

Quality
Care
with a
Community
Heart

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Matt's story

When Matt first came to North Haven Hospice, he was very reluctant. He thought, like many people do, that it was a place you came to die.

But even during that first visit, when Matt came in for some help with pain management, his feelings about Hospice did a total turnabout. Rather than being a place of illness, a sterile hospital environment with the focus on his cancer, North Haven Hospice quickly became a place of peace, where the focus was on Matt - the man, the son, the friend, the fiancé - the whole person.

Cancer was just an inconvenience to Matt. The multiple treatments were things that simply had to be done in order to get back out there and live every moment. At 26, Matt had an incredible attitude towards life, towards his illness, and towards other people. This young man had focus and determination, and his approach to just 'getting on with life' was one which rubbed off on everyone close to him.

Being at home with his family or out at sea with a fishing rod were the two places he longed to be. Matt loved to fish! His fiancée, Jess, recalls how Matt planned the timing of gruelling stem cell transplants in Auckland, making sure that he could go in the Whangaroa Fishing Contest between the two rounds. He managed 3 days on the water, and while it worried Jess to have him out there, she knew this was just what Matt wanted and needed.

In the last 3 months of his illness, Matt stayed in Hospice twice and visited numerous times. He was so thankful for the doctors and staff and volunteers who made

Hospice the haven it was for him. He knew that here he was safe, his pain would be controlled, he would be listened to and heard, and his needs met.

He was also so relieved to find that North Haven care is about the whole family. The support was for everyone who was there going through this with him.



Matt Cates - Fishing at Whangaroa Harbour

Mike and Colleen, Matt's parents, also talk about how safe Matt felt here, how much stress it took off him to know that the team were specialists. They knew his cancer, they knew just what to do and how to help.

One time Matt visited Hospice after hours. The nurse met him at the door and asked whom he had come to visit. She was surprised to find that this strong-looking, smiley person, bounding in with a list of requirements, was actually the patient!

At the end of his life Matt had a week in the Sunshine Coast with his family and came home to 2 nights in Hospice. The team arranged for a bed and oxygen for Matt so that he could have his wish to be at home.

Matt passed away in the arms of his loved ones at home, with friends surrounding him, on Monday 23rd August 2010. His was a life well lived. His family say that North Haven Hospice was such a valued part of Matt's care and they treasure the love and support we gave both him and to the whole family. The team here at Hospice was honoured to have been part of Matt's life, and part of his family's, at such a special time.

Matt truly did 'live every moment', and in living life this way, he showed so many others how to do the same.





A note from Peter

Dear Friends,

The national and international disasters experienced by so many over the last few months have reminded us all of what is really important.

Our awareness of the value of life is high at the moment, prompted by media coverage and stories of bravery, love, loss and spirit. Our thoughts and love are with all who are suffering, as we try to make sense of the tragic losses felt by so many.

It is the stories of individuals, however, which we are honoured to witness here every day. Matt Cates was one man who raised many people's awareness of what it is to live every moment. His attitude towards his cancer, and his whole life, was about meeting it head on, doing what needed to be done to be free to focus on what really mattered. His story is one which we may all learn a lot from.

The importance of living every moment is what we want to share with the whole community this May. We want to let people know about how North Haven Hospice, supported by generous donors like you, is able to help so many patients and families in our region. We need to share the stories of patients and families, and of

the team of staff and amazing volunteers. We have to raise awareness of our need, especially in these tougher times, for the community's support.

As you may know, North Haven Hospice is partly funded to provide specialist palliative care to the Whangarei region and across the Northland area. This funding covers some of what we need to do, but it also leaves a big shortfall. It is the community who supports our work beyond this. People like you. Businesses. Community groups. Volunteers. Individuals who partner with us in so many ways to help their neighbours at such a difficult yet special time. And for that I thank you, sincerely.

I also need to ask for your support now. Coming up to our annual Awareness Week, I hope that you will be able to share some of the stories you'll find in this newsletter with your friends, neighbours, colleagues. Through this we can let our community know more about North Haven – the work, the impact on lives, and the urgent need for donations and support.

You'll see that there has been a lot going on for us over the past few months. I believe that it is the stories of the many different sides of Hospice which really show the spirit of this special place. Coming into my fifth month here, I am still so impressed, every day, by the stories of generosity, love, care and support shown by the Whangarei community. And I look forward, like Matt, to getting on with what needs to be done and really 'Living Every Moment'.

