

Support Hospice at Farmers this Christmas

Christmas is a time of year when we think of people who won't be with us during the festive season.

They may have died, they may be living overseas or in other parts of the country, or perhaps they just can't be with us for other reasons.

Our yearly Christmas fundraising campaign with Farmers is now underway. From now until Christmas Eve, everyone who makes a donation to North Haven Hospice while shopping in Farmers Whangarei will receive a remembrance card. Write a special message to the loved one you are thinking of, and place it on the dedicated Tree of Remembrance in-store. 100% of all donations will be donated towards North Haven Hospice care for local people living with a terminal illness and support for their families/whanau.

Another great way to support North Haven Hospice is to purchase a limited-edition, hand-painted bauble, available at the counters in Farmers Whangarei. This year's bauble is titled 'Comfort by Hospice'. Providing wrap-around services, compassion and comfort, Hospice supports people to live every moment; to spend time with those they care about in the places they love, bringing joy and creating memories that last forever.

Each bauble is \$10 and thanks to Farmers, the full purchase price will be donated to Hospice.

Thank you to Farmers Whangarei and customers for supporting North Haven Hospice.





A Message from Ann

North Haven Hospice
Board Chair

This has been an extraordinary year of exceptional challenges. The outstanding performance of our staff throughout this year must be applauded for laying the foundation for a smooth transition into 2021.

Our teams that deliver the multiple streams of services provided by North Haven Hospice have shown great skill and judgement, navigating proficiently from a pre-COVID19 world back and forth through Levels 1-4 and continuing to manage the risk of infection to patients and the public. The board acknowledges that the collective professionalism and commitment to providing for the means of high quality care in such challenging times is remarkable. The level of excellence was recently attested by accreditation from the Ministry of Health, with a maximum possible successful four-year result.

Without the unstinting help of our many volunteers in so many roles, we would be struggling to provide the level of care that we do and we thank you greatly for your work. Our many supporters who provide help in a variety of ways are equally worthy of our gratitude for assistance in making ends meet.

We have many people to thank for all that has been achieved over 2020, and past years. We said goodbye to two long-standing and highly-respected, retiring members of staff, CEO Leonie Gallaher and Te Tumu Manaaki Lale Alldred, who were shown deep appreciation for the considerable contributions they have made to North Haven Hospice. We thank the leadership team for 'holding the fort' while we recruited a new CEO. After a competitive and rigorous selection process, the Board is delighted to announce the appointment of Julie Sexton as the new CEO. Julie comes with an impressive CV and a wealth of experience in the health sector. Welcome Julie.

Finally, I'd like to say that it's an honour to act as Chair of this Board and I thank my fellow board members for their support, enthusiasm for the best, and the insight they bring to decision-making.

Noho ora mai,

Ann McKillop

Dr Ann McKillop
Board Chair

Q & A with Briar White

Donor Relationship
Coordinator



How do I describe my work: It is a job that I find very rewarding; phoning people to thank them for their thoughtfulness to support North Haven Hospice with monetary donations. These donations can be weekly, monthly, quarterly (often via the donation slip they receive with their posted North Haven News) or even half-yearly or yearly. With cheques being phased out I also talk with them about other ways to donate. Some donors like me to visit and chat about what Hospice care and support is all about and answer questions they may have. I am also fortunate to be able to make contact with people who have let us know they intend to leave a gift (bequest) to North Haven in their Will.

What makes for a good day: Community-minded people are the most generous people. To be able to spend some time with them, chat and listen to their stories is just wonderful.

What is the biggest challenge/opportunity: To realise that these days we seem to have so little time for others. The people who donate regularly, as well as our volunteers, tend to be older people and understand different times and situations when people pulled together. I hope that the events of 2020 will show the majority that when we pull together and care for one another (even in a small way) it makes a positive difference. Now is the time to show you care and can help others in any way you can.

What is something about my job that I want people to know: My role, on behalf of North Haven Hospice, is simply to establish a personal connection with donors and thank them, in person, over and above a thank you letter and receipt. A small gesture that goes a long way.

