that you are in for a rough ride, but you can't change direction and you can't do anything about it. Life has changed forever! Change and how we manage change is a key concept and we explore this.

Once the loss becomes 'real' to people, this springboards them into Worden's second task, to process and work through the pain of grief. The image is one of the bottom of the waterfall, getting thrown around by the turbulence, sucked under by eddies and whirlpools and feeling bashed and bruised by rocks. This session focusses on emotions and grief reactions in all areas of life – physical, mental, emotional, social and spiritual.

Worden's third task is to adjust to an environment where the deceased is missing. When a loved one dies, many people need to redefine themselves and the world around them. This includes learning new roles previously filled by the other person. Using the river image, the river is wider and smoother, but progress may be impeded by logjams. There may be unexpected triggers to grief that hit unexpectedly, like rapids. The session focusses on different grieving styles, memories, and things that may impede progress, like the need for forgiveness.

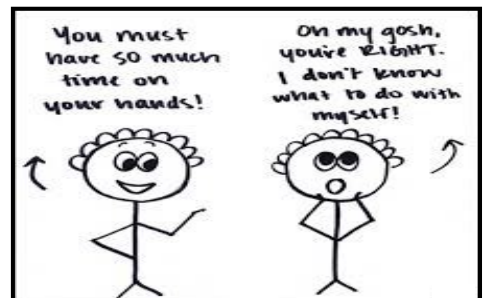
Finally, Worden talks about having the ability to reinvest emotional energy into life and living. This task is achieved when the bereaved find an appropriate place for the deceased in their emotional life, so that they can go on

living effectively in the world. In the river image, the river divides, and choices can be made about which direction to go in, and who you want to take with you in your boat. During this session we are more future focussed, thinking about goals and choices, and how they can be achieved.

Louise Rostron
Social Worker



Louise (back, right) with Dale, Nina, Denice and William of the Bereavement Support Team.



Volunteer today!
If you have the time we have the vacancies. Call the Volunteer Services Manager on 349 2697.

Sowing the seeds

Many of our staff including volunteers, have a long association with Hospice Whanganui, some with decades of service to their credit. Margaret Rowan recently celebrated her 18th anniversary with us as a volunteer, and during that time has seen the service grow and progress, and care for someone very dear to her...

Margaret first started at Hospice when it was located in our first premises on Anzac Parade. "I was first drawn to Hospice and had the opportunity to visit with a group to see what it was like. I offered my services to do the flowers for the social group gatherings." Margaret's husband Neil became actively involved with Hospice too, as a contractor doing the lawns, but also offered his time as a volunteer to do handyman tasks. Margaret's volunteer work then expanded to include assisting the nurses on shift with a variety of patient-oriented tasks, including patient companionship. "It was an exciting time," she says "when after about five years of being at Hospice, there were plans afoot for a new purpose-built Hospice.

Both Neil and I were invited to help plant the gardens outside the new patient rooms." Margaret says that her primary role in the "new" place was to do the flowers but she still worked as a care assistant for a while. "I loved doing the flowers in the new Hospice" she says. Neil was employed as the lawn man and

helped in the gardens as a volunteer also. Often he would stop and talk with patients while they were out in the gardens." She tells me she enjoys working with the staff and volunteers because it's like a family.

Margaret was invited to join our Chaplaincy team as a lay Chaplain and when our Hospice Chaplain took ill, she willingly took up the reins feeling a sense of privilege in doing this work. During this time, she carried on with doing the flowers in the house.

"A few years ago Neil was diagnosed with an aggressive cancer and we spent many days going for treatment. He wasn't going to give in and had hope that he would return to carry on working. The cancer didn't go, though, and he came to Hospice as a patient. He hadn't wanted that."

"The staff looked after me and the family, as well as looking after Neil's needs. Dr Marion in particular,



Margaret in her "office", the flower room.

Ways you can help Hospice Whanganui

- ★ donate funds or resources
- ★ create a fundraiser or awareness event
- ★ donate to, or buy from our Hospice shops
- ★ give your time and skills as a volunteer
- ★ arrange to leave a bequest in your will



giving
is good

Call our Public Relations Manager, Valda Brechmanis, on 349 2697 for more info on how you can help Hospice!