Thank you again.

Kind regards,

Peter Bassett
General Manager

Key Facts for 2010

- *In 2010 North Haven Hospice cared for 515 patients during the year, an increase of 6% compared to the year before. This was made up of:*
 - 70% cancer patients
 - 30% non-cancer patients who needed specialist palliative care
- *We had 394 new admissions to the books*
- *Our community nurses made 3944 House visits*
- *The IPU had 240 admissions*
- *Start of Living Well Programme with Massage and Exercise*
- *Publishing of Palliative Care Guidelines for Generalist Health Providers – distributed free to all GPs, other health providers and Rest Homes*

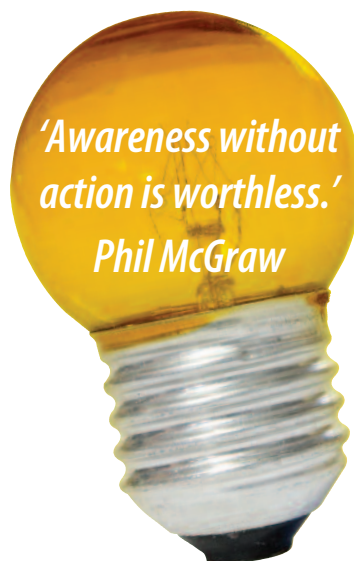
Hospice Heroes

We have 442 fabulous volunteers who give their time and support to help in all areas at North Haven Hospice and in the community. Not only do these amazing people make it possible for patients and their families to get the service they need, but they add a dimension of love and care which makes a huge difference at this difficult time in their lives – regardless of whether they are washing cars or helping in the In Patient Unit - they truly help our patients 'Live Every Moment'.

All our volunteers attend a 1-3 day induction programme. This ensures they are well informed, not only about the breadth and depth of hospice work, our history and philosophy, but also our obligations with Health and Safety, privacy and confidentiality.

Our largest volunteer group works at the shop – sales, sorting, driving the

truck. The shop is very popular with many regular customers, and our volunteers do an amazing job to make it such a success. We thank you for your dedication, loyalty and hard work!



We constantly get positive feedback about the comfort and support our volunteers in the In Patient Unit, the Living Well programme and out in the community bring to patients and their families. A big thank you! This group

also includes our biographers, drivers, flower arrangers, bed and equipment deliverers and car washers.

Each time you get a newsletter we have a wonderful group, the Special Task Team, who have enveloped the newsletter in preparation. Thank you so much for your commitment and company!

Have you taken a look at our wonderful gardens in Takahe Street? We have a fabulous group of gardeners who keep the Hospice gardens looking immaculate and others who tidy patients' gardens. They are supported by maintenance men who do all manner of repair work. Thank you for your expertise - you make a special place of comfort and peace, and a wonderful pick-me up for patients!

Our administration team of volunteers is involved with reception, funding, bereavement and the In Patient Unit. Our Fundraising volunteers help in many ways from the hospice quilting group to those helping with events, such as Opera in the Garden.

Thank you for your generous support and time, given with such spirit and commitment.

Shop News

The Hospice Allsortz Shop continues to be a popular and busy place to shop in the centre of town. Top Notch is the place to go for special items. Take a look, you might find that perfect thing you are looking for!

Remember if you have items to donate, we can arrange for our truck to collect them. Ring Kathy on 438-1050.

We would like to acknowledge the sudden passing of Laura Hill earlier this year. Laura volunteered at the shop for 7 years, most recently in the role of team leader. She will be sadly missed.



Induction day

Past Events



Gary Taylor from Morris & Morris and Peter Bassett decorate one of the Memory Trees

Memory Trees

This popular event was held for 2 weeks running up to Christmas 2010 with an amazing \$10,000 being donated. Morris & Morris partnered with us on this event and by donating \$1 for every \$2 raised, the grand total is over \$15,000! We have been blown away by people's generosity in these difficult times. This year we added two new venues at Mitre 10 and Tikipunga Countdown which were very well supported. Thank you to all the venues for allowing us to have Memory Trees at your place, to the wonderful volunteers who sat at the trees, Sutherlands Security who collected the money and the ASB for counting the money.