What is something about North Haven Hospice that you've always wanted people to know? Hospice's Inpatient Unit in Tikipunga is a calming and restful environment. It is not a place to be wary of, as the people here are full of love, care and support. These words come back to us many times in thank you cards and letters from those that have had the experience with us. If anyone would like to visit and see for themselves, please contact me on 09 437 3355 (Tuesdays and Wednesdays) or briarw@northhavenhospice.org.nz and I would be privileged to show you around.

North Haven Hospice statement following End of Life Choice Act referendum

Through the recent General Election referendum the majority of people who voted have indicated their support for the End of Life Choice Act coming into force, making assisted dying legal in New Zealand.

This will be a significant change for the whole healthcare sector, not just those providing palliative care.

A core philosophy of hospice is to neither hasten nor postpone death, and this will not change.

The pre-referendum High Court Declaratory Judgement received by Hospice New Zealand, the national organisation representing 33 independently operating hospice services in NZ, ruled that hospices and other healthcare providers such as GP practices, Maori Health Providers and Aged Residential Care facilities are able to take an organisation-wide conscientious

objection to involvement with euthanasia. Many, including North Haven Hospice, have decided to take this position.

It is important for people to know that North Haven Hospice will continue to provide specialist palliative and end-of-life care to anyone needing support, regardless of a desire for assisted dying.

We acknowledge and respect a person's right to make choices that are best for them, particularly around end of life. However, no North Haven Hospice staff will be involved in the administration or be present during the administration of euthanasia medications and these cannot be administered on any North Haven Hospice premises.

With good support, people can live well until they die naturally, and their family and whanau can be an important part of this time and need support also.

People living with a terminal illness should be supported to live in whatever way is important to them and their loved ones.

There is always something that can be done. Palliative care is provided up until the very moment a person dies and beyond, with bereavement support for family/whanau.

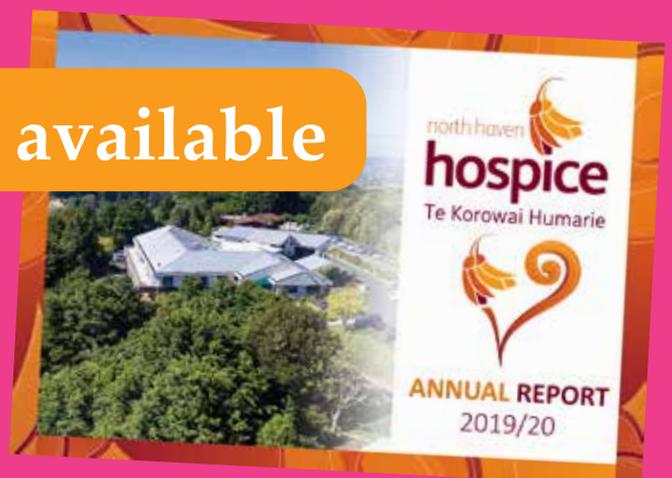
Palliative care does help people with pain and other distressing symptoms. A lot can be done for a person's physical wellbeing, and also their emotional and spiritual wellbeing.

Hospice services will continue to focus on showing death as a part of life, and dying as a natural process, breaking down barriers and misunderstandings around palliative care and death and dying to addressing the fears people may have when approaching the end of life.

Our Annual Report is available

Our Annual Report for 2019/20 was recently published. For a PDF copy, visit the Strategic Documents page under About on the home page of our website www.northhavenhospice.org.nz

Printed copies are available from our main reception at 24a Takahe Street, Tikipunga, Whangarei. To request a printed copy, please phone 09 437 3355 or email admin@northhavenhospice.org.nz



Leave a gift to Hospice in your Will and extend your legacy

When you make a Will, you provide for future generations. It is an act of generosity and an investment in the future to benefit others.

Including a gift in your Will (a bequest) to North Haven Hospice extends that legacy from your loved ones to your community also.

This is what Whangarei great-grandmother Shirley Biggins has chosen to do, inspired by her connection with North Haven following the care and support she and her late husband Allen received.

Allen died in Nov 2016 after being in hospice care for only a few weeks.

"Allen had been ill for quite a while, but when the time came that we needed hospice's specialist care, we knew that he would be well-looked after. Although you never want to need such service, it gives you sense of security to know it's available, which at that time we accepted because Allen was so ill," Shirley said.