Patron Mayor Annette Main

Trustees Jeff Gilbertson (Chairman) ♦ Jeannie Lacey ♦ Rangī Wills ♦ Dr Andrew Zimmerman ♦ Kirsten Bryant ♦ Sarah Little ♦ Rowena Kui ♦ Pauline Waugh (Board Secretary)

Management Team CEO: Karen Anderson ♦ Medical Director: Dr Mary Andhoga ♦ Clinical Services Manager: Barb Cornor ♦ Public Relations & Volunteer Services Manager: Valda Brechmanis ♦ Quality & Risk Co-ordinator and HR Adviser: Kath Steele



CHARITIES
COMMISSION
REGISTRATION
CC10352

HOSPICE WHANGANUI

Kowhainui Drive,
78 Virginia Road
PO Box 4284, Otamatea
Wanganui 4500, New Zealand

Phone	06 349 0080
Fax	06 349 0082 (Clinical) 06 349 2690 (Administration)
Freephone	0800 68 33 68
Web	www.hospicewanganui.org.nz
Email	admin@hospicewanganui.org.nz

HOSPICE RETAIL OUTLETS

Gonville Store	Wanganui East Store	Hospice Boutique
73 Tawa St, Wanganui. Phone: (06) 344-8093 Manager: Sue	74 Duncan St, Wanganui. Phone (06) 343-1292 Manager: Lynda	172 Victoria Ave, Wanganui. Phone (06) 348-2302 Manager: Leonie

Margaret's story continues...

was a blessing to us all. Neil passed quite quickly and very peacefully but not before we could say our goodbyes." Margaret says she came back to Hospice about a month after Neil had died, and was "encouraged to do what was right for me, by the staff." She felt loved, cared for and accepted as part of the Hospice family. "I know that Neil would have wanted me to carry on because he was as passionate about Hospice as I am."

I felt supported when I needed it, and was helped to get myself together and take small steps forward. Going in to see our patients now, I feel such compassion and caring for their situation and it's a privilege to be with them at this difficult time. I feel uplifted from my own sadness on some days, knowing that I can be here in this place."

Margaret attended the "Surviving Grief" program and found that being able to understand her grief and how to progress through it has made a significant difference to her. All the while, she was still doing the flowers in the house...

After nearly 20 years, Margaret still looks forward to coming to work at Hospice and a something special for her is to step out into the garden and enjoy seeing the things she and Neil have contributed together. "One day, when I was talking with Dr Mary about how I love my work with the patients, and telling her about Neil, Dr Mary said 'Margaret, you are sowing the seeds of love'". Indeed.

How apt for someone who still, today, is doing the flowers in the house.

Thank You!!!

60's-up Movement
Anndion Lodge
Cleveland Funeral Home
Collection Box Holders
Crystal Valley Water
Dempsey & Forrest
Dilmah NZ
DX Mail
Estate Barbara Drake
Estates of Fleur & Alan Erson
Farming Friends of Hospice Whanganui
Genesis Oncology Trust
H&A Print
Hayward's Auctions - Brian & Nicky
Hospice Volunteers
Hospice Whanganui Foundation
James Russell Lewis Trust
Jeff Croot - Inferno Design
JH Whittaker & Sons
John & Jacinta Hurley - Z Energy
MARS Petcare, Wanganui
McCarthy Transport
Members of the 200 Club
Midweek
Mitre 10 MEGA, Wanganui
Mud Ducks Cafe
NZ Community Trust
Pak 'n' Save, Wanganui
Paper Plus, Wanganui
Quest Apartments
Richdale Fire & Security
Rivercity Press
Spoooner's Drycleaners
The Warehouse, Wanganui
Wanganui Insurance Brokers

Our thanks and appreciation to the hundreds of people in our community who continue their support of Hospice in so many different ways.

SUPPORTER'S
ADDRESS LABEL



www.hospicewanganui.org.nz

Remember the days when getting mail in your letterbox brought a smile to your face? Create that good feeling again for the people you care about, and support Hospice at the same time!

We have a collection of gorgeous Christmas cards with the artwork designed by students from Wanganui schools, and representing their view of a Kiwi Christmas. Each pack contains six cards.

Purchase online at the Hospice Whanganui website, buy from any one of our Hospice shops, the Hospice reception desk, or return the mail order slip inside the newsletter! Do it! Keep in touch...

Yes! I would like to support Hospice Whanganui.

Enclosed is my donation.

\$100 \$75 \$50 \$25 \$10 Other \$_____

**DONATIONS
OVER \$5
ARE TAX
DEDUCTIBLE**

**IF YOU WOULD PREFER TO
DONATE ONLINE...**

Website: www.hospicewanganui.org.nz - find the DONATE button on the homepage.
Under **Additional Information**, please put the **donor's name** and the **reference: NL donation**
Our bank account: Westpac 03 0791 0571167 00

If you would like information on any of the following, please tick the box.

Donations by automatic payment. Bequests to Hospice. Become a volunteer.

Name _____ Address _____

Telephone _____ Email _____ Your reference number _____