A morning tea was held in February for all those who helped. At this time our Chaplain blessed the stars upon which messages to loved ones had been written.

Make a Will Month

October 2010 saw the launch of the inaugural Make a Will Month. This was a new concept partnering North Haven Hospice with participating local Solicitors. These Solicitors kindly agreed to prepare a standard Will at no cost – in return for a donation to North Haven Hospice by the client. Many took the opportunity to have a Will prepared or updated and gained peace of mind. Over \$6,500 was raised – thank you to participating solicitors and their clients for their support.

- Henderson Reeves Connell Rishworth
- John Gilding & Associates
- Marsden Woods Inskip & Smith
- Northlaw
- Regent Law
- Urlich McNab Kilpatrick

Remembrance Service

Held in early December, this gave bereaved families, friends and staff an opportunity to remember and celebrate the lives of those who had passed away in the last year. It was a very moving service with music, including singing by a group from our local Pehiaweri Marae, our Hospice singers, poetry reading, a children's story, a speaker and sharing of stories. This year Colleen Morris, our Bereavement Coordinator, arranged the activity which was a Christmas tree on which families placed a bauble in memory of their loved one.



Carols in IPU

Opera in the Garden 2011

What a beautiful day to listen to our amazing local Opera North, who together with Helen Medlyn and her pianist, presented a wonderful afternoon of music. The venue was immaculate as usual and is such a special spot for this concert. Thank you to Rick and Joan Kennaway for generously making their property available. North Haven Hospice have partnered with Opera North for approximately 8 years and we are very grateful for their support. Thank you to our volunteers, Whangarei Lions who organise the parking and especially Huanui College and other young people who helped carry chairs and chilly bins from the car park to seating. It is always a fabulous day!

A special thanks to the caring Huanui College students who, when offered 'tips' for their work, instead chose to donate this money to North Haven Hospice.

Carols in IPU

Again this year just before Christmas, staff, friends and family gather in the In Patient Unit to sing carols to the patients. Each year the group gets bigger and bigger as the singers spread some Christmas cheer. This is a special time which staff look forward to every year with children being an important part of this sharing time.

Whanau

*The shell gatherer pauses
thoughts disturbed
by chatter from the dunes*

*Wahine and tamariki
emerge
swinging rods and kete
bound by familiarity
their brown footprints
disappear into the mud flats*

*They pass
boys boasting of
fishing prowess
Modern day Maui indeed*

*the youngest
a girl
calls to her brothers
her voice and laughter
purer than spring water*

*the gatherer leaves,
over her shoulder
a view of the brood
silhouetted against
a darkening sky*

An image of beauty

*Mary Death
March 2011*

Upcoming Events

Awareness Week 16 – 23 May

This is our big week of the year, to raise awareness in our community about the work that we do here at North Haven Hospice and to acknowledge the support we receive.

- Open Day Sunday 22 May, including the opening of the Living Well area, offices, garages and the Community Nurses rooms, blessing of the Meridian Garden – to celebrate North Haven Hospice's 25th birthday.
- The Hospice Shop's 10th birthday celebrations
- Street Appeal Friday 20 May
- Art Competition for schools, with prizes sponsored by Newberry's Funeral Services
- Weeding on Limestone Island on Wed 18 May - our chance to give back to the community
- Chamber of Commerce BA5 – Wednesday 11 May

Girlfriends 8 April

Come along and join the fun at the Girlfriends event held in Thirty-three Event Centre. North Haven Hospice will have a stand in the foyer with items for sale!

Building Update

Our Community Nurses have just moved into their new offices. They are very excited to have room to spread out when they return from their visits in the community, type up their notes and have a comfortable space to hold their meetings.

Now the asphaltting has been done all new areas can be fully utilized – the Living Well area and offices downstairs, the archive room, garages and the Community Nurses area. Thank you to Hill Construction and all the contractors, especially for their care and patience in working around our needs. Thank you too for all the specific donations which have enabled this building to go ahead.



Terry, our volunteer handyman, and builders, putting finishing touches to building

Committed Giving

Have you thought about being a committed giver?

