

# Hospice helps Local People

## Hapai i te Hapori

You never know when you, a loved one or friend may need Hospice care.

Every dollar raised here stays here, supporting our people facing the end of life and bereavement.



VOLUNTEER TIME, SEPTEMBER 2020

## *Thank you for making your difference every time*

We are moving towards spring, looking at the bulbs coming through, the very changeable weather and of course the odd lamb, we see the signs.



This is a normal change we are used to and we are also deep in other change we are not used to. Understanding how we respond this to varies for us all; where you are finding this draining you, pulling you down please contact Volunteer Services and/or Retail Staff for a chat/support.

Retail volunteers are making fabric face-masks which are being sold, this is a great service for those who need something washable and more long-lasting. Visiting The Falls Estate this week I happened upon a group making them and also IPU volunteer Emma is doing the same in Auckland.

Over the last few weeks the CBD shop has been readied for the processing centre and outlet store to be transferred over. One of the best things about this is that you will all be on one site, the team is looking forward to sharing some BBQ time to celebrate the new look.

There have been some changes in staffing too with Kathy McMillan taking over the daily running of the CBD store and having 2 floor supervisors who will be on the floor 95% of the time helping make as much money as possible from our donations.

It will take some time to get used to these changes, by early 2021 these should all be bedded in.

Michelle Clark has moved over to coordinate the goods-inwards area and truck activity.

We are looking forward to our on-line store making more money from high quality donations, sales of facemasks growing and in the new year a range of shop floor events



Links for you to use and like:

<https://www.nzps2021.nz/21-kees-lodder.html>

[https://www.hqsc.govt.nz/assets/ACP/PR/ACP\\_KiaKorero\\_May20\\_FormFill.pdf](https://www.hqsc.govt.nz/assets/ACP/PR/ACP_KiaKorero_May20_FormFill.pdf)

<https://www.referendums.govt.nz/endoflifechoice/index.html>

<https://www.nzbooklovers.co.nz/post/opening-little-boxes-by-kees-lodder-cathy-casey-manuela-bert%>



## **Advanced Care Planning (ACP) session with Kees Lodder**

Our tall Dutch/Kiwi palliative care specialist Kees, known for his listening, tender questioning style and 'being there' is discussing Advance Care Planning in our education slot which is already fully booked. He has recently taken responsibility in Te Tai Tokerau for ACP development and this is a special opportunity for hospice volunteers. Click on the links on the front page to learn more about Kees and ACP.

If you would like to put your name down on a waitlist you will need to contact Barb Bailey on BarbB@northhavenhospice.org.nz. When the number reaches 10 we will run a 2nd one. Alternatively you can use the front page link to have discussions and complete with family.

**our voice** | Advance  
**to tatou reo** | Care  
Planning

Last year Kees and nurse/IT coordinator Walter volunteered in refugee camps in Bangladesh, you may have read about this in the media and our hospice newsletter. This year during lockdown Kees and friends wrote a book called Opening Little Boxes (*link on the front page*), and launched it at the Auckland City Mis-

### **Hospice Volunteer projects**

Introducing ourselves and removing barriers.



A drummer in bands, loves the water, in the garden and golf course, a great reader

In IPU there are a large number of volunteers working 4 hour shifts, some regular and some casually. Over the next few months volunteers and staff are creating a photo and interest/hobbies gallery that will be an introduction for both visitors and staff. Once this is complete we will start on other groups of specialist volunteers, here's an example of Brett who has a permanent shift and other roles at hospice.

#### Living Well in the Moment

At the end of 2019 we held an all volunteer discussion about the way ahead for patient/carer support in the community. Since then even with COVID19 lockdowns and levels changing the project has been under trial and is now spreading out around our district. Volunteers are reporting back on the impact this is having and this is being collected in a data base designed in-house, we have to show whether this has a positive impact.

#### 'Friendly Caller' volunteer service

Out of COVID19 lockdown came volunteers wanting to help and not able to enter peoples' homes, we started a 'friendly caller' service and we are now developing this to become a regular service for both patients and carers. If you would like to join in please contact volunteer services for more details including the training afternoon in late September

### **IMPORTANT NOTICE FOR ALL PATIENT AND CARER INVOLVED VOLUNTEERS**

In our clinical settings the use of masks has been updated and all patient involved volunteers are receiving both an update from the pandemic planning group and advice on the use of facemasks-please ensure you read this carefully.

#### Coming up



**Multicultural  
Whangarei**

- Multi-cultural Whangarei visit by North Haven Hospice. Have you ever thought much about how many ethnicities live in Whangarei and Northland.

You might be very surprised, come along and find out more at their place at the end of September, we will have them over in February with garden setting morning tea and visit for these important new people to our turangawaiwai. Again you must book to come through Barb Bailey