"It was an emotional time and you're all sixes and sevens, but the staff were so thoughtful and kind. They understood Allen's and my needs and our family's needs. They put us first, but never made us feel like we were imposing on them if we wanted to ask something or needed help.

"They need all the support they can get, so I decided to leave North Haven a bequest, for when my time comes."



Shirley Biggins

"One of the special things was that I was able to stay the night in a connecting room when Allen was in the Inpatient Unit. Being able to be close was comforting for us both.

"Hospice were just absolutely wonderful to us and I can't thank them enough. They need all the support they can get, so I decided to leave North Haven a bequest, for when my time comes - although hopefully that's some way off."

If you would like to talk with someone, in confidence, about possibly leaving a gift to North Haven Hospice in your Will, please contact Briar White, Donor Relationship Coordinator, at briarw@northhavenhospice.org.nz or 09 437 3355 (Tuesdays and Wednesdays).



Become a member of our Society

Annual Membership of the North Haven Hospice Society is only \$25 per year.

For a PDF copy of the Application Form, visit the Helping Us page on our website www.northhavenhospice.org.nz or to request a printed copy, please phone 09 437 3355 or email admin@northhavenhospice.org.nz

For any queries about the Society, please contact Stephen McKinstry, Business Manager, at stephenm@northhavenhospice.org.nz or 09 437 3355.

Volunteer Rob's thumbs so much more than green

Volunteer Rob Molloy approached North Haven Hospice recently to offer his time helping with gardening.

He soon found himself also as the 'right-hand man' to Hospice's handyman Tony Sims.

When Tony found out that Rob had a career background in carpentry, joinery and cabinet-making, he said "mate, do we have a job for you".

This was helping build a new internal wall in the Hospice Shop in Whangarei's CBD, as part of the recent relocation of the processing area from a John Street building to the back of the Hospice Shop premises.

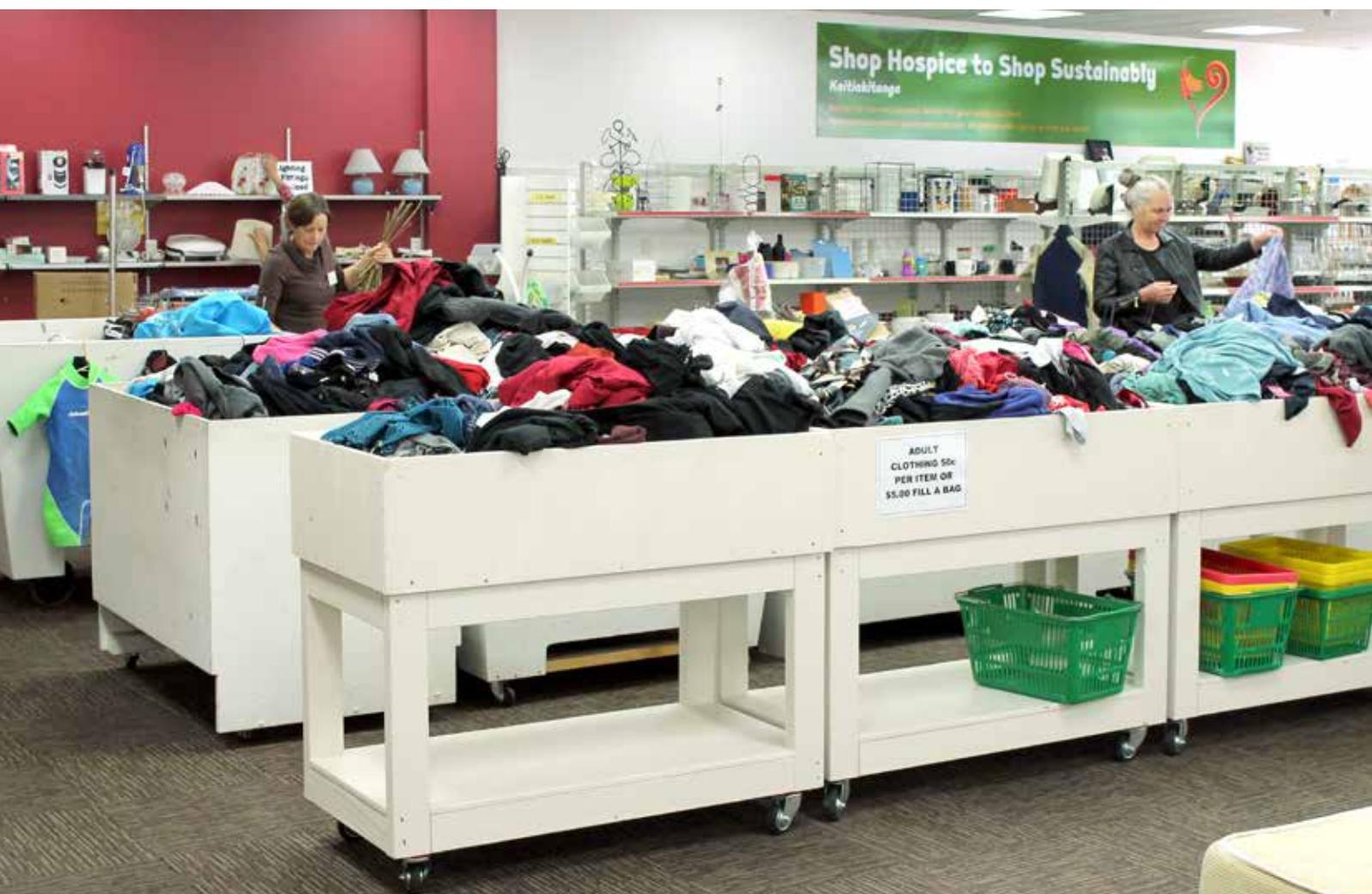
Their next job together was building 11 wooden trolleys for the processing area and the new outlet goods area in the shop (pictured below).