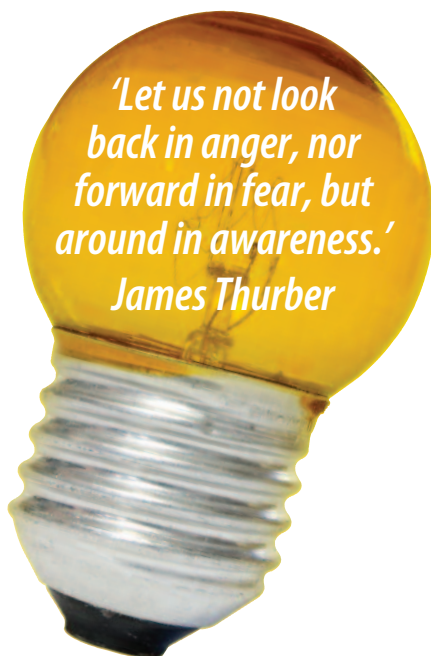
Andy Smith, a property marketing consultant with Allens Realty, is a committed giver. This is Andy's way to show his passion and commitment to North Haven Hospice. Andy says

'I find my partnership with North Haven Hospice to be very rewarding. I like that it is tailored to my individual business while helping support the work of North Haven Hospice.'

A regular direct credit to North Haven Hospice could be the ideal way you support North Haven Hospice.

Find out about the different options and benefits of being a committed giver – ring Kerry McLeod on 437-3355.

*'Let us not look
back in anger, nor
forward in fear, but
around in awareness.'*
James Thurber



Staff Profile

Peter Bassett - General Manager

North Haven Hospice welcomed a new General Manager in December, one with a deep connection to the North. Peter Bassett has returned to Whangarei to take up the role of leadership here at Hospice, following Helen Blaxland's move to Cranford Hospice in Hastings.

Peter and his wife Jacqui returned from Nelson, where Peter most recently headed up the Public Health Service for the District Health Board. He has a strong background in the health sector, which started right here in Whangarei. Peter began his career as an Environmental Health Officer with the Whangarei City Council in the 1980s, and then moved into management roles in the 1990s, within the Whangarei District Council.

He has managed Public Health Services and community health teams in the Waikato, Otago, Southland, and most recently the Nelson-Marlborough districts.

Originally from Kaitiaki, Peter is pleased to be back in the heart of the North. He is enjoying reconnecting with the community he knows so well, and says that the opportunity to be part of the North Haven team and this special community is one he really appreciates. Many of our volunteers already knew Peter, having worked with him in his city and district council days.

Peter's been experiencing all parts of the care and work that goes on here at North Haven – spending time in the IPU, going out with the Community Nurses to visit patients and their families, and up with the hospital team. He's also been involved with our recent events, works closely with the Hospice Shop team, and has been busy sharing our story with groups in the business, health and community sectors.



Peter Bassett - General Manager

Peter says,

"I am really enjoying working with the team, it's a very special place. The staff are so good at what they do and how they do it, as is the wonderful volunteer team. North Haven Hospice has such great support from the community, from our donors and supporters, and I am pleased to be able to lead this special organisation".

Staff Updates

There have been a number of farewells since our last newsletter in September and we wish each of our departing staff the very best in their new vocations.

After 12 years at the helm, Helen Blaxland, our General Manager left in October 2010 to take up a position at Cranford Hospice in Hastings. Helen was a great Manager and ambassador for North Haven and will be a huge asset to Cranford as they re-open their In Patient Unit.

Dr Sue Marsden left in December to take up a position at Otago Hospice and Dr Douglas Mearns also left, having completed his Post Graduate in Palliative Care with us.

Ronnie Polkinghorne (RN) decided to take her career in a different direction and accepted a position at Whangarei Base Hospital in the Oncology Department. Ronnie will be an awesome addition to the team there.

Naomi Horne (RN) has taken 12 months leave to spend quality time with her family in England at the same time gaining experience in home care nursing while she is there – plus having a good look around.



Our Chaplain Andrea Williamson left the sunny North and our team in December to accompany her husband Peter to Papakura where he has been assigned a new parish.

Kim Arthur, our Quality and Risk Assistant, and her husband, welcomed a new little son to their family in September. Kim has decided to be a full-time mum and not return from maternity leave.

Les Higgins, our Bequest Officer, left in February to pursue his work with the Parkinsons Society, and while he will be sorely missed by the team here, we also know he is a great asset to the Parkinsons team..

And so, farewells are followed by welcomes...



Kerry McLeod - Fundraising Manager

Our new Fundraising Manager Kerry McLeod joined the team in October. Kerry comes from a background of communications and marketing roles with not-for-profit organisations in Auckland and Wellington, and is really looking forward to working with the wonderful Whangarei community.

We are delighted to welcome three new RN's to the team. Dianne Stirling who 18 years ago was a volunteer for hospice, comes to us from the DHB in Whangarei. Brenda Jackman has been in private practice in Whangarei for a number of years and Sue Rishworth came to us from Ngati Hine Health Trust where she worked as a Primary Mental Health Co-ordinator.

Pam Boundy is our new Chaplain bringing with her a wealth of pastoral care experience from many different walks of life.

Dr Clare Terwiel has increased her hours in order to complete her Post Graduate in Palliative Care.

We welcome all our new faces into the team here at North Haven, as we look forward to a great year.

Thank You's

Merlyn Martin for allowing us to store our Memory Tree items, including the sleigh, in her garage while building alterations have taken place.

Memory Tree venues and helpers - Warehouse Stationery, The Library, The Strand, Regent New World, Mitre 10, Tikipunga Countdown, Sutherlands Security, ASB Bank and all the volunteers, groups and clubs.

Morris & Morris for their support of Memory Trees.

House of Travel, who hold regular cake stalls outside their office on the corner of Rathbone and Robert Street.



Ian and Gemma Buchanan with Peter Bassett, presenting a special reclining chair for patient use

Buchanan's Pharmacy for the donation of the chair, **Hill Construction**, Mike Lindsay of **Building & Fire Services** for Fire Training, Gerry O'Connell of **St Johns Driving Academy** for Defensive Driving training, students of **Purua School** for their book of poems and the ukulele concert for the patients.

Newberry's Funeral Services for the installation of the air conditioning unit in the computer room.



Purua School students read from their book of poems

Thank You's continued

Soft toys

Every Christmas this group of women bring along beautifully made soft toys which they make during the year. These are to be distributed to children of patients, who are delighted. Thank you for such a thoughtful gift.



Hospice who are faced with a new set of challenges as they continue to provide palliative care to their patients. The staff at North Haven Hospice dressed in red and black on Friday 1 March and raised funds which have been sent to Nurse Maude Hospice.

'Babyangel'

Buchanan's Pharmacy in Tikipunga are promoting 'babyangel' care packages and fresh meal hampers. These fresh meal hampers filled with delicious gourmet meals, treats, puddings and cakes. They have an incredible range for all situations, which could be a great way to support loved ones in a practical and caring way. Visit the team at Buchanan's for more information on these tempting treats.

Other stuff!

Christchurch Earthquake

Our thoughts are with the people of Christchurch as they cope with the aftermath of 22 February. We are especially thinking of our colleagues at Nurse Maude



Wish List

If you can help us source any of these items, please call Moana on Reception 437-3355 – thanks!

- Coffee Plunger for main kitchen
- Bissell upholstery cleaner – Little Green for the cleaners
- Upholstery repairs to a lounge chair
- Baking for the In Patient Unit would be appreciated – loaves, muffins, cakes or slice

The shop - we need more men, mainly in the storeroom area.

Other times we need people are Monday afternoons, Wednesday morning and afternoon, Thursday afternoons, Friday mornings and 10.00am to 2.00pm, Saturdays.

If you would like to help and are available at any of these times, please phone Julie Jensen, Volunteer Services Manager on 437-3355.

BOARD MEMBERS

Patron

Phil Heatley MP

Chairman

Murray Lints

Board

Fay Colthurst

Geoff King

Jim Kilpatrick

Joan Puckey

Peter Joyce

Joby Hopa

Gladys Glavish

Loek Henneveld

Accountant

Gina Tarasiewicz

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Medical Director

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Palliative Care Education

Facilitator

Sam Boyd

Counsellor

Liz Carr

Social Worker

Christine Brownlee

Bereavement Services

Coordinator

Colleen Morris

Chaplain

Pam Boundy

Manager of

Volunteer Services

Julie Jensen

Funding Development

Manager

Kerry McLeod

Fundraising

Coordinator

Heather Wellington

Receptionist

Moana Brown



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