Tony Sims, left, and Rob Molloy

Tony said that building the wall was definitely too big a job for one person and that having Rob's skills to help build the trolleys was also invaluable.

"Rob happened to come on the scene at just the right time. He was keen to help too, thankfully. It's about making use of the talents that volunteers have."



Upcoming Events

Memory Trees 2020

Monday 7th to Friday
18th December

Stop by one of our Memory Trees, choose a card and write a name or personal message in remembrance of someone special who can't be with you this Christmas.

We will have a tree at Countdown Tikipunga, Mitre 10 Mega, Pack 'n' Save and Regent New World.



Hospice IPU nurse Morgan McCaskill

A heartfelt thank you to Morris & Morris Funerals which will again donate \$1 for every \$2 donated by members of the public.



Thank you for your support

BNI B'Nspired, BNI Late Start and BNI Whangarei for the Band Together fundraiser

Gemma Currin, Bayleys Whangarei and the Andrews family for the Keith Andrews Open Home Fundraiser and **Ecosse Business Systems** for loaning us an eftpos machine for the weekend, and **Cheers Party Hire** for loaning glasses.

Kamo High School for its mufti day fundraiser

St Francis Xavier Catholic Primary School for its mufti day fundraiser



Hobsonville Point Zumba with Fleur for her 'In Memory Of' fundraiser

Whangarei Lions Club which donated a cordless hedge trimmer

Pictured: Club president Ray Topia and North Haven Hospice business manager Stephen McKinstry.

PATRON

Murray Lints

BOARD MEMBERS

Ann McKillop (chair)
David Bawden
Colin Campbell
Fay Colthurst
Pamela Head
Darren Hills
Joe Makene (ex officio)
Gabrielle Thompson
Board secretary: Nola Sooner

LEADERSHIP TEAM

Chief Executive Officer
Julie Sexton

Medical Director
Warrick Jones

Clinical Services Operations Manager
Cathy West

Quality & Safety Manager
Elizabeth Lee

Business Manager
Stephen McKinstry

Volunteer & Hospitality Services Manager
Jane Scripps

Retail Manager
Kathy McMillan

Fundraising & Communications Manager
Kelvin Teixeira

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NORTH HAVEN HOSPICE SHOPS

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Waipu 09 432 1342

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Find us on  

Charities Registration: CC 25574